

Department of Mental Health  
**TRANSMITTAL LETTER**

<b>SUBJECT</b> DMH Orientation of New Employees		
<b>POLICY NUMBER</b> DMH Policy 740.2	<b>DATE</b> JUN 0 2 2004	<b>TL#</b> 44

**Purpose.** To establish the process for orienting new employees to Department of Mental Health (DMH), their jobs, and the District Government.

**Applicability.** Applies to all personnel accepting employment with the DMH at either the Mental Health Authority (MHA), DC Community Services Agency (DC CSA), or St. Elizabeths Hospital (SEH); to those changing positions within DMH, regardless of employment category - e.g., full-time or temporary; and to all managers, supervisors and others who are involved in the orientation process.

**Policy Clearance.** Reviewed by responsible staff and cleared through appropriate MHA offices.

**Implementation Plans.** A plan of action to implement or adhere to this policy must be developed by designated responsible staff. If materials and/or training are required to implement this policy, these requirements must be part of the action plan. Specific staff should be designated to carry out the implementation and program managers are responsible for following through to ensure compliance. Action plans and completion dates should be sent to the appropriate authority. Contracting Officer Technical Representatives (COTRs) must also ensure that contractors are informed of this policy if it is applicable or pertinent to their scope of work. *Implementation of all DMH policies shall begin as soon as possible. Full implementation of this policy shall be completed within sixty (60) days after the date of this policy.*

**Policy Dissemination and Filing Instructions.** Managers/supervisors of DMH must ensure that staff are informed of this policy. Each staff person who maintains policy manuals must ensure that this policy is filed in the **DMH** Policy and Procedures Manual.

\* Copies of any CMHS or DMH policies referenced herein may be obtained from the DMH Policy Support Division by calling (202) 673-7757.

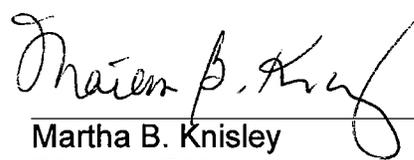
**ACTION**

**REMOVE AND DESTROY**

CMHS Policy 50000.740.9C  
dated March 9, 1999

**INSERT**

DMH Policy 740.2

  
\_\_\_\_\_  
Martha B. Knisley  
Director, DMH

GOVERNMENT OF THE DISTRICT OF COLUMBIA  <b>DEPARTMENT OF MENTAL HEALTH</b>	<b>Policy No.</b> <b>740.2</b>	<b>Date</b> <b>JUN 02 2004</b>	<b>Page 1</b>
	<b>Supersedes</b> CMHS Policy 50000.740.9C, CMHS Orientation of New Employees, dated March 9, 1999		
<b>Subject: DMH Orientation of New Employees</b>			

1. **Purpose.** To establish the process for orienting new employees to Department of Mental Health (DMH), their jobs, and the District Government.
2. **Applicability.** Applies to all personnel accepting employment with DMH at either the Mental Health Authority (MHA), DC Community Services Agency (DC CSA), or St. Elizabeths Hospital (SEH); to those changing positions within DMH, regardless of employment category - e.g., full-time or temporary; and to all managers, supervisors and others who are involved in the orientation process.
3. **Authority.** This policy adheres to Subpart 7, Chapter 8, District Personnel Manual (DPM).
4. **Policy.** The DMH Division of Human Resources (DHR) initiates the new employee orientation process and includes in its presentation an orientation to the District of Columbia, DMH, and personnel issues. DMH organizations (MHA, DC CSA, SEH) shall also conduct orientation of new employees that is specific to their organization, including the employee's job and supervisory responsibilities, if applicable. All orientation sessions/activities are scheduled on duty time and attendance is **mandatory.**

## 5. **Types and Content of Orientations.**

### 5a. **Types of Orientation.**

- (1) DMH DHR conducts a three (3) hour **Personnel Orientation** on a monthly basis for all new employees.
- (2) The program manager or first line supervisor conducts **Job Orientation** during the first thirty (30) days of employment.
- (3) MHA, DC CSA, and SEH, through their training offices, conduct **Organization Orientation** on a regularly scheduled basis. The DMH Training Institute provides Organization Orientation to new MHA employees on a monthly basis. DC CSA and SEH shall provide information to staff on their respective orientation schedules.

### 5b. **Content of Orientation.** The content of the orientation programs shall be reviewed and updated as needed, but not less than annually.

- (1) **Personnel Orientation** provides the new employee with employment information such as benefits, rights and responsibilities, as well as an overview of the Department and related topics, including equal employment opportunity, and Americans With Disabilities Act. (See Exhibit 1.)
- (2) **Job Orientation** information is presented to new employees by program managers/first-line supervisors, using a standardized guide, to orient them to their jobs (See Exhibit 2). Job specific competencies are confirmed during this orientation by reviewing the employee's experience, education, and abilities.
- (3) **Organization Orientation** provides information on the organization's (MHA, DC CSA, SEH) mission, organizational structure, organization roles and relationship to each other, protected health information, and other specific topics. Each DMH organization shall inform their managers and employees of the topics covered in their Organization Orientation. See Exhibit 3 for the subjects that should be covered at this Orientation or the Job Orientation. Topics generally addressed at MHA's orientation are outlined in Exhibit 4.

(4) Orientation will be provided to employees who change jobs within the DMH to the extent necessary to fulfil the requirements of this policy, but in all cases will include Job Orientation and information on any new requirements affecting the mission or operation of the DMH, e.g., the privacy of protected health information.

#### 6. Responsibility.

6a. DHR staff and DMH managers, and supervisors share responsibility for providing adequate orientation when new employees enter on duty.

6b. Training officers of MHA, DC CSA, and SEH shall coordinate Organization Orientation and schedule new employees to attend.

6c. Program managers/first-line supervisors are responsible for ensuring that their new employees attend all scheduled orientations.

#### 7. Procedures.

7a. On the first day of employment, DHR shall inform the new employee when to report to DHR for the monthly Personnel Orientation.

DHR shall also provide each new employee information on basic privacy requirements for protected health information (PHI) (via "self-study" packets or on-line modules) which the employee must review and certify completion. Additional role-based privacy information will be addressed at the organization level, as required.

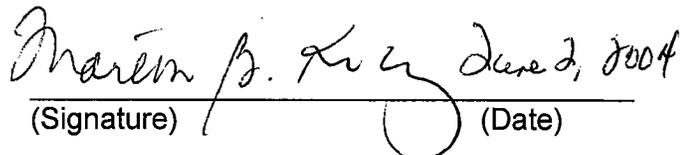
7b. DMH training officers at MHA, DC CSA, and SEH shall schedule newly-hired employees to attend the Organization Orientation program through the employee's program manager/first-line supervisor.

7c. Program Managers/First-Line Supervisors shall initiate a structured Job Orientation when the new employee reports to his/her duty station and notify new employees when they are scheduled to attend the Organization Orientation.

8. Documentation Requirements. DHR will monitor new employees' completion of the scheduled Personnel Orientation session; and notify supervisors of any employee's non-compliance. Program managers/first-line supervisors will maintain written documentation of their new employees' completion of the Job Orientation at the program level. Respective training officers at MHA, DC CSA, and SEH will maintain written documentation of new employees' completion of Organization Orientation.

Approved by:

Martha B. Knisley  
Director, DMH

  
(Signature) \_\_\_\_\_ (Date)

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**DMH DIVISION OF HUMAN RESOURCES**

**PERSONNEL ORIENTATION FOR NEW EMPLOYEES**

**OUTLINE**

1. Overview of the Structure of the District Government
2. About the Department of Mental Health
3. Employment Issues
4. Performance Management
5. Training and Development
6. Employee Benefits and Retirement
7. Equal Employment Opportunity
8. Employee Rights and Responsibilities
9. Labor – Management Relations
10. Labor – Management Partnership Council
11. Employee Relations
12. Americans With Disabilities Act
13. Family and Medical Leave Act

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**JOB ORIENTATION FOR NEW EMPLOYEES**  
**(Guide for Supervisors)**

1. **PREPARE FOR THE NEW EMPLOYEE**

- Arrange for uninterrupted time with the new employee.
- Review and assess the employee's work experience, education, training, and ability to fulfill specific responsibilities (competency).
- Have an up-to-date job description and performance standards available for discussion with employee.
- Have work place, tools, equipment, uniforms, and supplies ready.
- Ensure that subordinate supervisors and other staff are prepared for employee.
- Be familiar with information given in Personnel Orientation.
- Be familiar with information given in your Organization's Orientation.
- Arrange for someone to have lunch with the employee on the first day.
- Ensure that the employee knows where to report after leaving the entry-on-duty processing in the Division of Human Resources.

2. **WELCOME THE NEW EMPLOYEE**

- Identify your position to the employee.
- Explain the purpose of the job orientation, and identify what will be covered.

3. **EXPLAIN THE WORK OF THE ORGANIZATION**

- Describe the functions.
- Describe the operations.
- Outline the organizational structure.
- Indicate the employee's position in the work unit.
- Explain the relationship of the employee's work to that of other employees in the work unit, and his/her relationship to employees external to the work unit.
- Explain the chain of command and role of managers and supervisors
- Explain features or conditions of the work which are unique to the organization.
- If applicable, explain the certifying/financial relationship between the DMH and the Center for Medicare and Medicaid Services and the relationship with the Joint Commission on Accreditation of Healthcare Organizations.

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4. **INTRODUCE EMPLOYEE TO OTHER SUPERVISORS AND EMPLOYEES**

- Indicate to supervisors and employees the new employee's duties and vice versa.

5. **SHOW EMPLOYEE THE LAYOUT AND AVAILABLE FACILITIES**

- Show employee through the building.
- Assign the employee to his/her work station and explain the layout of the shop or office.
- Show the employee the elevators, fire emergency equipment and exits, restrooms, water fountains, and other facilities.
- Discuss security access.

6. **EXPLAIN RULES AND REGULATIONS**

- Hours of work
- Lunch periods
- Rest periods, if applicable
- Leave policy and forms
- Probationary period, if applicable
- Use of the telephone
- Punctuality and good attendance
- Apparel/uniforms/employee identification card
- Special work unit policies
- Other shop or office practices and procedures
- Emergency response procedures
- Standards of conduct/code of conduct
- Privacy requirements (HIPAA, Mental Health Information Act)
- DMH Policy on Protecting Consumers from Abuse (482.1)
- Performance evaluation
- DMH Mission, Vision Statements
- DMH and the organization's Policy and Procedures Manuals

7. **ON-THE-JOB-TRAINING**

- Instruct or assign employee to work with experienced staff member, if necessary.
- Give first assignment and provide clear instructions.
- Explain quality and quantity of work expected.
- Provide appropriate learning aids, such as--samples of work, manuals, profile book, job instruction, procedures, list of special or technical terms.
- Explain use and care of the tools and equipment.
- Stress safe working habits.
- Stress security aspects of the job.

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**8. SPECIAL INFORMATION, as applicable**

- Keys and security regulations
- Schedule
- Ward atmosphere
- Consumer behavior

**9. FOLLOW-UP**

- Monitor employee's progress
- Encourage questions
- Make any corrections at the time needed and give encouragement.
- Keep the employee informed of changes in policy, organization, program, or directions.

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## GENERAL TOPICS

**The following general topics shall be addressed at the Organization and/or Job Orientation at MHA, DC CSA, and SEH.**

DMH organizational structure and role of MHA, DC CSA, and SEH  
DMH Mission, Vision, and Value Statements  
Consumer access and crisis services  
Communicating with outside agencies/media  
Consumer complaints/grievances  
Cultural competence of staff  
Customer service  
Disaster plans/emergency response  
DMH management information services  
Employee Health Unit services  
Ethical behavior  
Health Insurance Portability and Accountability Act (HIPAA) and the DC  
Mental Health Information Act (MHIA) and privacy officer responsibilities  
Mental Health Rehabilitation Services Standards (MHRS)  
Reporting consumer abuse/neglect  
Risk management  
Safety, including fire safety  
Staff development  
Unusual incident reporting

**The following clinical topics shall be addressed at Organization and/or Job Orientation at DC CSA and SEH (and with MHA direct service staff, as applicable).**

Diagnostic/assessments  
Clinical record documentation requirements  
Co-occurring disorders  
Family psycho-education  
Infection control  
Medication management  
Mental illness and co-occurring disorders (an overview)  
Non-violet crisis intervention with consumers  
Recovery model  
Restraints and seclusion  
Special populations: adolescents  
Special populations: children  
Special populations: elderly  
Supported employment  
Treatment philosophy  
Treatment planning

**The orientation topics above are not intended to be all inclusive, but are listed to provide some uniformity in the information new employees receive on critical topics. For further development of the employee, more in-depth training will be provided by the responsible organization, as appropriate, on these and other topics.**

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## **MENTAL HEALTH AUTHORITY MANDATORY ORGANIZATON ORIENTATION FOR NEW EMPLOYEES OUTLINE**

- I. Welcome-Office of the Director of the Department of Mental Health
  - II. Overview of the DMH- MHA Orientation Process for New Employees
  - III. Presentation of the DMH Organizational Chart
  - IV. Presentation of the Mental Health Authority (MHA) Organizational Chart
  - V. What is the Authority's Role in DMH?
  - VI. Introduction of MHA Leadership and their Program Areas
    - Office of the Director
    - General Counsel Office
    - Chief Compliance Officer and Regulatory Counsel
    - Office of Public Affairs
    - Office of Consumer and Family Affairs

**BREAK (10 minutes)**

    - Office of Accountability
    - Office of Programs, Policy, and Planning
    - Office of Administration and Financial Services
    - Office of the Chief Financial Officer
  - VII. The Department of Mental Health Training Institute
  - VIII. Center for Workforce Development
  - IX. DMH Special Initiatives
    1. Court Monitor's Office, Role to DMH, Court Liaison, Exit Criteria
    2. The Mental Health Rehabilitation Services
    3. Care Coordination and the ACCESS Helpline
    4. HIPAA, DC MHIA and Privacy Officer Responsibilities
    5. Cultural Competence
    6. Risk Management
    7. Performance Management
    8. Customer Service & Change Management
    9. Co-Occurring Disorders
    10. HIV/AIDS Awareness
    11. DC CINGS Project
    12. School-Based Mental health Program

**LUNCH (one hour)**
  - X. Building Access, Safety and Emergency Procedures, Shuttle Service, Facilities Planning Update, Parking, Mail/Parcels, District Office Recycling Program
  - XI. Key Administrative Support Contacts, Procurement of Supplies and Equipment Room, Scheduling and Front Desk Functions
  - XII. Management Information Services (including the website)
  - XIII. Contracts and Procurement Process and Procedures
- BREAK (10 minutes)**
- XIV. Public Affairs Communications and Policies
  - XV. Unusual Incident Reporting Procedures
  - XVI. Employee Timekeeping Procedures
  - XVII. Employee Health Unit at St. Elizabeths Hospital
  - XVIII. New Employee Specialized Training Modules
  - XIX. General Question and Answer Period/Wrap-Up

*The content of the MHA Organization Orientation for new employees is subject to change as necessary, and other topics may be addressed when deemed appropriate.*