New Employee Hire Process

The foundation of our success lies in employing skilled, talented employees who are willing to commit to the same philosophies of service that AGEIA Health Services has built their reputation on. The enclosed “New Hire Packet” and processing directions will help guide you in completing all the required documents and procedures to not only meet company standards but also to keep us in regulatory compliance. On the “Personnel File Checklist” you will note that some of the requirements will differ between our locations in Oregon and Washington. We have clearly identified which documents and procedures are different between the two states. If you have any questions or concerns do not hesitate to contact the Executive Assistant in the Bend, Corporate Office.

PRE-EMPLOYMENT:
Step 1
Once you have narrowed down the candidates (between two individuals) and you are conducting a final interview, perform the pre-employment drug screen test and complete the Criminal Background Check form. These processes will alert you to any hiring concerns before you go too far in the hiring process.

Step 2
We recommend using the Interview Questionnaire Form when interviewing candidates. This form will allow you to keep notes and score the candidate, and will prevent you from writing notes on their application, which we should never do. During the interview process discuss the job description and have the applicant sign the acknowledgement page. Attach the signed job description to the application. You may want to make the applicant a copy. Also discuss the pre-service training that must be completed before a start date can be established.

Step 3
Complete all reference checks. You must obtain three. Make sure during the interview process that you ask applicant for a current contact number for each previous employer and/or personal references. We recommend using the Reference Check form that is posted on the Ageia website. There are two forms, one for management and one for all other positions.
(SouthTowne only): One of our communities (SouthTowne) must conduct an additional step in the hiring process for certain positions; The Functional Assessment Test. Refer to the policies, procedures, and documents posted on the Ageia website for instructions. Do not start their aQuire training until they have successfully passed their Functional Assessment Test.

HIRING PROCESS:
Step 1
After the selection process has been completed and a contingent job offer has been made and accepted, provide the candidate with their aQuire Password Card, aQuire Quick Start Guide, and the Ageia Orientation Course Outline for your community. Provide the new employee with an overview on what is expected of them for training
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completion and who they can contact in the community if they are experiencing difficulty with the aQuire system or if they have questions regarding the content. Remind them that it is mandatory for them to view their certificate once they have completed each training topic. Schedule the new employee times for private access if they will be using a computer at the community. Before the employee leaves, schedule their start date (the date you want them to return and complete their New Hire Paperwork and orientation training). Remind the candidate to bring with them two acceptable forms of identification for the I-9 and any licenses, permits, or certifications that are necessary for their position. The start date must allow the employee a reasonable amount of time to complete all required pre-service, on-line training. Training time averages: Memory Care ALF – 21 hours and Standard ALF 14 hours. A new employee will not be allowed to perform any duties until all pre-service orientation training is complete.

Step 2:
Once the employee has finished the pre-service portion of the training you can document their start date on the personnel action form (PAF) and complete their new hire paperwork. All of the new hire documents that are required are listed on the “Personnel File Checklist”. This document will help guide you in completing all the required documents. This form should remain in the employee’s personnel file and you should check off only what has been completed in its entirety. If you have any questions regarding “how to” complete a form, you can refer to the Ageia website for instructions.

If the new employee has any questions allow them an opportunity to discuss them during the walk-through portion of the new hire orientation. We recommend that prior to the new employee’s start date; you check on their aQuire training progress by running an updated aQuire report. Run an Individual Records report from the Training Tracker section of aQuire. The employee will still have a small amount of training to complete within two weeks of their start date. The balance of training time is 9 hours for Memory Care ALF’s and 4 for Standard ALF. Once the new employee has completed all required courses you will run a report and place the course completion sheet in their personnel file attached to the New Hire Orientation Checklist. You cannot sign off the checklist that orientation is complete until the pre-service on-line and the hands-on training is done. Stay on top of the employee to finish the training. Remind them that they cannot remain on the schedule if all training is not completed in the established time frame.

Step 3:
Once the New Hire Paperwork is complete, issue the new employee with their:
- Name tag
- Current copy of Employee Handbook
- Uniform tops
- Locker number or combination
- Time clock number
- Keys (if appropriate for their position)
Step 4:
Complete the facility’s section of the New Hire Orientation Checklist. This will include assigning a trainer to take the new employee on a tour of the facility to point out the location of designated items and demonstrate how certain systems or equipment operate. As each item on the list is covered, the trainer should initial as complete. Remember, that in some instances you will want the new employee to demonstrate that they understand what has been taught. When all community based training items on this document are complete the trainer and the new employee will sign and date the last page and the checklist will be filed in the employee’s personnel file. Remember, the employee still has additional training to complete within the next two weeks. They will have the balance of new employee orientation and their Job Skills Checklist training, which will also need to be signed by the employee when complete. The Job Skills Checklist training is critical since many of the skills they will be trained on and will demonstrate proficiency are mandated by our state regulations. Do not forget this step.

Step 5: (Washington only)
Take the new employee to the nurse for their TB test. Remind the employee that they must schedule a time to have the nurse view the test results 48 to 72 hours after the test is given. Set a specific date and time for them to return to have the test read and to take the second step of the testing.

Step 6:
If the employee meets the requirements for “At Risk” (refer to your Exposure Control Program) and has accepted the Hepatitis B vaccine series you can schedule their series that same day. Provide them with the dates that they need to get their shots administered and the instructions for how to schedule their shots. Remember, we only have ten days to administer the first step of the vaccine series. Make sure to document all steps of the vaccination process on the Accept/Decline form. If the employee declines the vaccine remind them as long as they are working in an “At Risk” position they can always change their mind and request the series.

If the employee is not working in an “At Risk” position, i.e. dietary aid, you do not have them sign the Accept/Decline form.

Step 7:
This is the final step before turning the employee over to their assigned supervisor. Provide the employee with their position specific skills checklist and their post-hire aQuire Training list. This document will guide their supervisor in the final training of the new employee. This training must be completed within 14 days of the employee’s hire date. In the box noted “To be Completed by”, fill in the required date. The business office will need to monitor the completion of this training (see AGEIA Policy-Mandatory Employee Training Requirements for more information).
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Special Note:
Each community will need to establish a system of auditing to ensure that all required documents get completed and filed in the appropriate locations.

We recommend that you audit your new hire personnel files weekly until they are complete. The same process should be followed for the criminal background check (see Background Check Log on the Ageia website).

Vigilan should be used to track:
   a. Licensing
   b. CPR/First Aid
   c. Food Handler’s Certification
   d. Required Training

You should establish a monthly auditing and updating process and send out employee reminders as necessary.