

Chapter 13

Issue 1

Date 11/01/91

SUBJECT: EMPLOYEE ORIENTATION

I. PURPOSE

The purpose of this procedure is to establish a systematic method for orienting new employees to the City of Lompoc.

II. SCOPE

This procedure is applicable to all employees in the competitive service. Where any section, subsection, sentence, clause or phrase of these procedures is found inconsistent with an approved memorandum of understanding enacted between the City and a recognized employee organization, the current memorandum of understanding shall prevail. Exceptions to this procedure shall only be allowed when approved by the City Administrator.

III. ADMINISTRATION

The provisions of this procedure shall be jointly administered by the Human Resources Department and the hiring departments.

IV. AMENDMENTS

This procedure may be amended by the City Administrator.

V. DEFINITION

"Orientation" is defined as the planned introduction of employees to their job, co-workers, and the organization, including policies, practices and values.

VI. PROGRAM

The orientation program shall consist of two orientation sessions, designed to provide an effective socialization process and communicate information on policies, procedures and benefits.

A. Primary Orientation Session

The first orientation session should be conducted on the employee's first day of work. The new employee will report to his/her supervisor at the assigned starting time, and the supervisor shall follow the "Supervisor Guidelines For New Employee Orientation" (see sample), which discusses the proper procedure for supervisor's orientation responsibilities.

The employee shall then go to the Human Resources Department to fill out appropriate paperwork which must be completed before the employee begins work. This procedure should take approximately 30 minutes for full-time employees, and 20 minutes for part-time employees. Paperwork is itemized in "Human Resources Paperwork" (see sample).

After the employee has completed the session with Human Resources, the Supervisor will continue the orientation as outlined in the Supervisor Guidelines. The Supervisor will go through the "Check-Off Sheet" (see sample), discuss items as listed, and answer any questions the employee may have. Once the employee understands the information presented, the employee will fill out a "Training Receipt" (see sample) which documents the orientation session. This receipt shall be signed and dated by both the Supervisor and the new employee. A copy of the Training Receipt shall be kept by the employee and the original shall go to Human Resources.

B. GROUP ORIENTATION SESSION

Group Orientation Sessions will take place on each Thursday before payday, at 10:00 a.m. in the Administration Conference Room near the Human Resources Dept.

The Group Orientation Session will follow the schedule as outlined in "Group Seminar" (see sample). During the session a video will be shown which portrays the City's organization and the functions of its departments.

The Group Orientation Session will be concluded with a question and answer period to ensure adequate understanding of policies, procedures and benefits.

VII. IMPLEMENTATION AND INTERPRETATION

Any questions relative to the intent or application of this procedure should be directed to the Human Resources Director who is delegated the responsibility for interpreting and implementing this procedure.

Authorized: _____ 11-01-91
City Administrator Effective date

Supervisor Guidelines For New Employee Orientation

1. Greet and welcome the New Employee aboard. Give the New Employee a brief tour of the immediate work area to include break room, rest rooms and water fountains. Introduce the New Employee to 2 or 3 co-workers.
2. Bring the New Employee to his/her work station. Sit and chat briefly about the City's history, where your Department fits in, and some goals of the department. Answer any questions the New Employee has. This should serve to orient and relax the employee.
3. Before you actually have the New Employee start his work routine make sure he/she had been processed by the Human Resources Department's representative. If that has not occurred, take the New Employee to the Human Resources Department, introduce him/her to the Human Resources representative who will process the New Employee's paperwork and leave, assuring the New Employee that he/she is in "good hands".
4. NOTE: The employee will be given a copy of the Employee Handbook while he or she is in the Human Resources Department. From this point on, when the New Employee asks a question or for help, the New Employee should be directed to where the information is available. Showing how or where to find answers is MORE valuable to the New Employee than the answer itself. Guide: help New

Employees help themselves.

5. If the New Employee had not been processed in before his/her date of hire, you should return approximately 30 minutes after having left the New Employee in the Human Resources Department and cheerfully ask him/ her if they "survived" the paperwork. Take the New Employee back to the work area.
6. Give the New Employee a copy of his or her Job Description. Discuss job content with the New Employee and go over the items listed in the Check-Off Sheet.
7. Answer any questions by helping the New Employee find the information in the Employee Handbook, or elsewhere.
8. Explain the New Employee's work days, and what is expected in terms of learning the job.
9. Introduce the New Employee to his or her Sponsor. Have the Sponsor take the New Employee on an extended tour of the department, introduce the New Employee to other co-workers, and explain his or her function as the New Employee's Sponsor.
10. The Sponsor should be someone who has a positive work attitude, a good grasp of policies and procedures (Division-wide, Department-wide, and City-wide) and will prove to be a positive influence on the New Employee. The New Employee should be able to come to his/her Sponsor with problems and questions, as well as for a friend or lunch companion.

Supervisor's Check-Off Sheet
For New Employee Orientation

Check off each item when it has been completely discussed.

- Review job responsibilities
- Department/Division functions, goals, philosophy and policies
- Work Hours and Time Sheets
- Attendance and Punctuality
- Illness and Reporting In
- Lunch Hours and Breaks
- Employee Entrances/Keys
- Overtime Policy and Requirements
- Pay Schedule
- Personal Telephone Calls and Mail
- Parking

- ___ City Vehicle Use
 - ___ Lockers
 - ___ Appropriate Attire
 - ___ Personnel Rules
 - ___ Discipline Procedures
 - ___ Substance Abuse Policy
 - ___ Outside Employment
 - ___ Safety Procedures and Accident Reporting
(Code of Safe Practices)
 - ___ Staff Meetings/Safety Tailgate Sessions
 - ___ Handling Confidential Information
 - ___ Evaluation Criteria and Procedures
 - ___ Training Programs
 - ___ Other_____
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Human Resources Paperwork KEY:

Code Form F = Full Time Emp.

FP Affirmative Action Program P = Part Time Emp.

FP* Code of Safe Practices * = When appropriate

FP* Coffee Fund Deduction

F* Dental Insurance

F Employee Assistance Program--OHS

F Employee Handbook/Benefits Summary Sheet

F Employee Information Card/I.D./City Pin

FP Employment Eligibility Certificate

FP Employment Record

F Flexible Spending Plan Information

F* Health Insurance

F* Maintenance of Benefits Agreement

FP Medicare Withholding

F Memorandum of Understanding

FP New Employee Training Receipt

F NMA Enrollment

FP Oath of Allegiance
FP Paycheck Direct Deposit
F Public Employees Retirement System (PERS) Membership
P Retirement Coverage (ICMA Cash Management Fund)
FP Schedule of Payroll deductions
FP Substance Abuse Policy
FP Supplemental Human Resources Employment Record
FP W4
FP Workers Compensation Notice

Group Seminar

1. Call the Roll.

GLW/FLP 2. Formal welcome by the City Administrator.

GLW/FLP 3. Discuss past, present, and future of the City.

JLW 4. Discuss what "Full-Service City" means.

EBL 5. Show the Orientation Video.

RS 6. Distribute and Discuss Affirmative Action Policy, Sexual Harassment Policy and EEO Grievance Procedure.

JLW 7. Discuss Employee rights, benefits, and responsibilities as a municipal employee. Discuss conflict resolution options.

RS 8. Discuss Safety Policy.

JLW 9. Distribute and explain Personnel Rules, and M.O.U.'s where applicable.

EBL 10. Explain where job listing are posted, and discuss Promotions and Transfers.

EBL 11. Discuss Programs for Employee recognition, suggestions, career development, Deferred Compensation, Employee Assistance Programs, and Medical/Dental. Discuss eligibility for Life Insurance and Long Term Disability after 6 months of service.

EBL 12. Discuss Recreational Facility privileges, rules and availability.

13. Adjourn.

New Employee Training Receipt

I, _____, the Undersigned, have been briefed on the below listed issues, and know where I can go with further questions should they arise.

Initial beside each item when it has been completely discussed, and your questions have been answered. (If the item is non-applicable, please write N/A in the space instead of initialing.)

- ____ Job Responsibilities ____ Department/Division Functions
- ____ Work Hours/Time Sheets ____ Attendance and Punctuality
- ____ Illness and Reporting In ____ Lunch Hours and Breaks
- ____ Employee Entrances/Keys ____ Overtime Policy and Requirements
- ____ Pay Schedule ____ Personal Telephone Calls/Mail
- ____ Parking ____ City Vehicle Use
- ____ Lockers ____ Appropriate Attire
- ____ Personnel Rules ____ Discipline Procedures
- ____ Substance Abuse Policy ____ Outside Employment
- ____ Safety and Accidents ____ Staff Meetings/Safety Tailgates
- ____ Confidential Information ____ Evaluation Criteria/Procedure
- ____ Training Programs ____ _____

____ I am scheduled to attend Group Orientation at:

10:00 a.m. on Thursday, _____

in the Administration Conference Room, in Human Resources.
(Spouses are invited to attend the Group Orientation.)

Employee's Signature Date

Department Division Position

Supervisor's Name (Please Print) Title

Supervisor's Signature Date

Distribution: - White: Human Resources - Canary: Supervisor - Pink: Employee