



# COLLEGE OF THE NORTH ATLANTIC

## OPERATIONAL PROCEDURE

### TOPIC: EMPLOYEE ONBOARDING

<b>Procedure No.</b>	HR-418-PR	<b>Division</b>	Human Resources
<b>Supersedes</b>	n/a	<b>Board Policy Ref.</b>	GP-RR-904
<b>Related Policy</b>	HR-418	<b>Effective Date</b>	June 3, 2025 (R3)

## PROCEDURE

Onboarding is crucial for employee satisfaction, engagement, retention, and organizational productivity.

### 1.0 Definitions

New Employee	An individual who has recently joined College of the North Atlantic, or an existing employee that is transitioning to a different role or department.
Onboarding	A comprehensive, multistep process that involves both management and existing employees to help new employees integrate smoothly into College of the North Atlantic. It aims to familiarize new employees with College of the North Atlantic's mission, values, and goals, while providing the necessary tools, knowledge, and support for long-term success. This process may include job-specific training, a review of best practices, and an overview of College of the North Atlantic policies and procedures.

## Orientation

A one-time event that usually occurs within the first few days of employment. It is typically conducted by a member of the Department of Human Resources and the employee's supervisor or designate. This event introduces new employees to College of the North Atlantic, helps them understand their job roles, meet new colleagues, and feel comfortable within the workplace and its culture.

## 2.0 Responsibilities

### 2.1 Human Resources Department

The Human Resources Department is responsible for:

- Collecting and processing new employee hiring documents.
- Offering regularly scheduled organizational orientation sessions.
- Facilitating the completion of the New Employee Orientation Compensation and Benefits Advisor Session Checklist.
- Providing information about College of the North Atlantic (CNA) policies on such topics such as employee compensation, benefits, and entitlements that are consistent with the New Employee Orientation Compensation and Benefits Advisor Session Checklist.
- Providing campuses and departments with the strategies and tools for development of their workplace onboarding process.
- Connecting new employees with their supervisor.
- Providing a copy of the Employee Handbook to new employees.

### 2.2 Supervisor

The supervisor or designate is responsible for:

- Informing the employee of what to expect for their first day and answering any preparatory questions.
- Preparing a workspace for the employee.

- Providing the employee with a job-specific and site-specific orientation.
- Facilitating any on-the-job training needed for new employees to assume their responsibilities.
- Using the applicable sections of the Employee Onboarding Supervisor/Designate Checklist as a guide when onboarding employees that are new to CNA or who are new to a role/department.

### 2.3 Employee

The employee is responsible for:

- Completing and returning appropriate hiring documents.
- Attending a new employee onboarding session.
- Participating in appropriate orientation processes and signing and returning a copy of the New Employee Orientation Compensation and Benefits Advisor Session Checklist acknowledging that they received orientation on the topics contained within.
- Reporting to a job location as per provided instructions.
- Reviewing the roles and responsibilities of the new position.
- Seeking information to better enhance the onboarding experience.
- Working with the supervisor or designate to address issues and appropriate practices and procedures.

## **3.0 Onboarding**

Onboarding at CNA will occur in several orientation components to enable new employees to receive both a comprehensive overview of the institution and the new position.

### 3.1 Overview Orientation

As a unified college with 17 campuses, it's essential that all new employees receive consistent messaging and information. To ensure this, there are monthly virtual onboarding sessions providing a collective welcome and an opportunity to learn valuable information about CNA.

### 3.2 Job-Specific Orientation

Job-specific orientation will be conducted by the supervisor or designate in a department or campus when a new employee commences employment with CNA, or when an employee joins the department from elsewhere within CNA. The Employee Onboarding Supervisor/Designate Checklist provides some general guidelines while recognizing that some elements will have to be tailored to the situation and departments will additionally have their own processes.

### 3.3 Site-Specific Orientation

The site-specific orientation includes a comprehensive introduction to help familiarize a new employee with the building. This will cover a tour of key areas, introductions to colleagues, emergency procedures, occupational health and safety protocols, and the issuance of permits, keys, and other assets.

## **4.0 Prior to Employee Start**

4.1 Before a new employee arrives the supervisor or designate is responsible for completing the tasks listed on the Prior to Employee Start section of the Employee Onboarding Supervisor/Designate Checklist. In exceptional cases of an expedited hiring process, some checklist tasks may occur later but will be completed as soon as possible.

4.2 Other tasks that require consideration include:

4.2.1 Submission of all hiring documents by employee.

4.2.2 Completion of the New Employee Orientation Compensation and Benefits Advisor Session Checklist.

4.2.3 Creation of employee user account and login credentials.

4.2.4 Provision of specific site/department information such as dress code, parking regulations, available amenities, and first-day expectations.

## **5.0 Steps Upon New Employee Start**

General guidelines to follow upon a new employee's arrival are included in the Employee Onboarding Supervisor/Designate Checklist. Sections are divided into tasks that should be completed on an employee's first day, within their first week, first month, and first six (6) months. This document is not intended to be comprehensive. It is meant to provide a foundation for all employees.

Departments will supplement this with their own orientation processes suited to the unique needs of their employees and their respective roles.

**6.0 Onboarding Follow-Up**

Onboarding does not end on the first day of work. Follow-up by the employee’s supervisor is necessary and may include feedback to the employee as required; a meeting to ensure that job expectations are being met; and a meeting to answer questions or to discuss job-related issues or concerns. The frequency of these follow-ups may vary based on the needs of each employee and the nature of their employment; however, it is suggested that at a minimum follow-up occur after an employee’s first month and again prior to the end of their first six (6) months.

Approval History	
Approved by President	September 8, 2010
Revision 1	June 21, 2011
Revision 2	November 4, 2016
Revision 3	June 3, 2025