**Orientation Outline**

CHW orientation covers topics the new Community Health Workers need to know prior to starting work. The first column topics are covered by the county new employee orientation. CWG staff are responsible for topics in the second and third columns.

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| **New Staff Orientation: County and PH** | **CWG Orientation** | **CHW Orientation** |
| **Nobles County New Staff Orientation**  NC Community Services Procedures Checklist  **Specific Topics**   * Organizational Chart * HR and Payroll   + benefits * Using County Cars (P239) * Access to building * County Computer system   + Outlook email and calendar   + Hard drive   + How to complete a Help Desk service ticket * Sign County Photo Release Form * Shadow and understand roles of county staff   + PHNs   + MA   + Financial worker   + WIC   + CTC   + Social Workers   + CHW with CWG * Staff contact list- internal phone numbers * Employee Self-Service (ESS) access   **Public Health Department**  NC New Employee Department Orientation Checklist   * Blood Borne Pathogens training video | * CWG Relationship to MDH * History of CWG  1. What is CWG? 2. Why is CWG important? 3. Grant funding 4. End date 5. How to use Base Camp  * CWG Goals * CWG staff team * CWG requirements of CHWs * Huddle Time * Difference between CWG and NC as a grant funded program | 1. Orientation and Job Overview    1. Orientation Overview    2. CHW Competencies and Job Description    3. Time Sheet Orientation and Expectations    4. Equipment: Cell Phone, Ipad    5. Review Using County Cars (P239)    6. Calendar Expectations    7. Sign MDH/CWG photo release form – send to MDH. 2. Intro to Community Work/Home Visits    1. CHW Protocols    2. CHW Clinical Supervision    3. Professional Boundaries    4. Safety Plan and Panic Button    5. Use of Standing Orders for Billing    6. Client Folders    7. Documentation: Nightingale Notes; cheat sheets and manual    8. Community Resources 3. Patient Centered Care    1. Home Visit “How To” and Shadowing    2. Social Determinants of Health    3. Maslow’s Hierarchy of Need    4. Pre-visit Planning and Check-Ins    5. Health Coaching and Goal Setting; goal form and N Notes outcomes    6. Referral Process 4. Billing    1. Intake Form with diagnosis code    2. Documentation in N Notes    3. Standing Order    4. Clinical Supervisor 5. Professional Practice    1. Dress Code    2. Office Etiquette and Communication    3. Boundaries    4. HIPAA/Confidentiality    5. Scope of Work    6. Crisis Situations – Psych/MH/CD    7. Personal Safety    8. Meeting Norms    9. Managing Priorities    10. Mandatory Reporting    11. Working as a team    12. Professional Development |

**Attachments**

Nobles County Community Services Procedure

Noble County New Employee Department Orientation

Nobles County Photo Release Form

CWG Vehicle Check Out “how to”

CHW Safety Plan

Panic button information

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