

Onboarding and Orientation

Head Start Performance Standard

§ 1302.92 (a) and (b)

Licensing Regulations 414-300-0120 1(a)(b)(c)(d) and 2

Policy

Per Head Start Performance Standards, a program must implement a management system that provides regular and ongoing supervision to support individual staff professional development and continuous program quality improvement.

In an effort to maintain continuity of care and deliver high quality services to children, Community Action Head Start implements an onboarding procedure. This procedure supports new and transferred employees by setting and clarifying expectations to ensure that all staff receive the training necessary for their position. Every new hire will attend orientation with the Professional Development Supervisor (PDS) within two of weeks of their start date.

All new hires will also receive an onboarding buddy to help them become familiar with the program and agency norms. The direct supervisor will assign an onboarding buddy and have regular check-ins to ensure both employees are having a successful experience. The direct supervisor will also be responsible for conducting both the **Onboarding Checklist** and the **90-day Performance Review**.

It is the responsibility of the PDS to annually update all onboarding documents, including the onboarding PowerPoint, New Hire Training list, and forms. The PDS is also responsible for updating the Staff Transition Tracker.

Procedure

The onboarding procedure is a coordinated effort between Human Resources, the PDS, and the direct supervisor.

Human Resources

The assigned HR Business Partner will meet with the new hire and complete all required paperwork. The new hire will receive their agency binder with all necessary information, forms, and documents. They will help the new hire schedule their required preplacement physical exam and tuberculosis screening. They will also provide dates to all new hires for New Employee Orientation and Agency Overview. The HR Business Partner will notify the IT department to request an agency email account, technology and appropriate access to agency programs and drives. The supervisor will submit a HelpDesk ticket to schedule time for them to meet at the Annex to collect technology needs as applicable. HR will also notify the fiscal department to add the new employee to the payroll system. All username and login information are provided to the new hire and supervisors within a week from their start date.

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Upon completion of the new hire paperwork, Human Resources will email the Head Start Management Team, PDS, Compliance Supervisor, Data and Reporting Supervisor and the direct supervisor with the new employee start date. This email will also initiate the PDS to create a personnel file in ChildPlus, the Data and Reporting Supervisor to start the user security setup in ChildPlus, and the Compliance Supervisor to link the new hire to their designated site with their Central Background Registry (CBR) number. The Compliance Supervisor will make the physical licensing folder and send it to the assigned work location, notifying the new employee and direct supervisor by email when the folder is sent.

Within one week of the new employee's start date, the PDS will offer an optional meeting with the direct supervisor to ensure that the new hire training plan has been started. Orientation information, importance of regular one-on-ones, and setting up professional development goals with new staff will also be discussed during this meeting. The PDS will check in with the direct supervisor 3 weeks after the initial meeting to discuss successes, challenges or support needed.

Within one week of the new employee's start date, the direct supervisor may need to follow up with HR to ensure their staff member has an ADP login. Supervisors will also support with the follow-up on required documents for orientation, licensing folder (if any are missing) and support with getting them started on their mandatory trainings. The direct supervisor will contact the Education Services Supervisor, for relevant staff, to access SmartTeach™.

Head Start Orientation

All Head Start Orientations will occur within one week of the new hire start date. The PDS will be responsible for sending the Outlook invite to the new hire and direct supervisor.

As required by licensing, all new staff will complete and sign the **Standards of Conduct** at orientation. The **Head Start Employee Orientation Checklist** must be completed within the first 10 days of employment, prior to being counted in ratio. The direct supervisor will support with completing these documents.

All new hires must complete the following mandatory trainings:

- Bloodborne Pathogens (within 10 days of hire)
- Emergency Preparedness (within 10 days of hire)
- Medication Administration (within 10 days of hire)
- Introduction to Health and Safety certificate (within 14 days of hire)
- Recognizing & Reporting Child Abuse & Neglect certificate (within 14 days of hire)
- Safe Sleep certificate (within 30 days of hire)
- Food Handler's card (within 30 days of hire)
- Human Resources Safety Trainings (within 30 days of hire)
- Infant, Child and Adult First Aid CPR card (within 90 days of hire)
- Prevention is Better than Treatment certificate (within 90 days of hire)
- Foundations for Learning (within 90 days of hire)

There will be additional new hires trainings on the New Hire Training List that will help prepare the staff member for their role. Staff working in a Hillsboro School District site will also have additional training required by the school district. Direct supervisors are responsible for monitoring and ensuring staff complete the trainings. Once the required trainings are complete, the new staff member must email the New Hire Training List to the PDS. The PDS will upload into ChildPlus and enter the training completion dates.

The PDS is responsible for collecting all required personnel documents at orientation and no later than the 45-day check-in. These documents include required certifications, transcripts and any other program required documents. The PDS is also responsible for updating the CP personnel records with the support

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of a PA as directed. The PDS will assist all new hires with completing the ORO Step application as part of our program requirements, when needed.

The Compliance Supervisor is responsible for monitoring the ChildPlus 1057 report to ensure the program stays in compliance with this licensing requirement.

Continued Onboarding

The PDS will set up dates to meet with the new hire for their 2-week, 45-day and 90-day check-ins. The dates are determined by the new hire start date and may be adjusted slightly to accommodate scheduling conflicts, such as an all-staff training day, illness, or classroom priorities. During these check-ins, the PDS will review the checklists to see if the new hire needs additional training, support, or has any professional development questions. Upon completion of each check-in, the PDS will email a summary of the meeting to the new hire and their direct supervisor. The check-in form will be uploaded as an attachment into the new hire's personnel file in ChildPlus.

Staff who are hired for a classroom position will shadow a different classroom than the one they are assigned to. Home visitors will shadow other home visitors. Classroom staff and home visitors will have 3 weeks before being counted in ratio or taking on a full caseload. This will give staff an opportunity to observe and assess the daily classroom activities and family partnerships.

Direct Supervisor Support and Follow-up

The direct supervisor is responsible for calling the new hire prior to their first day to welcome them to the agency and team. They will also provide guidance on what the employee can expect on their first day and answer any questions. On the new hire's first day, the direct supervisor will provide a two-week schedule, show them their workspace, and introduce them to their team members. It is the direct supervisor's responsibility to review and complete the **Onboarding Checklist** provided by HR. The direct supervisor will send a department welcome email as well as new employee announcement as instructed by HR. Templates for these emails are included in the New Hire Update email by HR. Direct supervisors will schedule supervision meetings, complete the **90-day Performance Review**, and work with new hire to set professional development goals.

Onboarding also includes the collaborative efforts to provide all new hires with component trainings. It is the responsibility of the supervisor to support the new hire in scheduling and coordinating all new hire component trainings. These trainings are required to be completed within the timeframe specified on the New Hire Training list. Progress will be discussed at the check-ins with the PDS.

Direct supervisors are responsible for supporting staff with monitoring and maintaining their personnel files in ChildPlus and their licensing folders to ensure all certifications and records are current as required by the state Oregon Department of Early Learning and Care.

Pre-Service

Staff are required to attend the all-staff event and pre-service trainings (as instructed) at the start of the program year. Staff members must complete a new **Head Start Standards of Conduct** and **Head Start Employee Orientation Checklist** form at the start of each program year. Staff who are hired at the start of pre-service will be required to complete all safety and licensing trainings to ensure compliance in addition to the pre-service trainings. In addition, these staff will not have an onboarding period of 3-weeks, they will be in ratio on the first day of school.

Vacation requests from mid-August to mid-September must be approved by the Director of Head Start. The Director may be able to approve time off for big life events or extenuating circumstances. If the need arises, this request can be made by the manager in writing and sent via email to the Director.