

# **Grand Forks Public Health Workforce Development Plan**



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**Grand Forks Public Health**

Adopted on 09/30/2016  
Last Revision  
Adopted on 12/09/2019

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## Purpose and Introduction

### Introduction

Training and development of the workforce is one part of a comprehensive strategy toward agency quality improvement. Fundamental to this work is identifying gaps in knowledge, skills, and abilities through the assessment of both organizational and individual needs, and addressing those gaps through targeted training and development opportunities.

This document provides a comprehensive workforce development plan for Grand Forks Public Health (GFPH). It also serves to address the documentation requirement for Accreditation Standard 8.2: *Ensure a competent workforce through the assessment of staff competencies, the provision of individual training and professional development, and the provision of a supportive work environment.*

For questions about this plan, please contact:

Debbie Swanson, MS, RN  
Director  
Grand Forks Public Health  
151 South 4th Street, Suite N301  
Grand Forks, ND 58201  
(701) 787-8100  
dswanson@grandforksgov.com

## Agency Profile

### Mission:

The Grand Forks Public Health Department is committed to:

- promoting healthy environments and lifestyles
- preventing disease
- building community resilience through preparedness
- assuring access to health services

**Vision:** Healthy people, healthy environment, healthy community.

### Values:

- Integrity
- Collaboration
- Client Focused
- Social Justice
- Advocacy
- Science – Based
- Respectful

### Location and Population Served

151 South 4<sup>th</sup> Street, Suite N301

Grand Forks, North Dakota 58201

Grand Forks County

<http://grandforksgov.com/publichealth>

- 70,770 population of Grand Forks County
- 6.9% under 5 years
- 21.1% under 18 years
- 12.7% persons 65 years and older
- 48.4% female
- 86.5% White
- 4.8% Black
- 2.8% American Indian or Alaskan Native
- 3.1% Asian
- 2.8% persons reporting two or more races
- 4.4% Persons of Hispanic or Latino Origin
- 83.0% White persons, not Hispanic
- 14.8% persons in poverty

United States Census Bureau. Retrieved December 6, 2019 from

<https://www.census.gov/quickfacts/fact/table/grandforkscountynorthdakota/PST045218>

### Governance

The Board of Health shall consist of five (5) members: One (1) member of the Grand Forks City Council; one (1) member of the Grand Forks County Board of Commissioners; two (2) members of the public; and the Public Health Officer. Each member shall be appointed by the Mayor and confirmed by the Grand Forks City Council. The Board shall have and exercise the power conferred upon it by law.

### **Organizational Structure**

The organizational structure lists the director, administrative program staff, environmental program staff, mosquito control program staff, nursing and nutrition program staff, opioid response coordinator and detox center staff. (Appendix I)

### **Learning Culture**

- The department provides opportunities for continuing education.
- The department provides sufficient resources for all staff to obtain the necessary CEU's for licensure.
- The City of Grand Forks has a tuition reimbursement program.
- [Guiding principles and core values of the GFPHD](#)

### **Funding**

GFPH is funded through grants, the city's general fund, fees, federal and state aid, and donations. GFPH collects fees for services and bills insurance companies when appropriate.

### **Workforce Policies**

Department policies are located in the policy book in conference room two at GFPH. The policy book is updated annually. Each division has its own policy book.

## Workforce Profile

### Introduction

This section provides a description of Grand Forks Public Health’s current and anticipated future workforce needs.

### Current Workforce Demographics

The table below summarizes the demographics of the agency’s current workforce as of 2019.

Category		# or %
Total # of Classified Employees:		31
Total # of Contract Employees:		19
# of FTE:		40.15
% Paid by Grants:		62%
Gender:		Female: 38 Male: 12
Ethnicity:		Hispanic: 1 Non-Hispanic: 49
Race:		American Indian/Alaska Native: 2 Asian: 1 African American: 0 Hawaiian: 0 Caucasian: 44 More than One Race: 2 Other: 0
Age:		< 20: 0 20 – 29: 10 30 – 39: 15 40 – 49: 12 50 – 59: 5 >60: 8
Primary Professional Disciplines/Credentials:		Leadership (MSN): 1 Administration (AAS in Admin Assistant, BA in Office Admin, BS in Business Admin): 4 Nurse (BS in Nursing): 11 Environmental (BS in Environmental Studies): 3 (BS in Environmental Management): 2 Public Health (MPH): 4 Dietitian/Nutrition (BS in Dietetics, BS in Dietetics & Nutrition, BS in Community Nutrition): 3 Emergency Preparedness (MA in Emergency Management):  Other (BS in Biology, BS in Kinesiology, MA in Early Childhood Ed, ACE Certified Trainer, BA in Health and Society, BA in Science, other training): 10 Multiple degrees: 8
Retention Rate per 5 or 10 Years; by discipline if applicable		#
Employees < 5 Years from Retirement:		Management: 2 Non-Management: 4

## Future Workforce

We provide undergraduate and graduate experiences for the University of North Dakota students in a variety of programs. Our staff serves as guest lecturers, panel members, and provides orientation to public health for nursing students every semester. The department plans to continue to hire more people, as needed, and as funding opportunities allow.

The University of North Dakota has a Master of Public Health program at the School of Medicine and Health Sciences. This may provide opportunity for staff to continue their education and credentials.

It may be challenging to fill positions that become vacant due to limited funds and lower salary ranges than the private sector.

## Competencies and Education Requirements

### Core Competencies for Agency

The [Council on Linkages Core Competencies for Public Health Professionals](#) is used by the agency to guide professional development as these are considered to be the national standard guiding the development of the current and future public health workforce.

Additional resources may be found at the following links:

- [Competency Assessments for Public Health Professionals](#)
- [Train](#)

### Other Competencies

The GFPH will work toward integrating the core competencies into the practice of the department. The director and supervisors will lead the staff members in doing so.

### CE Required by Discipline

Discipline	ND CE Requirements
Commercial Pesticide Applicators (Mosquito Control & Environmental Health)	Renew every 3 years – test or in-person training session
Licensed Registered Dietitian (LRD)	75 continuing professional education units every 5 years by the Commission on Dietetic Registration (CDR)
Registered Sanitarian	24 contact hours every 2 years
Environmental Health Practitioner	15 contact hours every 2 years
Registered Nurse	12 contact hours every 2 years

# Training Needs

## Introduction

This section describes both identified and mandatory training needs within the agency.

## Training Needs and Assessment Results

In September 2019, public health staff members were assessed on the Core Competencies for Public Health Professionals. Additionally, staff provided feedback on training areas necessary for their positions. This information will be used to guide in-house trainings through North Dakota TRAIN. (Appendix II)

## Agency Specific Needs

GFPH has a Strategic Plan. The Strategic Plan Implementation has identified goals specific to workforce. See the Strategic Plan, “Strategic Area 4, Workforce”, for more information.

## Mandatory Training

The table below lists training required by the agency and/or by state or federal mandate:

Training	Who	Frequency
Civil Rights & Discrimination	All staff	Time of hire
Defensive Driving	All staff	Every 2 years
General Orientation	All staff	Time of hire
HIPAA Compliance	All staff	Annually
Core Competencies	All staff	Annually
Policies & Procedures Updates	All staff	Time of hire and with updates
Safety Training/Topic	All staff	Monthly
Federal Emergency Management Agency, Independent Study Program (FEMA) (ISP) <a href="#">IS-100.c</a> , <a href="#">IS-200.c</a> , <a href="#">IS-700.b</a> , <a href="#">IS-800.c</a>	All Staff	Time of hire

## Other Information

The agency utilizes many discipline specific training opportunities to meet training needs including, but not limited to:

- American Public Health Association Annual Meeting and Scientific Sessions
- Association of Public Health Nurses
- Dakota Conference on Rural and Public Health
- Emergency Preparedness Conference
- National Association of County and City Health Officials
- National Association of Local Boards of Health
- North Dakota Immunization Conference
- North Dakota Environmental Health Conference
- North Dakota Nutrition Council Annual Conference
- North Dakota Public Health Nursing Conference

Grand Forks Public Health also utilizes free trainings, webinars, and online training opportunities from the following organizations:

- American Public Health Association
- Champ Software (Electronic Health Record Vendor)
- Center for Disease Control and Prevention (CDC)
- FEMA
- National Council for Behavioral Health
- Network for Public Health Law
- North Dakota Association of Counties
- North Dakota Department of Health
- North Dakota League of Cities
- Public Health Institute
- University of North Dakota Project Extension for Community Healthcare Outcomes (ECHO)
- Region VIII Addiction Technology Transfer Center
- Region VIII Mental Health Technology Transfer Center

New Employees are mentored by current staff during their orientation period. The City of Grand Forks Human Resources Department's orientation checklist is referenced in Appendix III. GFPH orientation checklist is referenced in Appendix IV.

## Goals, Objectives & Implementation Plan

### Introduction

This section provides information regarding training goals and objectives of GFPH, as well as resources, roles, and responsibilities related to the implementation of the plan.

### Roles and Responsibilities

The table below lists individuals responsible for the implementation of this plan as well as the associated roles and responsibilities.

Who	Roles & Responsibilities
Mayor and City Council of Grand Forks	The Mayor and City Council are responsible for providing the resources and support needed to implement the Workforce Development Plan.
Board of Health	The Board of Health is responsible for ensuring resource availability to implement the workforce development plan. The Board of Health is advisory and appointed by the Mayor and confirmed by the Grand Forks City Council.
Director	The Director is responsible to the Mayor of Grand Forks for all employees within the Health Department. The Director supports and mentors supervisors and other employees to assure that appropriate training resources and support structures are available within the programs. The Director works to identify potential in employees as part of agency succession plan.
Managers	Managers are responsible to the Director and employees to ensure that individual and agency-based training initiatives are initiated. They work with their employees to develop individualized learning plans and support the implementation of the plan. They also help to identify employees as part of the agency succession plan.
Team Leaders	Team Leaders are responsible to the Nursing and Nutrition Manager. They work with the employees to develop individualized learning plans and support the implementation of the plan.
All Employees	The employees are responsible for their own learning and development. They work with their supervisors to identify and engage in training and development opportunities. Opportunities are identified to work toward meeting their own and agency-based needs.

### Communication of Plan

This plan is shared with agency personnel on an annual basis during staff meetings. It is also shared with the Board of Health during a scheduled meeting once a year. All updates are shared in the same manner. In addition, the plan is available on the agency's shared drive.

## Grand Forks Public Health Training Goals and Objectives 2016-2021

Goal	Objectives	Resources	Responsible Party
Establish a culture of quality within the agency	<ul style="list-style-type: none"> <li>• By 2017 the leadership team will participate in quality improvement training.</li> <li>• By November 1, 2017 an internal Quality Improvement Committee will be established.</li> <li>• By April 1, 2018 the Quality Improvement Committee will complete quality improvement online modules.</li> </ul>	<p>Quality Improvement Project Facilitation Training, Kate Goldade</p> <p>OSU-CPHP CQI For Public Health : The Fundamentals  <a href="https://cph.osu.edu/practice/cqi-public-health-fundamentals">https://cph.osu.edu/practice/cqi-public-health-fundamentals</a></p>	<p>Leadership Team</p> <p>Quality Improvement Committee</p>
Establish individualized professional development plans for all employees	<ul style="list-style-type: none"> <li>• Annually, as part of performance review process, all employees will create an individualized professional development plan.</li> </ul>	Performance evaluations	All staff
Enhance continuity of operation	<ul style="list-style-type: none"> <li>• Cross train staff</li> <li>• Continue to offer staff opportunities for CEU's</li> </ul>	Conferences, trainings, webinars	All staff
Update of the Workforce Development Plan	<ul style="list-style-type: none"> <li>▪ Review and revise training plan to include assessment, resources, tracking, and evaluation of training, at least annually</li> <li>▪ Share plan with Board of Health and staff</li> </ul>	Meetings, Accreditation website	All staff
Implement the Workforce Development Plan	<ul style="list-style-type: none"> <li>• Each staff member will review the plan, annually</li> <li>• The director, managers, and team leads will ensure the employees work toward implementation</li> </ul>	Staff meetings, Accreditation website, Individual meetings	All staff

## Grand Forks Public Health Curricula and Training Schedule 2016-2021

Topic	Description	Target Audience	Schedule	Resources
New Hire Orientation	Introduction to agency, goals, strategic priorities and directions, new hire paperwork, etc.	Mandatory for all Staff	As Hired	New employee orientation checklist
Employee Policy Manual	All employees must read the Employee Policy Manual and the Policy and Procedure manual relevant to their discipline. (Administrative, Environmental, Nursing & Nutrition or Withdrawal Management)	Mandatory for all staff	As Hired	Employee Policy Manual, Administration Policy & Procedures Manual, Environmental Health Policy Manual, Nursing & Nutrition Policy & Procedure Manuals, Withdrawal Management Manual
Inclusion and Equity	Define culture and cultural diversity as it relates to the provision of services to the populations. Provide employees with resources related to inclusion, diversity and equity as it relates to health.	Mandatory for all staff	As Hired	CLAS Standards On-line curriculum for CLAS Standards, Welcoming Grand Forks, TRAIN Network
CPR and AED Training	To learn the skills of CPR and how to use the AED for all ages.	Mandatory for nurses; Optional for all other staff	Every two years	American Heart Association
HIPAA Compliance	GFPH has adopted HIPAA Policies to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as well as other federal and state laws protecting the confidentiality of individually identifiable health information.	Mandatory for all staff	Initial/Annually	GFPH HIPAA Policies, Federal Rule (45 CFR Parts 160 and 164)
IS-100.c, Introduction to the Incident Command System (ICS)	Enable participants to demonstrate basic knowledge of the Incident Command System.	Mandatory for all staff	As Hired	FEMA Independent Study Course

## Grand Forks Public Health Curricula and Training Schedule 2016-2021

IS-200.c, ICS for Single Resources and Initial Action	Describe the ICS organization appropriate to the complexity of the incident or event. Use ICS to manage an incident or event.	Mandatory for all staff	As Hired	FEMA Independent Study Course
ICS-300 Intermediate ICS	ICS-300 provides training and resources for personnel who require advanced knowledge and application of the ICS. This course expands upon information covered in the ICS-100 and ICS-200 courses.	Mandatory for department operation center Incident Commanders and section chiefs.	As Hired	FEMA Emergency Management Institute
ICS-400 Advanced Incident Command System	This course provides training and resources for personnel who require advanced application of ICS. This course expands upon information covered in ICS-100 through ICS-300.	Mandatory for department operation center Incident Commanders and section chiefs.	As Hired	FEMA Emergency Management Institute
IS-700.b, National Incident Management System (NIMS), An Introduction	Describe the key concepts and principles underlying NIMS. Identify the benefits of using NIMS as a national response model.	Mandatory for all staff	As Hired	FEMA Independent Study Course
IS-800.c, National Response Framework, An Introduction	The course introduces participants to the concepts and principles of the National Response Framework.	Mandatory for department operation center Incident Commanders and section chiefs	As Hired	FEMA Independent Study Course

## Grand Forks Public Health Curricula and Training Schedule 2016-2021

Emergency Response Plans Awareness	Provide an overview of the Emergency Response Plans currently on file and active within the organization; detailing expectations of personnel and responsibilities associated with the specific tasks and missions assigned; explanations of specific threats or hazards and preparedness issues; personnel readiness; partners and stakeholders; support requirements.	Mandatory for all staff	Annually	Emergency Preparedness and Response Coordinators
Points of Dispensing (POD) Training	Provide guidance and instruction in individual roles and responsibilities of each position; equip participants with skills, knowledge, and resources to carry out the full spectrum of dispensing facility responsibilities.	Mandatory for all staff	Annually, Just in time	Local Course
Vaccine Management	To protect the vaccine inventory and to minimize potential loss of vaccine when a situation occurs that may compromise safe vaccine storage, such as equipment failure, power outage, natural disaster or transport.	Nursing staff as assigned	Annually	GFPH Nursing Policies, CDC Vaccine Storage and Handling Tool Kit
Emergency Medication Training	To outline nursing responsibilities and procedures for the management of clients or staff experiencing anaphylaxis, or suspected anaphylaxis shock.	Mandatory for all nurses	As hired, Annually	GFPH Nursing Policies
Program Reporting System (PRS)	An introduction to the North Dakota Department of Health grants management system including reporting and tracking grant activity.	Select staff responsible for managing grants	Once/ As needed	Training conducted in-house
Quality Improvement and Performance Management	Three modules, online introduction to CQI basics.	Quality Improvement Committee	On-boarding to committee	<a href="http://www.cphplearn.org">www.cphplearn.org</a>
Strategic Planning	Review strategic goals and objectives, develop new ones as needed, and conduct research to establish a sufficient background of understanding.	Strategic Plan Team	Annually	NACCHO

## Grand Forks Public Health Curricula and Training Schedule 2016-2021

Mandatory Disease Reporting	To understand the requirements of mandatory reporting of clients and circumstances they may be involved in and/or exposed to.	All Staff	Annually	North Dakota Department of Health
Defensive Driving	The City of Grand Forks Human Resources Department coordinates the teaching of the course.	All Staff	Every 2 years	National Safety Council
Safety Training	Each month the Safety Coordinator provides a safety training/topic reading at the staff meeting.	All Staff	Monthly	Provided by Safety Coordinator
Policies & Procedures Updates	Staff must remain up to date with changes to policies and procedures.	All Staff	Time of hire and annually	Policies & Procedures manual
Curriculum for retail food safety inspection officers	Initial training for environmental specialist performing food inspections.	Environmental Health Specialist performing food inspections	Upon assignment to food program	U.S Food and Drug Administration
Standardization of retail food safety inspection officers	Quality control training for environmental specialist performing food inspections for standard application and to meet code requirements.	Environmental Health Specialist performing food inspections	Every 3 years	North Dakota Department of Health
Certified Pool Operator Training	Provides inspectors with the basic knowledge, techniques, and skills of pool and spa operations.	Environmental Health Specialist performing pool inspections	Once, as needed	National Swimming Pool Foundation
Septic System Training	Introduction to Onsite Sewage Treatment Program.	Environmental Health Specialist	Upon hire	University of Minnesota

## Evaluation and Tracking

### Introduction

Evaluation of training will provide GFPH with useful feedback regarding its efforts, including content, delivery, vendor preferences, and training effectiveness. Accurate evaluation tracking is necessary, particularly for professional continuing education documentation and quality improvement purposes. This section describes how evaluation and tracking of training will be conducted.

### Evaluation

In efforts to evaluate in-house training, the GFPH will utilize the Kirkpatrick Model. Most training will be evaluated using a Level 1 evaluation form included from:

[http://www.phf.org/programs/preparednessresponse/evaluationrepository/Documents/Kirkpatrick\\_Level\\_1\\_Core\\_Evaluation\\_Items.pdf](http://www.phf.org/programs/preparednessresponse/evaluationrepository/Documents/Kirkpatrick_Level_1_Core_Evaluation_Items.pdf). The remaining trainings will be evaluated using Level 2 instruments such as test and quizzes and pre-post questionnaires. The level of evaluation will depend on the material covered in the training. Evaluations may be done via hard-copy or electronic survey. Results will be collated and shared with the appropriate personnel.

### Tracking

Each employee is required to track any training they attend and report annually to their supervisor during their employee performance review. Trainings and conferences are also tracked in meeting minutes. Employees should keep any continuing education certificates.

Agency-wide training will be tracked by appropriate staff within the department.

## Conclusion/Other Considerations

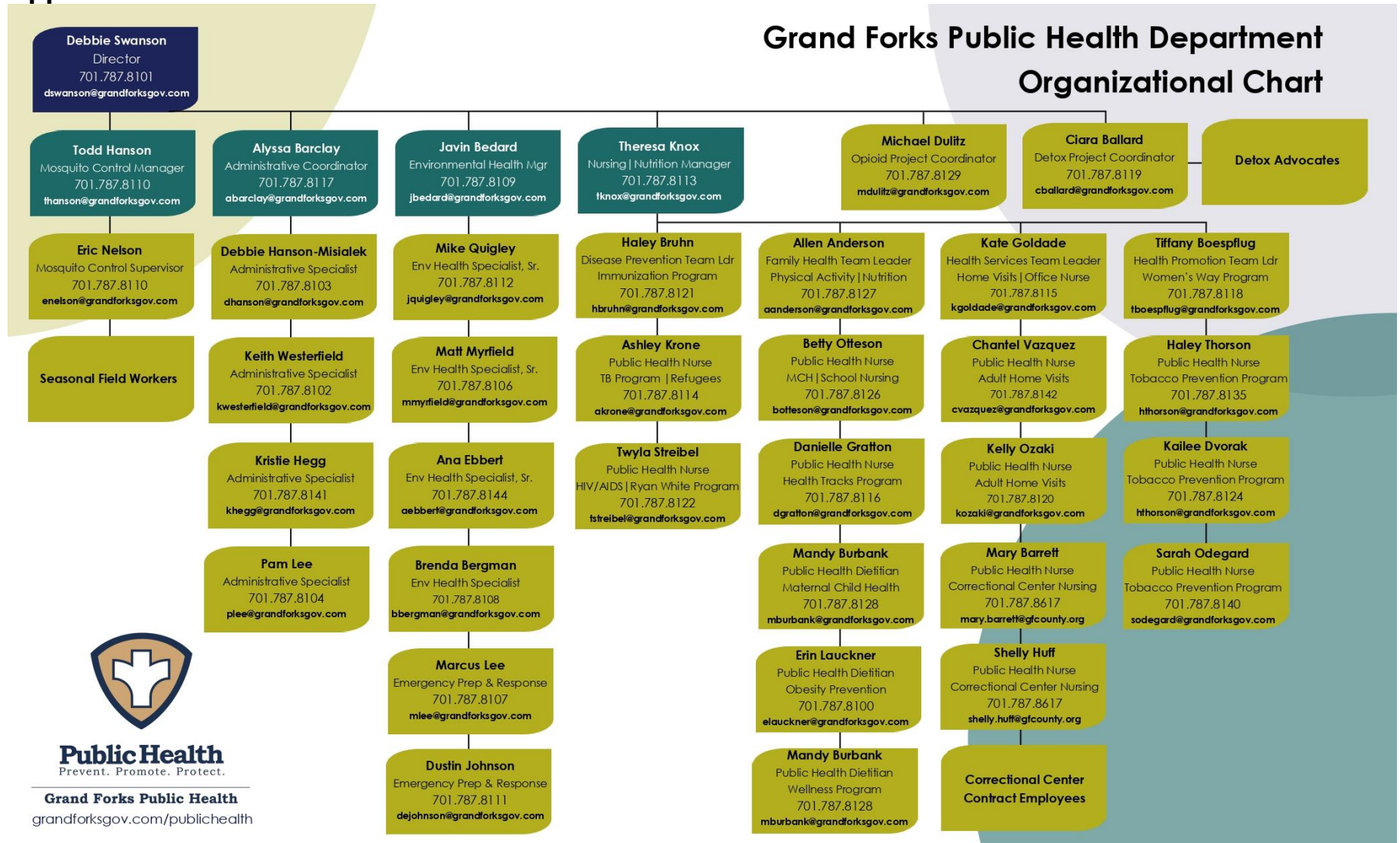
The Workforce Development Assessment completed in September 2019, resulted in identifying top training needs as well as desired training. An overview of the assessment results is available in Appendix II. The results will help GFPH Leadership and the Workforce Development Committee members to prioritize development of training internally or to identify existing external training resources for GFPH staff members.

Barriers that may inhibit achieving training goals include a limited funding and time. Funding is identified as a barrier as financial sources regularly dictate work priorities and where employees dedicate a majority of their time. GFPH leadership will continue to prioritize education and training for staff members and to seek out training that will be both effective and efficient to accomplish training goals. As a priority of the GFPH Strategic Plan, a new employee Orientation Checklist was finalized in December 2019 to streamline onboarding. GFPH plans to utilize TRAIN ND as a source of education training opportunities. Training efforts using this resource will launch in GFPH in January 2020.

GFPH acknowledges that technology is continuously changing and evolving. It is important for GFPH to offer frequent training so that employees can effectively do their job and serve community members to the best of their ability.

# Appendix I

## Grand Forks Public Health Department Organizational Chart



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## Appendix II

# Workforce Survey Results (n=30)

Category/Domain	Tier A	Tier B	Tiers C&D	Average
1. Analytical /Assessment Skills	3.50	2.90	2.95	3.12
2. Policy Development	2.81	3.10	3.47	3.13
3. Communication Skills	3.69	3.46	3.50	3.55
4. Cultural Competency Skills	3.08	3.18	3.29	3.19
5. Community Dimensions of Practice Skills	3.25	2.92	3.42	3.20
6. Public Health Science Skills	3.22	2.75	2.79	2.92
7. Financial Planning and Management Skills	3.25	3.03	3.24	3.17
8. Leadership and Systems Thinking Skills	3.13	3.05	3.24	3.14

**Tier A: Support Staff**

**Tier B: Public Health Professionals**

**Tiers C&D: Managers, Supervisors, Directors, and Senior Leaders**



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Responses are based on a 1-4 weighted scale

- 1 = None: I am unaware or have very little knowledge of the skill
- 2 = Aware; I have heard of, but have limited knowledge or ability to apply the skill
- 3 = Knowledgeable; I am comfortable with my knowledge or ability to apply the skill set
- 4 = Proficient; I am very comfortable, am and expert, or could teach this skill to others

# Self-Identified Training Needs

## Need for My Job

- \* Conflict management
- \* Leadership skills
- \* How to summarize information effectively; Mastering the art of the one-page summary
- \* Community mobilization & engagement
- \* Interpreting health data for program quality
- \* Using policy/systems/environmental approaches in public health
- \* Using evidence based program outcomes and measures
- \* Media relations/Public information
- \* Quality improvement
- \* Community assessment

## Would Like to Have

- \* Conflict management
- \* Using policy/systems/environmental approaches in public health
- \* Program budgeting
- \* Using evidence based program outcomes and measures
- \* Quality improvement
- \* Cultural responsiveness
- \* Leadership skills
- \* Interpreting health data for program quality
- \* Working with policy makers
- \* Client confidentiality and HIPAA



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## Appendix III

### CITY OF GRAND FORKS

#### EMPLOYEE HIRING CHECKLIST FOR CLASSIFIED/PROJECT GRANT EMPLOYEES

- Applicant accepts job offer
- Complete Action Sheet/Contract & Route for Signatures
- Obtain background request form from applicant
- Send in background request to Global Safety
- Enter applicant as "pending" in NWS
- Enter on emplist
- Put on HR white board
- Set up orientation date & time
- E-mail Dept. Head/Supervisor/Admin. Staff/IT with Employee's Name, Start Date & ID #
- Schedule drug test, if applicable
- Receive written acceptance letter

**ORIENTATION:**

**EMPLOYEE TO COMPLETE:**

- \_\_\_\_\_ Employee information sheet
- \_\_\_\_\_ W-4 form
- \_\_\_\_\_ Reciprocity Form NDW-R if applicable
- \_\_\_\_\_ I-9 form
- \_\_\_\_\_ Obtain 2 forms of ID (birth certificate/social sec. card or just a passport)
- \_\_\_\_\_ Make copy of driver's license
- \_\_\_\_\_ Employee Authorization for MVR Review
- \_\_\_\_\_ Direct deposit form
- \_\_\_\_\_ Pension – NDPERS forms
- \_\_\_\_\_ Health Insurance forms
- \_\_\_\_\_ Life Insurance forms
- \_\_\_\_\_ Dental Insurance forms
- \_\_\_\_\_ Vision Insurance forms
- \_\_\_\_\_ Post Employment Health Plan form (PEHP)
- \_\_\_\_\_ Designated Medical Provider form
- \_\_\_\_\_ City's Internet Policy form
- \_\_\_\_\_ Pay for Performance form

**ADDITIONAL INFORMATION TO BRIEF EMPLOYEE :**

- \_\_\_\_\_ Pay dates
- \_\_\_\_\_ Holiday's observed
- \_\_\_\_\_ HR Web Portal instructions
- \_\_\_\_\_ Benefit summary
- \_\_\_\_\_ Discovery Benefits/Flexible Benefits
- \_\_\_\_\_ Long term disability
- \_\_\_\_\_ Receipt of Health & Life Insurance Benefit & Eligibility Info
- \_\_\_\_\_ Wellness Program
- \_\_\_\_\_ Employee Assistance
- \_\_\_\_\_ Credit Union
- \_\_\_\_\_ United Way
- \_\_\_\_\_ Employee Reference Guide
- \_\_\_\_\_ Injury Report
- \_\_\_\_\_ Workers Compensation
- \_\_\_\_\_ Compensated Absences (vacation/sick leave/comp time)

**AFTER ORIENTATION:**

- \_\_\_\_\_ Send Employee to Public Info Center for ID card
- \_\_\_\_\_ E-Verify
- \_\_\_\_\_ Finish entering Data in NWS
- \_\_\_\_\_ Fax/E-mail Insurance Enrollment forms

## Appendix IV



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## Grand Forks Public Health Orientation Checklist for New Employees

Pre-Arrival (To be completed by supervisor)	Date Completed
Confirm work location and parking options	
Confirm start date, schedule, dress code and lunch information	
Provide contact information of direct supervisor/mentor	
Make arrangements to meet at Human Resources, if desired by new employee	
Other:	

First Day	Date Completed
Report to City Hall to complete Human Resources paperwork	
Meet designated sponsor at Grand Forks Public Health (GFPH) following HR	
Access to facility: fob, door code, back door and stairwell access (supervisor obtain fob from County Office Building Facilities staff)	
Confirm hours and days of work, lunch period and breaks	
Introduction to department staff as able	
Emergency contact information form for roster (Administrative staff)	
Code Red: <ul style="list-style-type: none"> <li>• City (Emergency Preparedness and Response (EPR) Program)</li> <li>• County (form accessible in G://phcommon)</li> </ul>	
Payroll information and access (eSuite and employee portal)	
GFPH Organizational Chart and program descriptions	
GFPH Public Health Department Policy Manual policies & culture (i.e. scent-free, Care Day Donations and Casual Friday)	
Review of safety procedures for severe weather, fire, emergency preparedness <ul style="list-style-type: none"> <li>• Evacuation meeting location at courthouse lawn or south-east corner of parking ramp during inclement weather</li> <li>• Active shooter procedures</li> <li>• No weapons allowed</li> <li>• Duress alarms – location in exam rooms and on Mitel phone system</li> </ul>	
Network information for access: <ul style="list-style-type: none"> <li>• Email (IT)</li> <li>• iPad (IT)</li> <li>• Wi-Fi password</li> <li>• Long-distance phone codes</li> <li>• “How To” folder in G://phcommon</li> </ul>	

Mitel phone system	
Other:	
<b>First Day - Tour of Facility</b>	<b>Date Completed</b>
Orientation to office space	
Location of workroom and familiarity with photocopier, fax, scanner, city hall box, incoming/outgoing and personal mailbox	
Location of supplies, equipment and ordering procedures	
Identification of other relevant work areas: exam rooms, etc.	
Lunchroom location and kitchen procedures	
Bathroom locations	
Where to keep personal items	
Location of first-aid supplies	
Information about resources within walking distance (meal locations, smoking off county properties, etc.)	
AED location: in department and each floor of County Office Building	
Simple In/Out	
Other:	

<b>First Week</b>	<b>Date Completed</b>
Contact Sherriff's Office; schedule to obtain county ID badge	
Review performance expectations and probationary period	
Stargate: <ul style="list-style-type: none"> <li>• Annual Pay for Performance system</li> <li>• "Shout-outs"</li> </ul>	
Spiceworks portal for IT requests	
Health Department policies and/or procedures manual	
Intranet – network resources	
Outlook 101: <ul style="list-style-type: none"> <li>• Email</li> <li>• Calendar</li> <li>• Resource reservation</li> <li>• Email signature/out-of-office notification</li> </ul>	
How to complete time entry to Lotus Notes or Executime	
Reporting absences and tardiness (per supervisor guidance)	
Comp time and overtime procedures and requests	
Vacation procedures and requests (per supervisor guidance)	
Holidays	
Work phone: assign and reimbursement, as applicable (supervisor contact IT)	
Ordering business cards and nametag (Administrative staff)	
Obtain invite to meetings expected to attend (division, team or group)	
Meetings: optional vs mandatory	
City Employee Development Training schedule	

Tour County Office Building	
North Dakota Department of Health Organizational Chart	
Other:	
<b>First Month – 90 days</b>	<b>Date Completed</b>
Develop action plan	
Wellness program - earned bonus hours (Wellness Coordinator)	
Include additional training, as required per position (EPR Coordinator) <ul style="list-style-type: none"> <li>• Point of Dispensing</li> <li>• National Incident Management System training</li> </ul>	
Health Department Annual Report	
Strategic Plan, CHIP, CHA, QI Plan, WFD - PHAB accreditation efforts	
Department Safety Representative <ul style="list-style-type: none"> <li>• 24 hour injury or incident reporting</li> <li>• Defensive Driving Course as soon as offered</li> <li>• Vehicle inspection reports</li> </ul>	
Potential for joining committee(s) and other department opportunities	
Employee Representative Committee	
Other:	

<b>Optional Ideas</b>	<b>Date Completed</b>
Schedule regular check-in with supervisor to: <ul style="list-style-type: none"> <li>• Verify above tasks complete</li> <li>• Identify training needs or review of information</li> </ul>	
City credit card process (Public Health Administrative Coordinator)	
Tax-exempt purchasing and location of tax-exempt certificate	
Travel policy and travel vouchers	
Other:	