



<b>POLICY AND PROCEDURE</b>	
SUBJECT/TITLE:	Exit Interview Policy
APPLICABILITY:	All staff
CONTACT PERSON & DIVISION:	VS Administrative Supervisor
ORIGINAL DATE ADOPTED:	02/03/2021
LATEST EFFECTIVE DATE:	02/03/2021
REVIEW FREQUENCY:	Every 5 years
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	800-058-P

### **A. PURPOSE**

The intent of this document is to provide guidance for exit interviews and gather information from employees who are resigning or retiring. All employees who leave the company voluntarily will be given the opportunity to participate in an exit interview. The information gathered will help:

- Indicate areas for future improvements
- Increase employee retention rates

### **B. POLICY**

Participation in the exit interview is voluntary.

The objectives of the exit interview are as follows:

- Assess the employee’s decision to leave Canton City Public Health (CCPH)
- Assess the employee’s relationship with their direct supervisor
- Assess the alignment of the position description with the work being performed
- Assess the relative strengths and weaknesses of the department from the employee’s perspective
- Assess what changes could be made to improve staff retention

### **C. BACKGROUND**

The CCPH Strategic Plan requires a staff satisfaction survey every three years, with results indicating a need for improvement. An employee exit interview will provide CCPH leadership the opportunity to better understand management and staff relationships, employee satisfaction, and other factors that can be used to evaluate and improve.

### **D. GLOSSARY OF TERMS**

N/A

### **E. PROCEDURES & STANDARD OPERATING GUIDELINES**

#### **1. VOLUNTARY DEPARTURE**

All departing employees who leave employment with CCPH voluntarily, including retirement or resignation, will be asked to participate in an exit interview.

- a) Upon receiving a retirement or resignation notice from a current employee, the employee’s direct supervisor or division leader will inform the CCPH Human Resources (HR) representative of this notice.



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- b) The HR representative will contact the retiring or resigning employee via CCPH e-mail to formally request an exit interview; 800-058-02-F Exit Interview Request Template will be used for this communication. Also included in the e-mail will be:
  - i. A link to the 800-058-02-F\_EXIT INTERVIEW QUESTIONNAIRE.
  - ii. Provision of an in-person exit interview option in lieu of the questionnaire.

## 2. EXIT INTERVIEW PROCESS

Completion of an exit interview, by way of questionnaire or in-person, is voluntary. Participation in an exit interview will be considered on any rehire recommendations.

- a) If the employee chooses to participate in the exit interview questionnaire, the questionnaire must be completed prior to the employee's final day of work at CCPH. The questionnaire will give the employee opportunity to express their concerns and/or provide information they believe may be beneficial for the Department to be aware of regarding their experience as a CCPH employee. The questionnaire is completed online through Microsoft Forms and should typically take no longer than 15-20 minutes to complete. To participate in the questionnaire, the employee will:
  - i. Follow the link in the e-mail sent by the HR representative.
  - ii. Sign in using their CCPH employee e-mail and e-mail password.
  - iii. Answer the questions on the questionnaire and click the "Submit" button.
- b) If the employee chooses to participate in an in-person exit interview in lieu of the questionnaire, the interview will be completed prior to the employee's final day of work. The preference for an in-person interview must be communicated to the HR representative as soon as possible to provide flexibility for scheduling the interview. The in-person interview will be conducted by the HR representative unless the retiring or resigning employee works within the same division as the HR representative; in such cases, a member of the Division Leadership Team (DLT) who does not work within the same division will conduct the interview.
  - i. The in-person interview should take approximately 30 minutes, with potential for variance from person to person.
  - ii. During the interview, the employee will be asked a standard set of questions in line with the questions included on the questionnaire. The employee will be given the opportunity to discuss any concerns and/or provide information they believe would be beneficial for the Department to be aware of regarding their experience as a CCPH employee.
- c) All exit interview data will be reviewed by the HR representative or another member of the DLT (as assigned) and shared with management, as needed, for the purpose of improving working conditions.
  - i. Any information obtained during the exit interview will become part of the employee's personnel file and may be disclosed to the employee's supervisor, Department management team, and Board of Health.

## F. CITATIONS & REFERENCES

N/A

## G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Pam Gibbs, Health Services Coordinator
2. Sean Green, Vital Statistics Administrative Supervisor
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#### **H. APPENDICIES & ATTACHMENTS**

800-058-01-A Exit Interview Request Template

#### **I. REFERENCE FORMS**

800-058-02-F Exit Interview Questionnaire

#### **J. REVISION & REVIEW HISTORY**

Revision Date	Review Date	Author	Notes

#### **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.