City of San Rafael
CITYWIDE TRAINING PROGRAM
Last Revised August 30, 2007

Safety &
Emergency
Preparedness

Employee
Development

Technology

City of San Rafael, California
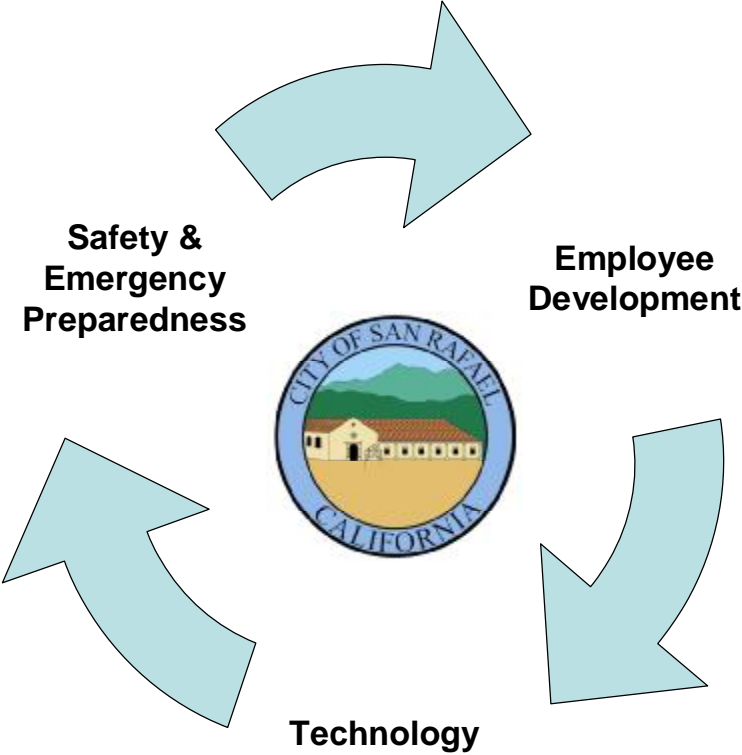
1. Introduction

The purpose of the Citywide Training Program is to provide employees with ongoing training and development opportunities that help support and promote the City's mission, vision and values and are consistent with the City Council's Five Year Goals for sustaining essential services and organizational excellence. This program is a component of the Management Services Department of the City of San Rafael, which oversees Emergency Services, Human Resources, Information Technology and Parking Services.

This Citywide Training Program contains information on the types of trainings being offered, which trainings are considered Citywide vs. Departmental, and sets up a new Intranet based system for planning and offering trainings. The objective for making a schedule of trainings available online is to provide employees with the most up to date information about training opportunities and to facilitate their participation in the City's training program. Ultimately, this training program will include procedures for online registration and a system for keeping track of which trainings are being offered.

Employees can access a calendar of trainings via the City of San Rafael's Intranet site at https://intranet.cityofsanrafael.org/Training. Employees who do not have access to a computer can contact the City Manager's office at x3070 to obtain a calendar of trainings being offered.

CITYWIDE TRAINING MISSION

To provide employees with ongoing training opportunities in skills and resources necessary to better perform their jobs, achieve career goals, and provide the standard of excellence in customer service aligned with the City's mission of serving the community.

2. Program Overview

A key role of Management Services Department is to facilitate training and development of employees in an effort to improve their service to the public and to develop qualities that will assist them in career advancement. Training may be conducted by city staff, volunteers, or by external experts. Training is often thought of as an investment because it can reduce the city's liability, increase employee productivity, and improve services.

While the Citywide Training Program offers a wide variety of topics, it does not cover all training needs throughout the City. Citywide training includes those which can be applied across departments and involve general administrative procedures, citywide policies and/or systems such as employee orientations, policy trainings, and information technology courses.

Departmental training includes those that relate primarily to the work of their specific department and may not translate well to other departments. For example, a safety training on using motorized tools and equipment may only apply to the department(s) that utilizes the tools. These trainings will continue to be coordinated by each department involved and are not included as part of this Citywide plan.

3. Types of Trainings

Citywide trainings include those which can be applied across departments and involve general administrative procedures. **Departmental trainings** are those that relate to the work of a specific department and should continue to be coordinated by each department. To determine whether or not the training you are planning is a Citywide Training and should be submitted for posting on the Intranet Calendar, you should consider the following:

- Does this training have an impact on other departments?
- Can employees from other departments benefit from this training?

If you can answer YES to both of these questions then your training should be submitted via the Intranet for approval to be placed on the Citywide Training Calendar.

This Citywide Training Program is divided into three main categories:

EMPLOYEE DEVELOPMENT

This component focuses on general topics, City Policies and professional development opportunities. As job skills change, staff must be trained to effectively keep up with new requirements and obtain the knowledge and skills that will be important for career advancement. When new supervisors are hired into the city from another agency or a non-supervisory employee is promoted to a supervisor, management training is key. In addition, new Federal or State regulations affecting programs operated by city staff require regular, ongoing training so that staff remains in compliance with appropriate regulations. Trainings may also relate to topics fundamental to fostering positive work relationships and a successful work-life balance. Trainings in this category may include topics such as:

- Benefits Orientation
- Citywide Policies (e.g. Sexual Harassment, Violence in the Workplace, etc.)
- Effective Leadership
- How to Write a Staff Report
- Budget Reports
- Workers' Compensation
- Building Successful Relationships

TECHNOLOGY

The Information Technology Division of the City of San Rafael provides technology support for all City departments and strives to implement the products and solutions that best meet City needs in a fiscally responsible manner. As new technology is introduced citywide, staff must receive training on new hardware/software as well as application specific training to efficiently apply new technology to their jobs. A recent survey of City computer users showed a strong interest in hands-on computer training courses. The new computer room at Pickleweed Community Center & Library provides a space in which the department can offer a series of hands-on, instructor-led computer classes. All courses are free to City Employees with supervisor approval and limited to the first 10 employees who sign-up for each session. Trainings in this category may include topics such as:

- Basic & Intermediate Word and Excel training
- How to use the Intranet
- Website Management
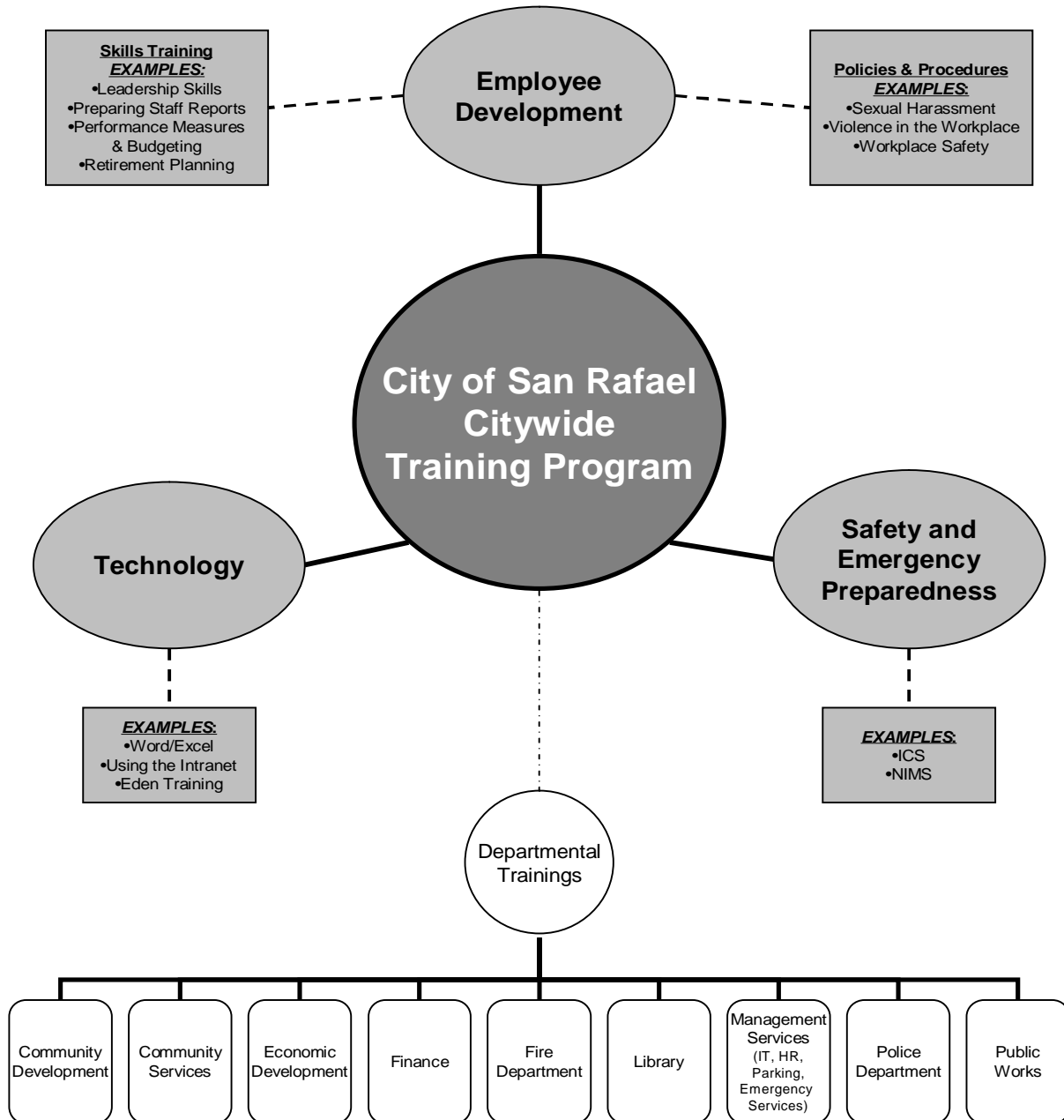- Telephone Training
- EDEN

SAFETY AND EMERGENCY PREPAREDNESS

The Safety and Emergency Preparedness component of this plan provides for trainings to inform employees of their responsibilities in the event of an emergency or disaster. According to California Government Code, all public employees are designated as disaster service workers. This includes anyone employed by any county, city, state agency or public district. The City of San Rafael has prepared its' Emergency Operations Plan to ensure the most effective and economical allocation of resources for protection of people and property in time of an emergency. The objective of the EOP is to incorporate and coordinate all the facilities and personnel of the City into an efficient organization capable of responding effectively to any emergency or disaster. Training is an important component of the EOP and may include classroom instruction, disaster drills or exercises, or related activities that are designed to enhance the disaster response skills of the disaster service worker. While no plan can completely prevent death and destruction, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. Trainings in the Safety and Emergency Preparedness category of this Citywide Training Program may include topics such as:

- ICS 100 - Introduction to Incident Command System (ICS)
- Introduction to Standardized Emergency Management System (SEMS)
- IS 700 – Introduction to National Incident Management System (NIMS)
- Emergency & Disaster Operations (new employee training)

The Diagram below gives an overview of this Citywide Training Plan as outlined above:

City of San Rafael Citywide Training Program

Skills Training
EXAMPLES:
•Leadership Skills
•Preparing Staff Reports
•Performance Measures
& Budgeting
•Retirement Planning

Employee Development

Policies & Procedures
EXAMPLES:
•Sexual Harassment
•Violence in the Workplace
•Workplace Safety

City of San Rafael Citywide Training Program

Technology

Safety and Emergency Preparedness

EXAMPLES:
•Word/Excel
•Using the Intranet
•Eden Training

EXAMPLES:
•ICS
•NIMS

Departmental Trainings

| Community Development | Community Services | Economic Development | Finance | Fire Department | Library | Management Services (IT, HR, Parking, Emergency Services) | Police Department | Public Works |

4. Planning a Citywide Training

Outlined below is the process for planning, scheduling, and posting information on the Intranet Training Calendar. This planning process is necessary in order to offer regular trainings at appropriate intervals as opposed to offering multiple trainings scheduled too closely together. Training dates will be scheduled on a first-come, first-served basis. Remember, this plan only applies to Citywide trainings.

PROCEDURES FOR SCHEDULING A TRAINING

Choose a Date
Before you submit your request, check the Intranet Calendar to ensure that there is not a training already scheduled for the same day or week you are requesting. Even though there may be more than one *session* of the same training offered on the same day, only one training *topic* will be scheduled per day. For example, two telephone training sessions covering the same material may be scheduled on the same day, but an IT training and an HR training will not be offered on the same day or even in the same week. The goal of spreading trainings out at regular intervals is to make it possible for employees to benefit from participating in trainings while not overwhelming their schedule with trainings scheduled too closely together.

Reserve a Space
Please make sure that the room in which you would like to have your training is available for the date and time you are requesting. Reservations for the Council Chambers and City Manager's Conference Room may be made by calling the City Manager's Office at x3070. Reservations for the CDD Conference Room may be made by calling the Community Development Department at x3487. Requests may also be submitted through the usual Outlook Meeting Request format.

Submit Your Training Request
Training requests should be submitted by completing the Training Approval Request form which is available on the Training page of the City's intranet under Training Documents or at https://intranet.cityofsanrafael.org/training/Training%20Documents/Forms/AllItems.aspx. If you do not have access to a computer, please call the City Manager's Office at x3070 to request a copy of the Training Approval Request form. When submitting your request, be sure to include any pertinent information in the description section. Please be specific; this information will help the administrator determine whether or not your submission will be approved as a Citywide training. **Please submit your completed Approval Request form to the City Manager's Office** well in advance of your training date (suggested 3-4 weeks prior) to allow time for approval and notification to participants.

Approval Process
Requests will be reviewed by the City Manager's Office to ensure that the training qualifies as a Citywide training under the guidelines of this plan. You will be notified of the status of your request by the administrator.

If approved, your training will be added to the Citywide Training Calendar along with the description, location, time and registration information you submitted. If you would like to include attachments with your posting (agenda, handouts, resources, etc.) please contact the City Manager's Office at x3070 to submit your documents. Please note that it is *your responsibility* to notify employees that a new training is available and to maintain a list of participants. Be sure to include the name of the training and who employees should contact to register for the class, even though this information will be available on the Intranet posting.
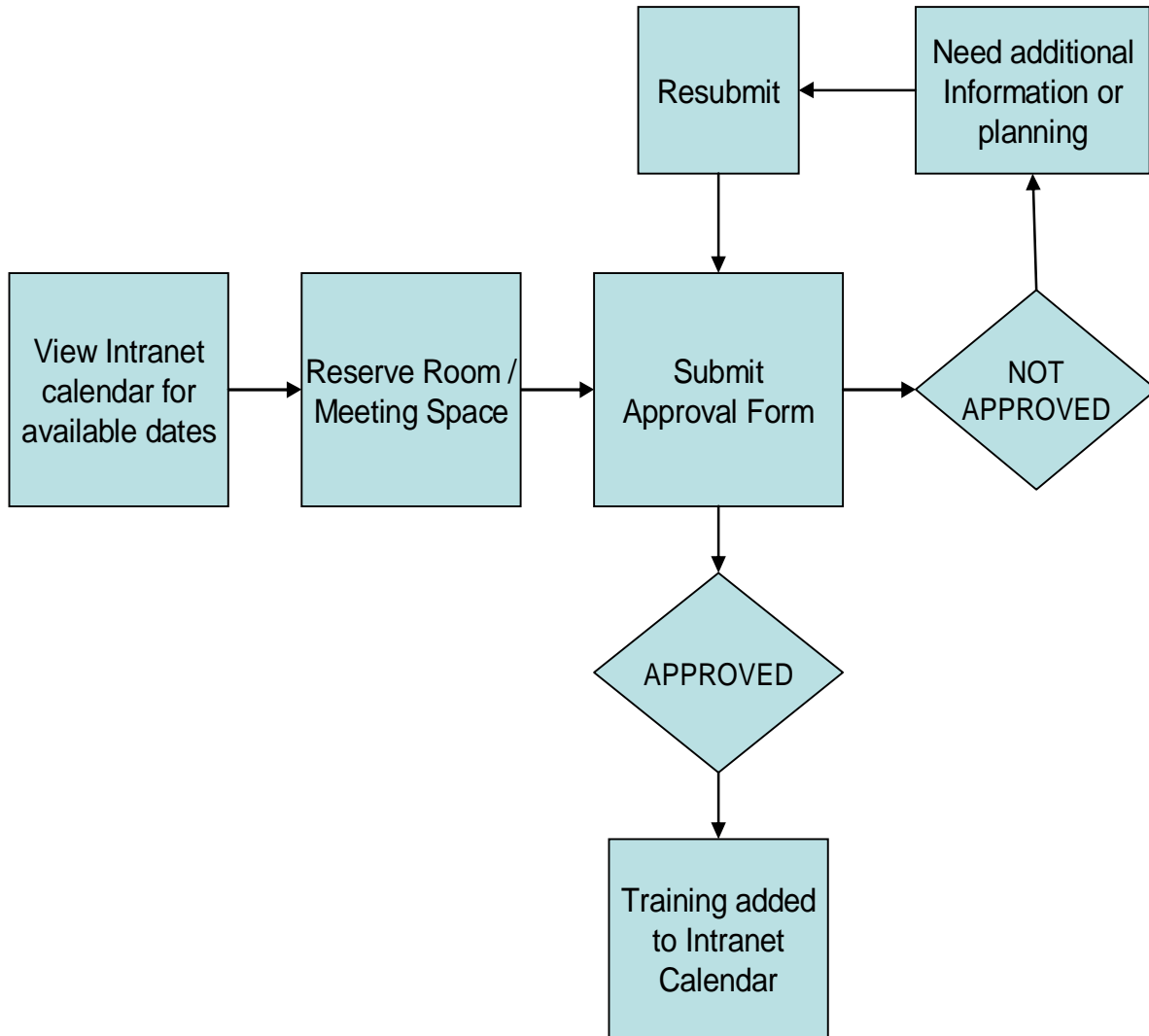
If your request to post a Citywide Training is *not approved*, you will receive an e-mail letting you know the reason and any follow-up actions required on your part (reschedule, resubmit, etc). Reasons for denial may include:

- Date too close to another training already scheduled
- Topic is departmentally specific and not considered a Citywide Training
- Topic too close to another training already scheduled
- Topic otherwise inappropriate

Changing Information about a Training that has been Approved and Posted
If you need to make any changes to a posting that has already been posted please contact the City Manager's Office at x3070. You will be notified by the administrator when your changes have been posted. Again, it is *your responsibility* to let participants know that changes have been made or that a training has been cancelled. If you do not have access to a computer, please call the City Manager's office at x3070 to discuss your changes.

City of San Rafael Citywide Training Approval Process

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5. Registration and Participation

Employees can view the Citywide Training Calendar on the Intranet at https://intranet.cityofsanrafael.org/Training. Click on the title of the training to view the description, location, registration information and any other information related to the training. Questions about a specific training should be directed to the contact person listed.

Trainings are available to all regular City of San Rafael employees, however most classes do have a "target audience" for which the course was specifically designed (i.e., supervisors, managers, etc.) based on their job functions, title, etc.

It is the employee's responsibility to notify their supervisor prior to registering for any training and to seek a supervisor's approval if required. For trainings that require prior approval, supervisors and managers should consider if the training would benefit the employee and if it fits appropriately into the scope of their work.

Participants are expected to arrive on time and ready to engage in the training as scheduled. If an employee has registered for a training and is unable to attend, they should notify the appropriate contact person as soon as possible.

Mandatory trainings are those which are required by Federal or State regulations, a City of San Rafael Policy or by direction of the City Manager. These classes cover information related to official City policies, workplace health and safety, supervisory liability, etc. Attendance at these trainings is required for the designated audience.

6. Suggestions for Future Trainings

The City of San Rafael recognizes that training is an investment and is committed to the development of all employees by providing continuous learning opportunities. The citywide plan includes trainings that support the city's strategic plan and performance objectives, improve and/or support job performance, or meet organizational needs in compliance with federal and state regulations. We recognize that potential topics for training are as vast as the scope of government service and we welcome suggestions for future training opportunities. Suggestions may be made by completing the "Suggestions for Future Trainings" form found under Training Documents on the Training page of the intranet or by calling the City Manager's office at x3070.

City of San Rafael

Management Services Department

Citywide Training Approval Request

Submitted By: _____ Date: _____

Job Title: _____ Dept: _____

Training Details

Please note that, if your training is approved, it is *your responsibility* to notify employees that a new training is available and to maintain a list of participants. Also, be sure to include registration information (contact phone # and/or e-mail).

Title of Training:

Description of Training:

Location:

Date(s)/Time: 1st Choice: _____ 2nd Choice: _____

1 Check here if this is a recurring training and note schedule (2nd Tuesday/month, etc.)

_____

Who should participants contact to register?

Name: _____ Phone#: _____

E-mail: _____

Additional Information: (e.g., limited to 10 participants, who should attend, registration deadline, etc.)

City of San Rafael

Management Services Department

Citywide Training Program – Suggestions for Future Trainings

As the City of San Rafael strives to improve the City Training Program, we welcome your suggestions for future topics and ways to improve the online training process. Please complete the appropriate information below and return it to the City Manager's office.

Submitted By: _____ Date: _____

Job Title: _____ Dept: _____

Training Suggestion:

How would you describe your experience with the online Training Program?

1 Easy to use; I found all of the information I needed

1 A little confusing, but the more I use it the easier it will get

1 I prefer the old paper/e-mail notices and probably won't ever check the online calendar

How can we improve your online experience?

Other Comments: