

# Employee Onboarding

Building Employee Engagement



**Onboarding: Manager Resource Guide**

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## Section One - The Onboarding Process

### Overview – Onboarding Process

Onboarding is the process of integrating an employee into their job, team, department, and government. To support you with this process, several resources have been created, as detailed below.

**1. Onboarding Checklist**

This document provides specific recommended activities to complete with a new employee during their first week on your team. Details on how to use the checklist are provided below.

**2. Employee Resource Guide**

The Employee Resource Guide contains resources for employees as they complete the daily activities outlined in the Onboarding Checklist. It also has other resources, such as contact information, required training, and links to government policies and programs.

You should ensure the employee has an electronic copy of both the Onboarding Checklist and Onboarding: Employee Resource Guide, ideally on their first day.

**3. Manager Resource Guide**

This document is designed to support you as you work through the onboarding process with a new employee. It contains various resources such as sample emails, contacts, check-in questions, etc., that you can use when completing onboarding activities during an employee's first year.

**4. Employee eLearning Courses**

In addition to the Checklist and Resource Guides, there are three self-paced eLearning courses available to new employees, including:

1. Employee Onboarding;
2. Employee Onboarding - Group Insurance Plan Overview; and
3. Employee Onboarding – Occupational Health and Safety Introduction.

Also available to new employees is the Civility in the Workplace eLearning course. This course looks at workplace etiquette, communication skills and conflict resolution techniques.

**5. Manager eLearning Course**

In the Manager's Role in Employee Onboarding eLearning course the benefits of a strong onboarding program are reviewed, and the available resources are provided. It is recommended that you complete this course prior to your next employee onboarding.

To recommend changes or additions to the onboarding documents or courses, please email your suggestions to [cld@gov.nl.ca](mailto:cld@gov.nl.ca).

## Using the Onboarding Checklist

### Introduction

The Onboarding Checklist is a component of the Government of Newfoundland and Labrador's Onboarding Strategy and is designed to complement the orientation offered by departments.

The Checklist, although not all-inclusive, will provide a guide when completing onboarding activities with a new team member. Items that are not required for the employee's position should be marked as not applicable (N/A) and should not be included in your onboarding activities. Timelines (e.g. Day One Activities) are guidelines only – as the manager, you will identify priorities based on the requirements of the employee's position and your department.

All onboarding activities outlined in the checklist would generally be completed during the employee's first five days; however, these activities can flow into the second week if additional time is required. Onboarding gives you the opportunity to:

1. assess the new employee's abilities,
2. develop the employee's skills,
3. foster and build professional relationships, and ultimately,
4. set the employee up for success.

Although the Checklist focuses on the first five days, onboarding activities normally continue through the employee's first year. Recommended activities to complete with the employee on a monthly basis and on their first-year anniversary are provided in this document.

### Onboarding Checklist – Content Overview

The Onboarding Checklist is divided into three sections, as outlined below.

- **Welcome Page**

The first page of the checklist provides a welcome message for the employee. It also contains space to record employee details, including name, position, position start date, and whether the employee is new to government or the department.

- **Activities by Day**

A list of recommended activities is identified by day for the employee's first week. When working through these activities, use the Manager and Employee Resource Guides to find details

specific to the activity. For example, if a policy is referenced in the Checklist, the link for the policy is provided in the Resource Guides.

If a required activity, policy, procedure, training course, etc. is not included in the Checklist, you should add the item to the onboarding process. As the manager, you will identify priorities based on the requirements of the employee's position and your department, these priorities may impact the activities completed on specific days. The Checklist is meant to be fluid, and activities can be added or moved to different days to meet operational needs and provide the best onboarding experience.

Activities not required for the employee's position should be marked as N/A. Space is also provided to record the date the activity was completed with the employee.

- **Signature Page**

The signature page provides space for both the manager and employee to confirm the applicable onboarding activities have been completed and the employee has received a copy of the completed Checklist.

You should provide a copy and review the checklist with the employee, ideally on day one, so that they have an understanding of the activities that will be completed with them during the onboarding period.

Once all the recommended activities on the checklist are completed, you should complete one final review of the document and ask for the employee's signature. Once the employee has signed the document, give them a copy of the signed document and email a copy to the HR Service Centre ([hrrservicecentre@gov.nl.ca](mailto:hrrservicecentre@gov.nl.ca)).

If the onboarding activities have been completed virtually, send the employee the completed form electronically and ask them to sign and email the signed document to you, or send an email confirming that the relevant onboarding activities were completed with them. A sample email is provided in the Sample Email section (see page 18).

## Section Two - Filling the Position

### Filling the Position

Positions within the public service can be filled using different options. These include:

- Non-merit based staffing through the Treasury Board Secretariat, and
- Merit-based recruitment through the Public Service Commission.

To initiate these options, you would submit a Request for Staffing Action (RSA). You can find the RSA at [Government of Newfoundland and Labrador](#).

Depending on which option meets your operational needs, you should contact the appropriate department to begin the staffing or recruitment process. The contact information is provided below.

- HR Service Centre, Treasury Board Secretariat – contact them via email at [hrservicecentre@gov.nl.ca](mailto:hrservicecentre@gov.nl.ca) or by phone at 709-729-7690 or 1-888-7297690.
- [Strategic Staffing Division, Public Service Commission](#) – contact them via email at [recruitment@gov.nl.ca](mailto:recruitment@gov.nl.ca) or by phone at 709-729-0130.

Prior to contacting these departments, you should consider the activities outlined below.

Identify Vacancy Requirements
<b>Activity</b>
Define work required
Develop/update/revise position description
Confirm/review/revise classification and pay scales
Identify required competencies for position
Consider qualifications that generally result in required competencies
<b>Note:</b> <ul style="list-style-type: none"><li>• Questions regarding position descriptions, classification and pay scales should be directed to the Classification and Pay Equity Division, Treasury Board Secretariat (709-729-3383).</li></ul>

## Section Three - Preparing for Employee's Start Date

### Preparing for Employee's Start Date

Prior to an employee's arrival, you must complete many activities to prepare for their arrival (e.g. request a computer; identify a workstation; etc.). Below is a list of required activities, which are divided into two timeframes – two weeks and one week prior to the employee's start date.

Two Weeks Prior to Employee Start Date			
Activity	Completed	N/A	Date Completed
Identify/secure employee: <ul style="list-style-type: none"> <li>workspace</li> <li>desk</li> <li>computer equipment</li> <li>telephone, etc.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
Source/order required PPE (Personal Protective Equipment)	<input type="checkbox"/>	<input type="checkbox"/>	
Complete and submit "Request for Network Accounts and/or Computer Equipment" form to OCIO Service Desk	<input type="checkbox"/>	<input type="checkbox"/>	
Book appointment for employee ID card	<input type="checkbox"/>	<input type="checkbox"/>	
Book appointment for employee's first day with HR Service Centre to sign Oath and finalize required Payroll and Benefits forms	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Notes:</b> <ul style="list-style-type: none"> <li>Contact the OCIO Service Desk by phone at 709-729-4357 or email <a href="mailto:servicedesk@gov.nl.ca">servicedesk@gov.nl.ca</a> .</li> <li>The Request for Network Accounts and/or Computer Equipment form can be found on PSN at <a href="#">Request for Network Account and Computer Equipment Form – OCIO Help</a>.</li> <li>ID cards/badges are issued through the Department of Transportation and Infrastructure – requests for employee ID cards should be emailed to <a href="mailto:IDSection@gov.nl.ca">IDSection@gov.nl.ca</a> .</li> <li>Contact the HR Service Centre by phone at 709-729-7690, toll free at 1-888-729-7690 or email at <a href="mailto:HRServiceCentre@gov.nl.ca">HRServiceCentre@gov.nl.ca</a> .</li> </ul>			

One Week Prior to Employee Start Date			
Activity	Completed	N/A	Date Completed
Email first day details to employee (e.g. accessing the office, hours of work, dress code, lunch facilities, parking details, security information, time to meet, who to contact) (see Sample Email – First Day Details on page 18)	<input type="checkbox"/>	<input type="checkbox"/>	
Ensure employee has received forms from HR Service Centre, including: <ul style="list-style-type: none"> <li>• Hire/Change Form</li> <li>• Oath/Affirmation of Office</li> <li>• Evidence of Insurability</li> <li>• Application for Enrolment</li> <li>• Optional Life Insurance – Declaration of Good Health</li> <li>• Personal Tax Credits Return</li> <li>• Newfoundland and Labrador Personal Tax Credits Return</li> <li>• New Hire/Rehire Checklist</li> <li>• Payroll Direct Deposit</li> <li>• GMPP Package</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
Notify co-workers of new employee and their start date (see Sample Email – Notification of New Employee on page 20)	<input type="checkbox"/>	<input type="checkbox"/>	
Prepare an organizational chart of employee's team (list of employees and their positions)	<input type="checkbox"/>	<input type="checkbox"/>	
Create list of key contacts for employee position	<input type="checkbox"/>	<input type="checkbox"/>	
Draft a preliminary work plan	<input type="checkbox"/>	<input type="checkbox"/>	
Prepare package of required reference materials (e.g. contact list, job description, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
Organize welcome gathering (may be virtual)	<input type="checkbox"/>	<input type="checkbox"/>	
Print Onboarding Checklist and Employee Resource Guide	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Note:</b> <ul style="list-style-type: none"> <li>• Employees must also submit the following documentation to the HR Service Centre. <ul style="list-style-type: none"> <li>○ Copy of their SIN card or confirmation of SIN letter from Service Canada</li> <li>○ Copy of their birth, baptism certificate, driver's license or valid passport</li> <li>○ Voided cheque or direct deposit slip stamped by banking official.</li> </ul> </li> </ul>			

## Section Four - Daily Activities - Resources/Notes

### Daily Activities - Resources/Notes

To help you complete the activities outlined in the Onboarding Checklist with the new employee, a list of resources/notes are provided below for the day the activity is scheduled to happen. For example, if the activity is to review a specific policy on day one, the policy link is provided in the Day 1 Activities – Resources/Notes section.

#### Day 1 Activities - Resources/Notes

##### Food Allergies

- Food restrictions (e.g. new employee is allergic to shellfish), if applicable, should be communicated to all employees. In the communication, do not identify the employee(s) with the food restrictions/allergies.

##### Payroll Forms and Documents

- An employee's pay will be affected if there are delays in submitting forms and documents to the HR Service Centre.
- Prior to the employee's first day, the HR Service Centre sends copies of the forms listed below to the employee. These forms must be completed and submitted to the HR Service Centre as soon as possible so that the employee's payroll and benefits can be set up.
  - Hire/Change Form
  - Oath/Affirmation of Office
  - Evidence of Insurability
  - Application for Enrolment
  - Optional Life Insurance – Declaration of Good Health
  - Personal Tax Credits Return
  - Newfoundland and Labrador Personal Tax Credits Return
  - New Hire/Rehire Checklist
  - Direct Deposit
  - GMPP Package
- Copies of these forms can be requested through the HR Service Centre.
- Employees must also submit the following documentation to the HR Service Centre.
  - Copy of their SIN card or confirmation of SIN letter from Service Canada
  - Copy of their birth, baptism certificate, driver's license or valid passport
  - Voided cheque or direct deposit slip stamped by banking official.
- The Oath of Office details can be found at [Oath of Office](#).

## Day 1 Activities - Resources/Notes

### Policies

- Policies referenced in Day 1 Activities can be found at:
  - Scent: [Scent Policy - Treasury Board Secretariat](#)
  - Hours of Work: [Hours of Work Policy - Treasury Board Secretariat](#)
  - Summer Hours: [Summer Hours - Treasury Board Secretariat](#)
  - Flexible Work Arrangements: [Flexible Work Arrangements - Treasury Board Secretariat](#)
  - Smoke Free Workplace: [Smoke-Free Workplace Policy - Treasury Board Secretariat](#)

### HR Service Centre

- The HR Service Centre contact information is in the Manager Contact List (see page 16).
- Employees should contact the HR Service Centre for all their human resources questions. Examples of types of information requested through the HR Service Centre include:
  - Pay cheques – how to read, where to find them, etc.
  - Leave – how to submit a leave request, where to find leave entitlements, etc.
  - PeopleSoft - how to find T4s, paystubs, benefits information, leave balances, etc.
  - Benefits/Insurance – eligibility requirements, required versus optional benefits, etc.
  - Pension plan – types, purchasing periods of unpaid leave, etc.
  - Policies – clarification, details, etc.

### PSAccess

- Employees require a government email address to create a PSAccess account.
- Details on how to create a PSAccess Account and register for a course are outlined in the PSAccess section (see page 17).
- Questions regarding PSAccess, including issues logging in, should be sent to the CLD at [psaccesssupport@gov.nl.ca](mailto:psaccesssupport@gov.nl.ca)
- If an employee previously worked with government and they need their PSAccess account reactivated, the employee should email [psaccesssupport@gov.nl.ca](mailto:psaccesssupport@gov.nl.ca) and ask to have their account reactivated.

## Day 2 Activities - Resources/Notes

### Training Courses:

- Employees must register and complete courses using PSAccess (<https://login.psaccess.ca/>).
- There are three required courses for all employees which can be found in the Required Training section (see page 21).
- Based on the employee's work duties, you should assign any additional required legislated/compliance-based courses. If you need help identifying required safety courses, you can contact the Employee Safety and Wellness Division, Public Service Commission for advice.
- Your department may also have courses that are required for the entire department or for specific job classifications, you should ensure that you assign these courses for completion.

### PPE (Personal Protective Equipment)

- The PPE (Personal Protective Equipment) policy link can be found at [Personal Protective Equipment Policy - Treasury Board Secretariat](#).
- If you need help identifying required PPE, you can contact the Employee Safety and Wellness Division for advice.
- If you need help with available training, you can contact the Centre for Learning and Development.

### PeopleSoft

- Employees require a PSNL account (computer username and password) to access PeopleSoft.
- It can take up to 2 weeks for a new employee to receive self-service access in PeopleSoft.
- PeopleSoft how to videos and Quick Reference Guides can be found at [PeopleSoft – Public Service Network \(gov.nl.ca\)](#).

### Social Media Policy and Guidelines – Video and Document

- The Social Media Policy and Guidelines document and video are included in the Employee Onboarding course and can be also found at [Official Government of Newfoundland and Labrador Social Media Accounts - Government of Newfoundland and Labrador](#).

## Day 3 Activities - Resources/Notes

### Absences/Building Closures

- Details regarding calling in absent can be found at [Hours of Work Policy - Treasury Board Secretariat](#).
- Policy details regarding adverse weather conditions and states of emergency can be found at [Adverse Weather Conditions and States of Emergency Policy - Treasury Board Secretariat](#).

### Occupational Health and Safety (OHS)

- The Occupational Health and Safety policy can be found at [Occupational Health and Safety Policy - Treasury Board Secretariat](#).
- The link to Safety Guidelines and Information is [Safety Guidelines and Information - Digital Government and Service NL](#).
- Employee safety and wellness information can be found at [Employee Safety and Wellness - Public Service Commission](#).
- The Guide to OHS Legislation: Newfoundland and Labrador can be found at [NL OHS Guide \(workplacenl.ca\)](#).

### Statutory Holidays

- A list of statutory holidays can be found in the Holiday Policy on the government website at [Holiday Policy - Treasury Board Secretariat](#).

### Payroll Schedule

- The payroll schedule (Deadlines for Processing document) can be found at [Forms and Applications - Treasury Board Secretariat](#).

### PeopleSoft

- PeopleSoft how to videos and Quick Reference Guides can be found at [PeopleSoft – Public Service Network \(gov.nl.ca\)](#).

### Provident<sup>10</sup>

- Provident<sup>10</sup>'s website is [Provident10 | Empowering Your Retirement Journey | PSPP](#).

### Employee Benefits Link

- A list of available employee benefits can be found at [79-01501-GNL-2023-Benefits-guide.pdf](#) and [Group-Insurance-Booklet.pdf](#).

## Day 4 Activities - Resources/Notes

### Use of Equipment/Resources

- The Equipment and Resources Usage policy can be found at [Equipment and Resources Usage Policy - Treasury Board Secretariat](#).

### Collective Agreements

- Collective Agreements can be found on the government website at [Collective Agreements - Treasury Board Secretariat](#).

### Employee Assistance and Respectful Workplace Programs

- Details of the Employee Assistance and Respectful Workplace Programs can be found at [Employee Assistance and Respectful Workplace Programs - Public Service Commission](#).
- You can apply for Employee Assistance and Respectful Workplace Program services at [Application Form - Public Service Commission](#).
- An overview of both programs is included in the Employee Onboarding eLearning course.

## Day 5 Activities - Resources/Notes

### Exception Time Job Aids

- PeopleSoft how to videos and Quick Reference Guides can be found at [PeopleSoft – Public Service Network \(gov.nl.ca\)](#).

### Occupational Health and Safety (OHS)

- The OHS legislation can be found at [Legislation Summary - Digital Government and Service NL](#).

### Government Policies/Programs

- A full list of HR policies/procedures can be found on the government website at [Alphabetical Policy List - Treasury Board Secretariat](#).
- Government job opportunities can be found at [Careers | Strategic Staffing | Government of Newfoundland and Labrador](#).

## Section Five – Onboarding Activities - After the First Week

Recommended activities to complete monthly, as well as the one-year anniversary activities are outlined below.

<b>Activities - After the First Week</b>
<i>Monthly Activities</i>
<b>Activity</b>
Check-in with the employee
Review work plan
Outline learning and development requirements/opportunities
Provide coaching and feedback on performance <ul style="list-style-type: none"> <li>• review assigned work – identify strengths and areas of opportunity</li> <li>• discuss any support required</li> <li>• discuss mentor/buddy process – positives and areas of opportunity</li> <li>• review expectations</li> <li>• set deadlines</li> </ul>
Continue to engage employee in social aspects of work
Discuss career goals/aspirations and support required from manager
<i>End of Year 1</i>
Recognize 1 <sup>st</sup> year anniversary
Provide feedback – successes and areas of opportunity
Develop plan for 2 <sup>nd</sup> year

## Sample Check-In Questions

Having regular check-ins with new employees can help them settle into their new position and potentially decrease the time it takes for them to become proficient in their job. Check-ins do not have to be a formal process – it is simply a touch base with the employee to see how things are going.

Below is a list of sample questions that you can choose from when checking in – feel free to use other questions when touching base with the employee.

### Sample Check-In Questions

1. What are you enjoying most about your new job?
2. Is the job what you expected it to be? If not, how is the job different from what you expected?
3. If you had to ask for help on one task, what would it be? How can I help you with this task? Are there any other tasks that you could use help with?
4. Do you have all the tools and resources you need? If not, what do you need?
5. Do you know how to find information you need for your job?
6. Do you feel like you have gotten to know your coworkers? If not, how can I help you to feel part of the team?
7. **If mentor/buddy assigned**, are you working with your mentor/buddy? How is this going?
8. Do you feel out of the loop about anything?
9. Has the training you completed been helpful? What would you add or change?
10. Is anything about your role, the team or department still unclear?
11. What would you add to the Onboarding Checklist to help with the onboarding process?
12. What can I do to help you as you transition into your new role?<sup>1</sup>

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<sup>1</sup> We created our Check-In Questions using Onboarding in a Box.

## Section Six – Other Manager Resources

### Manager Contact List

Throughout the onboarding process, you may contact various groups to assist with the process. A list of groups and their contact information is provided below.

Manager Contact List	
Group	Contact Information
HR Service Centre	<b>Phone:</b> 709-729-7690 / 1-888-729-7690 <b>Email:</b> <a href="mailto:HRServiceCentre@gov.nl.ca">HRServiceCentre@gov.nl.ca</a>
OCIO Service Desk	<b>Phone:</b> 709-729-4357 <b>Email:</b> <a href="mailto:servicedesk@gov.nl.ca">servicedesk@gov.nl.ca</a>
FMS	<b>Phone:</b> 709-729-2670 <b>Email:</b> <a href="mailto:fmshelpdesk@gov.nl.ca">fmshelpdesk@gov.nl.ca</a>
EAP (Employee Assistance Program) RWP (Respectful Workplace Program)	<b>Phone:</b> 709-729-2290 / 1-888-729-2290 <b>Website:</b> <a href="#">Employee Assistance and Respectful Workplace Programs - Public Service Commission</a> <b>Online Application Form:</b> <a href="#">Application Form - Public Service Commission</a>
Transportation and Infrastructure	<b>Email – ID Badge:</b> <a href="mailto:IDSection@gov.nl.ca">IDSection@gov.nl.ca</a>
Strategic Staffing	<b>Phone:</b> 709-729-0130 <b>Email:</b> <a href="mailto:recruitment@gov.nl.ca">recruitment@gov.nl.ca</a> <b>Website:</b> <a href="#">Strategic Staffing Division, Public Service Commission</a>
Classification and Pay Equity	<b>Phone:</b> 709-729-3383
Employee Safety and Wellness	<b>Phone:</b> 709-729-6559 <b>Website:</b> <a href="#">Employee Safety and Wellness - Public Service Commission</a>

Manager Contact List	
Group	Contact Information
Centre for Learning and Development (CLD)	<b>Phone:</b> 709-729-3653 <b>Email:</b> <a href="mailto:cld@gov.nl.ca">cld@gov.nl.ca</a>
HR Advisory Services	<b>Phone:</b> 709-729-2388 or 709-729-6832
Government Telephone Directory	<a href="#">Telephone Directory   Government of Newfoundland and Labrador</a>

## PSAccess

Employees must use PSAccess to register for training courses, including legislative/compliance-based training. The steps to create a new account and register for a course are provided below.

If an employee previously worked with government and they need their PSAccess account reactivated, the employee should email [psaccesssupport@gov.nl.ca](mailto:psaccesssupport@gov.nl.ca) and ask to have their account reactivated.

Creating a PSAccess Account
<p><b>Step #1:</b> Go to <a href="https://PSAccess.ca">PSAccess.ca</a></p> <p><b>Step #2:</b> Click “First Time User”</p> <p><b>Step #3:</b> Enter your <b>government</b> email address (e.g. <a href="mailto:billblue@gov.nl.ca">billblue@gov.nl.ca</a>)</p> <p><b>Step #4:</b> Click “Find My Account”</p>
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• The employee will receive an email from PSAccess with a username and temporary password. The first time they log in, they will be prompted to change their password.</li> <li>• If an employee forgets their username or password, they should click on the “Forgot your Password” link, enter their <b>government</b> email address, and click “Find My Account”. Once completed, the employee will receive an email from PSAccess with their username and a temporary password. The next time the employee logs into PSAccess, they will be prompted to change their password.</li> </ul>

## Registering for a Course Using PSAccess

**Step #1:** Login into PSAccess ([PSAccess.ca](https://psaccess.ca))

**Step #2:** To find a specific course, select a category (e.g. Health and Safety) in the course catalog & look for the course **OR** click on “View Complete Course Listing” at the bottom of the page to see all active courses.

**Step #3:** Click on the course name & click the “+Register” button

### Notes:

- If the course is self-paced (eLearning), once the employee registers for the course, they have access to complete the session/view the content immediately.
- For in-person and virtual instructor-led sessions, the employee will receive an email from the Centre for Learning and Development with course details, including date, time and location of the session; and, for virtual sessions, a link to use to access the session at the scheduled date and time.
- To open an eLearning course that the employee has registered for, they should go to the E-LEARNING link and click on the “Launch Course” next to the course they want to complete or review.
- To see a list of completed courses, the employee should go to the MY PSACCESS link, select Profile and scroll down the page to the “Your Record of Learning” section.
- Questions regarding PSAccess, including issues logging in, should be sent to the CLD at [psaccesssupport@gov.nl.ca](mailto:psaccesssupport@gov.nl.ca).

## Sample Emails

Sample emails are provided below to assist you with some of the communications required during the onboarding period. Please note these are samples only – you should edit these documents so that they accurately represent the information that you need to share with your employee(s).

### Sample Email – First Day Details

**Subject:** *Insert Job Title* - First Day Details

Hi *insert employee's name*,

Congratulations and welcome to the *insert division name* team! Prior to starting your new position on *insert date (e.g. Monday, February 15<sup>th</sup>)*, I wanted to share some information with you about your first day with our team.

## Sample Email – First Day Details

- To access the building, you will need a Government of Newfoundland and Labrador ID badge. An appointment has been set up for you to obtain your ID badge, however, on your first day I will meet you at the ***enter location (e.g. Visitor’s entrance of the Confederation building)*** at ***insert time***.
- The hours of work for your position are ***insert schedule (e.g. Monday to Friday, 8:30 am to 4:30 pm with a one-hour lunch and a 30-minute break)***.

**OR**

Your position has a flexible work schedule which we will review when you arrive in the office on ***insert day (e.g. Monday)***.

- Our dress code is ***insert dress code (e.g. business casual, with jeans day on Friday)***.
- We have a cafeteria on site which offers ***insert what can be purchased (e.g. sandwiches, soup, salads, hot meals, etc.)***. As well, our office area has a ***insert what is available (e.g. fridge, microwave and coffee pot)*** for employee use.
- Parking is available ***insert details (e.g. in the back of the building)***. Please note that parking in unauthorized areas may result in parking tickets.

**OR**

Employee parking is not offered for our building, however, there are several parking garages in the area that employees use. Please note that these parking garages may have a fee associated with them which is the responsibility of the individual employee.

- If you have not already submitted your payroll paperwork, please bring it with you on ***insert first day of work (e.g. Monday)***. Specifically, you will need to bring the following forms with you:
  - Hire/Change Form
  - Oath/Affirmation of Office
  - Evidence of Insurability
  - Application for Enrolment
  - Optional Life Insurance – Declaration of Good Health
  - Personal Tax Credits Return
  - Newfoundland and Labrador Personal Tax Credits Return
  - New Hire/Rehire Checklist
  - Direct Deposit
  - GMPP Package

You should also bring:

- A copy of your SIN card or confirmation of SIN letter from Service Canada
- A copy of your birth/baptism certificate, passport, or driver’s license
- Voided cheque or direct deposit slip stamped by a banking official.

If you have questions regarding completing the payroll forms, you can contact the HR Service Centre by phone at 709-729-7690, toll free at 1-888-729-7690 or email at [HRServiceCentre@gov.nl.ca](mailto:HRServiceCentre@gov.nl.ca) prior to your first day of work.

On ***insert first day of work (e.g. Monday)***, we will begin the onboarding process which will include an overview of your position, an introduction to the team and resources available to you.

### Sample Email – First Day Details

I look forward to meeting with you and working together in the future!

Thank you,

### Sample Email – Notification of New Employee

**Subject:** New Employee

Good morning,

I am excited to advise you that the *insert position name* position has been filled! On *insert employee's first day (e.g. Monday, February 15<sup>th</sup>)*, *insert new employee's full name* will join our team! Based on *insert employee's first name* background and experience, I feel they will be a great addition to our team and will bring a wealth of knowledge to this position

Please help me to make *insert employee's first name* feel welcomed to their new role and our team!

Thank you,

**Note:**

- Depending on how you normally communicate with your team, you may prefer to verbally communicate this message (e.g. during your regular team meeting, individual employee check-ins, etc.).

### Sample Email – Onboarding Checklist – Employee Sign Off

**Subject:** Onboarding Checklist – Action Required

Hi *insert employee's name*,

Attached is the Onboarding Checklist that we have been working our way through over the past week for your review and signature.

When you have signed the document, could you please email it to me? Please note that your signature confirms that the department has reviewed all applicable topics and provided a copy of the completed checklist.

## Sample Email – Onboarding Checklist – Employee Sign Off

Although the document outlines activities for the first week only, our interaction will continue through team meetings; coaching and feedback sessions; one-on-one discussions; etc.

Thank you for all your hard work and I look forward to your continued success in the future!

## Required Training

All public service employees must complete the two courses listed below.

- Cyber Security Awareness
- Toward Reconciliation: An Overview of Indigenous Histories Across Canada
- Fraud Prevention and Detection

Depending on an employee's position and individual job duties, additional legislated/compliance based and/or professional development training may be required. As the employee's manager, you should identify and provide a list of additional required training courses to the new employee.

You can find a Guide to OHS Legislation: Newfoundland and Labrador at [NL OHS Guide \(workplacenl.ca\)](http://workplacenl.ca).

If you need assistance identifying additional health and safety training required for an individual employee, you can contact the Employee Safety and Wellness Division, Public Service Commission for advice.

## Website List

During the onboarding process, you should provide the new employee an overview of various government websites. A list of some common government websites is provided below, with space provided for you to add websites specific to your department.

**Website List**

*Working in Government*

<b>Website Name</b>	<b>Website Address</b>
Government of Newfoundland and Labrador	<a href="#">Government of Newfoundland and Labrador</a>
Government Daycare	<a href="#">Government Daycare - Treasury Board Secretariat</a>
Employee Benefits	<a href="#">79-01501-GNL-2023-Benefits-guide.pdf</a> <a href="#">Group-Insurance-Booklet.pdf</a>
Public Service Centre Network (PSN)	<a href="#">Public Service Network – Government of Newfoundland and Labrador Intranet</a>
Pension Plan (PSPP) - Provident <sup>10</sup>	<a href="#">Provident10   Empowering Your Retirement Journey   PSPP</a>
GMPP (Government Money Purchase Pension Plan)	<a href="#">Government Money Purchase Pension Plan - Treasury Board Secretariat</a>
USPP (Uniform Services Pension Plan)	<a href="#">Uniformed Services Pension Plan - Treasury Board Secretariat</a>
Career Centre – Government Job Opportunities	<a href="#">Careers   Strategic Staffing   Government of Newfoundland and Labrador</a>
PSAccess – Training Courses	<a href="#">PSAccess.ca</a>
PeopleSoft	<a href="https://hcmprd.psnl.ca/">https://hcmprd.psnl.ca/</a>
Onboarding Resources	<a href="#">Onboarding - New Employees - Treasury Board Secretariat</a>

*Working in Our Department*

Other websites:

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## Government Policies/Programs

Various policies are referenced throughout the Onboarding Checklist; however, some other key policies that you should draw the employee’s attention to are provided below.

Please note that not all policies are referenced in the checklist and in the list below. You should direct the employee to the full policy list on the government website. A full list of HR policies/procedures can be found on the government website at [Alphabetical Policy List - Treasury Board Secretariat](#).

Unionized employees should also refer to their collective agreement – where there is a conflict between a policy and a collective agreement, the collective agreement will take precedence.

Government Policies/Programs	
Policy/Program Name	Website Address
Harassment-Free Workplace Policy	<a href="#">Harassment-Free Workplace Policy - Treasury Board Secretariat</a>
Violence Prevention	<a href="#">Violence Prevention Initiative - Government of Newfoundland and Labrador</a>
Family Violence Leave Policy	<a href="#">Family Violence Leave Policy - Treasury Board Secretariat</a>
Access to Information and Protection of Privacy	<a href="#">Access to Information and Protection of Privacy Office - Government of Newfoundland and Labrador</a>
Personal Files Policy	<a href="#">Personal Files Policy - Treasury Board Secretariat</a>
Labrador Benefits Policy	<a href="#">Labrador Benefits Policy - Treasury Board Secretariat</a>
Job-Protected Unpaid Leave Policy	<a href="#">Job-Protected Unpaid Leave Policy - Treasury Board Secretariat</a>
Special Leave without Pay Policy	<a href="#">Special Leave Without Pay Policy - Treasury Board Secretariat</a>
Deferred Salary Leave Policy	<a href="#">Deferred Salary Leave Policy - Treasury Board Secretariat</a>

Government Policies/Programs	
Policy/Program Name	Website Address
Leave to Vote Policy	<a href="#">Leave to Vote Policy - Treasury Board Secretariat</a>
Political Activity Policy	<a href="#">Political Activity Policy - Treasury Board Secretariat</a>
Social Media Policy and Guidelines	<a href="#">Official Government of Newfoundland and Labrador Social Media Accounts - Government of Newfoundland and Labrador</a>
Personal Loss Policy	<a href="#">Personal Loss Policy - Treasury Board Secretariat</a>
Employee Liability Policy	<a href="#">Employee Liability Policy - Treasury Board Secretariat</a>
Travel Advances Policy	<a href="#">Travel Advances Policy - Treasury Board Secretariat</a>
Payroll and Benefits Forms and Applications	<a href="#">Forms and Applications - Treasury Board Secretariat</a>
Office of the Chief Information Officer (OCIO) Legislation, Policies, Directives, Standards, and Guidelines	<a href="#">IM Policy Framework - Office of the Chief Information Officer</a>
<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Policies surrounding the use of the various leave types (e.g. paid, parental leave, special leave without pay, etc.) can be found in the policy list on the government website. For unionized employees, refer to their collective agreement.</li> </ul>	