

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
PUBLIC HEALTH SERVICE
INDIAN HEALTH SERVICE**

Refer: HR

ALBUQUERQUE AREA INDIAN HEALTH SERVICE CIRCULAR NO. 2003-06

EMPLOYEE ORIENTATION POLICY

- Sec.
1. Purpose
 2. References
 3. Policy
 4. Definitions
 5. Employees Orientation
 6. Responsibilities
 7. Procedures
 8. Use of Information
 9. Supersedes
 10. Effective Date

- Appendix A: Basic Orientation Check Sheet
Appendix B: Department/Division Specific Orientation Check Sheet
Appendix C: Facility Specific Orientation Check Sheet
Appendix D: General Orientation Check Sheet
Appendix E: Sample Facility Orientation Sheet

1. **PURPOSE.** The purpose of this policy is to establish criteria, timeframes and procedures for employee orientation for the Albuquerque Area Indian Health Service (AAIHS). This policy covers commissioned officers, civil service employees, contractors, volunteers and all others who will perform work or provide services at an AAIHS facility.
2. **REFERENCES.** Title 5 United States Code (USC) Sec. 2301; Code of Federal Regulations (CFR) Title 5, CFR Parts 251 and 315; and Title 45 CFR Part 73; Commissioned Personnel Manual, Chapter CC 26.1; and all legal references identified therein.
3. **POLICY.** It shall be the policy of the AAIHS to provide orientation to each individual who works or practices (with or without compensation) within the facilities of the AAIHS. Such orientation shall occur and be documented within the specified timeframes set forth in this policy.

Distribution: All Albuquerque Area Indian Health Service Manual Holders
Date: May 12, 2003

Each AAIHS facility is required to provide, (1) Basic orientation, which is information everyone must know before they even walk into a patient care area; (2) Department/division specific orientation; (3) Facility specific orientation; and (4) General Orientation to each individual who performs work or provides services (with or without compensation). Such orientation must be documented on the orientation check sheets (Appendix A through D) and forwarded to the Workforce Planning Analyst by the 15th of each succeeding month.

4. **DEFINITIONS.** The following definitions shall be used in the implementation and use of this policy.

AAIHS Employee and Information Source Handbook: This handbook was developed for the use and guidance for AAIHS employees and for those who work (compensated or not) at AAIHS facilities. It contains useful information regarding personnel and operation procedures. The most current AAIHS Handbook is available for viewing or printing from the AAIHS web site <http://home.albuquerque.ihs.gov>) at the Human Resources (HR) web page. This handbook shall be the main resource for the “general orientation.”

Administration: Refers to the Albuquerque Area Director, Chief Medical Officer and Executive Officer and all AAIHS facility Chief Executive Officers (CEO) or his/her designee.

Bargaining Unit Employees (BUE): Professional and non-professional employees with exclusive representation from a federal labor organization.

Collective Bargaining Agreement: Contract negotiated between management and the BUE’s exclusive representative. Contact local HR professional(s) for a copy of local collective bargaining agreement.

Commissioned Officers: Officers and co-steps of the U.S. PHS Commission Corps.

Contractors: Individuals who have entered into personal services or other contracting instruments to provide services; or individuals who work for a company who has contracted with AAIHS to provide services at AAIHS facilities.

Division of Human Resources (DHR): Area Office Division or local Human Resource (HR) Professional/Representative. May also be known as HR Field Representative.

Employees: Generic term for all individuals who perform work or provides services at AAIHS facilities, regardless of whether the work/services is compensated or uncompensated.

Management positions: Chief Executive Officer (CEO), Administrative Officer (AO), Director of Nursing (DON), Clinical Director (CD), Health Center Director (HCD), Division Director (DD). Individuals reporting for duty in one of these positions must participate in an on site orientation in the Albuquerque Area Office.

New employees: Generic term for any individual initially reporting for duty, including civil service, commissioned officer, contract, IPA or volunteer workers.

Orientation Check Sheets: The designated reporting document to evidence completion of the four orientation processes for employees. Forms may be found at Appendix A through D.

Standards of Conduct Agreement: Form in which all employees acknowledge and agree to abide by the HHS Standards of Conduct.

Students: Residents, student nurses, pharmacy students, or other individuals assigned to work at an AAIHS facility under a memorandum of agreement with an educational, training or other placement organization to provide services and to gain hands on experience.

Supervisor: First line supervisor or immediate supervisor who is responsible for attendance, performance and conduct issues of subordinate staff as well as front line service to customers.

Second Line Supervisor: First line or immediate supervisor's supervisor; generally someone with responsibility for overseeing the work of more than one unit's operations i.e. Director of Nursing, Clinical Director, Chief Dental Officer, Chief Pharmacist, CEO, Administrative Officer, Executive Officer, etc.

Volunteers: Individuals (student or otherwise) who work at an AAIHS facility without compensation who are appointed under HHS Instruction 930-2, Accepting Volunteer Service for Use in Providing Health Care.

****Note:** The use of the generic term "employee" does not bestow on contractors or volunteers, any civil service employee or commissioned officer benefits or other status specifically reserved for employees appointed in the civil service or the U.S. PHS.

5. **EMPLOYEES ORIENTATION.** Employee orientation consists of 4 parts:
 - a. **Basic Orientation** is specific direct patient care information all employees new to the facility must receive prior to seeing patients or entering a patient care area, which is provided before or within the first 4 hours of when the employee initially reports to the worksite for duty. The minimum information to be covered is approved and unapproved abbreviations to be used, methods for identifying patients (wrist

- bands, etc.), age specific requirements, level and types of care provided in the facility, locations of departments, completion of PCC and charting format, referral procedures, blood born pathogens and infection control, safety, licensure, Privacy Act, privileges, completion of super bill and compliance plan, who to notify in the event of a sentinel event. Check sheet is found at Appendix A.
- b. **Department/Division Orientation**, which is unique to service each unit department or the area office division, provided not later than close of business on the second day employee reports for duty. The division/department orientation shall include instructions regarding requesting leave, handling conflicts within the department/division, policy and procedure manuals review, parking, competencies, performance plan, vacation scheduling, acting supervisor's name(s) and telephone numbers, the procedure to follow when questions arise and the immediate supervisor is unavailable, use of government supplies and property, confidentiality and reporting breaches of same, procedure for contacting union representatives (if appropriate), professional conduct within the division/department; lunch and rest breaks, employee assistance program, employee health program, development of individual development plan, who to contact if the employee believes he or she has a pay or leave error/problem, department/division's role in program/facility reviews (i.e. AAA, JCAHO, NCQA, etc.) timeframes associated therewith; licensure and/or privileging process; bylaws specific to occupation/division; hours of duty and the scheduling process; procedures in handling requests from courts, judges, lawyers, or subpoenas; customer service expectations; quality improvement; universal precautions; hazardous waste; smoking, parking, mail, telephone; keys; ARMS and ITAS orientation; requesting and working overtime; requesting compensatory time in lieu of overtime payment; use of religious compensatory time; etc as listed on the Department/Division check sheet which is found at Appendix B.
- c. **Facility Specific Orientation**, which is unique to each AAIHS facility, function, and program provided not later than 5 days after employee, enters on duty. The facility specific orientation shall include the facility's organizational chart, position and employee listing; safety and fire plan; parking, identification (ID) badge requirements; use of supplies; Privacy and Freedom of Information Acts procedures; telephone usage; patient complaint(s) process; reporting sentinel events; what to do and who to contact in the event of sexual or other harassment or work place violence; government quarters/housing policy and procedures; service unit strategic plan including vision, goal and values; floor and fire plan; general hours of operation; no expectation of privacy in work areas/ desks or computers; community services; access to health care; employee assistance program, etc. Check sheet is found at Appendix C. (A sample Facility Orientation for the Albuquerque Area Office is found at Appendix E and may be used as a template for other facilities.)

- d. **General Orientation** serves as the global briefing for every new individual who works or provides services at an AAIHS facility. The general orientation shall be presented within the first two weeks of when the individual reports for duty. The general orientation shall include benefits information, standards of conduct, ethics training, and information on whistle blowing, media contact, as outlined in the AAIHS Employee Handbook. Check sheet is found at Appendix D.

No employee (see definition of employee) shall begin work or provide services at an AAIHS facility before they have received the **Basic Orientation** and the orientation has been documented (signed by both the employee and supervisor) using the check sheet found at Appendix A.

Each supervisor will ensure every individual who performs work or provides services at an Albuquerque IHS facility receives a comprehensive employee orientation within the timeframes set forth in this policy. While attendance at live orientation sessions is preferable, online sessions may be used for all orientation sessions except the **Basic Orientation**.

Employees occupying management positions shall report to the Area Office for an on site orientation with the Area Director, Executive Officer, Chief Medical Officer and all Area Office division directors. The information to be covered by each division director shall consist of division functions performed, methods of communication, specific individuals on each staff assigned to work/assist the facility, required reports/audits and important timeframes, purpose for division initiated trips to the facility, basic regulation and authority under which each division must operate, and introduction of division staff and tour of office by each division director. This on site orientation is in addition to the required four orientation sessions defined in this policy.

Chief Executive Officers (CEOs) will assure each supervisor within their respective service unit follows and are held accountable for meeting the procedures and guidelines described in this issuance. The Area Director, Chief Medical Officer and Executive Officer, will assure each supervisor within his or her respective Area Office divisions are informed and held accountable for following the procedures and guidelines described in this issuance.

6. **RESPONSIBILITIES.**

Albuquerque IHS Area Director is responsible for establishing goals and objectives of the AAIHS strategic human capital plan, and holding CEOs accountable for meeting the plan's goals and objectives upon which this policy is based.

CEOs/Division Directors are responsible for assuring their understanding of the Area Director's human capital strategic plan, adopting the plan's goals and objectives into the

Facility's or divisions strategic plan while supporting and implementing the plan as well as holding each subordinate supervisor accounting for meeting the goals and objectives.

Second Line Supervisors are responsible for assuring first line supervisors understand and implement the provisions of this policy and taking appropriate corrective action when supervisors fail.

First Line Supervisors are responsible to assure every new employee receives general, facility specific and division/department orientation within the timelines set forth in the policy; and that the appropriate documentation is forwarded to the Workforce Planning Analyst as required.

Employees are responsible for assuring attendance when they are scheduled for general, facility specific and division/department orientation sessions. In lieu of attendance at live orientation sessions, which is the preferable method, online sessions (except for the Basic orientation) may be used but completion must be documented.

Labor Organizations Representatives are responsible for assisting with orientation as outlined in collective bargaining agreement(s).

Human Resource Professional/Field Representative is responsible for providing general orientation and answering questions that might arise during the general orientation session. HR is also responsible for assisting in facility specific orientation sessions as designated by their CEOs.

Workforce Planning Analyst is responsible for assuring updates to material as appropriate, maintaining exit interviews and orientation check-off sheets and providing feedback to management on compliance to this policy.

7. **PROCEDURES.**

Orientation

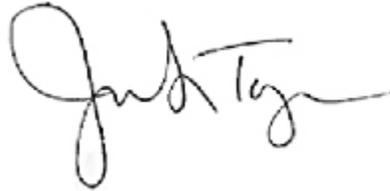
- A. Each CEO will assure every employee newly assigned to their facility receives the basic orientation, department, facility and general orientation within the timeframes set forth in this policy. The CEO may designate specific day(s) on a monthly basis for all but the basic orientation, which must be presented before or within the first four hours of when the employee initially reports for duty. The main purpose of these scheduled days is to assure that each employee attends the other three phases of orientation on a timely basis. Even though the orientation sessions are designed for those who are beginning work at that facility, employees who have previously attended orientation or wish or require a refresher are not prohibited from attending.

- B. Each first line supervisor or their designee is required to provide the basic orientation within the timeframes set forth in this issuance, documenting the time, date, and signature of person providing the basic orientation and securing the employee's signature and date.
- C. The first line supervisor or their designee is also required to provide the department/division orientation with in the specified timeframe set forth in this policy and document such orientation.
- D. The three-phase orientation must be held on a recurring basis, documented using the forms found at Appendix B, C, and D including all of the items listed in the definition section of this policy.
- E. The CEO will name individuals required to provide the general and facility orientation and hold these individuals responsible for holding routine and timely orientation for new employees.
- F. The CEO will assure that every new employee receives the basic and department orientation prior to beginning work and will take appropriate corrective action with second and first line supervisors who refuse or "forget" to provide and document the basic and department orientation.
- G. By the 15th day of each succeeding month, the orientation check sheets must be submitted to the Workforce Planning Analyst who will assure there is a match to the new employee listing.
- H. The CEO will be notified in the event the four-phase orientation requirement has not been met.

7. **USE OF INFORMATION.**

The information collected from the three-phase orientation check-off sheets will be used as a basis for assuring employees are not allowed to provide services affecting direct patient care before management has documented evidence of informing employees of the standards practices for the facility. This information will also verify that employees have been given the information with regard to benefits, standards of conduct, ethical standards and other information needed to succeed in their IHS portion of their Federal career. In addition, the information collected will serve to support the AAIHS Human Capital Management plan.

8. **SUPERSEDES.** Any existing area wide orientation policy (s).
9. **EFFECTIVE DATE.** This circular is effective upon date of signature and shall remain in effect until canceled or superseded.

A handwritten signature in black ink, appearing to read "James L. Toya". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke extending to the right.

5/12/03

James L. Toya
Director, Albuquerque Area Indian Health Service

BASIC ORIENTATION CHECK SHEET
(To be completed before or within 4 hours of employee reporting for duty)

Employee Name & Title: _____

Date & Time: _____

The following will be reviewed with each new employee prior to seeing patients or being allowed in a patient care area.

TOPIC	DISCUSSION	COMPLETED
Tour of Facility	Review location of departments and introduce staff	
Department Orientation	Supervisor of department reviews scope of work, PCC and charting format, referral procedures and any particular duties associated with the department	
Blood Borne pathogens and Infection Control	Review location of PPE (Personal Protective Equipment) in work area. Review hazardous waste disposal procedures in work area Review procedures for contaminated equipment	
Safety	Review location and policies in brown Safety folders Review responsibilities for fire and disaster Discuss procedures for reporting accidents and incidents	
Licensure (as appropriate)	To be reviewed by supervisor and a copy given to the Credentials Coordinator	
Privacy Act	Review of confidentiality policies and signed Privacy Act statement in file.	
Privileges Checklist (as appropriate)	Complete Medical Privileges checklist, to be reviewed by Medical Staff Credentials Committee	
Superbill & Compliance Plan	Review completion of superbills & compliance plan	

Employee signature & date

Supervisor's signature & date

DEPARTMENT/DIVISION ORIENTATION CHECK OFF SHEET

(Orientation unique to the service unit department or area office division)

(To be completed by close of business of the second day after employee reports for duty)

Employee Name & Title: _____

Acting supervisor's name(s) and telephone numbers

Alternate Work Schedules (AWS)

ARMS and ITAS orientation

Awards (monetary/time-off and honor)

Bylaws specific to occupation/division

Codes what are they (i.e. code blue, code brown, code red, etc.)

Codes whom to contact in case of codes

Code responsibility

Competencies

Confidentiality and reporting breaches of thereof

Customer service expectations

Employee assistance program

Employee health program

Deadlines for reports

Development of individual development plan (for training)

Division/department's role in program/facility reviews (i.e. AAA or JCAHO) and timeframes

Flexible work place policy

Format of reports

Government sponsored credit card(s) use and process

Handling conflicts within the division/department

Hazardous waste

Hours of duty and the scheduling process

Instructions regarding requesting leave

Keys (includes access codes used in lieu of keys) i.e. desk, office, narcotic/supply cabinets, building

Lunch and rest breaks

Licensure and/or privileging process

Lockers for personal effects

Mail system for official purposes

Most common forms used

Parking for staff (avoid patient parking)

Performance plan

Policy and procedure manuals review

Professional conduct within the division/department

Procedure to follow when questions arise and the immediate supervisor is unavailable

Procedure for contacting union representatives (as appropriate)

Procedure in handling requests from courts, judges, lawyers, or subpoenas
Quality improvement
Smoking
Requesting and working overtime
Requesting compensatory time in lieu of overtime payment
Supplies where to get them
Staff (or other mandatory) meeting schedule
Standing Committees
Telephone use
Time off for religious purposes
Universal precautions
Use of government supplies and property
Vacation scheduling
Who to contact if the employee believes he or she has a pay or leave error/problem

I have attended the department/division specific orientation, which covered all of above. I've also been told who is available to provide additional guidance and assistance:

Employee's signature & date

Supervisor's signature & date

FACILITY SPECIFIC ORIENTATION CHECK OFF SHEET
(Orientation unique to each AAIHS facility, function, and programs)
(To be completed not later than 5 days after employee reports on duty)

Employee Name & Title: _____

- Access to health care
- Community services
- Copy machines
- Employee assistance program
- EEO Counselors
- Ethics for Government Employees of the Executive Branch
- Facsimile Machines
- Facility organizational chart
- Floor and fire plan
- General hours of operation
- Government owned or leased vehicles
- Government quarters/housing policy and procedures
- Identification badge requirements
- IHS Building Security Policy
- Injury Notification
- Mail Services
- No expectation of privacy in work areas/ desks or computers
- Overnight package services
- Parking
- Patient complaints process
- Position and employee listing
- Privacy and Freedom of Information Acts procedures
- Private Offices
- Reporting sentinel events
- Safety and fire plan
- Service unit strategic plan including vision, goal and values
- Smoking
- Telephone usage
- Use of supplies
- What to do and who to contact in the event of sexual or other harassment or work place violence

I have attended the facility specific orientation, which covered all of above. I've also been told who is available to provide additional guidance and assistance:

Employee's signature & date

Supervisor's signature & date

GENERAL ORIENTATION CHECK SHEET

Employee Name and Title: _____

- Welcome
- IHS Mission, Goal, and Foundation
- AAIHS Area Vision
- Chapter 1 Types of Positions
- Chapter 2 Indian and Veterans Preference
- Chapter 3 Labor Organizations
- Chapter 4 Background Checks
- Chapter 5 Benefits
- Chapter 6 Expectations of an AAIHS Employee
- Chapter 7 Ethical Standards for Employees of the Executive Branch
- Chapter 8 Prohibited Personnel Practices; Whistleblower Protection Act; and Office of the
Special Counsel
- Chapter 9 Merit Systems Principles
- Chapter 10 Pay
- Chapter 11 Salary increases and Awards
- Chapter 12 Duty Hours and Leave
- Chapter 13 Pay for Overtime and Differentials
- Chapter 14 Corrective Actions
- Chapter 15 Discrimination, Hostile Environment and Workplace Violence
- Chapter 16 Privacy Act, Freedom of Information Act and Health Insurance Portability and
Accountability Act
- Chapter 17 Official Personnel Folder (OPF)
- Chapter 18 Media Contact
- Chapter 19 Employee Assistance Program
- Chapter 20 Reduction In Force
- Chapter 21 Separation
- Chapter 22 Official Government Travel and Permanent Change of Station
- Chapter 23 Use of Government Property
- Chapter 24 When Injured at Work
- Chapter 25 Indian Self Determination and Education Act, PL 93-638
- Chapter 26 Miscellaneous
- Appendix A Sample Performance Assessment System (PAS) Plan
- Appendix B Standards of Conduct Agreement Statement

I have attended the general orientation, which covered all of above. I've also been told who is available to provide additional guidance and assistance.

Employee's signature & date

Supervisor's signature & date

**FACILITY ORIENTATION
FOR THE OCCUPANTS OF THE
INDIAN HEALTH SERVICE BUILDING
5300 HOMESTEAD ROAD, NE
ALBUQUERQUE, NEW MEXICO**

Employee Name & Title: John Doe, Medical Officer (FP)

1. Access to health care. The Albuquerque Indian Hospital is located at 801 Vassar Drive, NE, Albuquerque, New Mexico. If you are an eligible beneficiary you may call 248-4051 or 248-4052 to make a same day appointment with one of the patient providers. The Albuquerque Area Office and the National Programs-Albuquerque IHS Building does not provide on site patient care. If you have an emergency call the security guard at extension 4138 or call 911 for an ambulance.
2. Children in the work place are not permitted. There are a number of ways children may be hurt as well as interfere with your ability to complete your duties as well as interfering with other employees trying to work. Having children in the work are creates a potential liability situation for the IHS and places you at risk for corrective or disciplinary action. You are responsible for assuring that your children are properly cared for outside of the work site.
3. Conference rooms are abundant in the IHS Building. However, all conference rooms must be reserved using the IHS Resource Scheduling process. You may access the IHS Resource Scheduling by logging on to the IHS home web page at <http://home.ihs.gov> and click on "Resource Scheduling" and follow the prompts thereafter.
4. Copy machines are located on each of the three floors. You may use any of the machines for official government business only. Paper is delivered on Monday to each location. However, if you run out of paper, contact Leonore Garcia at extension 4131. If the copy machines malfunction, please put a notice on the machine and contact Ms. Garcia as soon as possible. Copying jobs of 50 copies with more than 20 pages each must not be copied using these machines; you must use other GSA printing vendors.
5. Employee Assistance Program. As outlined in the Employee Handbook in Chapter 19, you may contact the employee assistance program or EAP by calling 1-800-222-0364, identify yourself as an IHS employee. The intake person will ask you questions and then get a counselor in touch with you within your local area.

6. EEO Counselors are accessible by contacting Betty Pino, at extension 4620.
7. Ethics for Government Employees of the Executive Branch. You will be required to attend a briefing on ethical standards. You may find more information about ethics in the Employee Handbook, Chapter 7. If you have questions, you may contact Betty Pino at extension 4620.
8. Facsimile Machines are located throughout the IHS Building. These machines are to be used for official government business only. Ask your supervisor about which facsimile machine you are to use. If you use the machine located in the mailroom and it malfunctions, notify Leonore Garcia at extension 4131 right away.
9. Facility organizational chart may be viewed at the bulletin boards throughout the IHS Building.
10. Floor and fire plans are posted on bulletin boards throughout the IHS Building.
11. General hours of operation are 8:00 a.m. to 5:00 p.m. during which non-employees and the general public may have access to the IHS Building. If you have invited a guest or family member, the Security guard or receptionist will call you to escort your guest. Your guest will be required to sign in upon arrival, get a “visitor” ID badge and must return the ID badge and sign out upon departure.
12. Government owned or leased vehicles (GOV) are available for official government business only. You have access to these vehicles by contacting Leonore Garcia at extension 4131. You should make reservations for use of a vehicle as soon as possible after approval of your travel activity. Ms. Garcia will reserve a vehicle for you. If you have special needs, you are responsible for notifying Ms. Garcia at the time you contact her about your GOV request. You will be required to provide a copy of your travel order if traveling outside the local area. You are responsible to assure there is not less than $\frac{3}{4}$ tank of gas upon return of the GOV. If there is less than $\frac{3}{4}$ tank of gas, you must gas up the vehicle before returning the keys and travel book. You are required to log your travel in the travel book.
13. Government quarters/housing policy and procedures. There are no government quarters or housing for the National Programs-Albuquerque or Albuquerque Area Office.
14. Harassment of a sexual nature or harassment based on other EEO protected categories (i.e. race, color, national origin, religion, disability) or workplace violence must be reported immediately to your supervisor or you may contact Betty Pino at extension 4620.
15. Identification (ID) badge must be worn and visible at all times when you are entering and working in the IHS Building. Failure to wear and have visible, your ID badge, will require you to sign in upon arrival at the security desk and wear a “visitor” ID

- badge. You will also have to return the “visitor” ID badge and sign out upon departure. If your ID badge has been lost, stolen or destroyed, you must report this to your supervisor then report to the Human Resource (HR) office for issuance of a new ID badge. You may be subject to corrective or disciplinary action if you must be issued a new ID badge more than twice in one 12-month period.
16. IHS Building Security Policy. You are required to be familiar with the criteria outlined in this policy. A copy is posted on bulletin boards throughout the IHS Building.
 17. Injury Notification. If you are injured on the job follow the instructions contained in the Employee Handbook in chapter 24. If the injury was caused by a building, parking lot or machine defect you must notify your supervisor or Leonore Garcia at extension 4131 as soon as possible.
 18. Mail Services. Mail is delivered by 12:00 noon and distributed soon after. Outgoing bulk mail (to service units) and regular mail is metered by 2:50 pm each day.
 19. No expectation of privacy in offices, work areas, desks or computers, etc. Offices, desks, work areas, computers are Government property and as such are subject to search for work and/or security reasons. You should not keep personal or private information, which you do not want others to see in these areas.
 20. Overnight package services (includes Federal Express, Fed/Ex Ground, UPSA, Airborne, and other delivery companies). Deliveries are received throughout the day. Incoming packages are received/signed for by Leonore Garcia or Cecilia Brown only. A courtesy phone call or email will be sent to programs to notifying staff of overnight packages. Smaller packages are placed on the table in the mailroom and larger packages (boxes) are kept in the doc area (indicated with an “*” in log book). When picking up packages, please sign/initial and date the logbook located in the mailroom. All packages are to be picked up immediately. Dollies are available in the mailroom and dock area for everyone’s use. You must, however, return the dollies to the place from which you took them after each use.

Outgoing Federal Express box is located in the mailroom. Pick-up is at 4:00 p.m. daily. Packages that require an air bill must include the sender’s name, phone number, addressee’s complete street address (no post office box numbers). Ms. Garcia will prepare outgoing air bills by 3:50 p.m. daily. National Programs-Albuquerque process their own shipments using the Federal Express website. If you are a National Programs-Albuquerque staff, your supervisor will arrange for training.

Other outgoing packages using UPS, Fed/Ex Ground, Airborne, and other companies. Each office or program is responsible for taking packages to the designed holding area and calling the company for pick up. The designated holding area is the dock.

21. Parking areas are clearly marked. You must have a parking permit issued by the HR office. If you park your vehicle in restricted areas (i.e. those spaces marked “GSA vehicles”, the dock area, visitor spaces, spaces marked for handicap individuals or the employee of the month spaces, your vehicle may be towed at your expense.
22. Passwords and access codes. You will have a number of passwords for computer access, ITAS access, ARMS access, as well as a building access code (for entry after hours). You must keep these passwords and access codes private and not release them for use by other staff, visitors, or family members.
23. Patient complaints. If you are notified of a patient complaint, you may refer the complaint to the service unit where the complaint is alleged to have originated. Each service unit has a complaint processing procedures in their policy and procedures manuals. If a client, visitor or other individual wishes to file a complaint regarding services you or other staff in the IHS Building provides, refer the individual to Betty Pino at extension 4620.
24. Position and employee listing telephone directories are available in the mailroom.
25. Privacy and Freedom of Information Acts procedures are discussed in detail in the Employee Handbook in Chapter 16. If you have questions about the material, contact Betty Pino at extension 4620.
26. Program or department managers assign private offices. These “private” offices may be locked, however, there is no expectation of privacy. If staff must enter a private office that is locked, the security guard may be contacted at extension 4138 to open the door. The security guard maintains a log of each request.
27. Radios (tape or CD players) are permitted in your work area, but must not interfere with your work or the work of others within hearing.
28. Reporting sentinel events. The Joint Commission on Accreditation of Hospital Organization (JCAHO) defines a “sentinel event” as “an unexpected occurrence involving death or serious physical or psychological injury or the risk thereof. Serious injury specifically includes the loss of limb or function the phrase “or risk thereof” includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome.” Such events are called “sentinel” because they signal the need for immediate investigation and responses. It is unlikely a sentinel event will occur in the Albuquerque IHS Building, as health care is not provided on the premises. However, if you are contacted by a patient who has been seen at a service unit or clinic who reports what you believe to be a sentinel event,

immediately contact your supervisor or Dr. Ervin Lewis, Chief Medical Officer, (CMO) at extension 4500.

29. Safety officers are located in the Office of Environment Health and Engineering and are responsible for training, collecting information regarding injuries in the work place, air quality, etc. Jerry Lee, Institutional Sanitarian, may be reached at extension 4600.
30. Strategic plan addressing including vision, goal and values is a vital part of why you have been employed. The IHS Mission statement is stated in the Employee Handbook. Ask your supervisor about your program/division's vision, goal and values statement and how your work fits.
31. Small appliances such are toasters, coffee makers, microwave ovens, hot water makers, etc., are permitted in the break or coffee rooms only.
32. Smoking is permitted only within 25 feet away from any entry into the IHS Building. Smoking is *not* permitted at the front (southern exposure) of the IHS Building.
33. Telephones are used for official government business only. Personal calls are permitted provided they are of short (3 to 4 minutes in length) duration or used to make medical appointments for yourself or family members.
34. Use of all supplies is restricted to official government business. You may not liberate a lap top computer, adding machine, paper, pencils, pens, highlighters, binders, paper clips, or other supplies for your personal, child's or home use.
35. Staff in the HR office makes verification of employment for employees. The telephone number is (505) 248-4510. The HR office does not verify employment for contractors.

I have attended the facility specific orientation, which covered all of above. I've also been told who is available to provide additional guidance and assistance:

Employee Signature & date

Supervisor's Signature & date