

SDCRAA HUMAN RESOURCES STANDARDS AND PROCEDURES

Section: **Employment**
Standard: **NEW HIRE ORIENTATION**
Section #: **A-6**
Effective: September 3, 2008

See Also: Benefits Coverage and Eligibility

GENERAL STANDARD

The Authority provides orientation to each new employee to provide an awareness of the Authority's history and values, to unite organizational and individual goals, to expedite development of the new employee as a team member, and to ensure the new employee's transition to the Authority is smooth.

SPECIFIC STANDARD

All employees shall participate in the Authority's on-boarding process at the beginning of their employment with the Authority.

GUIDELINES

Human Resources Department staff conducts an orientation that includes, but is not limited to:

- An overview of the Authority's history, vision, mission, strategy, values, and customer service philosophy;
- The Authority's ethics and integrity standards and guidelines;
- A facility tour;
- A description of job posting and other employment processes, both for At-Will and Classified Service Employees;
- Training opportunities;
- Equal opportunity and harassment standards and complaint procedures;
- Processes for addressing employee concerns;
- Prevention of violence in the workplace;
- Safety and security procedures;

- Posting of information;
- Benefits enrollment procedures;
- A question-and-answer period.

To begin an effective transition, a manager should keep his/her schedule as open and flexible as possible whenever a new employee is to start work. The first few days a new employee is on the job are critical from the perspectives of productivity, successful job performance, and long-term retention.

The manager should plan to review at least the following items with the new employee:

- Departmental functions, organization and work flow;
- Job responsibilities (review with the employee, his/her job description);
- Performance expectations and quality requirements;
- Work schedule, including lunch and rest breaks;
- Time sheets;
- Attendance and punctuality expectations;
- Overtime;
- Performance review cycle & the performance review form;
- Attire and appearance guidelines;
- Security and safety procedures including evacuation procedures and the requirement to return to the Authority to assist with emergencies;
- Emergency notification procedures;
- Personal phone calls;
- Individual responsibilities under the Authority's equal employment opportunity standard;
- Call in procedures for unplanned absences;
- Other items in accordance with the "Manager's Checklist for New Hires".
- Use of Authority property and computers