



Long-Term Care Foundation

of Washington State

HR Best Practices: Onboarding & Retention

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Presented by:

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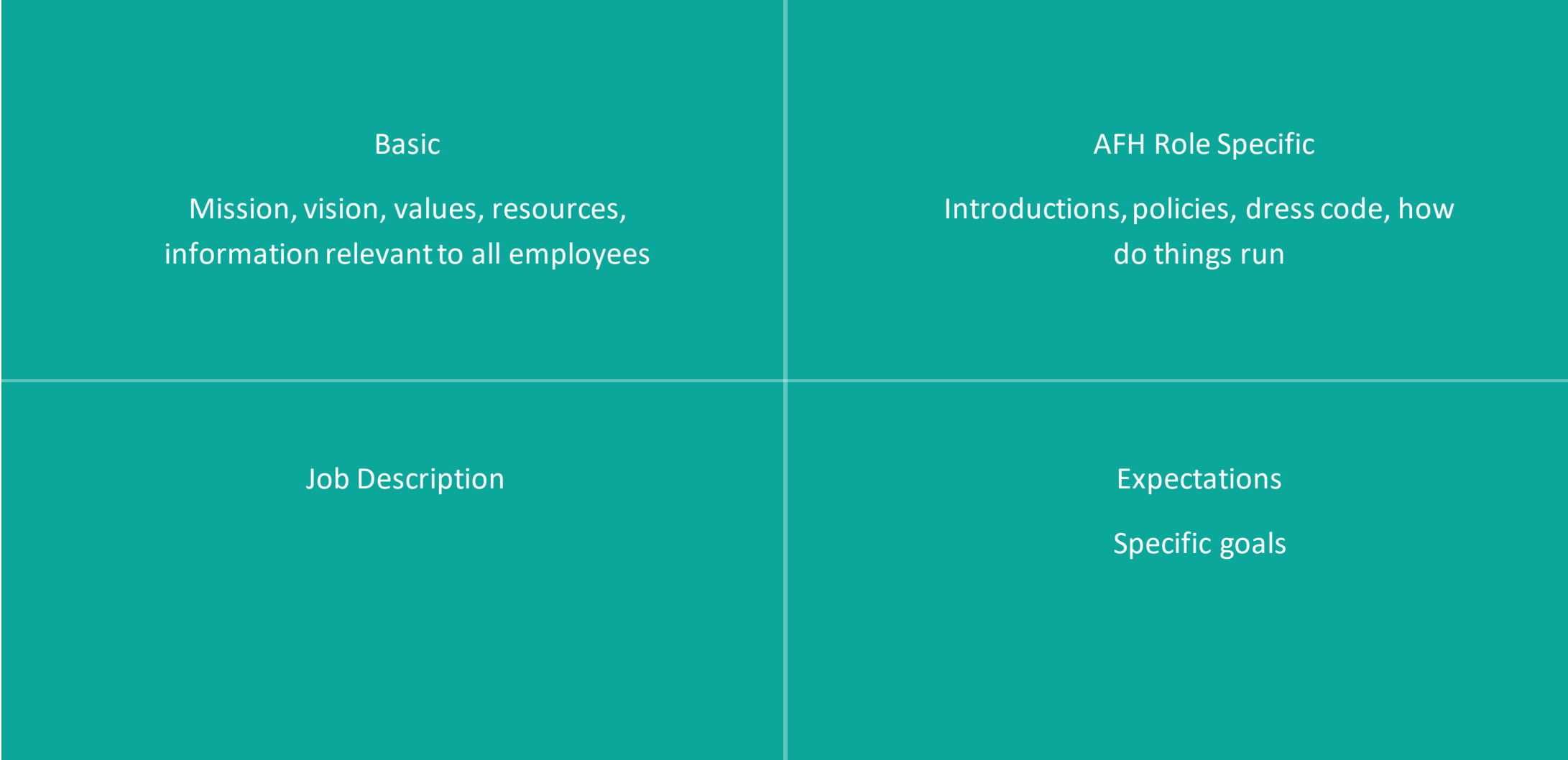


Agenda

- Orientation vs onboarding
- Onboarding process
- Feedback conversations
- Prepare for employees first day
- Helpful tips
- FAQs

WHY IS EMPLOYEE ONBOARDING SO IMPORTANT?

- Employees are more likely to stay with an AFH longer if they experience “great” onboarding.
- Over 20% of employee turnover happens in the first 90 days.
- 30% of new employees look for a new job within their first 6 months.
- Organizations with strong onboarding processes experience greater new employee productivity.
- It takes new employees 8 months or more to gain proficiency in their job.



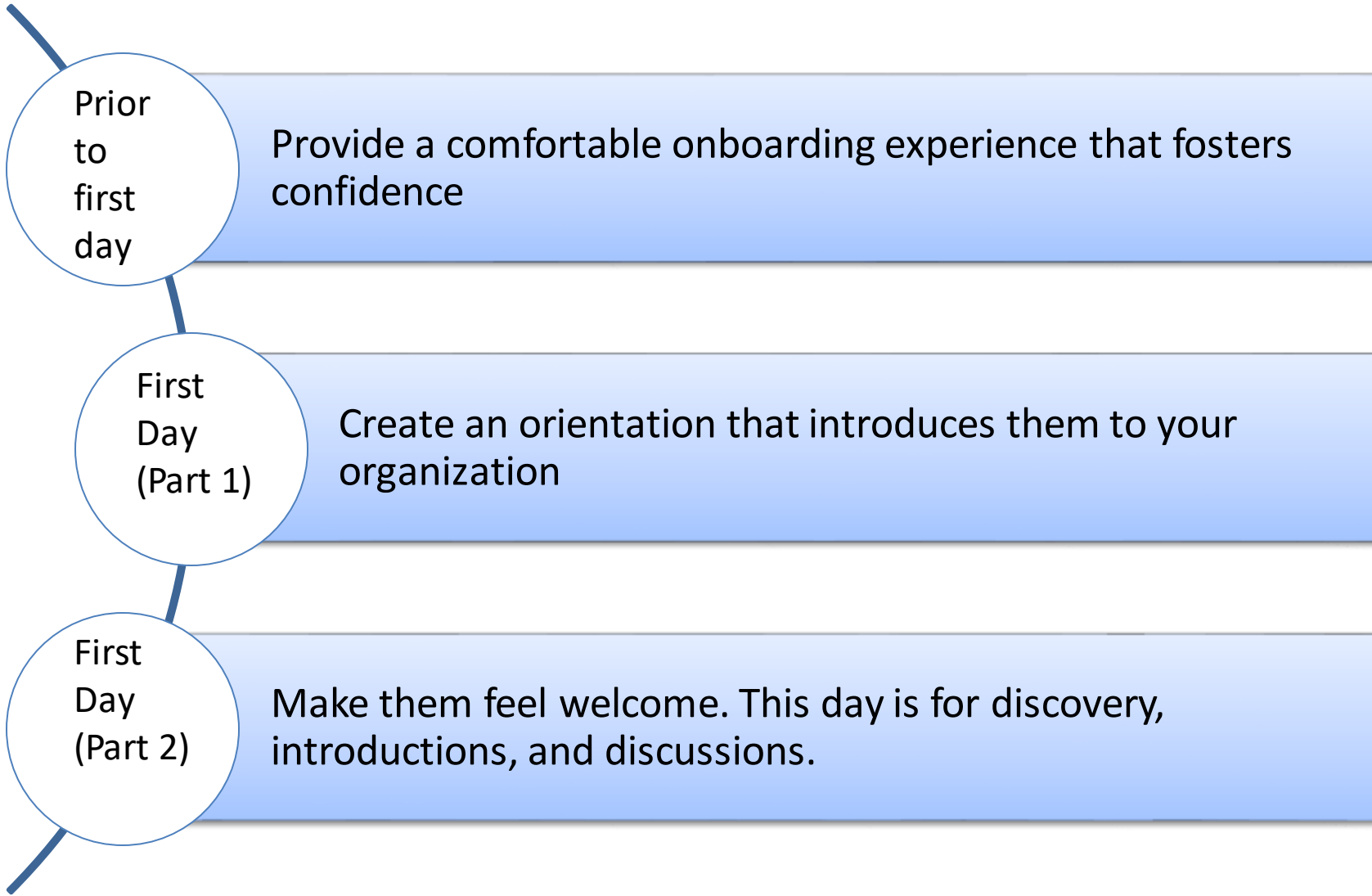
LEVELS OF INFORMATION



- People can't learn everything they need to know about their new jobs and company in one day.
- Think carefully about the best time and way to deliver the different levels of information.

ONBOARDING QUESTIONS

- What is important for your employees to know on the first day?
- What are the expectations of the new employee?
- What impression do you want an employee to have after their first day?
- If you were to put together a cheat sheet for yourself, what would be on it?
- How will you ensure your new employee will feel welcomed?
- What key policies and procedures must new employees be aware of on the first day?



Prior to first day

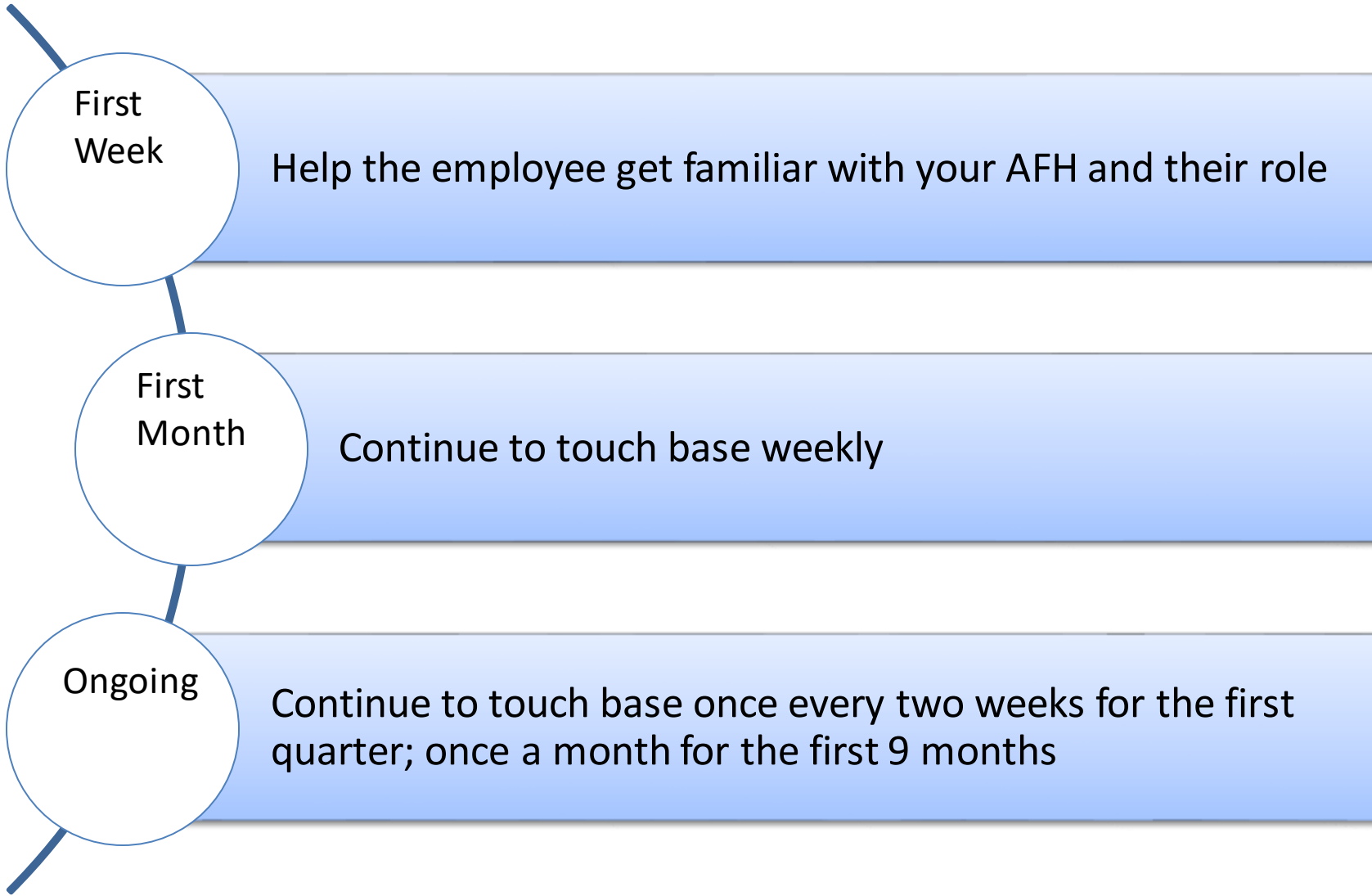
Provide a comfortable onboarding experience that fosters confidence

First Day (Part 1)

Create an orientation that introduces them to your organization

First Day (Part 2)

Make them feel welcome. This day is for discovery, introductions, and discussions.



First
Week

Help the employee get familiar with your AFH and their role

First
Month

Continue to touch base weekly

Ongoing

Continue to touch base once every two weeks for the first quarter; once a month for the first 9 months

Before the first day

Prepare before your new employee starts

- After they accept the offer, reach out by phone or email to welcome them. Make sure they have your contact information.
- A few days before they are scheduled to start, call to check-in and see if they have questions.
- Plan out their first day and week.
 - Think about the onboarding questions (previous slide)
- If possible, assign a mentor
- Be sure to send out an announcement about the new employee

THE ONBOARDING PROCESS

First Week

This is when you help the employee get acquainted with your AFH and his/her role.

- Review job details
- Daily expectations
- Contributions
- Touch base
- Provide feedback

THE ONBOARDING PROCESS

First Month

Goal: Check in weekly



Ongoing

Goal: Continue to check in every 2 weeks the first 90 days; once a month for the first 9 months

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?

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?

ONBOARDING PROCESS BEFORE FIRST DAY

A few days before they start, call to check-in and see if they have any questions.

Plan first day and week

Appoint a team buddy or mentor they can turn to when you are not around to answers. questions

Notify the rest of your employees that a new employee will be working with them and their intended start date.

FIRST DAY

<p>Mission</p> <p>Simple</p> <p>The “Why”</p> <p>How do employees contribute?</p>	<p>Vision</p> <p>That thing we reach for</p> <p>Easy to grasp</p> <p>How do employees contribute?</p>	<p>Values</p> <p>Easily defined through behavior</p>	<p>Tour of AFH</p> <p>Time Keeping</p> <p>Break Area</p> <p>Restrooms</p> <p>Introductions</p> <p>Policies & Procedures</p> <p>How to access</p> <p>Work hours, breaks, etc</p> <p>Communication</p>
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Schedule days and times to meet with your new employee

ONGOING

- Touch-base and give regular feedback
- Praise successes specifically
- Discuss opportunities for improvement
- Keep setting clear, specific expectations
- After probationary period, meet with employee to confirm and congratulate on successful completion

CONSTRUCTIVE FEEDBACK CONVERSATIONS

Situation

Describe the situation. Be specific about when and where it occurred.

Behavior

Describe the observable behavior. Use facts, rather than your own assumptions about the situation.

Impact

Share the impact of the behavior on you/others who were present. Impact is what you/others experienced.

ORIENTATION VS ONBOARDING



Differentiators	Orientation	Onboarding
Time	Single event	Several months to a year or more
Delivery	Classroom style	Scalable, requires 2-way feed of information
Message	Need-to-know information	Customized information based on role
Results	Still considered “new” and rely on the assistance of their supervisors and colleagues	Strengthens new employees’ connections with their role and the company Fully integrates new employees and gets them productive faster

ONBOARDING TIPS



- Welcome gift or sign
- Lunch on first day
- Monthly newsletter
- Highlight on social media accounts
- Have employees observe different roles

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?

