



DEPARTMENTAL POLICY & PROCEDURE

Entity Name & Region: Clinical Nutrition Services-WR

Subject: Orientation Guide for Clinical Nutrition Services Staff

Original Date: Version-1 August 2012

Effective: August 2012

Reference: 028010-20 Version-1

Replaces Number: New DPP

Targeted Employees/Departments: All Clinical Nutrition Staff

1. Purpose:

1.1 To provide guidelines for effectively orienting new employees to Clinical Nutrition Services and to their new positions since it is critical in the establishment of successful and productive working relationships.

1.2 To cover the orientation of existing employees that are transferred or promoted to their new permanent position.

2. Definitions:

2.1 Departmental Orientation: refers to the orientation of new staff to the assigned department.

2.2 General (Organization) Orientation: refers to the process where newly hired staffs are grouped for a general introduction to the Kingdom of Saudi Arabia, which includes the Organization's rules, regulations, expectations and other relevant materials pertaining to performing their job safely and securely.

2.3 Induction: refers to the processing procedures of new hire staff, which include issuing of identification badge, temporary Iqama, opening of bank account, medical registration, uniforms, medical re-examination and a tour of the organization.

2.4 Job Specific Orientation: refers to the Orientation to the specific job environment.

2.5 New Employee Orientation Checklist: refers to the Orientation Checklist providing standard job aids that are common to all staff and departments.

2.6 New Hire Staff: refers to all staff joining the organization for the first time or after a break in service within the Program.

2.7 Orientation: refers to the personnel activity that introduces new employees to the organization, their tasks, their superiors, and their work groups. It is the mechanism by which new staffs are familiarized with the organization, job, and work environment.

2.8 Preceptor: refers to a person selected and trained to facilitate the adjustment of a new employee to his or her job.



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2.9 KAMC-J: refers to King Abdul Aziz Medical City-Jeddah.

3. Policy Statements:

3.1 Chief Clinical Nutrition Services at KAMC-J ensures that new employees are familiarized with the Clinical Nutrition Services, employee policies and its standard operating procedures and helps in assimilating the employee with Clinical Nutrition Services as quickly as possible.

3.2 Clinical Nutrition Services shall follow the guideline principles for an effective orientation, which is to:

3.2.1 Foster an understanding of the Clinical Nutrition Service's culture, its values, and its diversity.

3.2.2 Help the new employee make a successful adjustment to the new job.

3.2.3 Help the new employee understand his/her role and how he/she fits into the total organization.

3.2.4 Help the new employee achieve objectives and shorten the learning curve.

3.2.5 Help the new employee develop a positive working relationship by building a foundation of knowledge about the Clinical Nutrition Service's mission, objectives, policies, structure, and functions.

3.3 Orientation Guide for Clinical Nutrition Services Staff covers the following categories and applicable policies:

3.3.1 Clinical Nutrition Services Orientation: Chief Clinical Nutrition Services shall induct the new staff to the department/team with a planned orientation program which includes all the information on the Department and its role.

3.3.2 Job Specific Orientation: Chief Clinical Nutrition Services shall provide job related orientation to fellow employees (preceptor) on a formal and ongoing basis.

3.4. Chief Clinical Nutrition Services shall provide complete and updated information on Clinical Nutrition Services to KAMC-J Recruitment Office on a regular basis.



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3.5 It is mandatory for all newly hired staff to attend the General Orientation Program, as per the schedule communicated by the Administrative Affairs/Staff Support department.

3.6 Chief Clinical Nutrition Services must ensure that the New Employee Orientation Checklist is completed and forwarded to the Staff Support Department of Administrative Affairs no later than 45 days from employment commencement date.

3.7 Newly Hired Employee Orientation

3.7.1 Chief Clinical Nutrition Services must enroll the newly hired staff for General Orientation during the first month of joining the Clinical Nutrition Services.

3.8 The orientation period will provide the opportunity to:

3.8.1 Assess the employee's job performance relative to the job requirements

3.8.2 Evaluate the employee's overall compatibility with the departmental mission

3.8.3 Orient the employee to the job

3.8.4 Ensure the employee attends New Employee Orientation no later than 30 calendar days after the first day of employment.

3.9 All conditions of employment must be met in order to successfully complete the new employee orientation period (e.g. payment through direct deposit, mandatory training and education, any individual department requirements, etc.).

3.10 Transferred Staff Orientation - A period of orientation shall be required for each transferred employee beginning the first day of the new permanent position and generally continuing for ninety (90) calendar days.

3.11 At the end of both types of orientation/probationary period, Chief Clinical Nutrition Services shall complete a performance evaluation and submit it to Human Resource (HR)/Payroll Services of Administrative Affairs at KAMC-J.

3.12 It shall be the responsibility of the Clinical Nutrition Services to ensure that the orientation of the transferred employee to the new position is properly carried out and in accordance with the follow guidelines-Chief Clinical Nutrition Services-**On the first two (2) weeks:**



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3.12.1 Shall give a warm welcome and try to reduce any nervousness the new employee may feel.

3.12.2 Discuss employee plan for the first day.

3.12.3 Introduce the employee to other staff members.

3.12.4 Arrange to have lunch with the new employee.

3.12.5 Show the new employee around the office.

3.12.6 Review the job description and departmental structure with the employee.

3.12.7 Review telephone, fax, e-mail and Internet use.

3.12.8 Give the employee the “Employee Policy Handbook” and “Departmental Orientation Manual Handbook” for acquainting himself/herself with Clinical Nutrition Service’s culture and employee benefits.

3.12.9 Discuss probationary period with the employee; explain what it is all about and how the employee’s performance will be appraised during the probationary period.

3.12 It shall be the responsibility of the Clinical Nutrition Services to ensure that the orientation of the transferred employee to the new position is properly carried out and in accordance with the follow guidelines-Chief Clinical Nutrition Services- **On the third (3rd) and fourth (4th) weeks:**

3.12.1 Find out how the employee perceives the department so far. If there are any problems or concerns, address them.

3.12.2 Detailed explanation of job based on job description.

3.12.3 Discussion of common problems and advice on how to avoid them.

3.12.4 Overview of required records and reports.

3.12.5 Instruction regarding the use of any equipment.



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3.12.6 Information regarding supplies, materials and types of assistance available.

3.12.7 Development of weekly schedule.

3.12.8 Provision of keys and supplies.

3.12.9 Detailed explanation of Clinical Nutrition Services' structure. Talk about where Clinical Nutrition Services fits in and how it relates to other departments in KAMC-J.

3.12.10 Discuss the mission statement of Clinical Nutrition Services and how the goals and objectives of the department help support that mission.

3.12.11 Detailed explanation of how performance evaluation is done, discuss the new comer's progress and evaluate his/her performance. Explain the timing of appraisals and how it will be used to measure progress.

3.12.12 Review the department's work rules with the new employee. Discuss attendance guidelines, call-in procedures, and requests for time off.

3.12.13 Discuss department's guidelines on security such as keeping doors, cabinets and file drawers locked.

3.12.14 Review KAMC-J and Clinical Nutrition Services' policies on safety in the workplace with new employee such as evacuation procedures, and emergency preparedness guidelines.

3.12.15 Discuss procedures for handling injuries on the job. Tell the employee to report all job related injuries regardless of how minor.

3.12.16 Discuss the training plan with the employee. Consider incorporating any changes the employee suggests.

3.12.7 Tell the employee about any other resources that will help get the job done such as mail services.

3.12.18 To assign another staff member to coach the new employee in his/her tasks.



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3.13. Separation from Employment during the Orientation Period:

3.13.1 The separation during orientation period shall be in accordance with the provisions of the APP 915-08 on Separation Clearance.

3.13.2 Terminations during the orientation period shall be according to existing relevant policies and procedures.

4. Procedures:

4.1 Departmental Orientation - Upon arrival at Clinical Nutrition Services, a new or transferring employee may be anxious about starting a new job. A comfortable environment is created without overwhelming the new employee with too much information. **(Please refer to articles 3.12).** In addition to that, Clinical Nutrition Services should:

4.1.1 Notify everyone in the department that a new person is starting and what the person's job will be. Ask the other staff members to welcome the new employee and encourage their support.

4.1.2 Prepare interesting tasks for the employee's first day.

4.1.3 Make a copy of the job description, job performance standards, and the department's organization chart.

4.1.4 Enroll the employee in the New Employee General Orientation program organized by Administrative Affairs.

4.1.5 Make sure the employee's work location is available, clean, and organized.

4.1.6 Identify a staff member to act as a preceptor (buddy) for the first week.

4.1.7 Acknowledge the new employee by signing the checklist for having completed the departmental and Job Specific orientations.



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4.2. Feedback and Evaluations:

4.2.1. It is essential that the orientation efforts be evaluated throughout the process.

4.2.2 Employees will be asked to provide immediate feedback on formal orientation sessions (New Employee Orientation Feedback Form) and after initial work period of six months.

4.2.3 This will offer an opportunity to evaluate employee feedback, discuss previously identified issues with the employees and provide the Clinical Nutrition Services with information regarding its orientation efforts and consider how suggestions can be adapted in the orientation program.

4.2.4 It is also essential not to overwhelm new employees but to offer ample time for review, and questions and answers.

5. Equipment/Forms:

5.1 New Employee Orientation Feedback Form

5.2 New Employee Orientation Checklist Form

6. Related References:

6.1 APP# 1427-18: International Recruitment Process

6.2 APP# 1422-008: Local Recruitment Process

6.3 APP# 915-08: Separation Clearance

6.4 Employee Relations Manual

6.5 Employee Policy Handbook (2010)



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7. Appendices:

None

8. Recommendations:

None