






## New Caregiver Onboarding Guide

### Congratulations on your offer!

This guide will help you navigate through the steps you will take to assure you have a great first day as a New Caregiver. Our primary method of communication throughout this process up until your first day will be via email. Feel free to add your own notes as you go on this journey with us.

### BEFORE YOUR FIRST DAY

Required Activities	
<b>Step 1: Review Documents</b> – Review your guide, FAQs, and contacts listed in this document.	Preboarding Specialist
<b>Step 2: Background Check</b> – Log into HireRight’s secure website to authorize and initiate your background check. This email will come directly from HireRight. <b>Please complete the request within 24 hours of receiving the email invite.</b>	 Preboarding Specialist
<b>Step 3: Complete Drug Screen</b> – Log into HireRight’s secure website to find a drug screen lab near you. <b>You are required to complete your drug screen within 48 hours.</b>	 Preboarding Specialist
<b>Step 4: New Hire Portal Forms</b> – Log into your New Hire Portal and complete all assigned tasks including your I-9 Verification (Section 1 and designating an agent for the completion of section 2). This email will come from <a href="mailto:HRSCpreboarding@providence.org">HRSCpreboarding@providence.org</a> . <b>Please complete your portal forms within 48 hours of receiving the email.</b>	Preboarding Specialist
<b>Step 5: Licensure and Certification</b> – If your position requires licensure and certification, log into Evercheck’s website to provide your information and upload copies, as requested. This email will come from <a href="mailto:accounts@evercheck.com">accounts@evercheck.com</a> .	 Preboarding Specialist
<b>Step 6: Caregiver Health Appointment</b> – Once background and drug screens have been completed and cleared, you will be contacted to schedule this required, in-person appointment. This appointment will occur prior to your start date and you’ll need to bring immunization	Caregiver Health Scheduler  Preboarding Specialist

records with you. Please start gathering your records in preparation of this appointment.

## YOUR FIRST DAY

We're excited to have you join us. You are part of a rich heritage and a very exciting future at Swedish!

Required Activities	Help
<p><b>Attend Virtual New Caregiver Orientation (VNCO)</b> - The first day of orientation is designed to connect you with our mission and values and the important role you have in aligning to our vision of "Health for a Better World". Please make sure you review the information provided in your "clear to start" email from Preboarding for details on how to access VNCO.</p> <p>You will also receive an invitation to a virtual welcome presentation for your first day as well as an invite to a union presentation if your position is SEIU represented.</p> <p>If you do not have any additional Orientation classes contact your manager for your Department Orientation schedule.</p>	<p>Your Preboarding Specialist will provide you with VNCO details.</p> <p>Virtual Orientation Facilitator and/or Virtual Orientation Buddy</p>
<p><b>Employee Badge</b> - If reporting in person, you will receive an email from the Swedish security team with instructions on how to obtain your badge.</p>	Swedish Security Office
<p><b>I-9 Paperwork</b> - The agent you designated is responsible for the section 2 completion. Please note that section 2 must be completed in person using original documents that you provide your agent (<b>1 item from List A OR 1 item from List B AND 1 item from list C</b>). By law, you are required to complete the I-9 within 3 days of your start date.</p>	<p>Note: <a href="#">Click Here</a> for a list of acceptable documents.</p>

## YOUR "CARE TEAM"

You will be interacting with a team of Providence St. Joseph Health caregivers as you join our organization. They are here to help you through the process and get you settled in.

Role	Responsibility
Recruiter	Your recruiter will guide you through the hiring process up to your offer acceptance. Your Recruiter will continue serve as one of your many advocates throughout your onboarding experience and will help escalate your needs should you have concerns.
Preboarding Specialist	Your Preboarding Specialist is part of the Preboarding Team and will guide you through the required documentation and checks before you start your first day.

Virtual Orientation Buddy	Your Virtual Orientation Buddy will be available on your first day on Microsoft Teams to provide assistance. Virtual Orientation Buddies information is provided on the virtual orientation platform Rise.
Orientation Facilitator	Your orientation facilitator will host your first day at Swedish.
Caregiver Health	Schedules and conducts required pre-employment health screens. They will be there to assist you, when needed, throughout your career.
Hiring Manager	Your hiring manager is who you will report to when you start your new role. They will be able to provide specific questions about your role and expectations.
Clinical Education	For SMC Clinical Caregivers who will support or provide direct patient care you may also be assigned Nursing and Clinical Orientation. This standalone portion of your New Caregiver Experience will be from days 2-4 of your orientation week. Clinical Education will provide you with a detailed schedule and will facilitate these days.

## RESOURCES AND CONTACTS

Below is a highlight of resources available to you.

Resource	Contact Information
Preboarding Specialist – Preboarding Team	Email Box: <a href="mailto:HRSCPREBOARDING@providence.org">HRSCPREBOARDING@providence.org</a>
 HireRight.	Toll Free Line: 1 (866) 521-6995, option 2 <a href="http://www.hireright.com">www.hireright.com</a>
 evercheck	Toll Free Line: (888) 404-7966 M-F: 8:00 AM – 8:00 PM ET Email Box: <a href="mailto:info@evercheck.com">info@evercheck.com</a>
HR Service Center	Can assist you with HR questions beginning your first day. Toll Free Line: (888) 687-3753
Benefits	HR Portal: <a href="http://www.HRforCaregivers.org">www.HRforCaregivers.org</a> – Use Guest Sign-In until you receive your system access credentials
Clinical Education	<a href="mailto:Clinicaleducation@swedish.org">Clinicaleducation@swedish.org</a>
Healthstream	<a href="mailto:Healthstream-Swedish@swedish.org">Healthstream-Swedish@swedish.org</a>
EPIC:	<a href="mailto:EpicClassesAndInfo@providence.org">EpicClassesAndInfo@providence.org</a>
Information System Help Desk (IT)	Can only assist starting your first day. Toll Free Line: 844.922.7548

## FREQUENTY ASKED QUESTIONS

Question	Answer
What is included in your <b>background check</b> with our HireRight vendor?	If required, you will receive an email from HireRight to consent to checking your criminal background, employment and, if applicable, education. A few important pointers for success: <ul style="list-style-type: none"> <li>• Use your full legal name.</li> <li>• Education Verification should only be the education that is applicable/required for your position and only the highest level of that applicable education is needed.</li> <li>• A full 5 year employment history, including accounting for gaps in employment.</li> <li>• Volunteer and non-paid internship positions should not be included in your 5 year work history.</li> </ul>
My I-9 task shows as incomplete. What should I do?	This task will also be in your portal. Please read this information and fill out section 1 to start. It will show as "in progress" until then. The agent you designate is responsible for completing section 2. Section 2 of the I-9 must be completed within 3 days of your start date.
My license isn't active yet. What should I do?	Please log in to Evercheck to submit credentials required for your position that are active/valid. For licenses in Washington State, you can submit the pending license number and Evercheck will monitor the status nightly. For all other states, please notify your Preboarding Specialist of the license's status and log in to Evercheck to submit the license number immediately upon activation.
What documentation can I provide for my I-9 Section 2?	You can provide 1 item from List A OR 1 item from List B and 1 item from list C. <a href="#">Click Here</a> for a list of acceptable documents.
I can't get into my <b>portal</b> even though I used the same password when I applied for this job. How do I access my portal?	Please clear your browser history and retry your login. If an error still occurs call your Preboarding Specialist to reset your password for you.
When will I get clearance to begin working and my <b>Orientation</b> information?	This happens once you have completed all steps listed in "before your first day" section above. There are times in which we will provisionally clear you for orientation and at that time you will receive orientation information.
What <b>immunizations</b> will I need?	All clinical caregivers will need measles, mumps, and rubella, chicken pox (varicella), hepatitis B and pertussis vaccination records or else be titered. All Caregivers in Alaska (regardless of role) will also need a Hepatitis B vaccination record. Appropriate caregivers may also need to have TB testing.
I have submitted my background check and completed my drug screen, am I clear?	Not necessarily. Please refer to the guide above for additional activities like your Caregiver Health appointment. Some positions require additional checks like license and certifications, portal form

	signatures, etc. Please touch base with your Preboarding Specialist if you have additional questions.
When will I get access to <b>my work systems</b> ?	You will receive access on your start date. Instructions on how to claim your account (gaining access) is provided in your clear to start email in the welcome letter.
Who is my HR point of contact once I start?	For most HR needs your HR Service Center is available to answer your questions. Please see contact information below.
Why do I have to click on the print version after I sign a document in my portal?	The print version gives you the opportunity to obtain a copy for your records should you want to save or print for your files. This process also allows for the system to send the documentation for safe keeping in your electronic employee file.
When I can start my Department Orientation?	All required Day 1 Orientation tasks and activities must be completed within their specified timeframe. For caregivers attending Nursing and Clinical Orientation, Clinical Education will inform you of your requirements to complete before starting on your unit