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| EMPLOYEE ORIENTATION PROGRAM | **Last Reviewed:** | January 2018 |
| **Last Revised** | January 2018 |
| **Applies to the following THA Group of Companies:** | * Island Health Care * Island Hospice * THA Services |
| **Included in the following THA Manual:** | * Administrative Policy and Procedure Manual   Talent Management |

###### PURPOSE THA Group provides an orientation program to inform new employees of the organization’s values and culture, mission statement, philosophy, corporate structure, and services, and other pertinent facts affecting employment.

###### POLICY

### The responsibility for the initial orientation process is shared among Talent

### Management, Performance Excellence, department management, and the new employee. Each new employee is notified by Talent Management of the date, time and location for orientation. Orientation may be conducted individually or in group settings. Employees changing positions within the company may also require orientation to the new position. Records will be maintained of all training and education programs completed by the employee.

###### PROCEDURE

During new hire orientation, Talent Management and Performance Excellence staff present verbally and in writing information that includes but is not limited to:

* Information regarding appointment and starting salary
* Employee Handbook
* Substance Abuse Policy
* Smoking Policy
* Privacy and Security
* Dress Code
* Cellular Phone Use
* Motor Vehicle Record Policy
* Completion of required E-Learning training courses
* Completion of appropriate personnel forms
* Customer Service

The program will be conducted in the following stages:

**Stage 1— Talent Management:**

* Introduction to the organization’s corporate values, the value equation, mission statement, chronic care model, service lines, service territory, and corporate structure
* Completion of new employee forms
* Review of benefit information, discussion and preliminary enrollment
* Review of employee policies to include but not limited to: pay periods, travel, personal vehicle use, PTO requests, resignation notice requirements, training requests, security, computer systems logins, ID badges, supplies and equipment

**Stage 2 – Performance Excellence**

* Customer Experience
* Dress Code
* Complaints
* Competencies
* Occurrence Reporting
* Policies and Processes
* Documentation
* Health Screens
* Education plan: to include E-Learning
* Telehealth

**Stage 3—Departmental Management**

* Supervisor introductory meeting with new employees:
* Discuss department and company standards, confidentiality, and privacy issues
* Facility and work station location issues
* Attendance and punctuality standards
* Reporting of absences
* Pay problem reconciliation
* Time sheet completion
* Complaint and Occurrence procedures

Following basic orientation and depending on the employee’s job description profile, training and education will be assigned based on job category. New employees will complete the orientation process - within four to eight weeks of their employment (or sooner if the orientation goals have been met)

For Island Health Care and Hospice field clinicians, - Performance Excellence will contact the orientee and preceptor each week during the orientation to complete an “Orientation Progress Report.” If any performance improvement needs are identified, the Performance Excellence will formulate a performance improvement plan for the orientee.

The Performance Excellence will decide, in collaboration with the preceptor and clinical supervisors, when the orientee has completed the orientation.

The orientee needs to turn in all orientation related paperwork at the end of the orientation to Talent Management so that they can be filed in the employee’s personnel file.

Performance Excellence will review and approve curricula and related training materials. THA Group orientation and training programs are evaluated for the quality of the instruction, content, and results.

Performance Excellence and supervisors are responsible for ensuring new employees comply with the new employee orientation program, including periodic attendance in various classroom curricula as well e-Learning training modules.Time spent in orientation is considered paid time so each employee’s time card should reflect the time engaged in the orientation program as paid hours and should be coded appropriately.