A Message from the City of Ontario

In joining the Ontario team, you are now part of a high-performing and purpose-driven organization that is committed to delivering exceptional customer service to 177,000 residents and 11,000 dynamic businesses.

We aspire to be the premier community of the Inland Empire. To accomplish this goal, Ontario recruits and hires the best. We are assembling a roster of 5 Tool Players (Leaders, Thinkers, Operators, Communicators & Public Servants) in every agency and at every level of the organization. We believe in building leaders and empowering them to fulfill their career goals in service to this diverse and supportive community.

Again, welcome to the City of Ontario and I looked forward to a long and rewarding partnership.

Best wishes,
Scott Ochoa, City Manager

Welcome to Ontario’s Team! As a City of Ontario employee, you help share the quality of life for Ontario’s community. Every employee plays an essential role in Ontario’s mission. Approach to Public Service and achieving Council’s City goals.

If you are seeking ways to enhance your social wellness, look for announcements via the City’s intranet page, social media, emails and newsletters for important events such as Relay for Life (Spring/Summer), KinderGo (Summer/Fall), Department Pumpkin Decorating and Costume Contest (Fall), Ontario 5K Reindeer Run and Rudolph Dash (Winter), and much more.

We are excited that you have joined our Ontario team and have chosen a profession in public service to make a positive impact on our Community.

In health and wellness,
Angela Lopez, Executive Director Human Resources
Leader - Can you communicate confidently and clearly? Do you have the courage to communicate frankly and directly? Can you make tough decisions and accept their consequences? Are you honest and ethical? Do you have the wisdom and understanding to explain ideas and decisions in sensitive and respectful ways? Do you know your job? Can you explain your job? Can you get the best out of others? Are you a positive force? Does your culture have people? Can you coach and be coached? Can you provide good, constructive criticism? Do you have the courage to speak your beliefs? Are you confident and secure? Are you able to create your own opportunity by being prepared? Are you objective and professional? Are you respectful of others and command others' respect? Can you develop a vision of where you, your team, and your organization need to go in order to be successful? Are you self-aware? Do you have a sense of humor?


Communicator - Can you communicate clearly in proper English? Do you write clearly, concisely, professionally, and with an attention to detail? Do you understand non-verbal communication and body language? Are you aware of your own non-verbal signals? Can you deal with interpersonal conflict or do you shy away from conflict? Can you tell a story? Can you explain complex issues? Can you modulate your communication style to fit a given audience? Are you intimated? Can you be diplomatic, yet still clear? Do you have an appropriate command of the English language and a business-appropriate vocabulary?

Operator - Do you understand the mission of the City of Ontario? Do you understand the vision of the City of Ontario? Do you know the City of Ontario's organizational structure? Are you familiar with budget and financial processes? Do you understand the City of Ontario's Core Values and Code of Ethics? Are you an expert in your subject area? What do you do to stay ahead of changes in your field and current events? Do you challenge yourself to learn more about your field? Do you read for recreation and enrichment? Are you familiar with the operations of other teams, departments, and agencies? How often do you interact with employees from other teams, departments, and agencies? Do you understand the City of Ontario's business model? How it generates revenue, and how it expends resources? Have you ever made a suggestion to your supervisor about how to increase efficiencies?

Public Servant - Do you have the "Ontario Spirit"? Are you involved in local community groups and organizations? Do you know local residents by name and do you know your name? Are you aware of local "hot button" issues in the community? Are you aware of issues affecting the community? Do you seek out interaction with residents and community leaders? Can you listen and empathize with their issues, suggestions, and concerns? Do you treat people with respect and dignity? Are you committed to making Ontario a better place for all?

Name:

Date:
City of Ontario

5 Tool Player
Rate yourself on a scale from 1 to 10 for each skill.

COMMUNICATOR
- Clear
- Diplomatic
- Intuitive
- Listen

OPERATOR
- Logical
- Mission
- Structured
- Tactical

PUBLIC SERVANT
- Centrist
- Energetic
- Involved
- Professional

THINKER
- Analytical
- Creative
- Strategic
- Vision

LEADER
- Ethical
- Hard-Working
- Resilient
- Self-Aware

Are you a 5 Tool Player?

NOTES:

NOTES:
457(b) DEFERRED COMPENSATION PROGRAM
(In lieu of social security)
457(b) Deferred Compensation is a governmental plan for retirement saving that allows employees to supplement any existing retirement and pension benefits by saving/investing pre-tax dollars through a voluntary salary contribution. Contributions and any earnings on contributions are tax deferred until money is withdrawn. Distributions are subject to ordinary income tax.

EMPLOYEE ASSISTANCE PROGRAM
Cigna Behavioral Health – Cigna Employee Assistance Program personnel will work with you and your household family members to help you resolve issue you have be facing, connect you with the eight mental health professional, direct you to a variety of helpful resources in your community and more.

Take advantage of a wide range of services offered at no cost to you. You have 10 face-to-face counseling sessions with a counselor in your area. Video based sessions are also available.

Cigna can help with a range of issues including:

- Legal Assistance
- Parenting
- Pet Care
- Family Issues
- Grief/Death
- Suicide Prevention
- Managing Stress
- Financial
- Eldercare/Care Giver Solutions
- Identity Theft
- Divorce/Separation
- Career
- Critical Incident Response
- Addiction

Call (877) 622-4327 or log on to myCigna.com | Employer ID: cityofontario

2022 UNITED WAY CAMPAIGN
With one in four children living in poverty in the Inland Empire, we are committed to supporting children and families from cradle to career – working to prepare you for future self-sufficiency and create a stronger healthier community for all. With your support, we are strategically investing in education, health and financial stability to change lives.

Make your tax-deductible donation to IEUW today! www.ieuw.org
Your Benefits Carrier Contact Information

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<tr>
<th>Benefit</th>
<th>Carrier</th>
<th>Phone</th>
<th>Website</th>
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<tr>
<td>Rideshare Plus Program</td>
<td>City of Ontario Human Resources Department</td>
<td>866.RIDESHARE</td>
<td><a href="mailto:nsoto@sanbag.ca.gov">nsoto@sanbag.ca.gov</a></td>
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<tr>
<td>Ontario Public Employees</td>
<td>202 West B Street</td>
<td>909.984.8781</td>
<td><a href="http://www.opefcu.org">www.opefcu.org</a></td>
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<td>Credit Union</td>
<td>Ontario, CA 91762</td>
<td>909.984.4581</td>
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<td>Employee Assistance Program</td>
<td>Cigna</td>
<td>877-622-4327</td>
<td><a href="http://www.mycigna.com">www.mycigna.com</a></td>
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Contact your City of Ontario Human Resource Benefits Team at benefits@ontarioca.gov or (909) 395-2433 for more information on the following benefits:

- Deferred Compensation Programs

**Rideshare Plus Program**

By ridesharing, you’re helping to put the brakes on congestion and keep our skies blue. Rideshare Plus is your incentive for making the commitment to rideshare. To register for access to your one-year membership for an online savings site, powered by Entertainment.com, simply visit www.IECommuter.org and click the **Join Now** button. For registration questions, please contact 1-866-RIDESHARE. Rideshare Plus members have access to a coupon book for year-round savings from more than 500,000 retailers.

**Dine. Shop. Save.** Your Rideshare Plus program delivers big savings every day whether you’re using your members’ coupon book in the Inland Empire or on the go. Thanks again for ridesharing!

The Rideshare Plus program is a joint project funded by Riverside County Transportation Commission and San Bernardino Associated Governments.
Mission

We strengthen our community by creating and supporting lifelong reading, learning, and enjoyment.

Vision

The Ontario City Library is your place to connect to each other and the world—where you are inspired by our materials, innovative programs and services, and are delighted by our commitment to the community.

**Ovitt Family Community Library**

215 East "C" Street  
Ontario, CA 91764-4111  

**Hours**  
Sunday: 1pm - 4pm  
Monday - Thursday: 10am - 9pm  
Friday - Saturday: 10am - 6pm  

**Telephone**  
909-395-2004  

**Colony High Branch Library**  
(joint-use facility)  

3850 East Riverside Drive  
Ontario, CA 91761-2603  

**Hours**  
Sunday: Closed  
Monday - Wednesday: 12pm - 8pm  
Thursday - Saturday: 10am - 6pm  

**Telephone**  
909-395-2014
This brochure summarizes the benefit plans that are available to City of Ontario eligible employees and their dependents. Official plan documents, policies and certificates of insurance contain the details, conditions, maximum benefit levels and restrictions on benefits. These documents govern your benefits program. If there is any conflict, the official documents prevail. These documents are available upon request through the Human Resources Department. Information provided in this brochure is not a guarantee of benefits.