


Guam Behavioral Health and Wellness Center		
TITLE: Onboarding for Personnel, Interns, and Volunteers	POLICY NO.: AD-HR-07	Page 1 of 2
APPLICABILITY: Personnel Office		
APPROVED BY:  THERESA C. ARRIOLA, DIRECTOR	DATE OF ORIGINAL APPROVAL: 12/22/1992	
	DATE REVISED/REVIEWED: 1/7/2021	

PURPOSE

To ensure that newly hired full-time and contracted employees, interns, and volunteers received a comprehensive onboarding process that can boost employee engagement. This policy is in compliance with the Commission on Accreditation for Rehabilitation Facilities (CARF) 2022 Standard 1.1.5 Onboarding and Engagement Activities.

POLICY

- A. GBHWC shall provide onboarding and engagement activities to all new full-time employees, contract employees, interns, and volunteers that allows new employees to complete an initial new hire orientation process to integrate them into the organization. Onboarding activities include but are not limited to the following:
 1. Orientation
 2. On-the-job training
 3. Position role and responsibilities
 4. Position performance expectations (including the development of the WPPE)
 5. Communication systems and expectations
- B. Orientation shall consist of organizational level topics, supplemented by program and/or position-specific trainings coordinated by the Training and Education section. Organizational-level topics shall include but are not limited to the CARF requirements:
 1. Personnel Office
 - a. Mission, vision, values, culture, and organizational structure
 - b. Health Insurance Portability and Accountability Act (HIPAA)
 2. Training and Education Section
 - a. Organizational planning efforts (e.g., Risk Management Plan, Strategic Plan, Technology Plan, Accessibility Plan, Cultural Competency and Diversity Plan, Succession planning, etc.)
 - b. Health and Safety (Unsafe Acts, Active Shooter, etc.)
 - c. Critical Incident Reporting
 - d. Overview of GBHWC Health Information Technology System and Cybersecurity
 3. Division Administrator/Immediate Supervisors
 - a. Performance measurement and management system
 - b. Workforce policies and procedures (DOA Personnel Rules and Regulations on Ethics, Sexual Harassment, Grievance, Adverse Action)
 - c. Person-centered philosophy
- C. All Direct Clinical Staff shall be provided with Professional Crisis Management training, and other pertinent clinical trainings in accordance with specific direct care staff role and responsibilities.

PROCEDURE

1. GBHWC onboarding orientation shall begin with the new hire processing by the GBHWC Personnel Office.
 - a. During the internal on-boarding process, the Personnel Office provides the new or returning employee two sets of paperwork for employment processing of the following:
 - i. Internal GBHWC HR Processing
 - ii. External HR Processing for the Government of Guam Department of Administration, Human Resources Division, and the GovGuam Retirement Fund.
 - b. During the initial orientation proceedings, HIPAA Training Certification is required either through previous employment certification (physical copy) or obtained through online training certification.
2. A guided tour of the main GBHWC facility will be provided by the Human Resources Staff during the on-boarding process. Satellite offices and residential home tours will be provided by the program manager/supervisor, if and when needed.
3. Supervisors must ensure employees are briefed on all job requirements, duties, responsibilities, and expectations.
4. Supervisors will orient their staff as they see fit. Included in all branch orientations will be how to preserve consumer/patient/client confidentiality and consumer/patient/client rights and use of electronic medical records.
5. Supervisors must ensure that employees read and review relevant GBHWC policies and procedures during their branch orientation.
6. Supervisors will coordinate and work with the Training Section to ensure that all of their staff are scheduled for necessary training upon arrival and to update skills as necessary.
7. The Training and Education section shall provide the scheduling to program supervisors for orientation trainings for all new and returning employees, inclusive of interns and volunteers, as part of their onboarding process.
8. The Training and Education section shall identify qualified presenters, speakers, or trainers for the topics that are given in the Orientation lecture and ensure that all employees, interns, and volunteers receive a standard GBHWC orientation.
9. If a video recording of the required Orientation training is available, the Training and Education section shall provide access to the recording upon reasonable request by the Supervisor of the employee, intern, or volunteer that is not able to attend the orientation in person due to conflict of schedule or staffing shortage. The Supervisor is responsible to ensure that their employee, intern, or volunteer completes all necessary activities required of the Orientation training recording.

SUPERSEDES:

- A. Orientation for Personnel; ORG-PER-4-3; 12/22/1992; Marilyn L. Wingfield, Ph.D.