



Long-Term Care Foundation

of Washington State

Onboarding New Employees

April 2023

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Agenda

- Best practices for your onboarding program
- Onboarding checklist
- AFH training requirements
- Helpful tips
- FAQs

ORIENTATION VS ONBOARDING

- Orientation is a one-time event that welcomes new employees to your company and comprises a checklist of general mandatory steps to complete
- Onboarding is a series of training over a longer period that helps employees learn more about their individual role

Five Components of Employee Orientation:

1. New hire paperwork
2. Company policies
3. Compensation and benefits
4. Employee Handbook
5. Training

Orientation: A Tool for Improving Caregiver Retention

Turnover tends to be higher due to:

- Misrepresentation of pay/benefits
- Lack of communication between supervisor and employee
- Poor transparency
- Issues with scheduling
- Lack of support
- Poor management decisions

Improving the Caregiver Orientation Experience

- Setting clear expectations in terms of hours worked, scheduling, and minimum requirements
- Providing full details on pay rates, benefits, and opportunities for promotion
- Providing clear information about policies and procedures
- Providing adequate training on procedures, equipment use, and recordkeeping
- Adding hands-on training programs to help new caregivers gain experience

ONBOARDING

- New employee onboarding is the process of integrating a new employee with a company and its culture, as well as getting the new hire the tools and information needed to become a productive member of the team
- Onboarding is a process and not just a one day or one-time event
- The process of onboarding new employees can be one of the most critical factors in ensuring recently hired talent will be productive
- Considerations for an Onboarding:
 - When will onboarding start?
 - How long will it last?
 - What impression do you want new hires to walk away with at the end of the first day?
 - What role will you and other employees play in the process?
 - How will you gather feedback on the program and measure its success?



Why Onboarding Matters

- Basis of employment relationship
 - Employee gets to know company
 - Communicate policies and procedures
 - Adaptation period
- Compliance
 - Collecting and storing required documentation

The Four C's to Onboarding

Compliance

- Legal and policy related rules and regulations

Clarification

- Ensuring employees understand their new jobs and all related expectations

Culture

- Providing a sense of organizational norms – both formal and informal

Connection

- The vital interpersonal relationships and information networks that new employees must establish

Onboarding Best Practices

- Have everything ready
- Make the first day on the job special
- Use a formal orientation session
- Develop a written onboarding plan
- Consistently implement
- Be clear about objectives, roles and responsibilities

Commit to 365 Days

Use milestones, such as 30, 60, 90, and 120 days on the job, and up to one year from day one to facilitate experiences and check in with your employee.

Build Great Resources

Checklist ensure consistent experiences. Support checklist with an accompanying guide that provides a resource for new employees through the onboarding experience.

Day 1 - 3

You want the first few days on the job to be as smooth as possible. You want your new employee to feel prepared to engage in onboarding activities and be clear about the position and performance expectations.

- Attend orientation
- Workplace tour, restroom, supplies, where to store personal belongings, parking, safety and emergency information
- Sign policies and procedures that you may implement in the home

Day 1 - 3

- Confirm time management expectations including hours, policies and procedures for overtime, use of vacation and sick time, holidays, etc.
- Confirm your employee's first week schedule, including any training
- Peer mentor

Day 3 - 29

During the first month your new hire should work to continue learning about your AFH and building relationships.

- Employees should be introducing themselves to staff and residents
- Meet with supervisor at the end of the first week
- Review employee handbook and any other relevant policies and procedures
- Talk with mentor or know who they can go to
- Be in the process of completing any recommended or required trainings
- Prepare for 30-day check-in

Day 30

Your new hire should be adjusting and adapting to the environment, receiving and giving feedback, and continuing to build relationships

- Meet with your new hire to complete 30-day check-in
- Have them come prepared and ready to discuss their last 30 days and provide any feedback
- Be prepared to listen

Day 30 - 60

New hire should complete any necessary requirements and become aware of their role and responsibilities. They should be working independently.

- New hire should continue to build relationships
- Engage in at least one job shadow or experience other tasks
- On day 60, meet with new hire

Day 90

90 days marks the end of the introductory period. Congratulate them, this is an important milestone. As more time goes on, they should be feeling more comfortable in their role and environment.

- Participate in the Introductory Performance and Development conversation
- Provide any feedback

Day 180

After six months have passed, your employee should be demonstrating confidence and engagement in their new roles, while also continuing to learn.

- Participate in an informal 6-month review.
- Provide any feedback

Day 365

The employee should be fully engaged in the role, applying skills and knowledge, making sound decisions, and contributing to team goals.

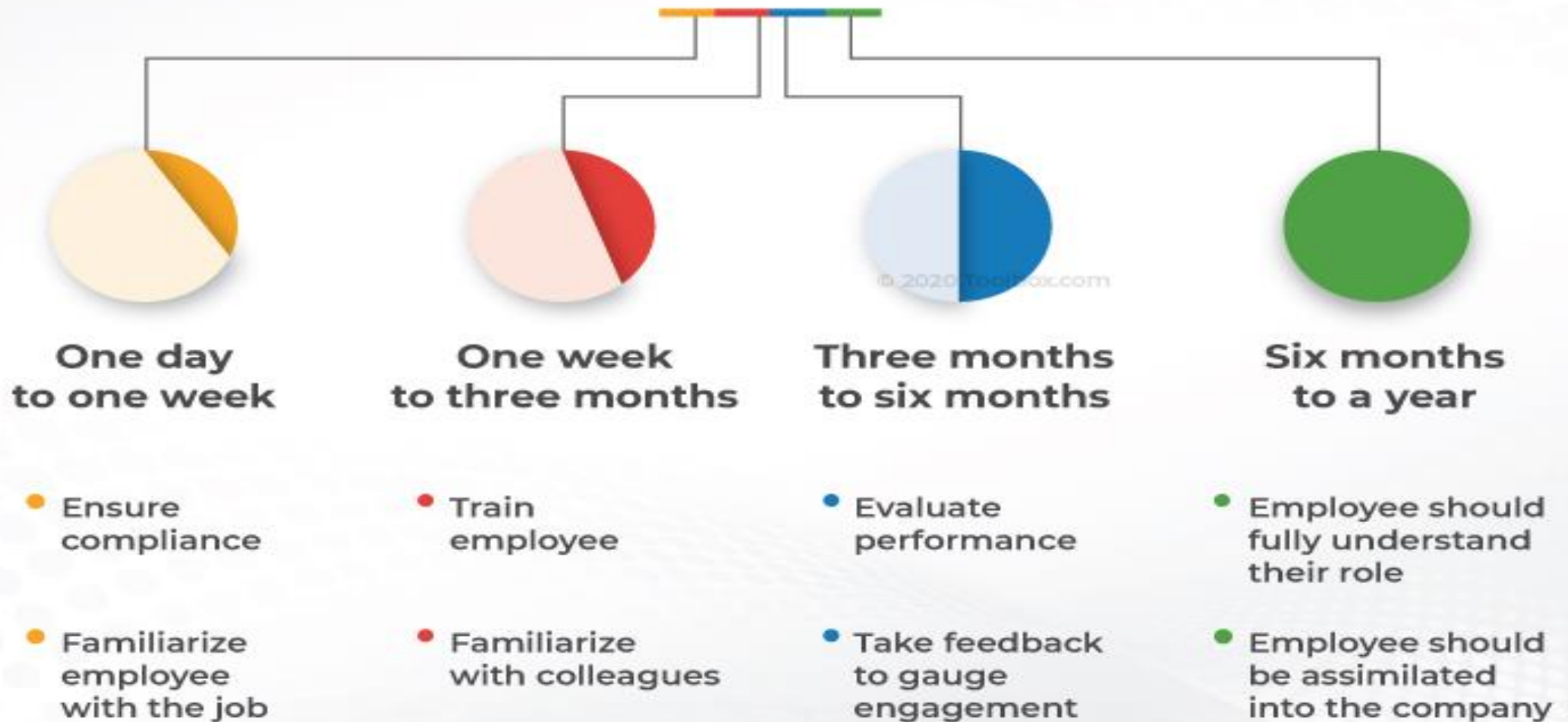
- Congratulate your employee! This marks the conclusion of the official experience.

TOUCH BASE QUESTIONS



- What would you like to know more about?
- What kind of support or direction do you need that you aren't getting?
- What do you enjoy most about your work?
- How are you doing with the job expectations we discussed?
- What challenges are you experiencing?
- What skills would you like to learn or improve that will help you in your job?
- Do you have any suggestions or ideas that we could implement to make the onboarding process easier?

Duration of New Employee Onboarding



New Hire Paperwork

- **W-4:** This helps you figure out the correct amount of taxes to withhold from each paycheck.
- **I-9:** This verifies the employment eligibility of the new hire.
- **Direct deposit form:** This gives you an employee's banking information for easier and faster payment.
- **Employee handbook:** An employee handbook lays out the company's mission, vision, policies, dress code, and code of conduct.
- **Acknowledgment form:** On this form, the new employee confirms that they have read and understood all the necessary documents.

New Hire Paperwork

- **Signed Offer Letter:** This is a formal document that is signed by the employee when they get selected for the job.
- **Job Description:** Outlines tasks, duties, function and responsibilities of a position.
- **Reference Checks:** This is part of the hiring process and helps you get more information about a candidate from previous employers.
- Any other documents or policies that need to be reviewed and signed.

Additional Requirements

- Verification of DOH certification
<https://fortress.wa.gov/doh/providercredentialsearch/>
- Background Checks and Fingerprints
- CPR/First Aid
- Food Handler's Card
- Specialty Training (Mental Health, Dementia, DD)
- Nurse Delegation and Diabetes Training

Training Requirements for Adult Family Homes

<https://www.dshs.wa.gov/altsa/training/training-requirements-adult-family-homes>

QUESTIONS?

