



Deschutes County Health Services

WELCOME WEEK

AMBASSADOR'S GUIDE

IN THIS GUIDE:

- OVERVIEW OF AMBASSADOR TIME COMMITMENT & SCHEDULE DEMANDS
- DAILY BREAKDOWN, INCLUDING:
 - SUMMARY OF DAILY SCHEDULE & MATERIALS
 - OUTLINE OF DUTIES BY DAY
 - LIST OF MATERIALS & HANDOUTS FOR NEW EMPLOYEES
 - REQUIRED PREPARATION & FOLLOW UP
 - FACILITATOR’S GUIDES

TABLE OF CONTENTS

	OVERVIEW OF RESPONSIBILITIES.....	3
DAY 1	SCHEDULE & MATERIALS.....	4
	DETAIL.....	5
	FACILITATOR’S GUIDE.....	6
DAY 2	SCHEDULE & MATERIALS.....	7
	DETAIL.....	8
	FACILITATOR’S GUIDE.....	9
DAY 3	SCHEDULE & MATERIALS.....	10
	DETAIL.....	11
DAY 4	SCHEDULE & MATERIALS.....	12
	DETAIL.....	13
DAY 5	SCHEDULE & MATERIALS.....	14
	DETAIL.....	15
	FACILITATOR’S GUIDE.....	16
	LIST OF MATERIALS BY DAY.....	17

Welcome Week | Ambassador Overview of Responsibilities

THE ROLE OF THE AMBASSADOR:

THE AMBASSADOR IS THE FIRST CONNECTION NEW STAFF HAVE TO HEALTH SERVICES. THIS IMPORTANT ROLE PROMOTES THE VISION, MISSION AND VALUES OF DESCHUTES COUNTY AND THE HEALTH SERVICES DEPARTMENT. THE AMBASSADOR PROVIDES NEW STAFF WITH HISTORICAL TIDBITS, CURRENT PROGRAMS AND AN UNDERSTANDING OF PUBLIC SERVICE TO OUR COMMUNITY MEMBERS.

AS AN AMBASSADOR, YOU CAN HOPE TO HAVE AN OPPORTUNITY TO FURTHER DEVELOP SOME KEY SKILLS SUCH AS:

- **Leadership & Mentorship**—When you are the Ambassador, you truly are leading these new employees through orientation.
- **Facilitation**—You will see these individuals every day for a facilitated discussion in one capacity or another.
- **Organizational Knowledge**—As the Ambassador, you will tour facilities, learn alongside new employees about all of the programs and services offered by Deschutes County Health.
- **Self-Management**— Enhance your personal credibility by demonstrating self-direction, and time management skills.

THANK YOU FOR COMMITTING YOUR TIME AND ENERGY TO SUPPORTING OUR NEW EMPLOYEES AS THEY JOIN THE DESCHUTES COUNTY HEALTH SERVICES TEAM!

Welcome Week Schedule | DAY 1

AMBASSADOR SEGMENTS OF THE SCHEDULE ARE REFLECTED IN GREEN.

8:00am—8:30am	<p>BEGIN DAY @ COUNTY ADMIN BUILDING <i>1300 NW WALL STREET BEND OREGON</i> <u><i>MEET IN 1ST FLOOR ENTRYWAY/LOBBY</i></u></p> <ul style="list-style-type: none"> • AMBASSADOR MEET & GREET • DAILY SCHEDULE REVIEW • EMPLOYEE BADGE & PAPERWORK
8:30am—9:10am	<p>WELCOME TO DESCHUTES COUNTY <i>INTERNS ARE ASKED TO JOIN THIS PORTION OF THE SESSION</i> <i>ALLEN ROOM, 2ND FLOOR</i></p>
9:10am—12:30pm	<p>DESCHUTES COUNTY EMPLOYEE ORIENTATION <i>THIS SEGMENT EXCLUDES INTERNS. INTERNS SHOULD FOLLOW THE ALTERNATE SCHEDULE PROVIDED (SEE BELOW)</i></p>
12:30pm—1:30pm	<p>LUNCH BREAK</p>
1:30pm—2:30pm	<p>RISK MANAGEMENT TRAINING <i>INTERNS ARE ASKED TO JOIN THIS SESSION</i> <i>ALLEN ROOM, 2ND FLOOR</i></p>
2:30pm—3:30pm	<p>WELCOME TO DCHS WITH AMBASSADOR <i>SAME BUILDING—LYON ROOM, 1ST FLOOR</i></p>
3:30pm—4:30pm	<p>MANAGEMENT TEAM MEET & GREET <i>SAME BUILDING—LYON ROOM, 1ST FLOOR</i></p>

INTERN ALTERNATE SCHEDULE:

9:30am—10:30am	<p><i>THIS SEGMENT IS EXCLUSIVELY FOR INTERNS.</i> INTERN ORIENTATION MEET & GREET <i>MEET IN ENTRY LOBBY—WILL THEN BE IN THE INTERN HUB, 2ND FLOOR</i></p>
10:30am—12:30pm	<p>COMPUTER TRAINING TIME</p>

Today's Prep & Materials Checklist:

- LIST OF NEW EMPLOYEES WITH SIGN IN & CONTACT INFO SHEET
- FLIP CHART TO POST “**WELCOME NEW HEALTH SERVICES EMPLOYEES, PLEASE CHECK IN HERE.**”
- ORIENTATION BINDERS (ONE PER PERSON)
- KNOW WHERE TO LOCATE THE DCHS WELCOME DISCUSSION PRESENTATION FOR THE AFTERNOON SESSION
- COPY OF THE FACILITATOR’S GUIDE FOR THE AFTERNOON SESSION (*IN THIS PACKET*)

8:00am—9:00am

Meet & Greet:

PLEASE BRING:

- LIST OF NEW EMPLOYEES/SIGN IN SHEET
- ORIENTATION BINDER

GIVE THE NEW EMPLOYEES YOUR CONTACT INFORMATION AND INSTRUCTIONS FOR WHO TO CALL SHOULD THEY NEED TO ADVISE ANYONE OF UNEXPECTED EVENTS (SICK CALLS, LATE ARRIVALS, ETC.)

AMBASSADOR DUTIES:

- GREET EACH NEW EMPLOYEE INTRODUCING YOURSELF AND EXPLAINING YOUR ROLE FOR THE WEEK.
- FACILITATE INTRODUCTIONS AMONG THE GROUP.
- PROVIDE EACH OF THEM WITH THEIR ORIENTATION BINDER & INSTRUCTIONS FOR THE DAY.
- SEND THEM OFF. MAKE SURE THEY KNOW WHERE TO GO, WHAT TIME THEY ARE EXPECTED AND WHO TO CONNECT WITH WHEN THEY GET THERE.

2:30pm—4:30pm

Welcome Discussion & Manager Meet and Greet:

PLEASE BRING:

- YOUR FACILITATOR'S GUIDE (*SEE NEXT PAGE*)

AMBASSADOR DUTIES:

- **2:30PM-** TAKE 20 MINUTES TO REVIEW THE WELCOME WEEK SCHEDULE AND BINDER CONTENTS WITH THE GROUP.
- **2:50PM—**PRESENT THE DCHS WELCOME POWERPOINT TO THE GROUP. (*SEE NEXT PAGE*)
 - USING THE **FACILITATOR'S GUIDE ON THE NEXT PAGE**, LEAD A DISCUSSION ABOUT OUR ORGANIZATION AND CULTURE AT DCHS. (APPROX. 30 MIN)
- **3:20PM—**TAKE A FEW MINUTES TO REVIEW THE DAY 2 SCHEDULE. MAKE SURE THAT ALL STAFF KNOW WHERE THEY ARE TO MEET IN THE MORNING.
- **3:30PM—**FACILITATE THE MANAGEMENT TEAM MEET & GREET

Tips & Tricks:

⇒ *REMEMBER, THIS IS THEIR DAY ONE WITH THE COUNTY. BE SURE TO SHARE WITH THEM WHAT YOU LOVE MOST ABOUT WORKING HERE!*

Facilitator's Guide | WELCOME DISCUSSION

AFTER VIEWING THE WELCOME VIDEO AS A GROUP, PLEASE USE THE FOLLOWING QUESTIONS TO GENERATE A GROUP DISCUSSION.

USING THE POWERPOINT PRESENTATION PROVIDED, REVIEW THE SLIDES AND LEAD DISCUSSIONS USING THE QUESTIONS IN THE PRESENTATION.

PowerPoint Slides Outline:

1. Mission
2. Vision
3. Values
4. Strategic Goals
5. How do you believe your role will contribute?
6. Trauma Informed Care
7. Have any of you had T.I.C. training before?
8. Trauma Informed Care Video Sample (link to video is in PowerPoint)—**stop the playback at 5:40**
9. Trauma Informed Care Workgroup

FOLLOWING THE POWERPOINT SLIDES, LEAD A DISCUSSION ABOUT WHAT IT MEANS TO BE A PUBLIC SERVANT.

PLEASE BE PREPARED TO SHARE YOUR OWN PERSONAL PERSPECTIVE ON BEING A PUBLIC SERVANT AND WHY YOU CHOOSE TO DO SO.

Welcome Week Schedule | DAY 2

AMBASSADOR SEGMENTS OF THE SCHEDULE ARE REFLECTED IN GREEN.

8:00am	BEGIN DAY @ HEALTH SERVICES MAIN BUILDING <i>2577 NE COURTNEY DRIVE BEND OREGON</i>
8:00am—9:30am	WELCOME BACK, WITH AMBASSADOR <i>CRATER LAKE CONFERENCE ROOM, 1ST FLOOR</i> <ul style="list-style-type: none">• FACILITATED DISCUSSION: WHAT DO YOU HOPE TO GET OUT OF THIS WEEK? LOCATION TOURS: <ul style="list-style-type: none">• MAIN BUILDING
9:30am—11:30am	NEW HIRE TRAININGS <ul style="list-style-type: none">• CRISIS (30) <i>HOLLY MCCOWN</i>• FISCAL TEAM INTRODUCTION (15) <i>VICKI SHAW & LORETTA GERTSCH</i>• SYSTEMS PERFORMANCE TRAINING (60 MIN) <i>CHANNA LINDSAY, MICHELLE NICHOLS, CHANNING CASEY</i>
12:00pm—1:30pm	LUNCH BREAK & RETURN TO HOME LOCATION
1:30pm—3:30pm	MEET WITH SUPERVISOR 1:1
3:30pm—5:00pm	DESK TIME <ul style="list-style-type: none">• GET SETTLED IN YOUR WORKSPACE• VIRTUAL SCAVENGER HUNT• NEW EMPLOYEE CHECKLIST

Today's Prep & Materials Checklist:

- WELCOME BACK—DAY 2 FACILITATOR'S GUIDE (*IN THIS PACKET*)
 - BLANK FLIP CHART PAPER & FLIP CHART MARKERS
- FACILITY TOUR SCHEDULE & TOUR GUIDE NAMES
- MAKE SURE THAT A SCHEDULE OF NEW HIRE TRAININGS & TRAINER CONTACT INFO IS LEFT WITH THE GROUP WHEN YOU LEAVE
- ALSO REVIEW INFORMATION FOR TOMORROW:
 - SCHEDULE REVIEW
 - INSTRUCTIONS ON WHEN AND WHERE TO MEET TOMORROW

8:00am—8:30am

Welcome Back | Facilitated Discussion:

PLEASE BRING:

- FLIP CHART PAPER (1 PIECE)
- FLIP CHART MARKERS

AMBASSADOR DUTIES:

- USING THE **FACILITATOR'S GUIDE ON THE NEXT PAGE**, LEAD A BRIEF 10-15 MINUTE DISCUSSION ABOUT THEIR FIRST DAY AND WHAT THE NEW EMPLOYEES HOPE TO GET OUT OF THIS WEEK.
- CAPTURE THEIR RESPONSES ON THE FLIP CHART, YOU WILL REVISIT THESE IDEAS WITH THEM ON THE LAST DAY OF WELCOME WEEK.

8:30am—9:00am

Facility Tour:

PLEASE BRING:

- FACILITY TOUR CHECKLIST

AMBASSADOR DUTIES:

- MEET UP WITH THE DESIGNATED FACILITY TOUR HOST
- TOGETHER WITH THE HOST, PROVIDE A TOUR OF EACH OF THE BUILDINGS ALONG WITH A BRIEF OVERVIEW OF THE TEAMS & SERVICES LOCATED WITHIN THE LOCATION.

Tips & Tricks:

⇒ TAKE THE TIME AFTER TODAY'S WELCOME BACK DISCUSSION TO IDENTIFY IF THERE IS ANYTHING ADDITIONAL THAT THE GROUP HOPES TO GET OUT OF THE WEEK WHICH YOU CAN PROVIDE FOR THEM. SHARE ANY HELPFUL FEEDBACK FROM TODAY'S DISCUSSION WITH THEIR SUPERVISORS.

Facilitator's Guide | WHAT DO YOU HOPE TO GET OUT OF THIS WEEK?

CAPTURE WHAT THE GROUP COMES UP WITH TODAY ON A FLIP CHART. YOU WILL BRING THIS BACK AT THE END OF THE WEEK SO BE SURE TO HOLD ONTO IT.

- TAKE THE FIRST FEW MOMENTS TO SHARE SOME OVERNIGHT THOUGHTS AND REFLECT ON THEIR EXPERIENCES FROM DAY 1.
 - HOW WAS THEIR 1:1 TIME WITH THEIR SUPERVISORS?
 - DID THEY MEET ANY OF THEIR TEAMS?
 - DID THEY ALL GET A CHANCE TO SEE AND START SETTLING INTO THEIR WORKSPACE?
- ASK THE GROUP MEMBERS TO SHARE THEIR ANSWERS TO THE FOLLOWING QUESTION. CAPTURE THEIR RESPONSES ON THE FLIP CHART.

Q: WHAT DO YOU HOPE TO GET OUT OF THIS FIRST WEEK OF TRAINING?

Tips & Tricks:

⇒ IF THE GROUP HAS TROUBLE GETTING STARTED, HERE ARE SOME THINGS YOU CAN THROW OUT FOR CONSIDERATION:

- LEARN YOUR WAY AROUND
- GET TO KNOW OUR ARRAY OF SERVICES
- UNDERSTAND THE ORGANIZATION'S STRUCTURE
- HEAR ABOUT OUR DEPARTMENT'S MISSION, VISION & VALUES
- MAKE SOME PEER ACQUAINTANCES



Check Point | *AMBASSADOR EMAIL TO DIRECT SUPERVISORS*

SEND OUT A QUICK EMAIL TO ALL OF THE DIRECT SUPERVISORS OF THE NEW EMPLOYEES WITH THE FOLLOWING INFORMATION:

- INTRODUCE YOURSELF & LET THEM KNOW YOU'LL BE SERVING AS THE AMBASSADOR THIS WEEK.
- GIVE THEM A QUICK RECAP OF DAY 1 & DAY 2.
- LET THEM KNOW WHAT IS ON THE AGENDA FOR DAY 3.
- REMIND THEM THAT THEY SHOULD BE REFERRING TO THEIR SUPERVISOR'S ROADMAP FOR INSTRUCTIONS AND RESOURCES TO HELP THEM DO THEIR PART DURING WELCOME WEEK.

Welcome Week Schedule | DAY 3

AMBASSADOR SEGMENTS OF THE SCHEDULE ARE REFLECTED IN GREEN.

8:00am	<p>BEGIN DAY @ DCDC BUILDING <i>1128 NW HARRIMAN STREET BEND OREGON</i></p>
8:00am—10:00am	<p>WELCOME BACK, WITH AMBASSADOR <i>SADDLEBACK CONFERENCE ROOM</i></p> <p>LOCATION TOURS:</p> <ul style="list-style-type: none"> • DESCHUTES COUNTY DOWNTOWN CLINIC (DCDC) • MIKE MAIER BUILDING • WALL STREET SERVICES BUILDING (WSSB)
10:00am—11:30pm	<p>NEW HIRE TRAININGS <i>SADDLEBACK CONFERENCE ROOM</i></p> <ul style="list-style-type: none"> • INTERNAL REFERRAL OVERVIEW (30 MIN), <i>CHANNA LINDSAY</i> • DIVERSITY TRAINING (60 MIN), <i>ELIZABETH HOLDEN</i>
12:00pm—1:30pm	<p>LUNCH BREAK & RETURN TO HOME LOCATION</p>
1:30pm—5:00pm	<p>DESK TIME/ INDEPENDENT TRAINING (REFER TO YOUR NEW EMPLOYEE CHECKLIST)</p>

Today's Prep & Materials Checklist:

- FACILITY TOUR SCHEDULE & TOUR GUIDE NAMES
- MAKE SURE THAT A SCHEDULE OF NEW HIRE TRAININGS & TRAINER CONTACT INFO IS LEFT WITH THE GROUP WHEN YOU LEAVE
- REVIEW INFORMATION FOR TOMORROW

8:00am—8:15am

Welcome Back:

PLEASE BRING:

- (SEE FACILITY TOUR MATERIALS BELOW)

AMBASSADOR DUTIES:

- TAKE THE FIRST FEW MOMENTS TO SHARE SOME OVERNIGHT THOUGHTS AND REFLECT ON THEIR EXPERIENCES FROM DAY 2.
 - HOW WERE THEIR NEW HIRE TRAININGS?
 - HOW DID THEY EACH SPEND THEIR AFTERNOONS?
 - DID THEY MEET ANYONE NEW?
 - HAVE THEY ALL RECEIVED THEIR SCHEDULE FOR WEEK 2?

8:15am—9:00am

Facility Tour:

PLEASE BRING:

- FACILITY TOUR CHECKLIST

AMBASSADOR DUTIES:

- MEET UP WITH THE DESIGNATED FACILITY TOUR HOST
- TOGETHER WITH THE HOST, PROVIDE A TOUR OF THE BUILDING ALONG WITH A BRIEF OVERVIEW OF THE TEAMS & SERVICES LOCATED WITHIN THE LOCATION.

Tips & Tricks:

- ⇒ *KEEP A RUNNING LIST THROUGHOUT THE WEEK OF ANY QUESTIONS, CONCERNS OR FEEDBACK THAT COME UP. YOU CAN FORWARD THIS ONTO THEIR DIRECT SUPERVISORS AND/OR TO THE WORKFORCE DEVELOPMENT COMMITTEE IF APPLICABLE.*

Welcome Week Schedule | DAY 4

AMBASSADOR SEGMENTS OF THE SCHEDULE ARE REFLECTED IN GREEN.

8:00am	BEGIN DAY @ NORTH COUNTY SERVICES BUILDING <i>406 WEST ANTLER AVENUE REDMOND OREGON</i>
8:00am—9:00am	WELCOME BACK, WITH AMBASSADOR <i>FOREST CONFERENCE ROOM</i> LOCATION TOURS: <ul style="list-style-type: none">• NORTH COUNTY SERVICES HUB• BECKY JOHNSON CENTER
9:00am—11:30am	NEW HIRE TRAININGS <i>FOREST CONFERENCE ROOM, 1ST FLOOR</i> <ul style="list-style-type: none">• HIPAA TRAINING (30 MIN), <i>KAYLA SELLS</i>• POLICIES & PROCEDURES (60 MIN), <i>KATHE HIRSCHMAN</i> <i>—> <u>MOVE TO YOUTH CENTER ROOM, 2ND FLOOR</u></i> <ul style="list-style-type: none">• SAFETY (30 MIN), <i>JOHNNY MOONEY</i>• EMERGENCY PREPAREDNESS (30 MIN), <i>MARY GOODWIN</i>
11:30am– 12:30pm	LUNCH BREAK & RETURN TO HOME LOCATION
12:30pm—5:00pm	DESK TIME/ INDEPENDENT TRAINING (REFER TO YOUR NEW EMPLOYEE CHECKLIST)

Today's Prep & Materials Checklist:

- FACILITY TOUR SCHEDULE & TOUR GUIDE NAMES
- MAKE SURE THAT A SCHEDULE OF NEW HIRE TRAININGS & TRAINER CONTACT INFO IS LEFT WITH THE GROUP WHEN YOU LEAVE
- REVIEW INFORMATION FOR TOMORROW

8:00am—8:30am

Welcome Back:

PLEASE BRING:

- (SEE FACILITY TOUR MATERIALS BELOW)

AMBASSADOR DUTIES:

- TAKE THE FIRST FEW MOMENTS TO SHARE SOME OVERNIGHT THOUGHTS AND REFLECT ON THEIR EXPERIENCES FROM DAY 2.
 - HOW WERE THEIR NEW HIRE TRAININGS?
 - HOW DID THEY EACH SPEND THEIR AFTERNOONS?
 - DID THEY MEET ANYONE NEW?

8:30am—9:00am

Facility Tours:

PLEASE BRING:

- (NO MATERIALS NEEDED)

AMBASSADOR DUTIES:

- MEET UP WITH THE DESIGNATED FACILITY TOUR HOST
- TOGETHER WITH THE HOST, PROVIDE A TOUR OF THE BUILDING ALONG WITH A BRIEF OVERVIEW OF THE TEAMS & SERVICES LOCATED WITHIN THE LOCATION.

Tips & Tricks:

- ⇒ CHECK IN WITH YOUR FACILITY TOUR HOST FOR TOMORROW TO CONFIRM WHEN AND WHERE YOU WILL MEET.
- ⇒ LET THEM KNOW THAT TOMORROW THEY WILL BE ASKED TO PROVIDE FEEDBACK ON THE ORIENTATION AND WELCOME WEEK PROCESS. ASK THAT THEY CONSIDER WAYS WE MIGHT IMPROVE THE PROCESS, REDUCE CONFUSION, ETC.



Check Point | *AMBASSADOR EMAIL TO DIRECT SUPERVISORS*

SEND OUT A QUICK EMAIL TO ALL OF THE DIRECT SUPERVISORS OF THE NEW EMPLOYEES WITH THE FOLLOWING INFORMATION:

- GIVE THEM A QUICK RECAP OF DAY 3 & DAY 4.
- LET THEM KNOW WHAT IS ON THE AGENDA FOR DAY 5.
- REMIND THEM THAT STAFF WHO REQUIRE SYSTEM TRAINING SHOULD HAVE THEIR SCHEDULES FOR ANY SCHEDULED EHR TRAINING AND WILL BE LOOKING TO THE SUPERVISORS FOR INSTRUCTIONS ON HOW TO SPEND ANY ADDITIONAL TIME.
- REMIND THEM THAT THEY SHOULD BE REFERRING TO THEIR SUPERVISOR'S ROADMAP FOR INSTRUCTIONS AND RESOURCES TO HELP THEM DO THEIR PART DURING WELCOME WEEK.

AMBASSADOR SEGMENTS OF THE SCHEDULE ARE REFLECTED IN GREEN.

8:30am	<p>BEGIN DAY @ LA PINE LOCATION</p> <p><i>51340 HIGHWAY 97 SOUTH LA PINE OREGON</i></p> <p><i>PONDEROSA CONFERENCE ROOM</i></p>
8:30am—9:30am	<p>WELCOME BACK, WITH AMBASSADOR</p> <p><i>PONDEROSA CONFERENCE ROOM</i></p> <p>LOCATION TOURS:</p> <ul style="list-style-type: none"> • SOUTH COUNTY SERVICES BUILDING
9:30am-10:30am	GO TO HOME LOCATION
11:00am—12:00pm	<p>DESK TIME/ INDEPENDENT TRAINING</p> <p>(REFER TO YOUR NEW EMPLOYEE CHECKLIST)</p>
12:00pm—1:00pm	LUNCH BREAK
1:00pm—2:00pm	<p>DESK TIME/ INDEPENDENT TRAINING</p> <p>(REFER TO YOUR NEW EMPLOYEE CHECKLIST)</p>

Today's Prep & Materials Checklist:

- WELCOME BACK—DAY 5 FACILITATOR'S GUIDE (*IN THIS PACKET*)
 - FLIP CHART WITH NOTES FROM DAY 2 EXERCISE
- WELCOME WEEK FEEDBACK SURVEY—IN POCKET OF BINDER
- FACILITY TOUR SCHEDULE & TOUR GUIDE NAMES

8:00am—8:30am

Welcome Back | Facilitated Discussion:

PLEASE BRING:

- FLIP CHART FROM DAY 2 WELCOME EXERCISE

AMBASSADOR DUTIES:

- TAKE THE FIRST FEW MOMENTS TO SHARE SOME OVERNIGHT THOUGHTS AND REFLECT ON THEIR EXPERIENCES FROM THE WEEK.
 - WHAT WAS THEIR FAVORITE PART OF THIS WEEK?
 - WHAT KINDS OF THINGS DID THEY LEARN ABOUT DCHS THAT THEY DIDN'T KNOW BEFORE?
- USING THE FACILITATOR'S GUIDE ON THE NEXT PAGE, REVIEW THE FLIP CHART LIST THAT WAS CREATED IN THE DAY 2 WELCOME EXERCISE.

8:30am—9:00am

Facility Tour:

PLEASE BRING:

- FACILITY TOUR CHECKLIST

AMBASSADOR DUTIES:

- MEET UP WITH THE DESIGNATED FACILITY TOUR HOST
- TOGETHER WITH THE HOST, PROVIDE A TOUR OF THE BUILDING ALONG WITH A BRIEF OVERVIEW OF THE TEAMS & SERVICES LOCATED WITHIN THE LOCATION.

Tips & Tricks:

- ⇒ *THIS IS THE FINAL DAY, IT MIGHT BE GOOD TO ENCOURAGE YOUR GROUP TO KEEP IN TOUCH WITH EACH OTHER FOLLOWING THEIR ORIENTATION REGARDLESS OF HOW CLOSELY THEY MIGHT WORK TOGETHER.*
- ⇒ *ENCOURAGE GROUP MEMBERS TO EXCHANGE CONTACT INFO. IF ALL ARE COMFORTABLE WITH THIS, YOU CAN MAKE COPIES OF THE SIGN IN SHEET FOR EVERYONE. MAKE SURE YOU HAVE CONSENT FROM THE GROUP FIRST.*
- ⇒ *SEND A RECAP WITH ANY USEFUL INFORMATION OR TAKEAWAYS TO THE DIRECT SUPERVISORS.*

Facilitator's Guide | DID WE COVER EVERYTHING YOU WANTED THIS WEEK?

USING THE FLIP CHART THAT THE GROUP CREATED ON DAY 2, TAKE A LOOK AT WHAT THE GROUP IDENTIFIED AS WHAT THEY HOPED TO GET OUT OF THIS WEEK.

1. DID THEY GET EVERYTHING THAT THEY WANTED TO OUT OF THIS FIRST WEEK WITH DESCHUTES COUNTY HEALTH SERVICES?
2. IS THERE ANYTHING THAT WE CAN OFFER FOLLOW UP OR ADDITIONAL RESOURCES ON?
3. ANY OTHER THOUGHTS FROM THE WEEK THAT THEY WOULD LIKE TO SHARE?

- MAKE SURE THAT THEY HAVE ALL RECEIVED THEIR SCHEDULE FOR WEEK 2. IF THEY HAVE NOT, PLEASE HELP MAKE SURE THEY GET IT.
- THANK EACH OF THEM FOR PARTICIPATING IN THIS EXPERIENCE. WE HOPE IT HAS LEFT THEM AS EXCITED TO BE A PART OF THIS ORGANIZATION AS WE ARE TO HAVE THEM!
- PROVIDE THEM WITH THE WELCOME WEEK FEEDBACK SURVEY AND ALLOW THEM ABOUT 5-10 MINUTES TO COMPLETE IT BEFORE MOVING ONTO THE LOCATION TOUR.



Check Point | *AMBASSADOR EMAIL TO DIRECT SUPERVISORS*

SEND ONE FINAL EMAIL TO ALL OF THE DIRECT SUPERVISORS OF THE NEW EMPLOYEES WITH THE FOLLOWING INFORMATION:

- GIVE THEM A QUICK RECAP OF DAY 5.

- LET THEM KNOW IF THERE WERE ANY QUESTIONS OR REQUESTS THAT CAME UP THROUGHOUT WELCOME WEEK THAT THEY WILL NEED TO FOLLOW UP ON WITH THEIR NEW EMPLOYEES.

- REMIND THEM THAT THEY SHOULD BE REFERRING TO THEIR SUPERVISOR'S ROADMAP FOR INSTRUCTIONS AND RESOURCES FOR INSTRUCTIONS ON HOW TO TAKE THE ORIENTATION & ONBOARDING PROCESS FROM HERE.