

# Caregiver Onboarding Guide

Welcome to our team; we are excited to have you join us at Centra!

To help you get started, please go through the following guideline, which outlines company information, policies and procedures, and actions that you will need to take to get up and running during your 90-day introductory review period.

For general questions about orientation and onboarding, email [HRDevelopment@centrahealth.com](mailto:HRDevelopment@centrahealth.com).

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## Day One

### Learn about our Just Culture

Contact: Your Leader

Our Just Culture is our commitment to all that we serve. Centra is deeply invested in getting to know you and knowing you well. We want to partner with you to achieve your goals and dreams and understand fully any challenges you might face in making them a reality. Whether you are a patient, Centra caregiver, or a member of our communities, living your very best life is our mission. Want to hear more? [Watch a short video](#) of real Centra patients to learn why our Just Culture is so important, and how it affects the organization, caregivers, patients, and community.

### See our values in action.

Contact: Your Leader

As Caregivers, you are expected to embody Centra’s Core Values: [Respect & Kindness](#), [Excellence](#), [Stewardship](#), [Integrity](#), [Teamwork](#), and [Equity & Inclusion](#). Click each value to hear from fellow Caregiver’s about what these values look like in action. Read more about the behaviors that demonstrate each of these values and Centra’s Strategic Plan at [Strategic Plan | Centra Health](#).

### Understand the Foundational Five



Quality & Safety



Experience



Financial Vitality



Cerner



Data



The Foundational Five outlines the key areas where every caregiver can have an impact. Just like the foundation of a house, when it is strong the house can stand the test of time. With every caregiver focused on supporting our solid foundation, Centra can continue to be here for years to come.

**Meet your leader and key contacts.**

Contact: Your Leader

Your leader will be your biggest supporter and advocate for success. Meet with them to discuss your:

- job description and role within Centra
- performance expectations and goals, including 90-day review evaluation
- job specific education expectations
- introductory meetings with key contacts such as team members, preceptor, charge nurse, department admins, buddy
- team huddles and other reoccurring meetings

**Access your Centra login, email, and systems.**

Contact: IT Customer Support ([customer.support@centrahealth.com](mailto:customer.support@centrahealth.com)) or 434.200.4848

To set up your access, contact Customer Support at 434.200.4848 and let them know you are a new caregiver. You will be provided with your username, and Customer Support will validate your verification data and set your password. Review [the guide linked here](#) for detailed instructions on setting up username and acceptable passwords, IT access (both onsite and from home), as well as multi-factor authentication set-up. You are encourage to add our Centra email signature template ([instructions linked here](#)). Helpful hint: Have your password ready prior to calling.

**Learn about your work schedule and relevant policies.**

Contact: Your Leader

Your leader will review with you your work schedule and hours, as well as where this information is kept. It is important for you to understand how to apply for time off as well. They will also cover related policies, such as:

- [Paid Time Benefits](#) (PTO)
- [Inclement Weather](#)
- [Absenteeism and Tardiness](#)
- [Wage and Hour Policy](#) (breaks and meal periods)

Note: You may be prompted to login using your Centra username and password to access these links.

**Tour your facility and workspace**

Contact: Your Leader

You will be introduced by your leader or their designate to your workspace, including your basic work area (e.g., office, locker, desk, storage), restroom locations, communal areas (e.g., kitchen), and bulletin boards. Your leader will also provide an overview of personal item security for the belongings you may bring into the workplace.



As part of the tour, you will be shown the fire pull stations, fire extinguishers, and emergency power receptacles in your work area. In addition, be sure to walk the emergency evacuation route.

## Week One

**Understand your expected commitment to patients, visitors, and colleagues.**

Contact: Your Leader

Centra caregivers are committed to serving patients and visitors with excellence by:

- serving with compassion
- communicating with clarity
- creating a connection
- showing integrity

As a caregiver, you are also expected to commit to colleagues by:

- exceeding expectations
- leading by example
- being dependable
- building ONE team

Review [this linked document](#) to learn more about the behaviors that exemplify these commitments.

Note: You may be prompted to login using your Centra username and password to access the link.

**Navigate CentraPeople, our intranet site.**

Contact: IT Customer Support ([customer.support@centrahealth.com](mailto:customer.support@centrahealth.com)) or 434.200.4848. In general, for IT help, click on the Help Desk icon from the homepage of [CentraPeople](#) to submit a request.

You will find a significant amount of information about Centra on our intranet, [CentraPeople](#). The site includes links to our various websites, including information about programs, clinical expertise, how to get things done, and who to contact for help. Note: You may be prompted to login using your Centra username and password to access the link. This site is only accessible while onsite.

**Learn about the time and attendance system, Kronos (if applicable)**

Contact: Your Leader

Centra uses a timekeeping record system called [Kronos](#). For more information on Kronos, including FAQ and job aids, visit the [Kronos Workforce Central page](#) on our intranet, [CentraPeople](#). If you find an error on your timecard, use the [TACS Exception Form](#) to submit corrections. Each department has a designated timekeeper who assists with timesheet changes. Ask your leader to determine who this contact is for your team. Your leader will also cover how to request and process paid time off (PTO).

At this point, you have received tasks in Oracle to update your personal details, direct deposit, and tax withholding information. Be sure to get these done to facilitate your paycheck. Note: You may be prompted to login using your Centra username and password to access these links.

**Complete the New Hire Online General Orientation in eHealthcareIT.**

Contact: eHealthcareIT Helpdesk ([ehealthcare@centrahealth.com](mailto:ehealthcare@centrahealth.com))

As a reminder, you are required to complete all orientation courses **within 30 days of your start date**. These are assigned to you in Centra's learning management system, [eHealthcareIT](#). At this point, you



should have already received an email notification with instructions on access and how to find your required training.

**Know our patient experience standards and your role in supporting them.**

Contact: Patient Experience ([patient.experience@centrahealth.com](mailto:patient.experience@centrahealth.com)) or 434.200.5800

It is vital to the patient's experience that we deliver successful and compassionate care. While not all caregivers have regular face-to-face contact with patients, we all play a role in creating and influencing this experience, and every moment and interaction is an opportunity to shape it. You are required to complete the *Patient Experience* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT. In this course, you will learn about our patient experience surveys, the A.I.D.E.T. framework, and the 5/10 rule, among other information.

**Learn our patient safety standards and expectations.**

Contact: Your Leader

Keeping our patients and each other safe is our number one priority. All caregivers have a shared responsibility for identifying and reporting process/system weaknesses and medical errors in a timely manner and for participating in efforts to reduce risks that could result in harm. This interdisciplinary approach encourages open communication in a non-punitive environment. As a new caregiver, you are required to read the [Quality, Safety, and Performance Improvement Plan](#), which provides objectives to follow for prevention of patient safety related incidents. In addition, caregivers are expected to utilize Centra's Safety Behaviors in their daily. Note: You may be prompted to login using your Centra username and password to access the plan link.

# Safety First ... Every Time

## Pay Attention To Detail

Self Check using **STAR**

- Stop:** Pause for 1 to 2 seconds to focus attention on the task at hand
- Think:** Visualize the act and think about what is to be done
- Act:** Concentrate and perform the task
- Review:** Check for the desired result



## Communicate Clearly

3-Way Repeat Back & Read Back

Phonetic & Numeric Clarifications



**SBAR** Briefing Format

- Situation
- Background
- Assessment
- Recommendation /Request



## Have A Questioning Attitude

- Question & Confirm**
- Think again...*  
"Does this make sense to me?"
- Check it with an expert source.



## Speak Up For Safety

- Ask a question
- Make a **Request**
- Voice a **Concern**
- If no success...*  
Use **Chain of Command**

ARCC

## Got Your Back!

### Peer Checking

- Check others when working together
- Point out problems in a constructive manner
- Be willing to check others...**  
**AND to have others check YOU!**

### Peer Coaching

- Encourage** safe and productive behaviors
- Discourage** unsafe and unproductive behaviors

**Use 3:1 Feedback**  
**3 Positives to 1 Negative**





**Understand and recite Fire and Life Safety practices R.A.C.E. and P.A.S.S.**

Contact: Your Leader

Centra's "top ten" list of employee actions includes: providing safe guidance to all caregivers on their role in fire prevention and life safety. You are required to complete the *Fire and Life Safety* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT. In this course, you will learn the R.A.C.E. and P.A.S.S. procedures to effectively respond to a fire emergency. As part of our onboarding, you should be able to recite these procedures.

**Access Safety Data Sheets (SDS)**

Contact: Your Leader

A safety data sheet (SDS) provides data regarding the properties of a particular substance, including hazard information (Section 2) and first aid measures (Section 4). You are required to complete the *Hazardous Materials* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT to learn more about SDS.

To find all SDS, navigate to [CentraPeople](#), our intranet site. You may be prompted to login using your Centra username and password. In the "I Need to Find" dropdown menu, select Safety Data Sheets. There is also a direct link to the library of SDS [here](#). Note: You may be prompted to login using your Centra username and password to access these links.

**Access and understand the importance of RL6.**

Contact: You Leader

All Centra caregivers can reduce risk. It is the expectation that every caregiver is responsible for reporting events that are not consistent with the desired operations of our organization. To report these events Centra uses the reporting system, RL6, located on [CentraPeople](#), our intranet site. In addition, you are required to complete the *RL6 Event Reporting* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT. Note: you may be prompted to login using your Centra username and password to access these links.

**Know the location of Personal Protective Equipment (PPE) (if applicable)**

Contact: Your Leader

Personal protective equipment protects against contact with blood or other potentially infectious materials. If you are in a job that requires PPE, your leader, or their designee, is required to show you the location of these materials. In addition, you are required to complete the *Infection Prevention: OSHA Bloodborne Pathogen Standard* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT.

**Know the emergency codes and the appropriate response.**

Contact: Your Leader

Code policies and procedures are designed to help employees be prepared to respond to a variety of emergency situations, and to return the hospitals to normal operations once the emergency is over. As part of your orientation, you are required to read the [Emergency Codes to Mitigate, Prepare, Respond and Recover from Emergencies policy](#).

<b>Code</b>	<b>Emergency</b>	<b>Response/Action</b>
<b>Code Red</b>	Fire	Stay in area. Close doors & windows. Turn off AC/Heating units.
<b>Code Blue</b>	Life support measures (cardiac or respiratory arrest)	Specialized team will respond.
<b>Pediatric Code Blue</b>	Life support measures (cardiac or respiratory arrest) for children under 12 years or under 75 pounds.	Specialized team will respond.
<b>Code White</b>	Tornado	Staff will follow the Tornado Preparation and Response policy found in the EOP under Tab 14
<b>Code Atlas</b>	Patient, visitor, etc. has lost impulse control OR a show of force is needed.	Employee responds – if show of force, then presence if enough. If de-escalation (loss of impulse control), then only trained individuals step in.
<b>Code D</b>	Internal or external disaster (e.g., Weather, mass casualty)	Administration will activate Emergency Operations Plan.
<b>Code Gray</b>	Bomb threat.	If taking a call – use Bomb Threat Checklist & use Caller ID. If away from area, return to do a Tri-Level search (at eye level, below eye level and above eye level)
<b>Code Adam</b>	Missing infant or child.	Employees monitor all exits – request security clear individuals with infant/child meeting criteria OR observe individual as exit to provide information to police and security.
<b>Code MP</b>	Missing person.	Used at all hospitals and long-term care facilities. Individual has left area that should be monitored.
<b>Code Orange</b>	HazMat Spill	Notify supervisor and Environmental Services department.
<b>Code Siege</b>	Hostage	Remain in your work area and await instructions.

<b>Code Yellow</b>	Patient has fallen.	Alerts nursing supervisor, Unit Manager, Shift Manager, and charge nurse to respond.
<b>Code Silver</b>	Lockdown of facility because of an active shooter or other serious threat to the facilities.	Administration will implement Emergency Operations Plan and Hospital Incident Command System.

**Review our policies in the Policy Manager**

Contact: Your Leader

You are required to complete the *Centra Policies and Clinical Skills Resources* online course as part of your annual training requirements in eHealthcareIT. This covers Centra's [Policy Manager](#), a one-stop, searchable resource for all policies, statements, and procedures. As a Centra caregiver, you are responsible for familiarizing yourself with, and adhering to, these policies. To access, navigate to [CentraPeople](#), our intranet site. In the "I Need to Find" dropdown menu, select Policy Manager. Note: you may be prompted to login using your Centra username and password to access these links.

The following policies are specifically recommended for discussion and review with your leader:

- [Personal phones / Hand-held Computers in the Workplace](#)
- [Social Media](#)
- [Dress Code](#)
- [Tobacco Products Use](#)
- [COVID-19 Furlough and Return to Work](#)
- [VA Human Rights Act Pregnancy Accommodation](#)

**Uphold our compliance standards and report concerns.**

Contact: Your Leader or see below

Centra has a broad range of legal and corporate compliance standards. In particular, new caregivers should read our [Code of Conduct and Business Ethics policy](#) and our [Confidentiality policy](#), which outline our expectations and guiding principles for appropriate workplace behavior. In addition, you are required to complete the following online courses as part of your [New Hire Online General Orientation](#) in eHealthcareIT: (1) *Centra Legal, Patient Rights, and Ethics*, (2) *New Hire Conflict of Interest*, (3) *Corporate Compliance*, (4) *Privacy and Information Security Awareness*, and (5) *Interpreter Services and Service Animals*. Note: you may be prompted to login using your Centra username and password to access the policy link.

As a caregiver, we rely on you to report or raise concerns about behaviors that do not uphold our values. Even if you are not sure whether something crosses the line, consult with your leader or a leader you trust. For questions or if want to raise a concern, contact your leader, any leader you trust, or a compliance representative:

- For compliance / conflict of interest: [jeffery.wiggins@centrahealth.com](mailto:jeffery.wiggins@centrahealth.com)
- For HIPAA or privacy: [betsy.mewborn@centrahealth.com](mailto:betsy.mewborn@centrahealth.com)
- [compliance@centrahealth.com](mailto:compliance@centrahealth.com)





- Submit confidentially through our Compliance Hotline at 1 800 713 4703

**Recognize the importance of a harassment-free workplace.**

Contact: Your Leader

Harassment is unwelcome, unwanted, or offensive conduct that is based on, or because of, an employee's protected status. If comfortable, Caregivers are encouraged to tell the harasser directly that the conduct is not welcomed and must stop immediately, or report harassment to your leader, HR, or anonymously through the Compliance Hotline (see above). Review the [Harassment-free Workplace policy](#) for more information. New Caregivers are required to complete the *Harassment-Free Workplace* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT. Note: you may be prompted to login using your Centra username and password to access the policy link.

**Know your role in supporting diversity, inclusion, and equity.**

Contact: Your Leader

All Centra caregivers play a role in encouraging and supporting the diversity of others and creating opportunities for inclusion. Taking time to get to know each other, valuing our differences, creating an environment where all caregivers can be open and share their differences by embracing new and innovative ideas is the foundation to creating a diverse and inclusive workplace. To learn more about Centra's diversity, inclusion and equity policy and standards, check out [Diversity, Equity and Inclusion | Centra Health](#). In addition, you are required to complete the *Diversity and Inclusion* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT. Note: you may be prompted to login using your Centra username and password to access the page link.

## Month One and Beyond

**Enroll in your Centra benefits.**

Contact: Centra Health Benefits Enrollment Center at 888.659.1475, Monday through Friday, 9am-6pm EST

Do not Forget: you have 31 days from your date of hire to enroll in your Centra benefits! Be sure to take full advantage of the benefits available to you so Centra can truly partner with you to live your best life. [Review your benefits here](#) and, when you are ready, call the Centra Health Benefits Enrollment Center to make your elections.

**Learn about our Spiritual Care resources.**

Contact: Kendra Damore ([Kendra.Damore@centrahealth.com](mailto:Kendra.Damore@centrahealth.com)), Administrative Assistant, Department of Spiritual Care and Education

Our spiritual care and education staff are composed of chaplains, chaplain residents and relief chaplains. They have extensive education and experience in spiritual, religious, emotional, and cultural needs of patients, residents, visitors, and caregivers. Our chaplains act as the liaison for all ethics concerns within Centra, and respond to situations of crisis, chronic and acute forms of anxiety, grief at end of life. For



more information, visit the [Spiritual Care and Education page](#) on our intranet, [CentraPeople](#). Note: you may be prompted to login using your Centra username and password to access these links.

**Understand the employee injury report process.**

Contact: Employee Health 434.200.3082

In the event of an employee injury, contact your leader and Employee Health to inform them of the injury. Complete an employee injury report in [CentraPeople](#), our intranet. From the homepage, navigate to the "I Need to Find" dropdown menu, select Employee Injury Report, then select New Form. Note: you may be prompted to login using your Centra username and password to access these links.

**Familiarize yourself with the Lockout and Tagout Policy** (if applicable)

Contact: Your Leader

The [Lockout and Tagout Policy](#) establishes the requirements for the lockout/tagout of the energy sources for machines and equipment before employee(s) perform servicing and/or maintenance activities, where the start-up, energize, or release of stored energy could cause injury. The energy sources covered include electric motors, hydraulic or air cylinders, actuators, springs, gravity, and electric current. You are required to complete the *Utilities Management* online course as part of your [New Hire Online General Orientation](#) in eHealthcareIT, where you will learn more about this policy. Note: You may be prompted to login using your Centra username and password to access the policy link.

## Now What?

With all the excitement that comes along with joining Centra, you may be thinking “where do I begin?” To help you get started, use the following consolidated checklist for your new hire tasks.

## Caregiver To-Do List

<input checked="" type="checkbox"/>	Task	Directions	Deadline
<input type="checkbox"/>	Email Address & Password	Call the IT Help Desk at 434-200-4848 to set up your username and password	Day 1-2
<input type="checkbox"/>	Update Mailing Address	Log in to Oracle. Select "Personal Information."	Before 1 <sup>st</sup> payroll cutoff
<input type="checkbox"/>	Update Direct Deposit Information	Log in to Oracle. Select "Pay," click "Payment Methods." For questions, contact CentraPayroll@CentraHealth.com	Before 1 <sup>st</sup> payroll cutoff
<input type="checkbox"/>	Update Tax Withholding Information	Log in to Oracle. Select "Pay," click on "Tax Withholding." For questions, contact CentraPayroll@CentraHealth.com	Before 1 <sup>st</sup> payroll cutoff
<input type="checkbox"/>	Complete Oracle Onboarding Tasks	Log in to Oracle. Select "Onboarding"	Week 1
<input type="checkbox"/>	New Caregiver Orientation Checklist	Log in to eHealthcareIT. Select "My Records," then select "My To Do List"	Within 30 days of enrollment
<input type="checkbox"/>	eHealthcareIT new Caregiver modules	Log in to eHealthcareIT. Select "My Records," then select "My To Do List"	Within 30 days of enrollment
<input type="checkbox"/>	Benefits Review & Enrollment	Go online to <a href="http://electbenefits.com/centra">electbenefits.com/centra</a> or 888-659-1475 Monday-Friday, 9am-6pm EST.	Within 31 days of hire

**\*Other modules may be assigned for clinical roles. You will receive information regarding any additional requirements during Clinical Orientation.**