

Staff Orientation Checklist

STAFF MEMBER'S NAME	REGION
MANAGER / SUPERVISOR'S NAME	DATE OF HIRE

- The new staff member is responsible for completing tasks and having their Field Manager / Supervisor initial areas when tasks and elements are completed. All areas should be completed within the first six-months of the education program.
- New staff member please sign the statement below.
- Not all elements are listed for specific positions but should be individualized depending on the Individual Assessment and Education Plan.
- Although items and tasks are placed in a specific order to enable staff to build knowledge and skills the Manager / Supervisors should assist the staff member in prioritizing the order of completion.

I have received the staff orientation checklist and understand that I am responsible for completing all tasks and elements. I have been shown how to access the checklist on the intranet and how to access tasks and sections. If I have difficulty in finding a section or completing a section, I understand that I am to discuss this with my Field Manager / Supervisor.

STAFF MEMBER'S SIGNATURE

DATE

Part 1. Education Plan: Tasks to be completed in Field Office and online training

ALL STAFF	INITIAL	
	STAFF MEMBER	MANAGER / SUPERVISOR
<p>1. Introduction to the entire RCS District / Unit, as staff is available. This includes support staff, IT Staff, other Program Managers, Manager / Supervisors and District Administrator, Office Chiefs and Assistant Director.</p> <p>a) Provide an updated version of the organization chart of the Districts. b) Review the DSHS Organization Chart c) Review the RCS Organization Charts</p>		
<p>2. Orientation from the Field Manager</p> <p>a) Ensure that Human Resources have sent the new staff member a letter regarding their position. b) Review of Job Description c) Review of other staff roles and responsibilities with RCS d) Brief overview of education plan from month one to month six e) Assign and introduce new staff member to their Peer Coach f) Notify the Training Coordinator/Unit of the hiring of the new staff member in order to be included in the next RCS Basics Orientation. g) Arrange for the new staff member to have hotel accommodations and time away from the district for training. h) Review Evaluation process: i) Role and responsibilities of new staff member ii) Six-month probation iii) Role and responsibilities of Peer Coach iv) Grievances procedures i) Responsibilities of the New Staff Member i) Tracking/Documenting education assignments / staff orientation checklist and progress tools. j) District/Unit Individuals to contact in case of emergency/illness/accident. k) Union Representative- District contact per Union, as applicable</p>		
<p>3. Orientation from Administrative Staff</p> <p>a. Assist the new staff member in preparing their work area (desk / chair / trash container /in and out baskets/ staple remover / stapler / pens / pencils / writing paper / phone books / maps b. Phone information c. Office information – ordering supplies, ordering business cards, name tags, equipment needs, building access and office phone list</p>		

<ul style="list-style-type: none"> d. State car information <ul style="list-style-type: none"> i) Access, gasoline, maintenance, accidents/restrictions e. Tour office <ul style="list-style-type: none"> i) Parking information, work station, video and library access restrooms, lunch room, coffee, mail box, copy machine, FAX machine, filing system for provider files f. Routing system within the unit/district offices and headquarters g. Complete the “New/Transfer / Termination Form” and at the same complete the request on this link access to specific program software http://adsashare.dshs.wa.gov/RCS/Lists/Security/NewForm.aspx 		
<p>4. Orientation from IT Staff / Support Staff or other staff as appropriate</p> <ul style="list-style-type: none"> a. Computer Information b. Computer security c. Assessment of Computer Skill Levels – if not completed during initial hiring specific training needs should be added to the education plan concerning computer skills. d. RCS expectation on computer security/passwords. For Nursing home surveyors also QIS computer security/password and flash-drive encryption e. Review the Basic Tasks in Outlook http://office.microsoft.com/en-us/outlook-help/basic-tasks-in-outlook-2010-HA101829999.aspx f. Ask IT to add name to Online Expert (Use your full email with the password welcome) http://ADSA.onlineexpert.com Review the Outlook 2010 course. 		
<p>5. DSHS Human Resources Information: http://hrd.dshs.wa.gov/ Go to New Employee link. On the Navigator Bar on the left side of the page go to the New Employee Orientation Training. Click on the link to go to the training in the state Learning Management System (LMS) site. Click on My Courses tab. You will find a list of required on-line training.</p>		
<p>6. Aging and Disability Services Information and Residential Care Services Information and Policies can be found on the following link http://adsaweb.dshs.wa.gov/ Click on the Resources tab to find:</p> <ul style="list-style-type: none"> i) Leave Tracker System ii) Absences with pay/vacation rules iii) Claiming for travel in TEMS a. RCS Tab – Forms/Documents for the program you are working in. RCS Management Bulletins; ALF guide book; RCS Fact sheets http://adsaweb/factsheets/?division=RCS Ethics Board. b. Travel Policies and Procedures http://one.dshs.wa.lcl/FS/Fiscal/Accounting/Travel/Pages/default.aspx 		
<p>7. Orientation from Peer Coach</p> <ul style="list-style-type: none"> a. Meet and share backgrounds of coach and new staff member related to experience and areas of expertise. b. Add to individual Assessment from interview (Individual Assessment Template and Individual Education Plan Template c. Review relevant Progress tools http://adsaweb.dshs.wa.gov/rcs/EDPTemplates.htm 		
<p>8. Find and Review- http://www.dshs.wa.gov/acronym.shtml <i>Learning Objectives:</i> The participant will become familiar with the state and/or federal terms where appropriate and the general terms used within the agency to conduct business.</p>		
<p>9. Supervisor Review Meet with Manager/Supervisor- discuss some of the questions you have on the policies and information you have found on the ADSA Intranet.</p> <ul style="list-style-type: none"> a) Discuss Staff Conduct and Behavior b) Procedures for Disaster/Fire Plan/Earthquake/bomb threat c) Office Safety d) Identification Badge/ Security Badge/ State Office Equipment e) Parking and Purses f) Personal Safety and Security in the Field g) Dress in the office and other work sites 		

<ul style="list-style-type: none"> h) Confidentiality i) Report of contact by providers/others j) Public Disclosure Rules-Maintenance of RCS Records k) Smoking l) Political activity m) Sexual harassment n) Alcohol and substance abuse o) Conflict of Interest/ Prohibited Activities (outside employment/ gifts/money/favors) p) Telephone Usage q) Incoming mail/ Confidential mail r) Conduct in the facilities, in public s) Scheduling- Leave Slips, Work Hours- Exchange Time t) Review and/or initiate the Individual Education Plan. u) With the staff member, Manager/Supervisor and other staff as appropriately identify areas of expertise related to position and areas needing further education. v) Review questions regarding Peer Coaching, Videos, Progress Tools and principles and procedures on Peer Coaching. w) Schedule regular orientation progress meetings 		
Part 2. RCS Facilities		
ALL STAFF	INITIAL	
	STAFF MEMBER	MANAGER / SUPERVISOR
<p>Nursing Home Staff Only</p> <p>1) You will find prerequisites and mandatory training on the following link http://surveyortraining.cms.hhs.gov/index.aspx Once you access this site, click on the link “I am a Surveyor”. You will need to set up an account once you have your surveyor number.</p> <p>Under Course Catalog Tab:</p> <p>Prerequisites for Nursing Home Surveyors: (the following 2 trainings are prerequisites for CMS BASIC and we cannot register anyone for the CMS Basic class without their prerequisites being done):</p> <ul style="list-style-type: none"> • BHFS: Basic Health Facility Surveyor for Long Term Care Learning Objectives: The participant will become familiar with the history and connections of CMS to programs that have federal oversight and basics of the survey process. • POD: Principles of Documentation for Long Term Care <p>2) You will need to access federal LMS and complete the Basic Learner course. https://cms82.sumtotalsystems.com/sumtotal/app/SYS_login.aspx</p>		
<p>Adult Family Home Staff Only</p> <p>1) Review on the internet “What you need to Understand Before Becoming A Licensed Adult Family Home.”</p> <p>2) Observe an Initial Licensing Inspection (FM to arrange with the initial licensing unit)</p>		
<p>Assisted Living and Enhanced Services Facility Staff Only</p> <p>1) Review on the internet, http://www.alsa.dshs.wa.gov/Professional/bh.htm</p>		
<p>All survey / inspection/complaint investigator staff</p> <p>1) Observational Survey: Staff member observes a survey/ licensing inspection. Discuss with Peer Coach feedback and discussion of observations.</p> <p>See Progress tools</p>		
<p>Managers / Supervisors-Washington Management Service Only</p> <p>1) Complete the DSHS online Management Orientation at the DSHS Human Resources Site</p>		
<p>ICF/ID Staff Only</p> <p>1) Complete, as many as possible, CMS Web based Training Modules for “Principals of Documentation (Intranet streaming website and Basic Health Facility Web Based Training at http://surveyortraining.cms.hhs.gov/index.aspx prior to attending the RCS Classroom Orientation Program. These must be completed prior to attending the Basic Federal Long Term Care Class.</p>		

2) Basic Health Facility Surveyor Course: Introduction to Surveying for Long Term Care		
3) Introduction for Surveying Non-Long Term Care		
4) Abuse and Neglect Investigation Course		
5) Common Drugs and Side Effects in ICF/IID		
6) "To Do or Not to Do" Surveyor Boundaries		
7) ICF/IID Tag-W249 Review		
Part 3. Field Office Work Experience		
ALL STAFF	INITIAL	
	STAFF MEMBER	MANAGER / SUPERVISOR
All survey/ inspection Staff		
1) Participate in Program Specific survey or inspections with coach.		
2) Complete all levels of Employee Development Program (EDP) Progress Tools on-line in RCS Forms Section. Copy to Field Manager and Education Coordinator.		
Part 4. Basics Training at Headquarters		
ALL STAFF	INITIAL	
	STAFF MEMBER	MANAGER / SUPERVISOR
All survey/inspection Staff		
1) Manager to go out during a survey/inspection to observe the staff member.		
Nursing Home Staff Only		
1. QIS training		
2. Prior to team coordinating, view the following webcast trainings:		
a) Team Leadership Skills for Survey Teams		
b) The Survey Team Leader: Entrance and Exit Conferences		
c) The Survey Team Leader: Time Management		
3. Schedule CMS Basic Training and SMQT (Field Manager to contact Education Coordinator to schedule).		
Other Training to be completed within six months of hire.		
ALL STAFF	INITIAL	
	STAFF MEMBER	MANAGER / SUPERVISOR
Investigative Staff- NH, AL and AFHSL, ESF, ICF/IID		
1) Register for Advanced Investigator Training (DOP)		
Nursing Home Staff Only		
1) Infection Control Webinar Series – three (3) modules		
2) FISC: Foundational Investigative Skills – five (5) modules		
3) New Dining Standards for NH Residents		
4) National Partnership to Improve Dementia Care in NH – four (4) modules		
5) Common issues facing the elderly population: Communication		
6) Introducing the New Psychosocial Outcome Severity Guide		
7) Quality Indicator (QIS) Process		
8) Evaluation and Treatment of Depression in Patients with Cognitive		
9) Initiative to improve Behavioral Health and Reduce the Use of Antipsychotic Medication in Nursing Homes Residents		
10) Dementia in the LTC and HHA Settings		
11) Managing Depression in the Long-Term Community		
12) Behavior Modification: Theories and Approaches		
13) Principles of Documentation		
14) LTC RAI Training on MDS 3.0		
AFH/ALF Staff Only (Within the six months if possible)		
1) Meeting / contact with local case managers in Home and Community Services for your regions area.		

2) Meeting / contact with local case managers in Division of Developmental Disabilities.		
You will find training on the following link http://surveyortraining.cms.hhs.gov/index.aspx Once you access this site, click on the link " <u>I am a Provider.</u> " You will NOT need to set up an account.		
a) FISC: Foundational Investigative Skills – five (5) modules		
b) Managing Depression in the Long Term Care		