

- SUBJECT:** Orientation Program for New Employees
- PURPOSE:** To establish procedures for providing an orientation program for newly appointed County employees. The new Employee Orientation Program is designed to familiarize new employees with the County and to address common concerns and provide information and resource materials to answer questions about County employment and work expectations. New employees will become acquainted with the laws and policies governing County employees and the various benefits and services available to County Employees.
- SCOPE:** The guidelines, standards, and instructional topics for the delivery of orientation services to all newly hired and re-appointed County employees, except those listed in Section (2) a of this procedure.
- AUTHORITY:** Division 15, Development and Incentives, Section 16-207 (a)(1) of the Personnel Law.
- RESPONSIBILITY:** Office of Personnel and Labor Relations and All Appointing Authorities.

PROCEDURE:

1. Policy Statement

Section 16-207 (a)(1) of the Personnel Law requires that the Personnel Officer develop and conduct, on a continual basis, an appropriate orientation program for all employees upon initial appointment. This program is designed to:

- a. increase knowledge and understanding of the vision, goals, objectives, structure and function of County government;
- b. develop commitment to the responsibilities of public service;
- c. develop an appreciation for the heritage of Prince George's County;
- d. provide an opportunity to learn about and select employee benefits; and
- e. provide a structured forum for documentation and verification of all new employees.

2. General Guidelines:

- a. All newly appointed full or part-time permanent employees shall be required to attend the one day New Employee Orientation Program (NEOP) beginning his/her first workday. All temporary, provisional, limited-term appointees, emergency, and appointed or elected officials are exempt from this requirement. However, all employees must attend any mandatory workforce training in effect at the time of hire, and which is incorporated within the NEOP.
- b. The NEOP will be conducted on the first Monday of each pay period by the Office of Personnel and Labor Relations' Employee Services Division along with the Benefits and Pensions Divisions. In the event the first Monday of a pay period is a County holiday, the session will begin on Tuesday. All employees scheduled and enrolled will be expected to complete the entire training. The Office of Personnel and Labor Relations will conduct the NEOP for recruit class of sworn personnel in the Police Department, Fire/EMS Department and the Department of Corrections at their respective training facilities.
- c. Appointing authorities, or their designees, are responsible for contacting the Office of Personnel and Labor Relations to schedule a new employee for orientation and processing. The first day of work for all employees not exempt from this procedure must be the first day of a pay period and must be spent at the NEOP.
- d. The appointing authority or designee must follow the procedure outlined below to ensure the effectiveness of the new employee orientation process:
 1. Once a new or re-appointed employee selection decision is made, the Appointing Authority, or designee, must contact the Employee Services Division to establish a starting date and to schedule the new employee for NEOP.
 2. The appointing authority will send the new employee a packet containing informational materials about the County's health benefits plans, health benefit enrollment and waiver forms, along with written notification welcoming the person to County government. The letter should include: Start date, instructions to report to NEOP, starting salary, salary schedule, name of supervisor, where to report for work assignment, and title of position. The standard form letter recommended for use is included as Attachment # 1.

3. The department/agency must submit to the Office of Personnel and Labor Relations' Employee Services Division a copy of the welcome letter. The letter must be received in the Office of Personnel and Labor Relations' Employee Services Division at least three (3) working days prior to the employee's start date. It is in the appointing authority's best interest to make sure this deadline is met. If it is not met, the NEOP staff will not have the appropriate forms and records on hand to properly process the employee action. This may cause embarrassment and frustration on the new employee's first day on the job. Further, the Office of Personnel and Labor Relations may reschedule the new hire to begin employment on the next regularly scheduled NEOP date. In the event that a new employee is rescheduled, it will be the agency's responsibility to notify the employee of the new starting date.
 4. In the event that the appointing authority or designee is awaiting the results of a prospective employee's physical examination, the appointing authority or designee may contact the Office of Personnel and Labor Relations' Employee Services Division and make a reservation for the anticipated employee(s). In such instances, appropriate paperwork should be immediately forwarded to the Office of Personnel and Labor Relations when the physical examination results generally take ten (10) days; therefore, agencies should estimate the start date after considering when the offer of examination was scheduled and when the results of the examination are anticipated. Reservations for NEOP should only be made when the department fully expects to receive results prior to the next regularly scheduled orientation session.
- e. Newly hired or re-appointed employees attending the orientation program will receive a packet containing information on the following: health benefit plans, health benefit enrollment and waiver forms, tax withholding forms, Employment Verification Eligibility Form (I-9) and other required employment forms, as well as an official County identification card and a manual covering course orientation materials and handouts. The Office of Personnel and Labor Relations will issue new employees a County identification card. In cases where departments issue their own identification cards, the Office of Personnel and Labor Relations will not issue a separate card.

3. Instructional Topics

Employees attending the program will discuss the following topic areas:

- a. Vision, Structure, Function and Organization of County Government
- b. Personnel law, Rules, Regulations and Policies
- c. Customer Service and Workplace Harassment Avoidance
- d. Employee Development and Training
- e. Health, Life Insurance, and Retirement Benefits

4. Forms Required

- a. All employment, health benefits, life insurance, pension enrollment, payroll and tax forms must be completed by all employees during orientation. The forms requiring a notary seal will be notarized at that time.
- b. All employees must bring to the orientation program official documents to show proof of citizenship. Among the most frequently used, acceptable documents are:

U.S. Passport, or
Alien registration receipt card with photograph, or
Valid driver's license and social security card, or
Valid driver's license and original or certified copy of birth certificate.

5. Departmental Orientation

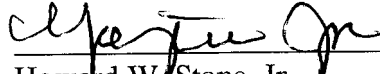
Appointing Authorities shall be responsible for providing an appropriate departmental orientation session for newly appointed employees. The departmental orientation should be provided following the County's NEOP and include:

- a. an overview of the department's mission, departmental functions, goals and objectives, and accomplishments;
- b. standard operating procedures;
- c. tour of relevant work-sites selected by the department; and
- d. discussion of job duties and performance standards.

EFFECTIVE DATE: This procedure supersedes Administrative Procedure 214 issued January 26, 1994, and shall become effective on September 1, 2000.

8/24/00

Date



Howard W. Stone, Jr.
Chief Administrative Officer

Date

Name
Address
City, State, Zip Code

Dear **(Employee's Name)**:

Congratulations! I am pleased to officially inform you that you have been selected for the position of **(title)** with the **(Department name)**. Your starting salary will be **(salary)** in the **(salary schedule)** established for this position.

Included is a packet containing information about the County's various health benefits plans. If you would like health coverage, please review the information and select a plan that suits your family needs. Health enrollment forms will be collected at the time of new employee orientation. You are scheduled to attend the New Employee Orientation Program to be held **(day, date)**, at the Prince George's County Office of Personnel and Labor Relations, Training & Career Development Institute, 1400 McCormick Drive, Suite 139, Largo, Maryland at 8:30 am. During this orientation, you will be given an overview of the County's benefits and governmental services and participate in customer service and workplace harassment avoidance training sessions. You will also be expected to complete the forms that are required for all newly hired employees. Please bring this letter with you, as it will serve as your introduction to the members of the Training & Career Development Institute staff. In addition, please bring acceptable identification as shown below:

**U.S. Passport, or Alien registration receipt card with photo, or
Valid driver's license and social security card, or
Valid driver's license and certified copy of birth certificate.**

On **(day, date)**, you will report to your supervisor, **(supervisor's name, time and location)**.

Again, congratulations and welcome to **(Department's name)**. We look forward to having you on our team. If you have any specific questions concerning your appointment, please contact **(name, title and phone number)**.

Sincerely,

Director

cc: Office of Personnel and Labor Relations/Employee Services Division