

New Employee Orientation and Onboarding Checklist

Whether your practice hires infrequently or on a regular basis, a well-organized and consistent orientation to welcome a new employee is essential in improving the chances of retaining a good employee and to drive employee engagement beyond day one. Having a plan prepared ahead of time will show your new employee they are not an afterthought but important members of the team. New employees who experience a disorganized first day will question their decision to join your team.

Part of a thorough onboarding process assumes the basic groundwork of a formal offer-of-employment letter, background and reference check, license verification, etc., was satisfactorily completed. Your offer letter of employment has been accepted and signed and the start day is set. Now, it is time to start planning the optimal employee orientation! Before the employee's first day, gather the information below and be ready to make your best "first" impression.

Prepare in advance to set your employee up for success:

- **Prepare the employee's workspace.** Clean and organize the space, including shared workspaces. Designate a space where training will occur. Provide the tools needed so the employee doesn't spend valuable time gathering resources.
- **Determine how much training is needed.** Allow time in the schedule for all involved with the training. Determine what type of training will be included and gather materials needed for each type of training. Consider HIPAA training prior to exposure to patient records and data, patient procedure and office routines or special equipment training. See [Required Employee Training](https://www.cda.org/practicesupport) resource on [cda.org/practicesupport](https://www.cda.org/practicesupport).
- **Set a realistic timeline.** Most employers are anxious to have new employees contributing to the everyday productivity of the office; however, it's essential not to skip the HR and training steps.
- **Designate an "office buddy" in advance.** Choosing a positive, approachable team member will help the employee acclimate to the culture and the surroundings of the office.
- **Schedule the new employee to start on a date that is convenient for your schedule and team.** Avoid beginning on a day where the schedule won't allow a smooth transition or when team members won't be available or are too busy to train.
- **Make introductions and welcome the employee!** Allow time during the morning huddle or make dedicated time in the schedule. Clarify the new employee's role within the team, how they will fit into the practice and, if needed, to whom the employee should report.
- **Set aside time to complete required forms.** Your new employee's first day should include adequately dedicated quiet time to complete all necessary required and practice-specific forms and acknowledgements. CDA Practice Support recommends as a best practice that you allow the employee time to read the employee manual during normal office hours. In doing so, you can acknowledge that the employee was paid to review the manual and had the ability to ask questions, therefore the employee cannot claim ignorance of practice policies.
- **Make lunch plans.** This doesn't have to be formal. Include the new employee in the group around the lunch table or in an off-site run. Make sure the employee feels included.

New Employee Checklist

List of required forms, acknowledgements and brochures:

Complete federal and state required forms by the employee's third day of employment. CDA Practice Support has compiled a list of required and recommended forms and brochures. If available, links to the forms are included.

- **I-9** (with appropriate documentation) ([form](#))
- **W-4** (federal withholding) ([form](#))
- **DE 4** (California state withholding) ([form](#))
- **Notice to Employee** ([form](#)). The Wage Theft Protection Act requires that all employers provide each employee at the time of hire with a written notice containing specified information, to include rate of pay, worker's compensation information and designated payday.
- **New Employee Report (DE 34)** ([form](#)) The federal law requires all employers to report all newly hired, or rehired, employees to the Employment Development Department (EDD) within 20 days of their first day of work. This information is used by government agencies to assist in locating parents who are delinquent in their child support obligations.
- **New Health Insurance Marketplace** notification requires an employer to provide a notice to employees about the health insurance marketplace/exchanges of California. Select the appropriate form that applies to your practice.
 - Notice for **employers who offer** employer-sponsored health plans to some or all employees: dol.gov/ebsa/pdf/FLSAwithplans.pdf
 - Notice for **employers who do not offer** employees health coverage: dol.gov/ebsa/pdf/FLSAwithoutplans.pdf
- **Disability Insurance Provisions DE 2515 pamphlet** ([brochure](#))
- **Paid Family Leave Brochure DE 2511 pamphlet** ([brochure](#))
- **DFEH Sexual Harassment pamphlet** or similar ([The Facts about Sexual Harassment](#))
- Copy of written practice **Harassment, Discrimination and Retaliation Policy** (obtain acknowledgement of receipt).
- Provide a **workers' compensation brochure** explaining their rights and responsibilities. Brochures can be obtained through the workers' compensation carrier and should include:
 - **Personal Physician Designation Form**
 - **Personal Chiropractor or Acupuncturist Designation Form**
- **Labor Commissioner's Office Victims of Domestic Violence, Sexual Assault and Stalking Notice** (for employers with 25+ employees, beginning July 1, 2017) Employers must provide this information to new employees upon hiring and to other workers who ask for it.
- **General Notice of COBRA Continuation Coverage Rights - California Employees.** Required if offering a health care plan.

Required if the new employee is a minor:

- **Permit To Employ and Work - Form B1-4** ([form](#)). Almost all minors under the age of 18 are subject to California's child labor protections.
- The [labor commissioner's child labor law booklet](#) contains comprehensive information about child labor laws, school attendance, wage, hour and age requirements, restrictions, employer requirements and work permits.

Required for an unlicensed dental assistant:

- **Basic life support certification** (renewal every two years).
- Proof of course completion in the **California Dental Practice Act (CDPA)** and **Infection Control for Dental Assistants (8-hour)** within 12 months of employment. For dental assisting educational requirements, see [Dental Assisting Categories](#) on cda.org/practicesupport.

List of recommended forms and acknowledgements:

- Have an employee manual ready to review by the employee. Prepare the acknowledgement in advance so the signed copy can be placed in the employee personnel file.
- [Hepatitis B Vaccination Declination Form](#) A statement of declination of hepatitis B vaccination must be signed by an employee who chooses *not to accept* the vaccine. The statement should state the vaccination is provided free of charge to the employee. The statement is not a waiver; employees can request and receive the hepatitis B vaccination at a later date if they remain occupationally at risk for hepatitis B.
- An **Employee Information Sheet** can be a useful way to gather information about emergency contacts and have it readily available if needed. (if applicable)
- **Direct Deposit Authorization Form** (if applicable)
- **At-Will Agreement** is already included in the CDA Practice Support employee manual template, so an additional form will not be required if using the CDA template. If your handbook acknowledgement doesn't include this statement, it may be prudent to have an employee sign one.
- Under California law, each person licensed by the Dental Board of California is a "mandated reporter." All mandated reporters must sign a statement acknowledging this responsibility. An acknowledgement is included in the [California State Mandated Reporting](#) resource on cda.org/practicesupport.
- Review patient confidentiality policies, as well as HIPAA privacy policy, and obtain acknowledgements, if applicable.
- Discuss medical and dental benefits information (if provided). Obtain signed acknowledgement.

New Employee Checklist

Employee's Name _____

Date: _____

Forms needed to be completed:

- I-9 (with appropriate documentation) Date: _____
- W-4 (federal withholding) Date: _____
- DE 4 (state withholding) Date: _____
- Wage Theft Protection Act Date: _____
- Employee Information Sheet Date: _____
- Direct Deposit Authorization Form Date: _____
- New Employee Report (DE 34) Date: _____
- New Health Insurance Marketplace Coverage form Date: _____
- Hepatitis B Vaccination Declination Form (if applicable) Date: _____

Acknowledgement of receipts (some could be included in employee manual):

- Employee manual acknowledgment of receipt Date: _____
- Acknowledgement of at-will employment Date: _____
- Worker's compensation brochure provided Date: _____
- Disability insurance pamphlet (DE 2515) provided Date: _____
- Paid family leave pamphlet (DE 2511) provided Date: _____
- Harassment and discrimination policy confirmation of receipt Date: _____
- Facts about sexual harassment (DFEH-185-ENG) provided Date: _____
- Medical and dental benefit acknowledgements Date: _____
- Victims of domestic violence notice provided Date: _____

Policy Review: (many of these may be included in the practice employee manual):

- Introductory period policy Date: _____
- Discrimination and harassment policy Date: _____
- Attendance and absence notice policy Date: _____
- Personal appearance policy Date: _____
- Professional and personal conduct/HIPAA privacy Date: _____
- Infection control and safety Date: _____
- Uniform laundering policy Date: _____
- Meal and break periods policy Date: _____
- Electronic and social media policy Date: _____
- Paid sick leave, holiday and vacation policies Date: _____
- Timekeeping/time-off request protocol Date: _____
- Employee classification and overtime policy Date: _____
- Performance evaluation policy Date: _____
- Performance electronic device policy, telephone and email policy Date: _____
- _____ Date: _____
- _____ Date: _____
- _____ Date: _____
- _____ Date: _____

Office orientation:

- Discuss work schedule.
- Office tour citing the following locations, if applicable:
 - o Eyewash station (show proper use procedures)
 - o Locations of fire extinguishers, emergency exits and meeting spot in the event of an emergency evacuation
 - o Where the employee may obtain a copy of the Bloodborne Pathogen Standard
 - o Location of personal protective equipment and instructions for proper use
 - o Location of first aid kit and patient emergency medical kit
 - o Areas where hazardous materials are used/kept (explain signs, labels and/or color coding)
 - o Location of CDA Required Poster Set
- Order name badge, if applicable.
- Provide office key. Explain security policies. Review the alarm system and provide instructions for opening and closing the office.
- Review parking area and any restrictions, if appropriate.
- Review storage and security of personal items.

Other items:

- Obtain copy of professional license and or certificates. Display copy of license in a conspicuous location.
Set up an annual review reminder.
- Review job description and specific duties.
- Schedule introductory period 90-day review and discuss ongoing process.
- Coordinate any training:
 - o Office computer systems
 - o Clinical software systems
 - o Infection control training
 - o Safety training
 - Injury and illness prevention plan
 - Exposure control plan
 - Hazard communication plan
 - Ergonomics plan
 - Fire, emergency and general office safety plans
 - o Bloodborne pathogen training for clinical staff
- Order any necessary supplies.
- Discuss standards of patient care.
- Create two separate personnel files: general employee records and confidential employee records.