POLICY AND PROCEDURE	
SUBJECT/TITLE:	Onboarding
APPLICABILITY:	All staff
CONTACT PERSON &:	VS Administrative Supervisor, Administration
ORIGINAL DATE ADOPTED:	April 7, 2021
LATEST EFFECTIVE DATE:	August 10, 2023
REVIEW FREQUENCY:	Every 2 years
BOARD APPROVAL DATE:	n/a
REFERENCE NUMBER:	800-007-P

A. PURPOSE

A well-designed and executed onboarding program will reinforce a new employee's job choice. Onboarding enhances job satisfaction/engagement and shortens the time from hire to full productivity by ensuring the new employee receives the support, tools and resources they need, including a welcoming environment and clear expectations from their supervisor and the organization. When a new employee experiences a positive onboarding experience, their commitment to both the new role and Canton City Public Health (CCPH) is strengthened.

B. POLICY

CCPH is committed to supporting new employees in their successful transition to our workplace, as well as supporting CCPH's need to quickly enable employees to achieve high levels of proficiency. In part, successfully transitioning requires an onboarding program that engages each new employee beginning with the acceptance of CCPH's job offer and continuing through the first 90 days of employment.

CCPH supports onboarding efforts through a variety of means, including through this policy and associated training and tools. This policy and associated training and tools are intended to provide new employees with a comprehensive onboarding experience that reinforces their choice to work at CCPH and supports them in performing the functions of their job at a high level.

This policy should be developed to meet the needs of each type of employee. Required training will provide best practices and ensure division programs meet the required elements outlined in this policy. The collection and analysis of feedback from new employees about their onboarding experience will inform and encourage program enhancements and additional training and support resources.

Documented onboarding programs that reflect common definitions, timing, activities and roles along with consistent execution and evaluation will enhance employee engagement and job satisfaction and shorten the time from hire to full productivity.

C. BACKGROUND

What are the goals of onboarding?

- ✓ Accommodating – Getting the new employee the tools, resources and training to be successful.
- ✓ Welcoming – Helping the employee understand and navigate the culture of the organization.
- ✓ Developing – Giving the new employee the time and opportunity to become productive members of the health department and show their full potential.

What are the outcomes?
- ✓ Job satisfaction
- ✓ Employee retention
- ✓ Engagement and commitment
- ✓ Faster time-to-productivity

D. GLOSSARY OF TERMS

Onboarding – Integrating new employees into CCPH and providing them with the tools, resources and knowledge to become successful and productive. Onboarding engages employees beginning with the acceptance of the job offer and continues through the first 90 days of employment.

Onboarding Checklist – Checklist used during the process of onboarding to ensure completion of all new hire items. This checklist is created by the Onboarding Coordinator for each new hire. The Onboarding Coordinator, the Hiring Manager the Fiscal Manager and the Workforce Development Specialist have tasks to complete on the Checklist. Once every applicable task is completed on the Checklist, the Onboarding Coordinator will print the Checklist and place in the employee's personnel file.

Onboarding Coordinator – Oversees the entire onboarding program and is the primary contact for the program and accountable for review, enhancement and maintenance. The Onboarding Coordinator tracks progress of the onboarding process and ensures each new hire has an opportunity to provide feedback about their onboarding experience. The Onboarding Coordinator at Canton City Public Health is the VS Administrative Supervisor.

Hiring manager – When referring to the hiring manager throughout this policy, this includes division leaders, supervisors or designee (anyone given hiring manager responsibilities).

NEOGOV.com – Website utilized by the City of Canton Human Resources Department to assign forms to specific employees, groups and departments. Enables new hires to complete and sign new hire paperwork prior to day one.

E. PROCEDURES & STANDARD OPERATING GUIDELINES

1. NEW HIRE PRE-START ITEMS

a) After the Board of Health approves the hiring of a candidate, the hiring Manager will contact the candidate to confirm their acceptance of the job offer. Once the candidate confirms, the hiring manager will inform the Fiscal Manager (or designee). At this point, the first steps outlined in the 800-007-07-F_Onboarding Checklist begin.

b) The Fiscal Manager completes 800-007-04-F_New Hire Information form after the employee accepts the verbal job offer. The Fiscal Manager e-mails this form, along with the new employee's personal telephone number and personal e-mail address to the City of Canton Human Resources (HR), the City of Canton Auditors and the City of Canton Civil Service.

c) Using the information on the 800-007-04-F_New Hire Information form, City HR will create a NEOGOV.com account for the new hire so that they have access to onboarding documents that are required by the City of Canton. City HR will notify the new employee when their NEOGOV.com account

has been created. All new hire paperwork assigned by City HR shall be completed before the new employee's first day of work.

d) A welcome e-mail is sent to the new employee's personal e-mail address by the Onboarding Coordinator. Hiring manager will be copied on this e-mail. The e-mail will be typed using 800-007-01-A_Welcome E-mail to New Employee template.

e) The hiring manager will complete the 800-007-05-F_Employee Network Authorization_City IT form at least one week prior to the new employee's start date. This is a City of Canton IT form where the Health Commissioner authorizes new employee access to network and telephones and includes a detailed listing of the new employee's technology needs. The completed form shall be added as an attachment to an IT work order request. The completed form will be placed in the employee's personnel file.

f) The following programs are utilized by all CCPH and City employees and do not require a request for access. The appropriate parties in the City will add new hires to these programs upon their hire:

   i. City HR Portal – The City HR Portal provides City of Canton employees access to information about benefits, retirement (OPERS), paystubs and more. Employee W-2 forms are available on the HR Portal. After the new employee has completed new hire paperwork on NEOGOV.com (prior to their start date) City HR will create an HR Portal user account that will be accessible to the new employee on their first day of work. Instructions for logging into the HR Portal can be found on the "HR Portal Instructions" form on NEOGOV.com. If the new employee is unable to access the HR Portal on the first day of work, the Onboarding Coordinator should be contacted.

   ii. DIMENSIONS Payroll System – After the new employee has completed new hire paperwork on NEOGOV.com (prior to their start date), the City of Canton Auditors will create a DIMENSIONS account for the new employee. The DIMENSIONS timecard will be accessible to the new employee on their first day of work; the Onboarding Coordinator will provide login instructions.

g) Hiring manager will complete most of the 800-007-06-F_New Hire Division Technology Checklist to track completion of which division specific and/or job specific technologies (i.e. telephone, logins, software) the new employee will require access to. After the new employee starts, the hiring manager will complete the rest of the checklist. The completed form will go to the Onboarding Coordinator and will be placed in the new employee's personnel file.

h) Once an employee e-mail account is created, the hiring manager will notify either the Nursing Office Manager (for WIC, Lab, and Nursing) or the Onboarding Coordinator (for all other divisions) of which e-mail groups the new employee should be added to.

i) The hiring manager will ensure a workspace is prepared for the new employee and equipped with a computer, telephone and office supplies. The following items will be placed at the workspace of the new employee prior to their first day.

   i) A "Welcome to the Team" postcard placed by the Workforce Development Specialist.

   ii) Temporary business cards (if applicable) placed by the hiring manager.

j) A new employee introduction email will be sent to CCPH staff by the Onboarding Coordinator within one week following the new employee's start date. The e-mail will be written using "800-007-02-A_New Employee Introduction E-mail" template.

      1) Prior to sending, the Onboarding Coordinator will contact the new employee via e-mail to obtain their preferred name and pronouns, a short bio and a photo (optional) to include in the introduction email.

2. NEW EMPLOYEE'S FIRST WEEK AT CCPH

    a) When the new employee arrives for their first day of work, the Hiring Manager will meet them at the appropriate front entrance (either Vital Statistics, Nursing, or WIC lobbies) and can provide an optional tour of the facility, introducing them to managers, colleagues and team members within the department.

    b) The new employee will meet with the Onboarding Coordinator on their first day to provide their social security card and driver's license (for employment verification), complete and sign CCPH new hire documents and receive an informational packet with contents listed on the Onboarding Checklist. The Onboarding Coordinator will place completed CCPH documents in the new employee's personnel file.

    c) The new employee will be provided their official CCPH ID badge by the Onboarding Coordinator. If the new employee did not provide the Onboarding Coordinator a photo for their employee ID badge or if they do not have a photo they would like to use, the new employee will be accompanied to City HR by the Onboarding Coordinator or hiring manager to have a photo taken and an official CCPH ID badge created. The social security card and driver's license can also be submitted to HR at this time.

    d) The new employee will review the policies listed on the 800-007-09-F_Policy Reading Schedule. All health department policies can be found on our website in the "Employment Information" section. The Hiring Manager may also ask the new employee to review policies pertaining to their respective division. Any questions on policies should be directed to the hiring manager.

3. FIRST 90 DAYS

    a) The Onboarding Coordinator will inform the new employee of required CCPH trainings that are to be completed by all new CCPH employees and the deadline for each. Required trainings are listed on the 800-009-01-A_Required Training Matrix under the "All Staff" tab within 800-009-P_Training Policy. The Onboarding Coordinator and/or the Workforce Development Specialist will track the completion of these trainings.

    b) Eligibility for health benefits begins on the 1st of the month following two full months after the new employee's start date. Prior to the conclusion of this period, City HR will reach out to the employee to gather information and documentation necessary for medical insurance enrollment.

        • *Example*: New hire starts on June 7, 2023. After being employed for two full months (July 2023 and August 2023), then they would be eligible for health insurance on September 1, 2023.

    c) After the new employee completes their first 90 days with CCPH, the Onboarding Coordinator will send the new employee the 800-007-08-F_90-Day Survey for New Hires form. All feedback gathered from this survey will be utilized to improve the onboarding process. The Onboarding Coordinator will review the survey after completed and the Workforce Development Specialist will review twice a year

    d) The Workforce Development Specialist will collaborate with the Community Health Equity Coordinator, Performance Improvement & Accreditation Coordinator and Preparedness Coordinator to establish a schedule of and host quarterly introduction sessions of workforce development, equity inclusion and diversity, strategic planning, quality improvement, performance management, preparedness and safety. The new employee should attend a session in their first 90 days. If the scheduled quarterly session conflicts with the new employee schedule, they should attend the next available session so as to complete this no later than their first 180 days.

e) At this point, the steps in the 800-007-07-F_Onboarding Checklist should be completed. If there are any fields marked incomplete, please direct questions to the Onboarding Coordinator.

f) After the successful completion of the first 90 days, business cards will be ordered by the Fiscal Manager for the new employee as requested by the hiring manager (if applicable to their position).

F. CITATIONS & REFERENCES

800-009-01_Training Policy

800-009-01-A_Required Training Matrix

800-017-P New Hire Recruiting Policy

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Christi Allen, Fiscal Manager
2. Sean Green, VS Administrative Supervisor
3. Madisyn Smith, Workforce Development Specialist

H. APPENDICIES & ATTACHMENTS

800-007-01-A_Welcome E-mail to New Employee

800-007-02-A_New Employee Introduction E-mail

I. REFERENCE FORMS

800-007-03-F-New Hire Information

800-007-04-F_Employee Network Authorization_City IT

800-007-05-F_New Hire Division Technology Checklist

800-007-06-F_Onboarding Checklist

800-007-07-F_90-Day Survey for New Hires

800-007-08F_Policy Reading Schedule

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes
July 2023	July 2023	Maddy Smith, Christi Allen, Sean Green	Complete overhaul of policy

K. APPROVAL

This document has been approved in accordance with the "800_001_P Standards for Writing and Approving PPSOGFs" procedure as of the effective date listed above.