

Dear Manager,

Congratulations! The candidate has accepted the position and it is time for you to prepare yourself to onboard them. An employee's first weeks and months on the job are a critical time to begin building a successful working relationship. This is your opportunity to set goals and expectations, train new employees on job-specific tasks, and introduce them to others who will play a role in their professional development. In addition, everyone wants to feel like they are contributing at work; a good onboarding process can help employees feel comfortable and ready to work sooner if there is a formal or well-planned process.

This departmental onboarding guide is designed to give you structure to the process of welcoming and acculturating your new employee into UPMC and their new position. It is critical to officially welcome and orient your new employee to your part of the organization. It is time for you to "immerse" the employee in your specific division. The onboarding process doesn't happen in one day. It is an ongoing process. Provide the new hire with a formal orientation to your part of the organization within his/her first week of work.

The following document is meant to be used as a general onboarding guide for managers. Your specific division or team may have additional orientation guidelines, so contact your supervisor or

Preparing for the New Hire's Arrival




***NOTE: When final candidate accepts and start date is determined, prepare a clean dedicated workspace and necessary computer hardware as this can take weeks to order and receive.**

1-2 WEEKS BEFORE FIRST DAY



- Within 24-48 hours of position being accepted, complete the UPMC/Pitt DOM Welcome Letter Welcome Letter Final 5-9-2023.docx and send via email to the new hire.
- HR to set up In-person orientation as well as On Demand Beginnings.
- Send an email to team announcing new hire and their background.
- Identify and Prepare workspace. Inspect the work area to ensure it is clean and has all the necessary equipment and supplies.
- Order Nameplate / business cards (as needed) [Ordering Business Cards and Stationery \(sharepoint.com\)](#)
- Manager will receive email from HR with new employee network ID/temporary password (reminder please forward to the employees' personal email before day 1). Can begin requesting application access through IMS (Internal Management Systems) [IMS \(Identity Management System\) \(sharepoint.com\)](#).
- (optional) Identify and assign buddy or preceptor.
- Identify necessary training & schedule.
- Identify & prepare pertinent reading material for early days when the employee may have some bandwidth.
- Remind employee to bring I-9 Document: [Form I-9: Employment Eligibility Verification \(sharepoint.com\)](#)
- Prepare the first four-week guide for new hire.
- Pre-arrival – call to answer any questions (parking, reminder of documents needed, lunch, etc.)

THE FIRST DAY!

- Have desk space ready. Consider creating a welcome sign.
- Helpful orientation checklist; [Department Orientation Checklist.pdf \(sharepoint.com\)](#)
- Share First Four Week Guide and review (if relevant to position: explain nuances of Pitt/UPMC/UPP and where their position fits within (and crosses over, if necessary) the Department of Medicine and organizational structures. For further explanation, reach out to your administrative managers.)
- Tour of office space & introductions to team members.

- Obtain face shot for email and MS Teams Profile 
- Confirm or complete Form I-9 submission (complete within 3 days of start date) [Equifax Step by Step Guide.pdf](#) 
- Brief walk-through of Infonet
- Activities for new employee to complete on first day
 - Enter W-4 Tax Form: [Tax Withholdings: W2 and W4 \(sharepoint.com\)](#)
 - Enter direct deposit information. [Flier Template Purple A \(sharepoint.com\)](#)
 - Explore Infonet  *Additional Information/resources can be found on subsequent pages.*
 - Personalize Email/Phone/Applications: [SYS501185 Email sig update \(sharepoint.com\)](#) [Email Signature.docx \(sharepoint.com\)](#)
 - Complete self-paced HR Direct Learning courses. *See Addendum A for Information Presented*

UPMC Resources/Video Tools:

- Useful Checklist: [UPMC Beginnings OnDemand Manager Checklist.pdf \(sharepoint.com\)](#)
- “How to Onboard an Employee”: [Watch 'HR Foundations for Leaders - How to Onboard a New Employee' | Microsoft Stream \(Classic\)](#)
- “Preparing for new employee or internal transfer”: [Watch 'Onboarding New Team Members' | Microsoft Stream \(Classic\)](#)
-  Headshot Information: Email StudioPortraitAppt@UPMC.EDU to set-up appointment
 - Address: 230 McKee Place-1st Fl. Rm. 120 Pittsburgh, PA 15213
-  Prepare the new hires Tech needs through IMS: [IMS \(Identity Management System\) \(sharepoint.com\)](#)
 - Go to <https://ims.upmc.com> or search on INFONET with keyword “IMS”
 - Click “Request” left side panel,
 - Type in new employee first and last name to obtain their IMS profile. From here you can request:
 - Company Email
 - Applications/Software Needs through [IMS \(Identity Management System\) \(sharepoint.com\)](#)
 - Hardware Needs (Computer / laptop) [IT Service](#)
 - Phone set up [IT Service](#)
 - Others: Headset, video camera, phone, mouse, keyboard, monitor [IT Service](#)

Addendum A

Beginnings: UPMC Orientation (on-demand)

New hire sent an email for online orientation prior to start date.

Not responsibility of manager to enroll new hire into these courses.

Enter through INFONET>HR Direct>Learning Portal with self-paced modules: *UPMC Beginnings On Demand Orientation (formerly called UPMC Beginnings: On Demand Part 1 and 2)*.

- If not completed their first week, the supervisor receives daily email reminders, not the new hire.

UPMC Beginnings Part 1 covered the following topics.

- Policies and Resources (INFONET and HR Direct)

This module touched on EOE, Smoke Free, Corrective Action, HR policies, INFONET, HR direct, disability resources, Total Reward Video, ERGs, My UPMC, Perk Program, Leave, MyHealth@Work.

- Blood Borne Pathogens (TEST)
- Environment of Care (TEST)

Safety, body mechanics, ergonomics, hazardous materials, fire, drugs, OSHA, Equipment.

- Who We Are

Video of patient experience, history, sites, divisions, strategic framework.

Did not introduce leaders. Gave large picture. Not delivered with any passion.

- What We Do

Platinum rule, AIDEP Plus, HEARD Model

- How We Work

Emotional intelligence

UPMC Beginnings Part 2 covered the following topics.

- Compliance and Ethics (TEST)
- Equity In the Workplace (TEST)
- Emergency Preparedness (TEST)
- EMTALA (TEST)

Emergency Medical Treatment and Active Labor Act

- FLSA (TEST)

Fair labor standard acts

- Harassment Free Workplace (TEST)
- Infection Prevention (TEST)
- Patient Safety (TEST)
- Privacy Awareness (TEST)
- Information Security Policies (TEST)
- Workplace Violence (TEST)

**Disclaimer: This guide may not be as specific as you need it to be depending on the position you are onboarding. The goal of this document is to give a general overview. More on specific positions can be found within the roadmap found here: [link to DOM Job Specific Roadmap]*