

Chapter 4

New Employee Orientation

The first few days on the job for a new employee are critical to the employee's success. Supervisors should ensure that the employee is made to feel welcome in the work environment and is provided with the information, resources and assistance needed to quickly become a productive member of the workforce. All too often supervisors stick new employees in a corner reading manuals and all too often these new employees promptly leave. Hiring an employee is a time-consuming, expensive process. Once the new employee reports to work, supervisors need to ensure that their investment in time and effort was worthwhile.

BEFORE THE EMPLOYEE REPORTS TO WORK

Ensure that work area is neat, clean, well-organized and contains all materials, forms, manuals, supplies, etc., necessary for the employee to do his/her job. Ensure that employee's telephone and/or computer is also operational and that any passwords or access to programs has been requested.

If in an office setting, obtain employee's nameplate; this is a welcoming touch for the new hire.

Assign someone on your staff to serve as the new employee's "buddy." In selecting a buddy, select someone who is cooperative, friendly, easy to get along with and who has a positive attitude and good work ethic. Ask that person to check with the new employee several times each day to see how things are going, whether anything is needed, and perhaps have lunch or breaks with the new employee.

Develop a one or two-week schedule for the employee; this should include training, meetings with other staff members/coworkers who perform similar duties as those assigned to employee, introductions to higher-level management, actual performance of certain tasks, etc. Note: Give the employee some real work to do as soon as possible. Employees need to be productive as soon as possible.

Although HR will complete most new employee paperwork, supervisors should assemble non- HR paperwork, such as drivers' authorization forms, equipment (laptops, cell phones, etc.) assignment forms, credit card application forms, sign-in and time & attendance sheets, leave slips, course application forms/training requirements for the job, etc. You may want to put all of these in a "Forms Folder" to review with employee.

Print a copy of all agency policies that the employee must immediately become familiar with, such as building security, work hours, attendance and time. You may want to put all of these in a "Policy Folder."

Develop a phone list of frequently called numbers, an organization chart of the agency as well as your individual work unit, the agency's mission/goals, home/cell numbers of staff and supervisors, etc. You may want to put these in an "Agency/Office Folder."

Complete the planning portion of the Performance Planning and Review form and attach a copy of the employee's position description. Within 30 days of employment, conduct the planning session. Set up an employee productivity file for your future use.

Advise staff members of when the employee will be reporting to work and ask that each make an effort to make the new employee feel welcome.

Review Part 2 of the New Employee Orientation Checklist at the end of this chapter and gather necessary forms/policies and place in appropriate folder.

DAY 1 OF EMPLOYEE'S NEW JOB

Mark this day on your calendar and plan to spend at least several hours with the new employee when he/she reports to work. What you want to accomplish is to make the employee glad he/she accepted the position. You need to complete Part 2 of the New Employee Orientation Checklist shown at the end of this chapter within the first 30 days of employment. Since this is a lot of information to cover, you may want to schedule several meetings with the new employee in an effort not to overwhelm him/her with information and forms.

During your first session with your new employee, however, topics to cover might include:

- Introductions to staff members
- Tour of office, building (restrooms, vending machines/cafaterias, locations of other offices which employee will routinely have business, bulletin boards), scheduled introductions to top management, etc.
- Review office policies, such as who to telephone when absent, submission of leave requests, completion of time sheet, break/lunch times, policies on playing radios or eating locations, etc.
- Review assembled folders with information on agency policies, forms, agency/office information. Be sure employee has obtained ID badge, parking authorization, building access cards, etc.
- Review position description, PPR form (general format/process), work schedule for next week or so; review first work assignment. If applicable, you will want to discuss requirements for reallocation if position is in a career progression series. Review probational period requirements and eligibility for merit increase.
- Escort the employee to his/her work station and demonstrate or have someone demonstrate how to use phone, computer, FAX machine, scanner, copier, etc.
- Introduce the employee to his/her buddy and explain that this person will be available to help them adjust to their new work environment.
- A special gesture would be to take the employee and his/her "buddy" to lunch on the first day of his/her new job.

FIRST FEW WEEKS

If you are not personally conducting the training, periodically check with the new employee and his/her trainer to see how things are going, whether he/she has any questions or needs any assistance; also ask the employee's "buddy" how things are going.

Maintain training/work schedule; get feedback from those involved with training. Provide positive feedback and encouragement to the employee.

Complete PPR planning session within 30 days of employment. Establish/maintain productivity file.

Complete all items on the New Employee Orientation Checklist and submit to the appropriate Headquarters Human Resources Office.

ONGOING COMMUNICATION

All employees, new or experienced, want to be acknowledged for their work and want to be appreciated as individuals. Good supervisors take the time to greet employees in the morning, periodically visit with them to determine if there are any problems, conduct staff meetings to keep employees informed of agency activities and office policies/changes, etc. You do not need to become friends with the employee, but you do need to develop a friendly relationship and occasionally make an effort to inquire about what's important to the individual----family, hobbies, pets, etc. Taking an interest in employees and clearly explaining performance expectations is considerably less time consuming and less stressful than counseling/disciplining employees for poor performance/unacceptable conduct. Most employees respond favorably to a supervisor who is genuinely interested in them as individuals, so it's to everyone's advantage to maintain an open, positive relationship.

DEPARTMENT OF SOCIAL SERVICES

NEW EMPLOYEE ORIENTATION CHECKLIST

PART 1: HUMAN RESOURCES

The purpose of this section is to provide an outline for the human resources representative to follow in welcoming and processing new employees. It is recognized that this information may be provided by multiple staff members.

Employee Name: _____ Hire Date: _____

Div/Region/Parish: _____ Job Title: _____

Type of Appt: _____ Date of Birth _____

Check off or initial as completed:

Forms Completed by Employee

- _____ SF-10 including Drivers or Professional License and Transcript *
- _____ Appointment Affidavit *
- _____ E-2/Pre-existing Condition *
- _____ Direct Deposit Authorization *
- _____ (I-9) Employment Eligibility Verification *
- _____ Prior State Service *
- _____ Offer of Probational Appointment *
- _____ FLSA Statement of Agreement or Understanding *
- _____ SSA-1945
- _____ Use of Personal Vehicle *
- _____ Federal, State and Medicare Tax, Earned Income Credit (EIC) *
- _____ Address Privacy *
- _____ Retiree Return to Work *
- _____ Emergency Data
- _____ EEO Designation *
- _____ Conditional Offer of Employment *
- _____ Verification of Credentials *

Housekeeping/Information Provided

- _____ Explain appointment status (probationary, job, restricted, etc.)
- _____ Provide Copy of Position Description
- _____ Explain Pay Rate, Pay Days, 26 pay periods
- _____ Explain leave accrual rate
- _____ Issue ID and/or Building Access Cards
- _____ Parking/Vehicle registration
- _____ Discuss Educational Stipends
- _____ Holidays

Demonstrate/online access

- _____ DSS intranet/internet/policy manual/Employee Handbook
- _____ CS website/how to use Job Search
- _____ LEO (how to use self-service)
- _____ Benefits (LASERS, OGB, Def. Comp)

On-line Informational Videos

- _____ LASERS Website
- _____ Group Benefits Website
- _____ Employee Assistance Program (DSS intranet/Emp.Corner)
- _____ CPTP training program/application

(continued on next page)

New Employee Orientation Checklist
Human Resources Section

Part 1/Page 2

Benefits Enrollment Forms/Information Given to Employee

- _____ LASERS 1-1 * (LASERS booklet)
- _____ OGB Health/Life Insurance enrollment forms; Portability of Law, if applicable * (OGB booklets)
- _____ Miscellaneous Insurances *
- _____ Deferred Compensation *
- _____ Flexible Benefits Plan *
- _____ List of Authorized Credit Unions
- _____ U.S. Savings Bonds information

Policies Issued to Employee

- _____ 3-4 Workplace Violence Policy
- _____ 4-11 Family and Medical Leave Act Policy
- _____ 2-3 EEO and Sexual Harassment Policies (Acknowledgement Form *)
- _____ 4-8 Drug Free Workplace Policy (Acknowledgment Form *)
- _____ 4-12 Grievance Policy and Form
- _____ 1-2 Emergency Preparedness (Acknowledgement Form *)
- _____ Reporting suspected Abuse, Neglect, or Exploitation of Children (Acknowledgement Form *)
- _____ Dealing with Inmates (letter from Department of Corrections)

I certify that I have been informed of all items checked on this checklist. I understand that it is my responsibility to keep myself abreast of changes in all agency policies and procedures.

Name: _____ Date: _____
Signature of Employee

I certify that I have informed the above-named employee of all items checked on this checklist.

_____ NAME: (Human Resources Agent) _____ Date

* Completed forms must be submitted to agency HQ HR Office

**DEPARTMENT OF SOCIAL SERVICES
NEW EMPLOYEE ORIENTATION CHECKLIST
PART 2: EMPLOYING REGION OR DIVISION**

The purpose of this section is to provide an outline for supervisors to follow in welcoming and processing new employees. It is recognized that this information may be provided by multiple staff members.

Employee Name: _____ Hire Date: _____

Div/Region/Parish: _____ Job Title: _____

Type of Appt: _____ Date of Birth: _____

Check off as completed or write N/A if not applicable:

Supervisory Orientation

- _____ Tour Department and introduce to staff, explain lines of command.
- _____ Show location of wash rooms, water fountains, vending machines, bulletin boards, parking, etc.
- _____ Show and discuss emergency evacuation plan.
- _____ Show and discuss organizational chart for DSS/agency/division/office.
- _____ Discuss/hand out Mission Statement, Core Values and Legal Rights of OCS Clients, if applicable.
- _____ Discuss position description, salary range, career path.
- _____ Discuss type/nature of appointment, PPR System, merit increase eligibility. Specifically review "Cooperation" expectation, as distributed via Secretary's 2008 memorandum.
- _____ Discuss agency / CPTP training.
- _____ Develop and discuss individual development plan and incorporate into PPR expectations. Make provisions for periodic review of progress.
- _____ Discuss hours of work, lunch/break periods, call-in procedures, leave requests/expectations, time and attendance sheets, overtime, travel, use of state equipment and property, and other position requirements.
- _____ Emphasize responsibility to maintain up-to-date via DSS Intranet, DSS Policy Manual, Department Memoranda, Administrative Memoranda, Regional Administrator Memoranda, Program Policy, forms, etc.
- _____ Furnish and/or direct staff to furnish hard copies of necessary manuals and other materials.
- _____ Organizational Ethics: Review DSS Employee Handbook, with particular emphasis on ethics, conduct and discipline, leave usage, hours of work, confidentiality, public contact, conflict of interest, dual employment, prohibited political activities, etc. (Complete Hours of Work and Confidentiality forms.)
- _____ Complete applications for LACARTE Card, American Express Card, Fuelman Card, TIPS, etc.
- _____ Complete Travel Authorization form, Authorization and Driving History Form, etc.

New Employee Orientation Checklist

Employing Region or Division

Part 2/Page 2

Supervisory Orientation (cont'd)

Additional OCS items:

- _____ Explain Peer Support and Care Team if applicable.
- _____ Discuss/hand out OCS Relationship with Other Community Resources information if applicable.
- _____ Discuss/hand out Continuous Quality Improvement information.
- _____ Discuss/hand out Accreditation information if applicable.
- _____ Explain CISM's if applicable
- _____ Discuss/hand out "Who Do We Serve" information.

Discuss departmental/division/regional policies regarding:

- _____ DSS Policy 1-2 Emergency Preparedness (acknowledgement form completed w/HR rep)
- _____ DSS Policy 4-1 Dress Code
- _____ DSS Policy 3-1 Blood Borne Pathogens (training required)
- _____ DSS Policy 3-3 Smoking
- _____ DSS Policy 3-2 Safety Policy and Plan
- _____ DSS Policy 1-14 Travel Regulations (credit card application)
- _____ DSS Policy 1-19 LaCarte Procurement Card Program (enrollment form required)
- _____ DSS Policy 1-15 State Vehicle & Driver Program (training required, DA-2054 required and "use of personal/other non-state vehicle acknowledgement form required)
- _____ DSS Policy 6-1 Confidentiality of Client Records
- _____ DSS Policy 5-3 Computer Security (acknowledgement form required)
- _____ DSS Policy 4-4 Accrual and Leave Usage Policy
- _____ DSS Policy 5-4 Cellular/PCS Telephone Service Requests
- _____ DSS Policy 4-32 Prohibited Materials in the Workplace

I certify that I informed the above-named employee of all items checked on this check list.

Name: _____
Supervisor

Date: _____

I certify that I have been informed of all items checked on this check list. I understand that it is my responsibility to keep myself abreast of changes in all agency policies and procedures.

Name: _____
Signature of Employee

Date: _____

NOTE: This form must be completed within the new employee's first 30 days of employment (preferably during the first week) and a copy submitted to the Regional Human Resources Liaison, for forwarding to the agency's Headquarters Human Resources Division for review and filing in the employee's personnel file.