

Onboarding

Traverse Independence is dedicated to the success of new employees and fosters a culture where our employees are properly integrated into our organization. We strive to ensure a smooth transition for new employees so they can become productive and happy members of our workforce.

The process of **onboarding** is not new to Traverse Independence. The term itself is new to us, and we have added some very exciting elements to it. Onboarding is



how we transition a new employee into their role within the work environment. Onboarding, as opposed to orientation, takes place over a longer period of time and focuses not only on the basic “how-to’s” of the job but also on the vision, mission,

values and the company culture of the organization. Onboarding has been proven to increase employee retention and productivity by relieving anxiety and by clearly communicating expectations and processes for meeting and exceeding those expectations.

How does onboarding work?

Human Resources will send an email to the new employee to prepare them for their first day – what time to come, what to bring, an overview of that first day’s events, etc.

Whenever possible a representative from senior management will meet the new hire. This reinforces a community feel within the organization and demonstrates to the new hire that they are valued in the organization.

The site manager will introduce the new employee to the site team leader and administrative assistant. The site manager will give the employee a site tour, ensure all the necessary paperwork is completed, show the employee where to find all relevant policies and procedures and which ones they need to review before starting their regular duties, and much more. Onboarding will continue for a full three months of coaching and training. At the end of the probationary period the site manager will conduct a formal review highlighting progress towards objectives, necessary adjustments and future goals.

The site manager will also introduce the new employee to their “**teammate**” to enhance their orientation. A teammate is not a substitute for the supervisor, but is someone who can answer the new employee’s questions about the work environment and the workplace



culture in a positive and encouraging way, and make them feel welcome in the team.

Each site manager or designate shall identify appropriate individuals within the site to assist in the orientation of new employees through a teammate system. Prior to placement in the teammate system, the manager or designate shall provide training for the teammate, including a clear outline of expectations for the new hire and teammate.

Teammates don’t need to be experts: their personal work experience and knowledge of Traverse Independence and its clients will be invaluable to new employees.

Read more in HR 1303 and HR 1304 in myPolicies.

