



4815 West Markham St. Slot 26
Little Rock, Arkansas 72205-3867

New Employee Orientation Handbook



Table of Contents

Day 1	
Classroom Training Protocol	3
AR State Employee Benefits	4-5
The Media and You	6-7
Preparedness and Emergency Response	10
ADH Workplace Safety	11-12
Public Health in Arkansas	13
Human Resources	14-17
Information Technology	18-19
Continuing Education & TRAIN	20-21
Day 2-Web-based	
Introduction to Cultural Awareness	22-29
Introduction to Customer Service	30-31
Teamwork 1 – Insight Inventory	32-33
HIPAA & Freedom Of Information Act	8-9

Workforce Development Team

Connie Foster, Sr. HR Generalist/Lead Prof. Educator
Connie.Foster@arkansas.gov
Phone: 501-661-2871

Jackie Strong, RNP, MSN
Train Administrator
jacquelyn.strong@arkansas.gov
501-661-2604



Classroom Training Protocol

The Arkansas Department of Health and Workforce Development wish to welcome you to your training. It is our desire that you join us in promoting a professional environment during your learning experience. Please adhere to the following ground rules:

- ❖ Be on time.
- ❖ Listen actively – respect others when they are talking.
- ❖ Speak from your own experience instead of generalizing (“I” instead of “they,” “we,” and “you”).
- ❖ Do not be afraid to respectfully challenge one another by asking questions, but refrain from personal attacks – focus on ideas. In other words, respect one another’s ideas.
- ❖ Participate to the fullest of your ability – team growth depends on the inclusion of every individual voice.
- ❖ Instead of invalidating somebody else’s story with your own spin on their experience, share your own story and experience.
- ❖ The goal is not to agree – it is to gain a deeper understanding.
- ❖ Be conscious of body language and nonverbal responses – they can be as disrespectful as words.
- ❖ When needed, use the microphone so others video streaming may hear the question.
- ❖ No side conversations, it distracts the nature and the message of the course.
- ❖ Maintain a safe environment.
- ❖ Dress per policy.

Smoking is *not* allowed on State property, or in vehicles while on State property. Please use areas off of State property.

Cell Phones or Pagers should be either turned off, on vibrate, or set to silent while in the classroom. Please do not text during any training session. If you should have an emergency call, please quietly step outside into the training area to answer the call or text, and then return as quickly as possible.

Please do not read books, magazines, newspapers, office work, or other materials during a training session.

Welcome to your training session. Please let us know if we may be of assistance.

ASE Benefits

Arkansas State Employee Benefits

OBJECTIVES AND PURPOSE

To provide excellent customer service for the Arkansas Department of Health Employees.

Please Complete An Election Form Even If You Decide To Decline Coverage for State Employee Health Insurance.

Effective date will be the first of the month following the signature date provided on the enrollment form.

- AR Health:** State Employee Health Insurance - The Three Plans Differ In Coverage Options. All Plans covered under Provider Network Health Advantage.

- All Three Plans include Wellness Benefits**
 - **Premium Plan - Health Advantage**
 - The Network For This Plan Is Through Health Advantage.
 - \$500 Deductible (Individual) \$1000 (Family).
 - Prescription Drug Plan
 - Physician Co-Pay Is \$25.
 - Specialist Co-Pay Is \$50.
 - Emergency Room Co-Pay Is \$250.
 - You Have The Option Of Enrolling In A Flex Spending Account (FSA) With The Premium Plan.

 - **Classic Plan – Health Advantage**
 - The Network For This Plan Is Through Health Advantage.
 - \$2500 (Employee Only) Deductible and \$5000 (Family Deductible).
 - No copays (with the exception of hearing and vision services)
 - Required to have a Health Savings Account not required to contribute.

NOTES:

- Basic Plan** - The Network For This Plan Is Through Health Advantage,
 - Deductible \$6450 (Employee Only) and \$12900 (Family).
 - Required to have a Health Savings Account (HSA) With The High Deductible PPO Plan;

Minnesota Life:

- **Basic Term Life And AD&D**, \$10,000, Provided By The State, Coverage Is Automatic And Does Not Require Election.
- **Expanded Basic Term Life and AD&D**
- **Supplemental Term Life And AD&D**
- **Spouse Term Life**
- **Child Term Life**

Humana VisionCare: Individual and Family Plans offered

ARBenefits Delta Dental:

- Base Plan
- Premium Plan
- Individual and Family Plans offered
- Low Monthly Premiums
- Premiums are Pre-Tax

ARCAP/Flexible Spending Accounts:

- Premium conversion
- Medical Expense
- Dependent Care
- Limited Medical Expense (HSA Participants Only)
- Wellness

Contact Information:

Pam Glover (A-J)
501.280.4540
pam.glover@arkansas.gov

Debi Heiman (K-Z)
501.661.2299
debi.heiman@arkansas.gov

NOTES:

The Media and You

The Media and You

OBJECTIVES

- Learn how media relations are handled at ADH
- Learn ADH Communication Policy
- Learn how the Office of Health Communications can help your program

PURPOSE

- Communication, one of the 10 Essential Public Health Service:
Inform, Educate, and Empower People About Health Issues.

Media Relationship at the ADH

- Communication Policy
- Approval Process
- Crisis Communication

Office of Health Communications and Marketing

- Internal Communication
- Website
- Media Campaigns

ADH Social Media – Agency-wide:

- Face Book: arhealthdept
- Twitter: @ADHPIO
- You Tube
- Flickr

What's on the ADH

Intranet? <http://healthycollages/>

- Directories, Eboard, ADH Public Library, Employee News and Recognition, Agency Announcements, Training and Resources, Agency Reports and Publications and Forms

ADH Policies you should know:

Policy Name	Policy Manual	Page
Communication and Marketing	Administrative General Policies and Procedures	COM-5-16
Intranet/Websites	Administrative General Policies and Procedures	COM-17-22

Notes:

What's on the ADH Website?
www.healthy.arkansas.gov

- Each center has content managers, who submit website updates

Questions?

Marisha DiCarlo, PhD, MPH, Director
501-661-2474
Marisha.DiCarlo@arkansas.gov

Meg Mirivel, MA, Public Health
(501) 280-4768
Meg.Arey@arkansas.gov

Katie White, Social Media Coordinator
501-614-5315
Katherine.White@arkansas.gov

Sarah Morris, Internal Communications
501-280-2381
Sarah.Morris@arkansas.gov

Notes:



FOIA & HIPAA

Freedom of Information Act (FOIA)

OBJECTIVES

- Learn the history of the FOIA
- What two board areas it covers
- Personnel items open to public
- Understand penalties and enforcement

PURPOSE

- To understand the scope of FOIA
- Understand what is considered public record and access to public information

Most Agency Documents are "public records."

- Unless the Act creates an exception
- (See Exceptions in this policy).
- Public record includes writings, recorded sound, films, tapes and data kept in any form.

PERSONNEL/MEDICAL RECORDS

- Official records are maintained at HR. Employee medical information is maintained at Human Resources. The personnel records and medical records are filed separately.

Can E-mail Be a Meeting?

- OP. 2005-166
- Electronically stored e-mail messages are public record and "ordinary" do not evidence a meeting – generally analogous instead to written correspondence.

Public Records

- A.C.A.25-19-103(5)(A) – "writings, recorded sounds, films, tapes, electronic or computer-based information or data compilations in any medium required by law to be kept or otherwise kept" and which "constitute a record of the performance or lack of performance of official function ..."

ADH Policies you should know:

Policy Name	Policy Manual	Page
FOI	Administrative General Policies and Procedures	GEN-49-52
Personnel Records	Human Resources Policies and Procedures	EMP-7
HIPAA/Privacy Security Policies	Administrative General Policies and Procedures	HIP-1-59

NOTES:

NOTES:

Employee Evaluation or Job Performance Records

- Each employee has a right to see his/her own personnel or evaluation records despite exemptions

Penalties and Enforcement

- A.C.A.25-19-104 (Criminal Penalty)

Course Contact Information:

Reginald Rogers, Deputy Attorney General

501-661-2252

Reginald.Rogers@arkansas.gov

PUBLIC HEALTH PREPAREDNESS & YOU

Public Health Preparedness and You (Refer to Handout)

Mission Statement:

Prepare and Respond To Bioterrorism, Infectious Disease Outbreaks, and Other Public Health Threats and Emergencies.

PHP Programs

- Strategic National Stockpile (SNS)
- Pandemic Influenza
- Healthcare Preparedness
- Cities Readiness Initiative (CRI)
- System of Emergency Response Volunteers (SERV)
- Health Alert Network (HAN)
- Arkansas Nuclear One (ANO)
- Communications

SERV Contact Information

Cindy Horeis, 501-661-2916

MRC Contact Information

Sonya Davis: 501-682-8332,
Sonya.davis@arkansas.gov or
 Surf: <http://www.medicalreservecorps.gov/HomePage>

Are you Prepared?

- Make an *Emergency Kit*,
- Make a plan for your family,

How Should You Prepare at Work?

- Ask your supervisor: What is my role during a disaster?
- Will I have a role working in the EOC?
- How do I get the appropriate NIMS or ICS training that is required?

Resources & Information:

American Red Cross <http://www.redcross.org/index.html> Ready <http://www.ready.gov/>
 Medical Reserve Corps <http://www.medicalreservecorps.gov/HomePage>

ADH Policies you should know:

Policy Name	Policy Manual	Page
Inclement Weather	Administrative General Policies and Procedures	Gen-60
Medical Emergencies	Administrative General Policies and Procedures	Gen-71
Fire/Natural Disaster/Human Disaster	Administrative General Policies and Procedures	Gen-81

Notes:

Course Contact Information: Andrew Hradesky, andrew.hradesky@arkansas.gov, 501-280-4838

WORKPLACE SAFETY

ADH WORKPLACE SAFETY

OBJECTIVES

To provide a safe working environment in all areas for all employees. Comply with safety and health rules, regulations, and policies.

Employee Responsibilities

- Adhere to the ADH and Safety Policy
- Become familiar with ADH Office Safety & Security Plan.
- Participate in all scheduled drills.
- Report all workplace injuries/illnesses to your supervisor immediately.
- Report unsafe conditions.

Health & Safety Program

- Laws and rules set by state and federal government
- Facility Safety Committee and Facility Safety Officers
- Outline of potential workplace hazards and preventions
- Information regarding documentation of occurrences.

Office Safety & Security Plan

- The Office Safety & Security Plan will vary for each facility and is provided to the employees.

Workplace Hazards

- Housekeeping Hazards
- Machine Hazards
- Fire Hazards
- Chemical Hazards
- Ergonomic Hazards

General Safety Practices

- ALL ADH employees are trained in safety rules.
- NO drugs or alcohol

Policy Name	Policy Manual	Page
Health and Safety	Human Resources Policies and Procedures	REL-71

Notes:

- Tampering with electrical equipment or machinery, outside the scope of your job duties is prohibited
- Wear proper clothing and footwear
- Use Personal Protective Equipment (PPE)
- Lifting
- Housekeeping
- Vehicle Safety
- Reporting injuries immediately
- Report maintenance problems
- Teamwork

Course Contact Information:

Al Holman, 501-661-2268
Al.Holman@Arkansas.gov

Notes:

A large empty rectangular box with a black border, intended for taking notes.

Public Health in Arkansas

Public Health in Arkansas

ADH Mission Statement:

To protect and improve the health and well-being of all Arkansans

ADH Vision Statement:

Optimal health for all Arkansans to achieve maximum personal, economic and social impact

What is Public Health?

Public health is "the science and art of preventing disease, prolonging life and promoting health through the organized efforts and informed choices of society, organizations, public and private communities and individuals."--C.E.A. Winslow

Core Public Health Functions:

- Assessment
 - Monitor Health
 - Diagnose & Investigate
- Policy Development
 - Inform, Educate, Empower
 - Mobilize Community Partnerships
 - Develop Policies
- Assurance
 - Enforce Laws
 - Link to/Provide Care
 - Assure Competent Workforce
 - Evaluate

Resources & Information:

- AHELP Login & Information: <https://www.ahelp.arkansas.gov/>
- Behavioral Risk Factor Surveillance System: <http://www.brfss.arkansas.gov>
- Public Health Literature: <http://www.pfizerpublichealth.com/publichealthbooks.aspx>
- Public Health Online Quiz: <http://www.whatispublichealth.org/quiz/quiz.html>
- What is Public Health video: <http://www.thisispublichealth.org/video/what-is-public-health.html>
- Tobacco & Smoking Information:
 - www.stampoutsmoking.com
 - www.arstop.org
 - 1-800-Quit-Now

ADH Policies you should know:

Policy Name	Policy Manual	Page
Arkansas Health Employee Lifestyle Program (AHELP)	Administrative General Policies and Procedures	GEN-173
Tobacco/Smoking	Administrative General Policies and Procedures	GEN-167
Fitness Room	Administrative General Policies and Procedures	GEN-179

ADH Public Health Library

Questions,
contact: Abby.Holt@arkansas.gov
nsas.gov 501-280-4830

Course Contact Information:

Connie.Foster@Arkansas.gov, 501-661.2871
Jacquelyn.strong@arkansas.gov

Notes:

HUMAN RESOURCES

HUMAN RESOURCES (HR)

OBJECTIVES

- Share Policies and Procedures
- Human Resources available
- Employee Records & Processing
- Ethic Violations
- Types of Leave

Mission

- To provide with Integrity, Efficiency and Courtesy, HR services to Foster Employment and Retention of Highly Qualified Personnel in Support of the Agency's Mission.

Employee Relations

- Policy Development
- EEO and Americans with Disabilities
- Rewards & Recognition
- Grievances and Complaints

Workforce Development

- New Employee Orientation (2 days)
- Supervision 101 (Quarterly)
- Soft Skills (Information Technology)
- A-Train (Learning Management System)

Recruitment

- Job Fairs, AR Job postings and Review applications for qualifications.

Classification and Compensation

- Determine job classification and compensation levels.

Conduct Standards

- Applies to all employees equally.
- Standards found in HR Policies and Procedures REL-36-48

ADH Policies you should know:

Policy Name	Policy Manual	Page
Personnel Records	Human Resources Policies and Procedures	EMP-7
Code of Ethics	Administrative General Policies and Procedures	GEN-28
Employee Disciplinary Policy	Human Resources Policies and Procedures	REL-36
Minimum Conduct and Performance		REL- 36-48
ADH Leave Policies	Administrative General Policies and Procedures	BEN-35
FMLA	Human Resources Policies and Procedures	BEN-40

NOTES:

Employee Discipline

- **Step 1 – Written Warning (3 pts.)**
- **Step 2 – Suspension W/O Pay (6 pts.)**
- **Step 3 – Demotion or Termination (8 points)**

Employee Records and Processing

- Remind your supervisor to request your AASIS number.
- AASIS - Arkansas Administrative Statewide information System. Must be completed for an employee to perform any transactions in the AASIS system. Roles are mapped and used for official business only.
- Email address. Must be requested by supervisor and required to complete registration for NEO.

Ethics Violations

- Use of position to receive special treatment
- Disclosure of confidential information or use it for self-gain
- Receiving grants without Agency approval.
- Supervising or being supervised by a relative.
- Subject to same supervisor as someone whom there is a close personal relationship.
- Failure to disclose outside sources of income (\$500 annually from government or public agency).

NOTES:

Probationary Period

- Applies to all new hires, rehires, transfers and promotions
- 6 months with an option to extend if necessary.
- After successful completion, employee may be placed on regular employee status.

6 Month Waiver Requirement

- Any employee seeking to change positions MUST submit a letter to their supervisor stating how the Agency will benefit from the transfer and/or promotion. (Note: for each position applied for, prior to being able to apply for the position).
- Supervisor must forward to HR Director within the open period of the job.
- Approval must be received **before** you may apply.

Leave Policy

- Must be earned before it can be taken
- Annual leave must be approved in advance.
- Sick leave must be approved in advance for scheduled appointments.
- Maintain leave balance for emergencies
- Maximum Carry over:
 - Annual – 30 days/240 hours
 - Sick – 120 days/960 hours

NOTES:

Annual Leave Accrual

- 1 day month (12 days/year) thru 3 yrs.

Sick Leave

- 8 hours per month

Types of Leave

- Annual, Sick Leave, Maternity Leave, Military, Leave for Bone Marrow and Organ Donation,
- Family Medical Leave (BEN-40). For additional information visit <http://www.dol.gov/whd/fmla/employeeguide.htm>
- Catastrophic Leave, Court and Jury Duty, Holidays – 11 including your Birthday
- Educational assistance Leave (tied to College of Local Public Health)
- Disaster Service Volunteer Leave
- Health Employee Lifestyle Leave
- Children’s Educational Activity

Merit Increase Pay System

- Government mandated and determined annually, typically in June, a “Lump Sum” that incorporates pay and performance standards that meet performance criteria.
- FT or PT employee in regular salaried positions eligible after probation.

Course Contact Information:

Human Resources for General Information

Please call 501-280-4099

NOTES:

IT SERVICES

Information Technology Services

OBJECTIVES

Provide Information Technology Services through the Integrated Systems Security Gateway for authorized ADH users.

ADH Help Desk

- Call or email: ADH.HelpDesk@akansas.gov
- 1-800-441-9232 (toll-free)
- 501-280-4357 (local Help Desk)

ADH Domain Logon

- Issued after Form 359 is completed
- Consists of user name and password
- Will always be “ADH” domain

Outlook Email

- Use email signature when sending emails.
- Can create more than one signature.
Contact the Help Desk to learn more.

Outlook Email Calendar

- Can be shared
- Sent it via email
- Schedule meetings
- Contact Help Desk to learn more

Outlook Web App

- Check email from home
 - <https://mail.arkansas.gov>
- Use the correct format
 - Domain name first
 - Backslash (\)
 - Username
 - Password

Using the Internet

- Read the Internet Usage Policy

Using Common Customer

- Use the “Health” icon

ADH Policies you should know:

Policy Name	Policy Manual	Page
ADH Information Systems	Administrative General Policies and Procedures	GEN-10

NOTES:

- The Logon Screen, same Username as network account
- Uses the password you specify. Not always the same as your network password.

Forget Your Password?

- Click on the **Request Password** link. An email will be sent to you with information you need to reset.

CATMAN

- Time allocation program. Tracks time allocated specifically to projects.
- New users will not be role-mapped for 2 weeks.
- Enter time each Friday.

A-Train

- Web-based, nation-wide learning management system
- Create a user name and password
- Search for a Course using keyword or course number

Register for a Course

- Business Objects Course offered by IT and Robert Hendrickson.

Business Objects

- Business Objects XIR2
- One of the top Business Intelligence tools in the world
- Easy to use
- Allows easy querying of business data
- Register through A-Train
- Classes offered monthly
- Contact Robert Hendrickson at , 501-771-2763

NOTES:

Course Contact Information:
Help Desk, 501-280-4357 or
AASIS Help Desk, 501-683-2255

ORIENTATION

Orientation - Training

OBJECTIVES

- Continuing Education and Training

Purpose

- Go through the Orientation Process
- Takes 1 year
- Provides opportunity to improve knowledge, Skills and Abilities

HR 30 Check List

- Designed to track training required within the first year of employment.
- Go over with immediate supervisor to ensure all training is done timely.
- 4 Sections to complete in its entirety.

A-Train LMS

- Make sure your supervisor has submitted the HR 359 form to HR.
- Must create an account.

Email Address

- Request supervisor to set up. Must have an email account to complete “Registration” evaluation for NEO.

Intranet

- Employee access to internal intranet tools.
- <http://healthycolleagu/> make this your home page for intranet usage.
- Access to all Agency information (based on role mapping).

Healthy Colleague

- Employee Directory
- Training and Education Tab-A-Train
- CATMAN
- AHELP
- Logos, Letterhead, Forms, E-Board

ADH Policies you should know:

Policy Name	Policy Manual	Page
AASIS Policy	Finance Policies and Procedures	FIN-1
New Employee Orientation	HR Policies and procedures	EMP-72
New Supervisor Training	HR Policies and Procedures	EMP-73

NOTES:

Training & Continuing Education

- You and your supervisor are responsible for completing all required training.
- Training on core competencies is required.
- Use the Orientation Checklist HR-30
- Review Public Health and Preparedness competency requirements.

Types of Training

- Face-to-Face workshops/seminars
- Video and Satellite broadcasts
- Web based training
- ADH Programs
- Annual American Public Health Association Conference

Available Training

- Workforce Development offers soft skills training (i.e. Customer Service, Teamwork 1, Supervisory, etc.)
- IT offers training on Microsoft Office Products (i.e., Excel, Word, etc.)
- OPM offers training on AASIS.
- Additional training also offer through Arkansas Public Administration Consortium

Where Do I Find Training

- Intranet - <http://healthycolleagu/>
 - o E-Board
 - o Training & Conference Calendar
- A-Train LMS - <https://ar.train.org>

Course Contact

Information: Workforce Development Team

NOTES:

INTRO TO CULTURAL AWARENESS

Introduction to Cultural Awareness

OBJECTIVES

After completing this course you will be able to:

- List factors that shape culture
- List similarities and differences between cultures
- List the advantages that differences can provide
- Identify the most common reasons people sit silent in the face of bias and stereotypes
- Demonstrate an awareness of the significance of cultural differences in serving and caring for people from diverse cultural backgrounds

PURPOSE

- To know oneself better –a prerequisite for serving others and providing good customer service to our culturally diverse society
- To develop a non-judgmental attitude with empathy and a readiness to appreciate other people's views
- To establish more effective working relationships with our culturally diverse clients and coworkers

WHAT IS CULTURE?

The totality of our:

- Values
- Beliefs
- Behaviors
- World

Notes:

EXERCISE

Getting To Know You

Instructions: These questions help all of us get to know everyone a little better. You will have 5 minutes to complete the questions.

Then each of us will share their answers with the members of the group and discuss the things that we all may have in common as well as the things that are different.

1. Your Name	
2. Where were you born?	
3. Your family ethnicity or heritage?	
4. What is your favorite food?	
5. Your greatest achievement or proud moment.	

Notes:

CULTURE IS....

- LEARNED
- COLLECTIVE
- CONSTANTLY CHANGING OVER TIME
- A COMPLEX RESPONSIVE PROCESS

Culture serves as the roadmap for our:

- Perception
- Interaction

Culture is our behavioral “Software program”

GLOBALIZATION TREND

- Multiple languages
- Various clothing styles
- Diverse view points
- Different ways of expressing oneself

**Watch the video and record your answers on
“Village of 100” Activity Sheet on the next page.**



Notes:

Village of 100, 3rd Edition Participant Activity Sheet

Please answer the questions on the following sheet with your best guess.

You will have 10 minutes and then we will have a discussion about the questions

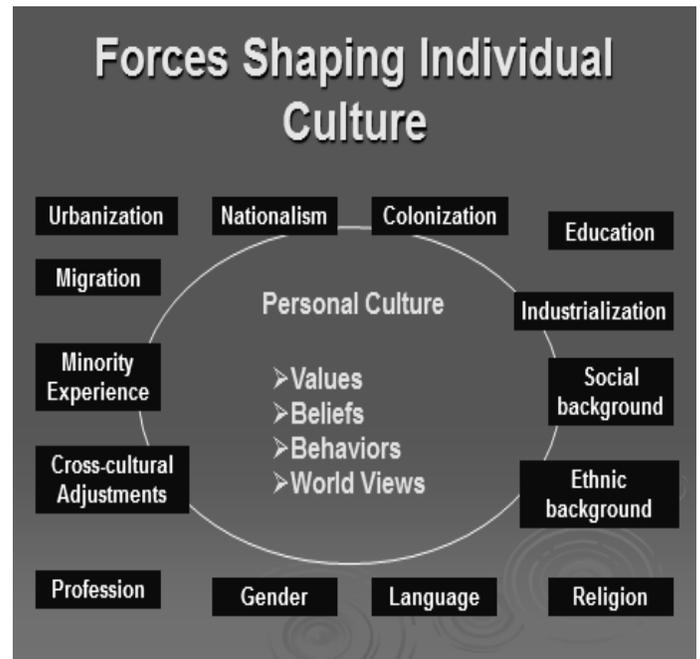
If we could shrink the Earth's population to a village of 100 people, with all existing ratios remaining the same, what would it look like? Fill in the blanks below with your best guess for the breakdown of that village.

1. How many Asians would there be in our village?	
2. How many would be Europeans?	
3. How many would be from the Western Hemisphere, both north and south?	
4. How many would be Africans?	
5. How many would be from the South Pacific?	
6. How many would be male, and how many would be female?	M F
7. How many would be white, and how many would be non-white?	W NW
8. How many would be Christian, and how many would be non-Christian?	C NC
9. How many would be heterosexual, and how many would be homosexual?	HT HM
10. Thirty-two percent of the entire world's wealth would be in the hands of how many people?	
11. How many of those people would be citizens of the United States?	
12. How many people in the United States (actual population) have work disabilities?	
13. How many in our village would live in substandard housing?	
14. How many in our village would have HIV?	
15. How many would be unable to read?	
16. How many of us would suffer from malnutrition?	

17. How many would not have a safe water supply?	
18. How many would be near death, and how many would be near birth?	D B
19. How many would have a college education?	
20. How many would not have electricity?	
21. How many would have access to the Internet?	
22. What percent would be trying to live on only 3% of the world's income?	

When one considers our world from such an incredibly compressed perspective, the need for both tolerance and understanding becomes glaringly apparent.

What Shapes Individual Culture?



STAGES OF GROWTH

- Cultural Competency
- Cultural Sensitivity
- Cultural Knowledge
- Cultural Awareness

DANGERS

- BIAS
- STEREOTYPES
- These lead to –
 - PREJUDICE
 - SIMPLE MISUNDERSTANDINGS

COMMON WAYS STEREOTYPES SURFACE

- Jokes
- Name Calling/Labels
- Oversimplified Statements Applied to “ALL” People in a Group
- Stereotypical Descriptors

EXAMPLES OF STEREOTYPING

- “Asians are good in math.”
- “African Americans are good at sports.”
- “Men are good leaders.”
- “Women are good nurturers.”

“The simple act of naming a bias as such or objecting to it on the spot establishes a social atmosphere that discourages it: saying nothing serves to condone it.”

-Daniel
Goleman Emotional

Notes:

Silent Conclusion

“To go along with – through silence”

Ally

“Someone who speaks up on behalf of someone else”

HOW DO WE MOVE PAST STEREOTYPES?

- **By choice**
- **Make a conscious effort to treat people as individuals**

CULTURAL DIFFERENCES = DIVERSITY

- **Biologically we are all the same.**
- **The differences between people, groups of people, communities and populations are the cultural differences.**

Will You Help...

CULTURAL COMPETENCY

- Builds foundation for good communication
- Develops an appreciation for diversity
- Opens our eyes and minds to see the positive aspects of cultural differences

Speaking Up: Six Techniques

1. Assume Good Intent & Explain Impact
2. Ask a Question
3. Interrupt and Redirect
4. Broaden to Universal Human Behavior
5. Make It Individual
6. Say Ouch!

Skills

1. Would you speak up?
2. Which technique(s) can you use?



Awareness Quiz

Equity & Diversity Awareness Quiz

Please circle the correct answer for each question. We will discuss the answers when everyone has completed the quiz.

- According to the National Center for Education Statistics, what is the percentage of U.S. schools with no teachers of color on staff?
 - 0%
 - 20%
 - 40%
 - 60%
- Compared with White women, how likely are African American women in the U.S. to die during childbirth due to a lack of access to prenatal care, according to the Agency for Healthcare Research and Quality?
 - equally likely
 - twice as likely
 - four times as likely
 - six times as likely
- According to a study by the American Association of Physicians for Human Rights, what percentage of physicians report witnessing a colleague giving reduced care or refusing care to lesbian, gay, or bisexual patients?
 - 12%
 - 32%
 - 52%
 - 72%
- In a 2007 study, UNICEF rated the treatment of children in the 23 wealthiest countries in the world based on 40 indicators of child well-being. Which two countries received the lowest ratings?
 - Saudi Arabia and Turkey
 - Mexico and South Africa
 - India and China
 - The United States and the U.K.
- According to a 2006 report from the American Civil Liberties Union, African Americans comprise more than 37% of people arrested for drug use, 59% of those convicted for drug use, and 74% of those sentenced to prison for drug use. African Americans comprise what percentage of U.S. drug users?
 - 15%
 - 30%
 - 45%
 - 60%
- The U.S. military budget is by far the highest of any country in the world. How much higher is the U.S. military budget than that of China, the world's second biggest military spender?
 - 1.5 times higher
 - 4 times higher
 - 7 times higher
 - 9.5 times higher
- Compared with their U.S.-born peers, how likely are immigrant men in the U.S., ages 18-39, to be in jail or prison, according to a 2008 report from the Immigration Policy Center?
 - 15 times more likely
 - 5 times more likely
 - equally likely
 - 5 times less likely
- According to the U.S. Census Bureau, the median annual income for U.S. white men, 25 years or older, who have earned graduate degrees, is \$80,000. What are the median annual incomes for Latina and Native American women, 25 years or older, who have earned graduate degrees?
 - \$80,000 and \$80,000
 - \$70,000 and \$68,000, respectively
 - \$60,000 and \$62,000, respectively
 - \$50,000 and \$40,000, respectively
- According to UNICEF, the wealth of the three richest people in the world is roughly equal to the combined Gross Domestic Product of:
 - the 8 poorest countries
 - the 28 poorest countries
 - the 48 poorest countries
 - the 68 poorest countries
- Powder cocaine (largely used by wealthy people) and crack cocaine (largely used by economically disadvantaged people) contain

roughly the same amount of the drug per gram. Under federal law, how much of these substances must an individual be convicted of possessing to be sentenced to a mandatory minimum of five years in prison?

- a. 500 grams of powder or crack cocaine
- b. 50 grams of powder or 5 grams of crack cocaine
- c. 500 grams of powder or 5 grams of crack cocaine
- d. 5 grams of powder or crack cocaine

11. According to the U.S. Census Bureau, how many U.S. citizens are millionaires?

- a. roughly 2,600,000
- b. roughly 1,000,000
- c. roughly 500,000
- d. roughly 150,000

12. What percentage of gay, lesbian, bisexual, and transgender high school students report that their teachers “never” or “rarely” respond to homophobic remarks made by other students, according to a national study by GLSEN?

- a. 15.1%
- b. 37.8%
- c. 63.2%
- d. 84.5%

13. Based on a 2007 report from the Economic Policy Institute, the annual earnings of the average Full-time U.S. worker is roughly equal to:

- a. the hourly earnings of the average CEO in the U.S.
- b. the daily earnings of the average CEO in the U.S.
- c. the weekly earnings of the average CEO in the U.S.
- d. the monthly earnings the average CEO in the U.S.

14. What portion of the U.S. Government budget goes to welfare and Social Security?

- a. 25% to welfare and 25% to Social Security
- b. less than 1% to welfare and 20% to Social Security
- c. 20% to welfare and 1% to Social Security
- d. less than 1% to welfare and less than 1% to Social Security.

15. A Princeton study of elite universities in the U.S. found that legacy applicants—people, usually white and wealthy, with a parent or grandparent who attended the institution—are far more privileged by legacy status than applicants of color are by affirmative action policies. The study determined that legacy status was roughly equivalent to how much of a boost to an applicant’s SAT score?

- a. 20 points
- b. 90 points
- c. 160 points
- d. 220 points

EdChange Equity & Diversity Awareness Quiz
© Paul C. Gorski and
EdChange <http://www.EdChange.org>

Sources

The Agency for Healthcare Research and Quality
American Association of Physicians for Human Rights
American Civil Liberties Union
Economic Policy Institute
Gay, Lesbian, Straight Education Network
The Immigration Policy Center
National Center for Education Statistics
UNICEF
U.S. Census Bureau

Course Contact Information:

Connie.Foster@Arkansas.gov, 501-661.2871
or Jennifer.D.Hall@arkansas.gov, 501-661-2158

or

INTRO TO CUSTOMER SERVICE

Introduction to Customer Service

Who is our customer?

Anyone that you provide service or information to.

What is our responsibility to the Customer?

- Professionalism and Accessibility
- Knowledgeable and informative
- Efficient
- Accountable
- Helpful
- Equitable
- Consistent

It's A Dog's World Video!

- Note pro's and con's

Delivering Great Customer Service Starts with you and:

- Prepared workspace.
- Positive, professional greeting.
TONE-ATTITUDE
- Positive body language.
- Devote 100% of your attention.
- Good listening skills.
- Know your limitations.
- Honor your commitments.
- Professional closure.

Road Blocks to Customer Service

Getting a customer from point A – B

- Unacceptable reasons/excuses prevent getting the customer from point A to B.

Who Do You Represent?

- Understand ADHs responsibility in serving the customer.
- Your role in representing ADH
- Provide the service in ways that will not impact the customer negatively.
- The flow of communication from the ADH through you to the customer.

Notes:

Fish Philosophy Video!

- Lifelong learning approach utilizing four (4) principles that inspire us to feel alive and engaged in the work we do.
 1. Play
 2. Make Their Day
 3. Be There
 4. Choose Your Attitude

Challenging Customers

Getting the customer from point C to D

- Stay Calm. Refocus the situation.
- Determine the goal of this communication.
- Provide the solution or find someone who can.
- Follow through and up with the customer to ensure they were assisted.

Course Contact Information:

Workforce Development

Notes:

Teamwork I - Insight Inventory

Objective:

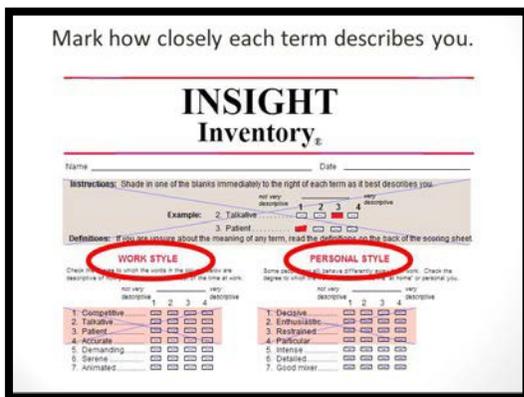
After completing this module, you will be able to:

- Identify your personal and work styles
- Describe work and personal styles,
- Anticipate your reactions to stress,
- Flex your style to better communicate, and
- Prepare a personal description of your style.

Good Team Characteristics:

- Small size 4-15 members with complementary skills.
- A common purpose that all members agree to and support.
- Stated performance goals that are developed by the team. Mutual accountability.

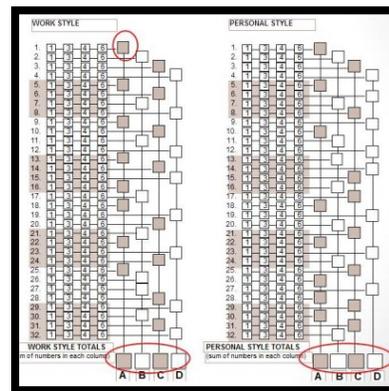
Completing the INSIGHT Inventory



- STEP 1. Use the yellow sheet with definitions for each word as you complete the insight inventory worksheet inside your Insight Inventory Workbook.
 - o Since words can have many different meanings to people it is important to ensure you have the correct understanding of what is meant by the word.
- STEP 2. First review the Work Style side before going on the Personal Style side.
 - o DO NOT go back and forth between them.
 - o When doing the Work Style think about how you are ONLY at work.

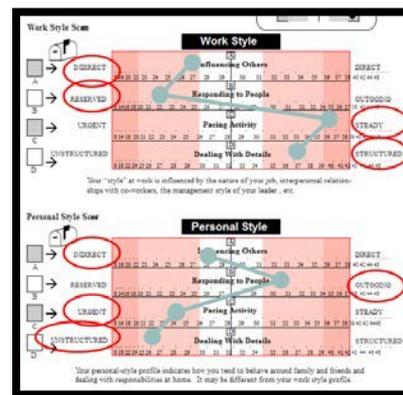
- o When doing the Personal Style think only of how you are at HOME and with FRIENDS and FAMILY.
- STEP 3. When complete remove the top page and go to the inside page.

Scoring the INSIGHT Inventory



- STEP 4. Transfer the marked numbers to the boxes immediately to the right.
- STEP 5. Add the vertical columns to get the totals.

Charting the INSIGHT Inventory



- STEP 6. When finished, open the INSIGHT INVENTORY Book to the inside cover and transfer you're A,B,C & D scores to the corresponding boxes.
- STEP 7. Plot that number on the graph then connect the dots.
- STEP 8. Circle the word to the right of the graph if you plotted to the right of the center

line. Circle the word to the left if you plotted to the left of the center line.

The Four Traits

- A. Getting Your Way
 - a. Indirect \longleftrightarrow Direct
- B. Responding to People
 - a. Reserved \longleftrightarrow Outgoing
- C. Pacing Activity
 - a. Urgent \longleftrightarrow Steady
- D. Dealing with Details
 - a. Unstructured \longleftrightarrow Precise

- See page 6 of the Insight Inventory Workbook for communicating better with people having opposite styles.
- See page 7 of the Insight Inventory Workbook for communicating better with people having similar styles.

Trait Intensity

- No Shade – Some characteristics from both sides may describe you.
- Light Shade – Many characteristics of that preference will describe you – and one or two from the opposite side.
- Dark Shade – Most of the characteristics of that preference will describe you.

Every Environment Has:

- Certain pressures
- Unique stresses
- Role expectations
- Behavior inhibitors
- Behavior encouragers

Identifying Your Preferences

- See pages 2 & 3 of the Insight Inventory Workbook.

Stress Reactions

- Avoid the tendency to overuse your strongest preference.
- See page 5 of the Insight Inventory Workbook.

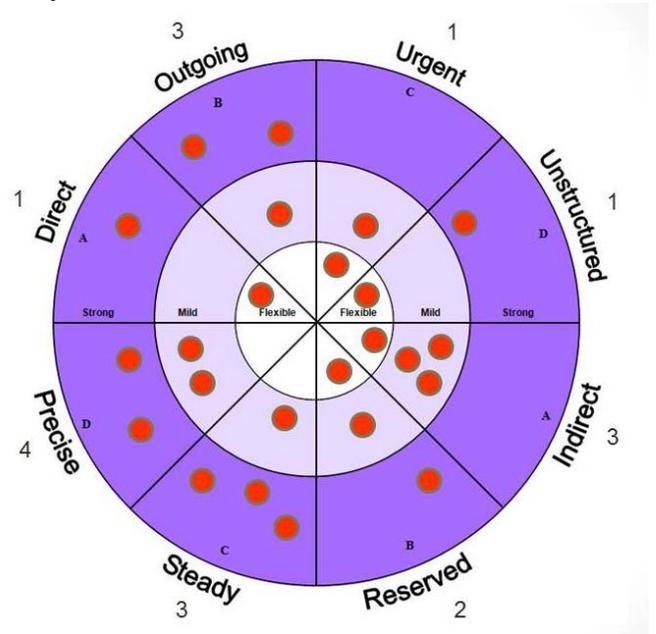
Flexing Your Style

- The goal is to temporarily change your style to communicate differently with various people.

Improving Team Effectiveness

- Ask for help
- Balance
- Team up
- Use your strengths

Sample Team Wheel



Course Contact Information:

Connie.Foster@Arkansas.gov, 501-661.2871 or
Jennifer.D.Hall@arkansas.gov, 501-661-2158

Notes:

Fly Sheet

Tab – Time Sensitive



Time Sensitive

New Employee Orientation Check List

(Forms and Processes to Complete)

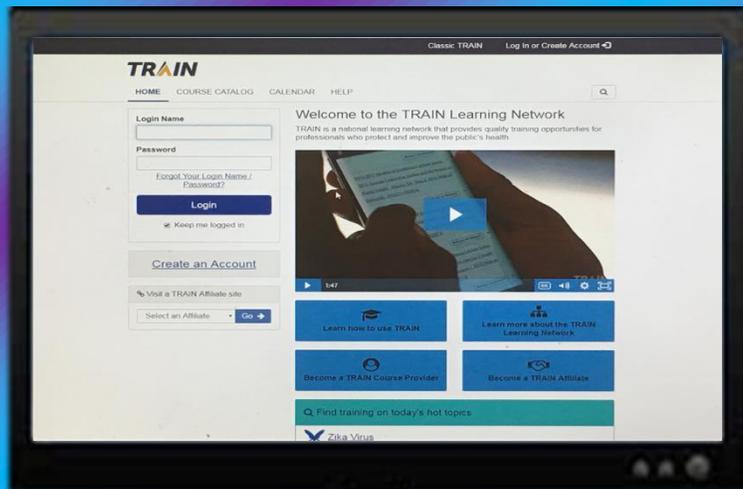
- HR-30 Checklist** - Complete within timeframes.
- Complete Benefits Package** – Submit within 30 days.
- Create an A-Train** – (Access through Goggle Chrome. See Train 3.0 Handout.
- Fitness Room** – Sign Release and Submit to Human Resources (HR).
- Immunizations** – Follow-Up on requirements and submit to HR.
- 6 Month Waiver** – Must submit a letter (Waiver) to your supervisor for each position(s) you are interested in. *Must be approved before you may apply.*
- What center do you work for?** Ask your supervisor.
- ADH Intranet Link** – <http://healthycolleague/>

TRAIN 3.0

**TRAIN 3.0
IS HERE!!!**

*ENJOY THE ADVANCED
LOOK AND FEEL OF
THE ONE AND ONLY,
NEW AND IMPROVED....*

A-TRAIN 3.0



Access: Google Chrome
Log-in@<https://www.train.org/ADH>



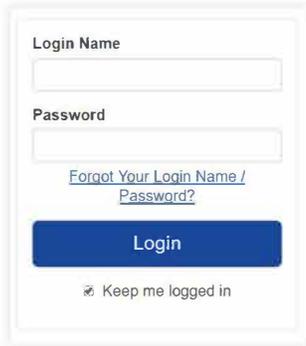
Setting Up Your TRAIN Account

Your ability work within TRAIN depends on you having a TRAIN account. Here we'll take a look at how you must set up your account.

Step 1. ▶ Access the TRAIN Learning Network

It's obvious, of course, but before you can get started with TRAIN, you first have to access it!

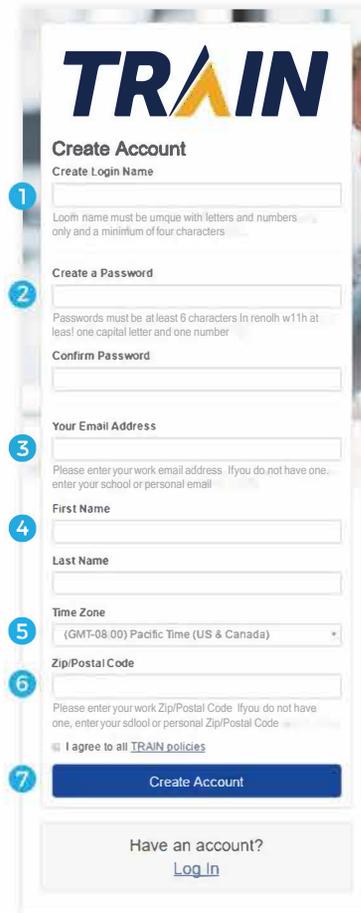
Use your preferred INTERNET browser and enter <https://www.train.org/ADH> into the URL address bar. Press 'Enter' on your keyboard and you will be directed to the TRAIN Learning Network.



Step 2. ▶ Log In

If you already have a TRAIN account, enter your login name and then your password and click "Login".

If you do not have a TRAIN account, click the 'Create an Account' link to create one.



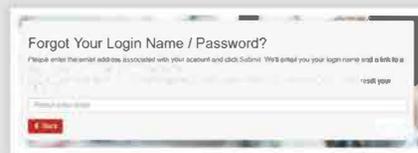
Step 3. ▶ Account Creation

1. Create your login name. Your login name must be unique (with letters and numbers only), and you must enter a minimum of four characters.
2. Your password must contain at least six characters with at least one capital letter and one number.
3. Now enter your work email address. If you don't have one, enter your school or personal email address.
4. Next, enter your first and last name.
5. Now select your time zone.
6. Enter your work zip/postal code. If you don't have one, enter your school or personal zip/postal code instead.
7. The final process is to agree to all TRAIN policies. It is recommended that you read through the policies. Be mindful that you cannot use TRAIN until you agree to the policies.

After agreeing, click the 'Create Account' button to log into the TRAIN Learning Network!

Forgotten Account?

If you forgotten your login credentials, click the 'Forgot Your LOGIN NAME credentials, click the "forgot your login name/password" and you will be directed to TRAIN's account recovery page.

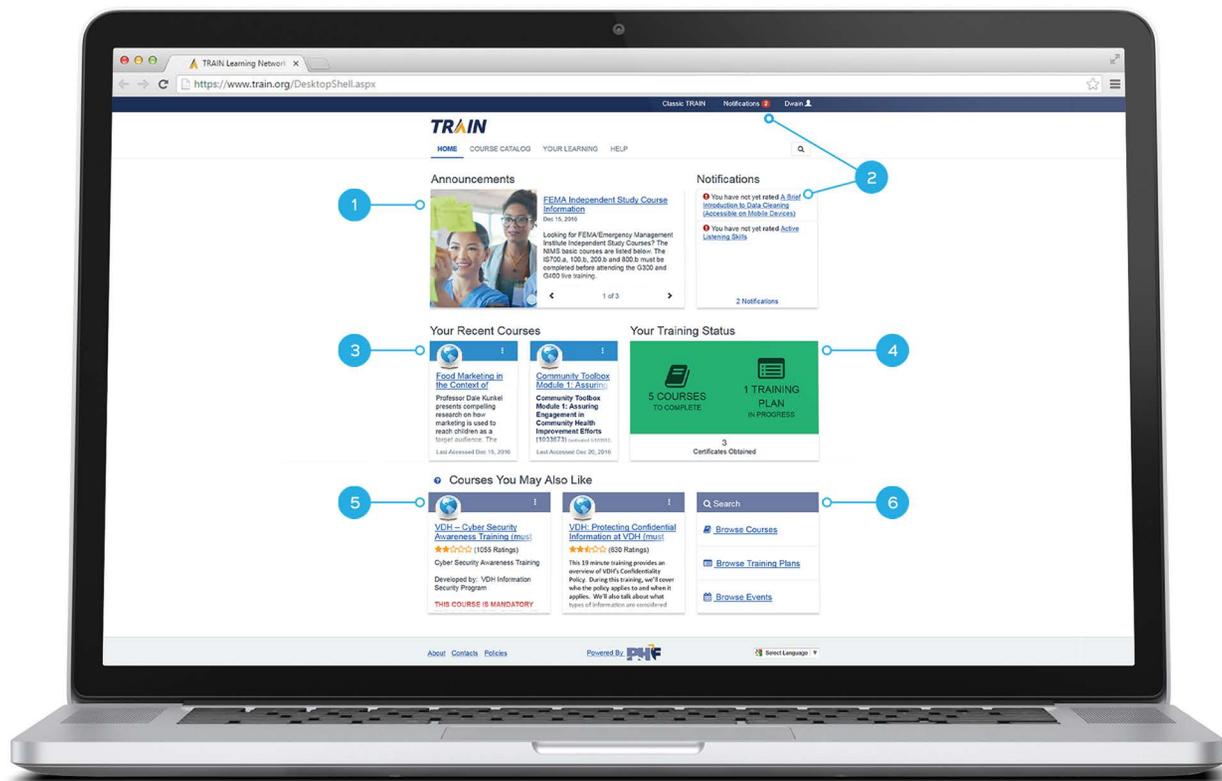


Affiliate Site

Upon logging into TRAIN, you may be presented with a message that you are being redirected to another portal. This prompt appears because your account is associated with a different TRAIN Affiliate group. If you are associated with more than one TRAIN Affiliate group, you can choose which site to enter by selecting the drop-down menu. Once you have selected a TRAIN Affiliate group, click the 'Go' button to be directed to your desired TRAIN Affiliate site.

The TRAIN Homepage

The TRAIN homepage is the workbench where you can manage your learning. You can use its tile features to read announcements, view your notifications, quickly access your recent courses, view your training status, conveniently access certificates that you've obtained, explore suggested courses you may like, and quickly search for courses. Let's have a look at the various components that make up the TRAIN homepage.



1. Announcements

- ▶ When the homepage is first loaded, the most recent item will be displayed on the Announcements tile by default. Announcement items in the rotator will switch when you click the right or left arrow on the tile to view each entry.

2. Notifications

- ▶ Notifications appear to inform you if your profile is incomplete, if you have an unfinished assessment and/or evaluation, or if you have not yet rated a course. If you have no notifications, this tile will not appear.

3. Your Recent Courses

- ▶ This tile will show one or two of your most recently accessed courses. If you have not accessed any courses yet, this tile will not appear. The action (⋮) menu allows you to directly interact with the course, and the options available are based on the course type and your current course status.

4. Your Training Status

- ▶ This tile displays the number of courses you have to complete along with your training plan (if one has been assigned to you by an administrator or you have chosen to take a training plan). You may also see the number of certificates you've earned and download them by clicking the 'Certificates Obtained' link underneath this tile. If you just created an account, course and certificates obtained information will not appear for your profile.

5. Courses You May Also Like

- ▶ Two courses will be shown here based on the top two courses from all course records that have the most registrations by all users in your same 'state' group and are active and visible to your profile. The action menu (⋮) allows you to directly interact with the course, and the options available are based on the course type and your current course status.

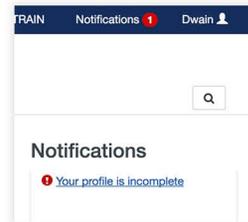
6. Search Options

- ▶ Under the 'Search' tile, you may click the links to browse courses, browse training plans, or browse events.

Managing Your TRAIN Account

Notifications

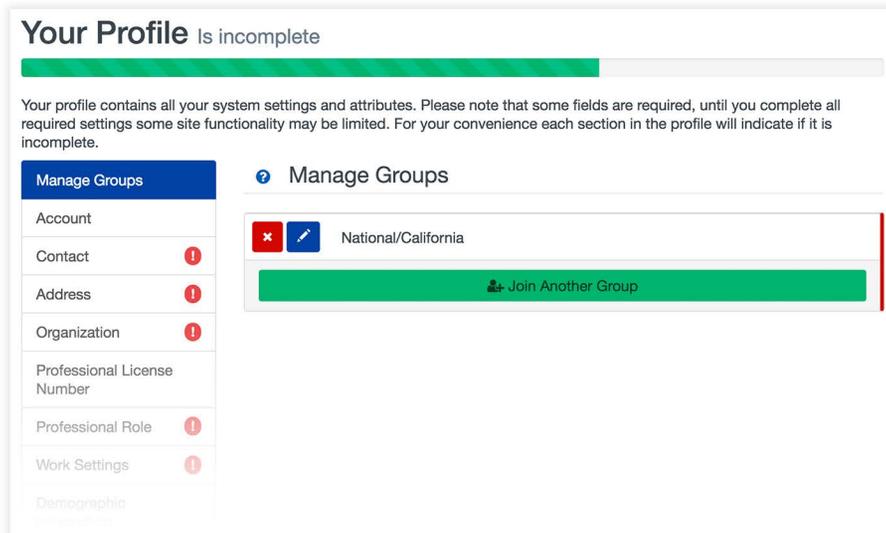
▶ Once you have logged into TRAIN for the first time, you will see a notification that your profile is incomplete. This is shown because there remain unanswered fields in your profile. It is important to note that this profile status indication will display each time you log into TRAIN until your profile is completed. Additionally, you will be unable to register for courses until your profile is completed.



To access your profile, click the 'Your Profile is Incomplete' notification link or click on your name in the top right corner and select "Your Profile."

The 'Your Profile' Page

▶ Your Profile contains all your system settings and attributes. On the 'Your Profile' page, some fields are required and until you complete all required fields, some site functionality may be limited, such as registering for courses. For your convenience, each section on the 'Your Profile' page will indicate if it is incomplete.



Your Profile Is incomplete

Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

Manage Groups
Account
Contact !
Address !
Organization !
Professional License Number
Professional Role !
Work Settings !
Demographic

Manage Groups

National/California

[Join Another Group](#)

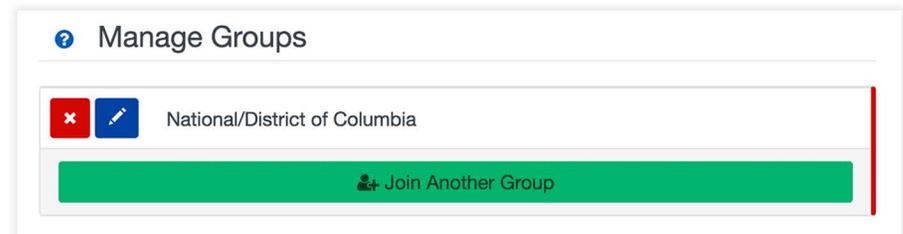
Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

Manage Groups
Account
Contact !
Address !
Organization !
Professional License Number
Professional Role !

The 'Your Profile' page is organized by Manage Groups, Account, Contact, Address, Organization, Professional License Number, Professional Role, Work Settings, Demographic Information, FEMA Student ID, and Professional License. If at least one required field is empty, it will be indicated by an icon displayed next to the corresponding section name. If all required fields in the section are filled in, the icon will go away. Simply click each incomplete section and fill in each required field within the section to manage your account.

The 'Manage Group' Section

▶ Within this section, you will select the group(s) that determine what courses and/or content are made available to you.



Manage Groups

National/District of Columbia

[Join Another Group](#)

You are required to have at least one group selection. You will select the group(s) within the location that is relevant to you, and you are also able to add national groups to see additional courses. If you ever move, you are able to edit your group selection here. To move to a new state group, delete your current state selection, then select "Join Another Group" to make your new state group selection. When going through the group selection, you will be shown lists of groups to select from. When you see "Confirm these selections," you are able to finish your group selection, but we highly recommend selecting the appropriate groups until there are no group selections remaining.

Group Selection

In TRAIN we use Groups to optimize your experience and customize content to suit your needs. It also ensures you will see content from local course providers, and generally content that is more relevant to you.

Select an affiliate you want to join.

✓ Location

Select the location where you work, study, or reside.

[MRC](#)

If you are a member of the Medical Reserve Corps, then you should select MRC Portal in addition to your state.

[CDC](#)

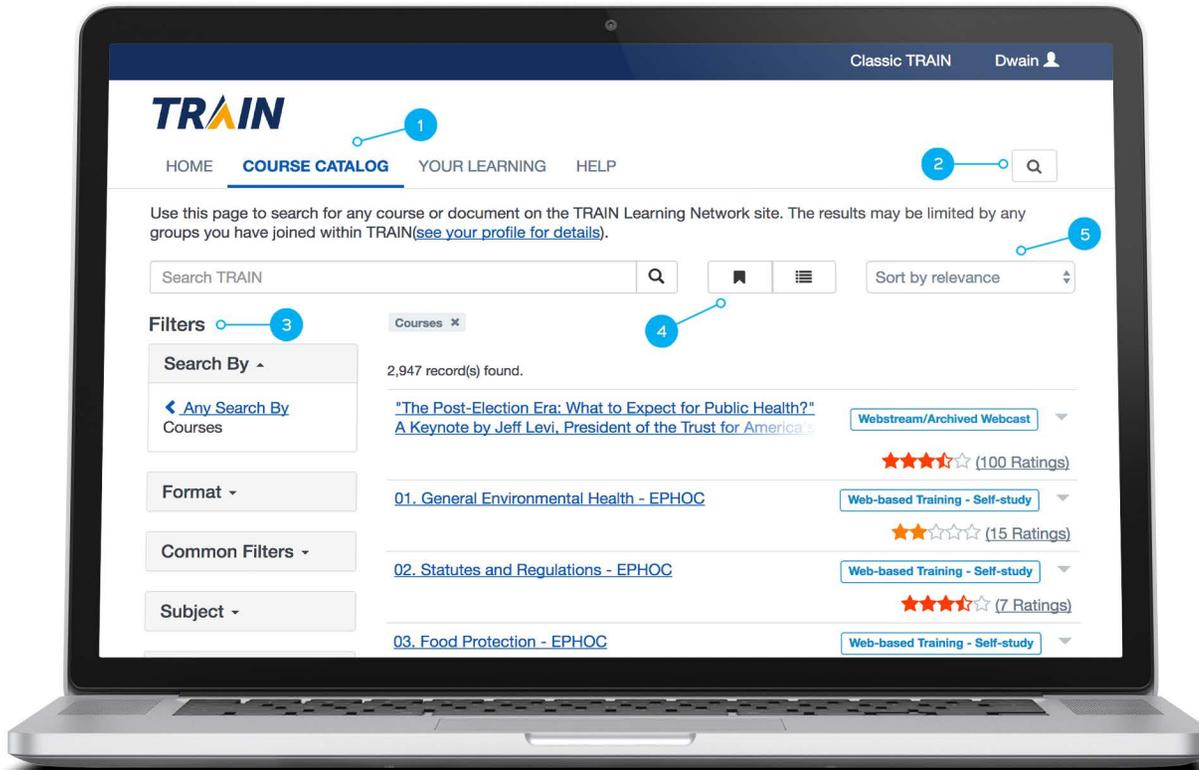
To access additional CDC TRAIN (Centers for Disease Control and Prevention) content, and to participate in CDC-hosted communities of practice,

Search

TRAIN features a powerful search and here's how to get the most out of it.

1. Course Catalog Page

- ▶ The course catalog page offers another way to search for any course on the TRAIN Learning Network. The results may be limited based on the groups you have joined. See your profile for your group selection details. The 'Search TRAIN' text box is located at the top of the Course Catalog page with the search icon located next to it. When you enter information in the text box, you may either click the 'search' icon or press the 'Enter' key on your keyboard to refresh the list of courses underneath the text box. The search will look for the keyword(s) you entered within the search box both in the course title and within the course description. If the keyword(s) are located in the search title, they will be highlighted within the search results. Screen readers will not indicate the highlighted text.



2. Universal Search

- ▶ TRAIN's universal search feature is included within the site banner and it will search all site content, including courses, training plans, and resources.

3. Filters Panel

- ▶ The filters panel shows multiple sections for different filter types, stacked vertically. The course catalog page contains the content type of 'Courses' pre-selected in the 'Search By' section, and filters that are specific to courses appear right away. If the 'Any Search by' link is clicked or the original search is performed using the universal search bar, the search results will include all available content types.

4. Saved Search

- ▶ While logged into TRAIN and on the 'Course Catalog' page, you may save your searches by clicking the 'Save This Search' button and entering a name for your current search. After the search is saved, it will be added to a list of saved searches that are shown to you when you click the 'Saved Searches' button. You may also manage your saved searches by either editing the name of your search entries or by deleting search entries from your saved search listing.

5. Sorting

- ▶ On the right-hand side of the screen is the 'Sorting' drop down list. It contains the following options:
 - Sort by relevance
 - Sort by format
 - Sort A - Z
 - Sort Z - A
 - Sort by newest
 - Sort by avg. rating
 - Sort by # of ratings

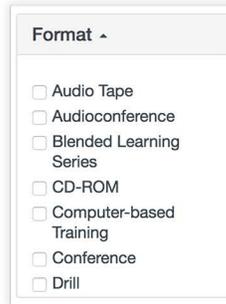
If you select a different item from the sorting list, it will refresh the search results list with the appropriate sorting order applied to it.

Content Types

Clicking on a content type will filter the search result by that type. When you click the 'Courses' content type, the course-specific filter sections will offer you the following options:

Format

▶ When the format section is expanded, a list of course formats will be seen with checkboxes in front of each format name. If at least one filter is not checked in this section, courses with all course formats will appear in the search results. When a course format is selected, the search results will be filtered by that item. Multiple course formats can be selected for the search and the courses that have either of the selected items will be shown.



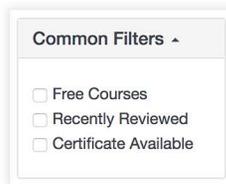
Format ▾

- Audio Tape
- Audioconference
- Blended Learning Series
- CD-ROM
- Computer-based Training
- Conference
- Drill

Common Filters

▶ When the 'Common Filters' section is expanded, the following filter choices will be available.

- Free Courses - This filter option only shows the courses that have no cost.
- Recently Reviewed - This filter option only shows the courses that have had a review posted within the last 90 days.
- Certificate Available - This filter option only shows the courses that have certificates assigned.



Common Filters ▾

- Free Courses
- Recently Reviewed
- Certificate Available

Subject

▶ This section shows a list of subject areas, sorted alphabetically. All subject area items have a checkbox in front of the name and this filtering mechanism works similar to the 'Format' option.

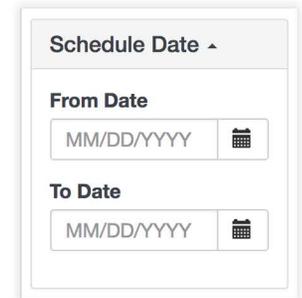


Subject ▾

- Access to Care (includes health insurance)
- Agriculture
- Animal Health
- Assessment/Analysis
- Chronic Diseases
- Computer Skills/Training

Schedule Date

▶ The 'From Date' and 'To Date' entries perform a search when either dates are entered. This search will be performed on all live event course formats available within the specified date range.



Schedule Date ▾

From Date

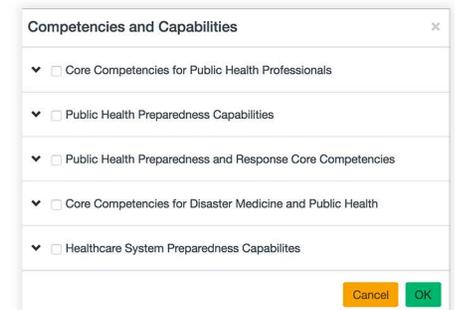
MM/DD/YYYY 

To Date

MM/DD/YYYY 

Competencies and Capabilities

▶ The 'Select Filters' button will appear when this section is expanded. When you click the button, a window will appear - displaying a list of all competency and capability sets that are available to you. Each competency set is expandable - showing a tiered structure of the competency set that allows multiple selections in the structure. Selected items will be applied to the search result. When you click the 'OK' button, the course list will be filtered by the selected items, showing only the courses that have at least one of the selected items assigned.



Competencies and Capabilities ✕

- ▾ Core Competencies for Public Health Professionals
- ▾ Public Health Preparedness Capabilities
- ▾ Public Health Preparedness and Response Core Competencies
- ▾ Core Competencies for Disaster Medicine and Public Health
- ▾ Healthcare System Preparedness Capabilities

Cancel OK

Course Rating

▶ When expanded, this section shows a selection of filters that represent the average course rating, based on user reviews. The course rating system is structured in the following manner.

- 4 stars and up
- 3 stars and up
- 2 stars and up
- 1 star and up



Avg. Course Rating ▾

- ★★★★ & Up
- ★★★☆☆ & Up
- ★★☆☆☆ & Up
- ★☆☆☆☆ & Up

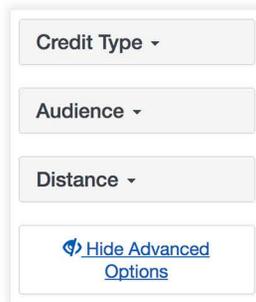
When you click a rating star filter, only the courses that have the average rating value that is equal to or higher than the specified level will be shown on the search results list.

Show Advanced Options

▶ The 'Show Advanced Options' link displays additional filtered sections. They are:

- Credit Type
- Audience
- Distance

Each of these additional filter options works similar to the other filters under the 'Filters' column. It is important to note that the 'Distance' filter will only return live event course types with sessions that are available to you based on location within the radius of your zip code. The search result for this filter will automatically add a "From Date" equal to the current date.



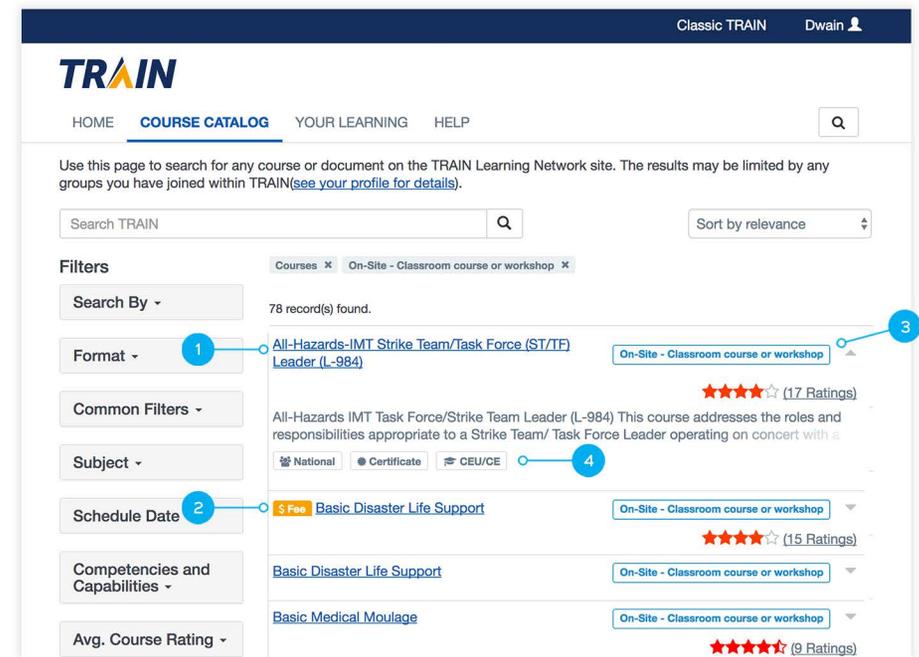
Search Results Column

▶ The search results column displays the list of generated courses from your search result. If you selected a filter from the 'Filters' panel on the left, they will be generated as removable tags above the search results. When you remove a filter tag by clicking on the tag name at the top of the search results or removing it from within the filter menu of the left side of the page, your search results will refresh, thus reflecting the change in the results column.

Here are a few things to note in your search results:

1. The course title is a link that directs you to the course details page. Two lines are available to display the course title; however, the full course title is shown via a text box when you hover over the title with your cursor.
2. If a fee is associated with a course, a "Fee" price tag icon will be displayed in front of the course name.
3. Next to the course title is the course format indication, followed by the average star rating for the course, and an expand icon that displays more course information when clicked. When you click for more course information, the first two lines of the course description will be shown.
4. There will also be tags to indicate:
 - the group the course is visible to (and therefore why you see this course),
 - if a certificate is available, and/or
 - if credit is available.

Search result items show on a continuous feed, with more items loaded on the page as you continue to scroll down. The 'Course Catalog' page is available to you before you log in; however, some courses may not be available to view until you have logged in based upon your group selection.



The 'Account' Section

▶ The account section includes your email address and name. Please use the email most relevant to your professional association (work, school, etc.). You may enter your personal information if you wish. It also displays your login name. From the account section, you are able to sign up for TRAIN emails, which allows you to receive emails from TRAIN regarding course notifications and other communications from TRAIN. We highly recommend signing up to receive emails from TRAIN. You are also able to reset your password using the "Reset Password" button.

The screenshot shows the 'Account' registration form. At the top right, it says '(Fields marked below are required)'. The form includes an 'Email' field with 'dwein@starks@gmail.com' entered. Below the email field are three checkboxes for email preferences: 'I would like to receive emails from TRAIN.', 'I would like to receive annual notifications to keep my account up to date.', and 'I would like to receive notifications about the site updates by email.' There are four text input fields: 'First Name' (Dwain), 'Middle Name', 'Last Name' (Starks), and 'Login Name' (demouser2). A 'Reset Password' button is located below the 'Login Name' field.

The 'Contact' Section

▶ If you selected the United States, the telephone number text field will be automatically formatted for a 10-digit telephone number, which contains your area code. If you selected a country other than the United States, you may type in an international phone number in the provided 'Telephone Number' text field. Please enter the phone number most relevant to your professional association (work, school, etc.). You may enter your personal information if you wish.

The 'Address' Section

▶ In the 'Address' section, under the 'State/Territory' field, the appropriate State/Territory will be displayed in the drop-down list based on the Country selection. If no State/Territory is associated with your selected country, you may manually enter in the name of your location in the 'State/Territory' text field. Please enter the address most relevant to your professional association (work, school, etc.). You may enter your personal information if you wish.

The 'Organization' Section

▶ When entering in your "Organization," a list based on your entry will display beneath the field. Please find your organization in the list provided. If you cannot find your organization within the list you can fill out the full name.

The screenshot shows the 'Organization' selection form. At the top right, it says '(Fields marked below are required)'. There are two text input fields: 'Organization Name' (Public Health) and 'Department / Division'. Below these fields is a dropdown menu with the following options: 'Public Health - City of Hamilton' (highlighted in blue), 'Public Health - Columbia, SC', 'Public Health - Dayton and Montgomery County', 'Public Health - Dayton Montgomery County', 'Public Health - Dayton& Montgomery County', 'Public Health - Delta & Menominee Counties', and 'Public Health - Fresno County'.

Additional Sections

▶ Additional sections include Professional License Number, Professional Role, Work Settings, Demographic Information, FEMA Student ID, and Professional License. Professional License and other attributes are based upon your group selections. Professional Role and Work Settings require at least one selection and up to three total selections. Other fields are optional; however, some may be required based upon your group selection.

The screenshot shows the 'Manage Groups' sidebar. It has a blue header with the text 'Manage Groups'. Below the header is a list of sections, each with a red exclamation mark icon indicating a required field: 'Account', 'Contact', 'Address', 'Organization', 'Professional License Number', 'Professional Role', 'Work Settings', 'Demographic Information', 'FEMA Student ID Number', and 'Professional License'.

The 'Professional Role' Section

▶ The Professional Role section allows you to select up to 3 professional roles that best match your profession and specialization, where applicable. Scroll through the listing of professional roles, and click the checkbox on the left of the role title to select it.

If you select 2 or more roles, one role needs to be identified as your primary role. To do this, simply click your primary role first, and it will be indicated by a filled in radio button on the right of the role title, underneath the 'Primary' column.

If your professional role is not listed, you may manually enter it in the 'Other (specify)' field at the bottom of the listing. If your role includes a specialization, you may click the provided dropdown menu to view and select your specialization.

Professional Role (Fields marked below are required)

Please take a minute to review all roles before making your selection.

Please select up to three (3) Professional Roles that best match your profession, and select Specialization where available. If the "Other" option is selected, please enter specialization.

Professional Role is not properly filled out! Please choose between 1-3 attributes only.

Primary

- Allied Health Professional
- Administrator / Director / Manager
- Administrative Support Staff
- Animal Control Specialist / Veterinarian
- Biostatistician
- Childcare Provider
- Communicable Disease / Infection Control Staff
- Computer / Information Systems Specialist

The 'Work Settings' Section

▶ The Work Settings section works much like the Professional Roles section. You may select up to 3 work settings that best fit your work environment. You may also choose subcategories where applicable via a provided dropdown menu.

If your work setting is not listed, you may manually enter it in the 'Other (specify)' field at the bottom of the listing. To further specify your work setting, click the provided dropdown menu to view and select additional work setting information.

Work Settings (Fields marked below are required)

Please select up to three (3) Work Settings that best fit your work environment. Choose Subcategories where applicable.

Work Settings is not properly filled out! Please choose between 1-3 attributes only.

Primary

- Academic / Educational Institution
- Official Public Health Agencies
- Military
- Other Government Agencies (except Military)
- Healthcare Services
- Indian Health Service
- Tribal Health Sites
- Non-Profit Organization (except Healthcare)
- Private Industry (except Healthcare)
- Other (specify)

Once all of the required fields are entered, click 'Save' to save your changes, then click 'Close' to return to TRAIN.

Your Learning

The 'Your Learning' page contains relevant information about your training on the TRAIN Learning Network. You may check your current status, print certificates, or access your transcript. Let's explore the 'Your Learning' page in greater detail.

Your Current Courses

► The 'Your Current Courses' tab displays a list of your active courses along with courses you have saved.

The 'Filter' dropdown menu on the right contains the following options:

- Pending
- Not Started
- Pre-Assessment Pending
- In Progress
- Post-Assessment Pending
- Evaluation Pending

Filter by Status ▾

- Pending
- Not Started
- Pre-Assessment Pending
- In Progress
- Post-Assessment Pending
- Evaluation Pending

If you have not selected at least one of these options, all of your courses will be visible. You may select multiple options and changes to the courses on page will be instantly applied. Your course listing will only display courses based on your selected status filter(s).

Your Current Courses: Course Registrations

► Underneath the filter dropdown menu is a listing of your course registrations.

1. By default, the list is sorted alphabetically by title, and it contains the following information:

- Title
- Status
- Credit Type
- Format

You are able to sort by any column by clicking the column header. Your full registration status is displayed in the status column. For example, if you have a course record that contains a mandatory evaluation, 'Evaluation Pending' will appear as the course status.

Title ^	Status	Credit Type	Format
A Guide To Educating Patients	In Progress		Web-based Traini...
Adapting Evidence-Based Interventions for New Populations and Settings	Pre-Assessment Pending	1.00 / CHES	Webstream/Archi...
Community Toolbox Module 1: Assuring Engagement in Community Health Improvement Efforts (1033673)	In Progress		Web-based Traini...
CT-RI PHTC: Hosting a Worksite Influenza Vaccination Clinic: The Business Case	Evaluation Pending		Webstream/Archi...
CT-RI PHTC: Trauma, Stress and Public Health – What Are The Connections?	Evaluation Pending		Webstream/Archi...
Cultural Diversity, Health Disparities and Public Health	In Progress	1.00 / Certificate ...	Web-based Traini...

Your Current Courses: Course Details

► Each course title on the list links to the 'Course Details' page. In front of each course title is the action menu (marked by a three dot icon). The action menu opens a dropdown selection, which contains the following possible items:

- **Launch** – This option is only available for online courses.
- **Assessment** – This option is for courses in "Pre/Post Assessment Pending" status.
- **Evaluation** – This option is available if there is a course evaluation ready.
- **Go to Step 2 of Registration** – This option is available if there are multiple steps in the registration process.
- **Change Credit Type** – With this option, you are able to change your credit type selection.
- **History** – This option is only visible if there is more than one registration for the same course.
- **Withdraw** - This option withdraws the registration.
- **Mark Completed** - If the course allows self-completion, this option changes the registration status to completed.

Title ^

- [A Guide To Educating Patients](#)
- [Adapting Evidence-Based Interventions for New Populations and Settings](#)
- [Community Toolbox Module 1: Assuring Engagement in Community Health Improvement Efforts \(1033673\)](#)
- [CT-RI PHTC: Hosting a Worksite Influenza Vaccination Clinic: The Business Case](#)
- [CT-RI PHTC: Trauma, Stress and Public Health – What Are The Connections?](#)
- [Cultural Diversity, Health Disparities and Public Health](#)

⋮

- Mark Completed
- Go to Step 2 of Registration
- Withdraw

Your Training Plans

▶ The 'Your Training Plans' tab displays all training plans that you are registered for. By clicking the expand arrow to the right of the course listing, each section within the training plan is displayed. If the training plan does not have separate sections, than all courses within the training plan will be displayed. Each section within the training plan is also expandable. Expanding the section will display the individual courses within that section. Completion requirements for section(s) or course(s) are indicated (if applicable). The training plan list contains the same columns as the 'Your Current Courses' tab with the addition of the 'Score' column; however, sorting is disabled. By default, your training plan and section rows are collapsed. The action menu is available to the left of each course title within the training plan. When you click the action menu for a course, you will be given the same menu options as the course title offers in the 'Your Current Courses' list. If you have not yet registered for a course within the training plan, the action menu for the course will allow you to register for the course or save for later.

If you wish to withdraw from a training plan, you can click the (X) to the left of the training plan title and confirm your withdrawal. Note that training plans assigned to you by an administrator will not include an (X) to withdraw.

Your Certificates

▶ While logged into TRAIN, the 'Your Certificates' tab displays a list of your available certificates. The 'Your Certificates' tab includes the following columns :

- Name
- Completion Date
- Score

By default, the list is sorted by name, but you are able to sort by any column by clicking the column header. A download icon is shown to the left of each certificate. When clicked, it downloads the corresponding certificate. If you have completed a course but it requires verification prior to being able to download the certificate, it will appear in the list with an action menu (⋮) to the left of it. Once the action menu is clicked, it will indicate if verification is necessary or if you need to complete an evaluation. Once verified or the evaluation completed, the certificate will be available for download.

Your Certificates: Multiple Registrations

▶ If you completed the same course multiple times, a clock icon with a number will appear to the left of the course title. The number indicates how many certificates you have available for the course. When the clock icon is clicked, a window will open, displaying the certificates available for download along with the completion dates. A download icon is displayed in front of each registration with a certificate. An action menu (☰) is also displayed in front of your pending certificate registrations as well; however, when you click the icon, it will indicate that the completion will need to be verified. You will need to complete any pending evaluation or receive verification by the Affiliate or Provider before you are able to download the certificate.

History: Orientation to Public Health

Registration Date	Completed Date	Score	Credit Type	Status
☰ Jan 22, 2017				Not Started
☰ Jan 19, 2017	Jan 19, 2017			Completed: Not Verified
☰ Dec 15, 2016	Dec 15, 2016			Completed: Not Verified

Your Transcript: Download Transcript

▶ Under the 'Your Transcript' tab is the 'Download Transcript' button. When clicked, a window appears, asking you to select a date range to download. The date range is pre-populated with a start and end date that covers the past 30 days.

You may change the fields to any date range you desire. Once you have selected your date range, click the 'Download' button to generate your transcript.

Transcript Download

Start Date: 12/27/2016 End Date: 01/26/2017

Cancel Download

Note: Course registrations are filtered by completion date. In addition, if you withdrew your registration from a course, your course withdrawal status will be included on your transcript as well. Withdrawn courses will only display on the downloaded transcript if they are currently displayed within the 'Your Transcript' tab.

Your Transcript: Add an External Record

▶ The 'Add an External Record' button opens a page that allows you to add a non-TRAIN course record. Once you've added the course record and saved it, it will show on your transcript along with your other courses and indicate 'User Added' in the format column. Each external record becomes a link that opens the 'Edit External Record' page. If you ever want to delete external training records from your transcript, you may do so within the 'Edit External Record' page.

Your Current Courses Your Training Plans Your Certificates **Your Transcript**

Download transcript Add an external record Show withdrawn courses

Your Transcript: Remove Option for Course Registrations

▶ If you want to permanently remove a course registration from your transcript, you may do so; however, keep in mind that the course registration will not reappear once it has been removed. The course registration removal functionality is only available on the 'Your Transcript' page.

Click the 'History' icon to the left of the course title. Next, click the action menu (☰) on the left of the course registration that you wish to remove. The 'Remove' option will appear. After you click the remove option, you'll have to confirm if you wish to permanently remove the course registration from your transcript. Click the 'Accept' button to confirm the course registration removal, or click 'Cancel' if you want to keep the course registration listed on your transcript.

History: 2013-2017 Models of Excellence Lecture Series: Outbreaks: Protecting Americans from Infectious Diseases - Atlanta, GA - February 2, 2016 (Web on Demand) - WD2211-020216

Registration Date	Completed Date	Score	Credit Type	Status
☰ Feb 15, 2017	Feb 15, 2017	0.20 / CEU...		Completed: Not Verified

Upload External Certificate Remove

Remove Transcript Entry

Are you sure you want to remove "2013-2017 Models of Excellence Lecture Series: Outbreaks: Protecting Americans from Infectious Diseases - Atlanta, GA - February 2, 2016 (Web on Demand) - WD2211-020216" from your transcript? This action cannot be reversed.

Cancel Accept

Your Transcript: Show Withdrawn Courses

▶ On the right of the 'Your Transcript' tab page is an option to 'Show withdrawn courses.' When this checkbox is clicked, the page refreshes and displays course registrations with a withdrawn status along with other course registrations.

Your Current Courses Your Training Plans Your Certificates **Your Transcript**

Download transcript Add an external record Show withdrawn courses

Transcript Course List

▶ While logged into the TRAIN Learning Network, the course list column displays your course registrations with completed, passed, and not passed statuses along with sorting by completion date, with the most recent completion displayed at the top of the list. Listed below are the following columns on the course list:

- Title
- Status
- Completed Date
- Score
- Credit Type
- Format

The clock icon to the left of course titles allows you to access the history for that registration. If multiple registrations exist for a single course, a number will appear next to the clock icon to indicate the number of registrations. For all user added courses, the action menu is displayed, which allows you to access the 'Edit External Record' page or upload an external certificate. If you have already uploaded an external certificate, you will have the option to edit the certificate.

Title	Status	Completed Date	Score	Credit Type	Format
VDH – Cyber Security Awareness Training	Withdrawn				Web-based Traini...
IS-800.B National Response Framework --	Withdrawn		0.30 / CEU/CE		Web-based Traini...
Basic Microscopy: Basic Microbiology	Withdrawn				Web-based Traini...
Adapting Evidence-Based Interventions	Withdrawn		1.00 / CHES		Webstream/Archi...
Orientation to Public Health	Completed: Not Verified	Jan 19, 2017			Web-based Traini...
Introduction to Train-ing	Completed	Jan 18, 2017			User Added

Your Certificates: Multiple Registrations

▶ If you completed a course and received your certificate outside of TRAIN, you may upload the external certificate by accessing the 'Upload an External Certificate' feature on the action menu within the course history.

Click the clock icon to the left of the course title, then click the action menu, then select 'Upload an External Certificate'. Enter the course or certificate title in the 'Title' text field. Drag and drop or click to upload and image for your certificate, then click the 'Save' button. Once you have added and saved your external certificate, you may view it on the 'Your Certificates' tab. Once you have uploaded the certificate, you can find the 'Edit External Certificate' option in the same way you accessed 'Upload and External Certificate.'

Your Transcript: Verified

▶ If you have a course record with a verified tag value, it will appear as 'Verified' within the 'Status' column.

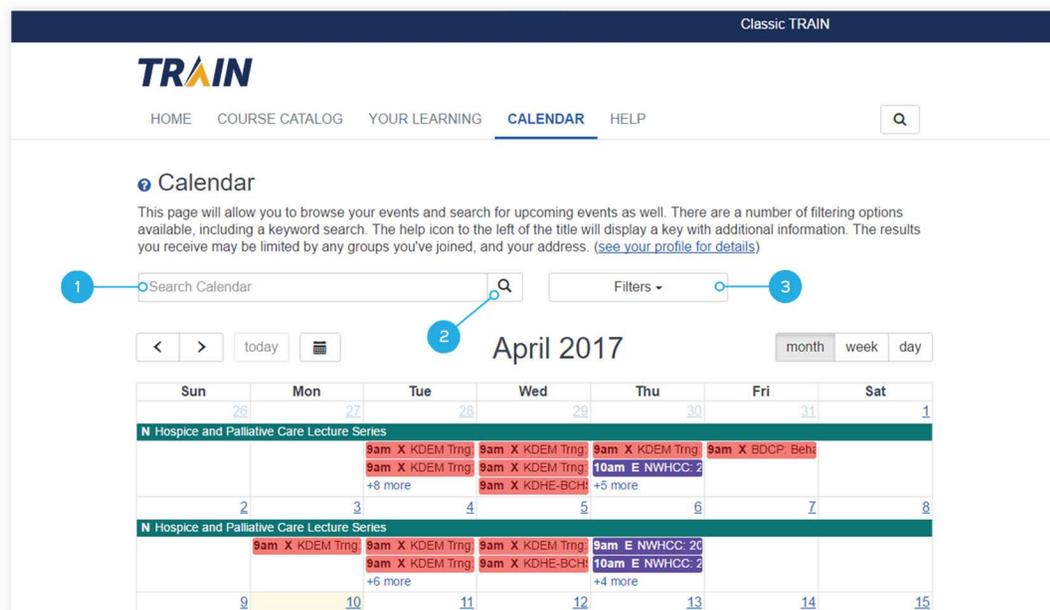
Registration Date	Completed Date	Score	Credit Type	Status
Jan 22, 2017				Not Started
Jan 19, 2017	Jan 19, 2017			Completed: Not Verified
Dec 15, 2016	Dec 15, 2016			Completed: Not Verified

The TRAIN Calendar

The Calendar page is available for both guests and logged in TRAIN users; however, certain functionality is only available for logged in users. Let's take a closer look.

1. Search Calendar

- ▶ Within the 'Search Calendar' feature, you can perform keyword searches by all course titles, course descriptions, and scheduled times. To search by a specific date, you can use the date picker button to the left of the listed date.



2. Keyword Searching

- ▶ When you enter a keyword in the 'Search Calendar' field and click the 'Search' icon (or press the 'Enter' key on your keyboard), search results will appear underneath the filters line – thus replacing the calendar control.

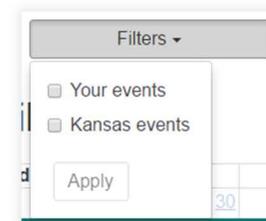
Search results are presented as a continuous feed type listing of events – found by the keyword with the 'Event Date' on or after the current date and time of your search. If you selected a filter in the 'Filters' section, it will be applied to your search results.

Courses are sorted by their proximity to the keyword. Each course is presented by title, date, and time shown on the list. If you have multiple dates or session times for a course, only the first date or time available after the current date and time will be shown on the list. The course title is a link that redirects to the 'Course Details' page for that particular course. The 'Back' button on the top of the page will redirect you back to the 'Calendar View' page.

Name	Date	Time
NWHCC: 2017 Spring Fling Functional Exercise (1068559)	Apr 11, 2017	9:00 AM
KDEEM Trng "2017 Wolf Creek Exercise Simulation Cell Training"	Jun 21, 2017	11:00 AM
KDHE-BCHS: Personal Protective Equipment (PPE) - Training, Use and Practice for Health and Medical Personnel (1068137)	Apr 17, 2017	11:00 AM

3. Filters

- ▶ You may filter your choices by clicking the dropdown list of checkbox options. The first option is to filter by 'Your Events.' The second option is the name of an Affiliate group that a logged in user belongs to. If a logged in user belongs to more than one such group, all group names will be listed as separate filter options. When you select a filter, the change will be applied when you click the 'Apply' button within the filter dropdown.



Your Events

'Your Events' is available to all users – both logged in and anonymous, but if an anonymous user selects it, it will redirect them to the login page, where they can either login to the site or create a TRAIN user account. Once logged in, the user will automatically be redirected back to the Calendar page with the 'Your Events' filter applied. When the 'Your Events' filter is applied, the logged in user will only see the events that they are registered for.

(Affiliate Name) Events

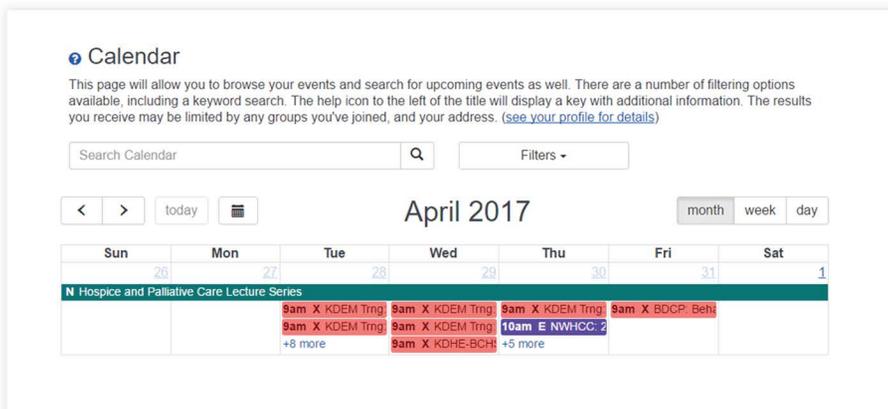
▶ The '(Affiliate Name) Events' filter is available for anonymous users only if the Calendar is accessed from an affiliate site. It is also available for logged in users if they belong to an affiliate group or its sub-group. When this filter is selected, the calendar will show the following for anonymous and logged in users:

- For anonymous users from an affiliate site, events will be shown only if they are assigned on the same level as the top-level affiliate group.
- For logged in users, all events will be shown if they are assigned on the same level (or lower) as the user's affiliate group.

Calendar Controls and Calendar Key

▶ Events within the calendar are color-coded and include a letter before the event name to indicate the type of event. The key for event types is accessed by clicking the 'Help' question mark (?) located to the left of the 'Calendar' title at the top of the page.

The current day will be highlighted on the calendar. The default view will be of the current month, but you can adjust this to view the calendar by week or day using the controls at the top right of the calendar. To change the currently viewed month, week, or day, click the arrow buttons on the top left of the calendar and click the 'today' button to return to the current day.



Calendar

This page will allow you to browse your events and search for upcoming events as well. There are a number of filtering options available, including a keyword search. The help icon to the left of the title will display a key with additional information. The results you receive may be limited by any groups you've joined, and your address. ([see your profile for details](#))

Search Calendar Filters

< > today April 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
N Hospice and Palliative Care Lecture Series						
		9am X KDEM Trng	9am X KDEM Trng	9am X KDEM Trng	9am X BDCP Beh	
		9am X KDEM Trng	9am X KDEM Trng	10am E NW+CC. 2		
		+8 more	9am X KDHE-BCH	+5 more		

The full event name is visible when hovering your cursor over the event. Clicking on the event will bring you to the course details page for that event. If there are more events listed than is visible in the calendar, there will be a link with (more+) that will bring up a list of the additional events.

6. When the NYNJ Public Health Training Center page appears, click on the title area of the page:



NYNJ PHTC NEW YORK • NEW JERSEY
Public Health Training Center

Training Catalog

Other Trainings and Resources

Note: These trainings and resources are not included in your NYNJ PHTC transcript.

7. Upon the next page, select the first hyper-link titled “*Empire State Public Health Training Center:*”



NYNJ PHTC NEW YORK • NEW JERSEY
Public Health Training Center

The NYNJ-PHTC has transitioned to three new Public Health Training Centers. If you still use it to login. The training courses will continue to be available via the new Cen

[Empire State Public Health Training Center](#)

[New York City-Long Island-Lower Tri-County Public Health Training Center](#)

[New Jersey Public Health Training Center](#)

8. You will find the course *Orientation to Public Health* on the next page as follows, click “Get More Details:”



Public Health Basics

 Orientation to Public Health

[Get More Details](#)

NYNJ PHTC

9. Now review the *Overview* of the course then click on “Enroll” when complete:

NEW YORK · NEW JERSEY
Public Health Training Center

Back to ESPHTC Catalog Back to NYC-LI-LTC PHTC Catalog

Orientation to Public Health

Enroll

Overview CE Credits Sample Screens Learner Comments

Overview

Orientation to Public Health is a web-based course that provides learners with a basic understanding of the mission and functions of public health. Designed to orient newly hired support and technical staff to the field, the course consists of two parts:

- Part One introduces the mission and six obligations of public health.
- Part Two explains the ten essential services.

The course uses the metaphor of a new worker orientation (computer-based) to present information. By reading e-mails, completing assigned tasks, and participating in simulated desktop conferences, the learner discovers that public health is very much a part of everyday life, and learns how many different agencies work to carry out its mission.

10. You will need to create an account by clicking on “Create an account now” unless you already have a username and password:

Login or Create an Account

Login

Please enter your login information below.

If you do not remember your password, enter your username, enter any password, and click the "Login" button.

username:

password:

Login

Create an Account

[Create an account now](#)

Note: Your A-TRAIN username and password is not registered with this web-site.

11. Fill out the online form and drop-downs as follows then click on "Submit" to create your account with NYNJ Public Health Training Center:

Create Account

Enter a username

First Name

Last Name

E-mail (required)

Password

Re-type Password

Enter a password hint

State

Job Position/Role

Other Job Position/Role

Primary Work Setting

Other Primary Work Setting

Gender

Race/Ethnicity

Age Group

Submit

You are on your way to experience a great training tool. If you have any difficulties or have further questions, please contact Workforce Development:

Connie Foster 501-661-2871 HR Generalist II/Lead Professional Educator

Any staff member will be happy to assist you.

Workforce Development



ADH NIMS and ICS Training Guidelines



ADH NIMS and ICS Training Guidelines

The National Incident Management System (NIMS) is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. It is intended to: 1) be applicable across a full spectrum of potential incidents, hazards, and impacts, regardless of size, location or complexity; 2) improve coordination and cooperation between public and private entities in a variety of incident management activities; 3) provide a common standard for overall incident management.

The Incident Command System (ICS) provides a flexible, yet standardized core mechanism for coordinated and collaborative incident management. ICS is needed when an incident requires response from multiple local emergency management and response agencies, effective cross-jurisdictional coordination using common processes and systems is critical.

NIMS and ICS Training is required for all emergency services-related disciplines including public health. The table below includes roles such as: Entry Level, First Line Supervisors, Middle Management, and Command and General Staff. Employees who are unsure of their NIMS role should contact their immediate supervisor or Regional Distance Learning Coordinator.

The matrix below reflects current standards through Fiscal Year 2012. As the NIMS concept continues to evolve these standards may change. Enhanced and/or more advanced courses could be added. For reference see the NIMS Training Plan of 2011, located at: http://www.fema.gov/pdf/emergency/nims/nims_training_program.pdf

Entry Level	First Line Supervisors	Middle Management	Command & General Staff
<p>ADH Target Audience</p> <ul style="list-style-type: none"> • Staff who do not fall into a higher level response category 	<p>ADH Target Audience</p> <ul style="list-style-type: none"> • LHU Administrators • Clinic and clerical supervisors • Supervisors in the field who will participate in emergency response. 	<p>ADH Target Audience</p> <ul style="list-style-type: none"> • Branch Chiefs • Section Chiefs • Regional Directors and Managers (Patient Care, HHI, etc.) • Health District Managers • LHU Administrators (if they have a role in the county or regional EOC) • Agency EOC personnel not assigned to General or Command staff 	<p>ADH Target Audience</p> <ul style="list-style-type: none"> • Agency EOC Command and General staff (including Incident Commanders, Safety Officers, PIOs, Operations, Logistics, Planning, etc.) • Agency Director • Center Directors • ADMOs
<p>Required Courses</p> <ul style="list-style-type: none"> • IS-700: NIMS Introduction (1016070) • IS-100: Intro to ICS (1024627) 	<p>Required Courses</p> <ul style="list-style-type: none"> <input type="checkbox"/> IS-700: NIMS Introduction (1016070) <input type="checkbox"/> IS-100: Intro to ICS (1024627) <input type="checkbox"/> IS-200: ICS for Single Resources and Initial Action Incidents(1024638) 	<p>Required Courses</p> <ul style="list-style-type: none"> • IS-700: NIMS Introduction (1016070) • IS-701: Multi-Agency Coordination Systems (1020084) • IS-702: Public Information Systems (1022919) • IS-703: Resource Management (1020654) • IS-704: Communications & Information Management (1019453) • IS-800: National Response Framework Introduction (1011882) • IS-100: Intro to ICS (1024627) • IS-200: ICS for Single Resources and Initial Action Incidents(1024638) • ICS-300: Intermediate ICS* 	<p>Required Courses</p> <ul style="list-style-type: none"> • IS-700: NIMS Introduction (1016070) • IS-701: Multi-Agency Coordination Systems (1020084) • IS-702: Public Information Systems (1022919) • IS-703: Resource Management (1020654) • IS-704: Communications & Information Management (1019453) • IS-800: National Response Framework Introduction (1011882) • IS-100: Intro to ICS (1024627) • IS-200: ICS for Single Resources and Initial Action Incidents(1024638) • ICS-300: Intermediate ICS* • ICS-400: Advanced ICS*

*ICS-300 and ICS-400 are face-to-face trainings available only through ADEM. Course scheduling and registration may be found at: <http://www.adem.arkansas.gov/ADEM/Divisions/Preparedness/Training/schedule.aspx#EM> OR by calling the ADEM Training Section at 501-683-6700.

Human Resources Policies and Procedures



Arkansas Department of Health Intranet
[Click on the Policies & Procedures Tab & Search by the Manuals listed below.](#)

Human Resources Policies and Procedures

Conduct Standards & Employee Discipline – REL-36

Dress Code - EMP-8

Leave Policy – BEN-35

Annual Leave Accrual – BEN-35

Sick Leave Accrual – BEN-37

Maternity Leave – BEN-57

Military Leave – BEN-62

Leave for Bone Marrow and Organ Donation – BEN-35

Family Medical Leave (FMLA) – BEN-40

(For Additional Information go

to: [http://www.dol.gov/whd/fmla/employeeguide.h](http://www.dol.gov/whd/fmla/employeeguide.htm)

tm) Catastrophic Leave – BEN-52

Court and Jury Duty – BEN-58

Holidays – 11 including your Birthday – BEN-58

Educational Assistance – BEN-64

Disaster Service Volunteer Leave – BEN-64

Children's Educational Activity Leave – BEN-6

Administrative General Policies and Procedures

Code of Ethics – GEN-28

FOI – GEN-49

Email – GEN-42

Inclement Weather – GEN-60

Tobacco Smoking - GEN-167

HIPPA General – HIP-72

Arkansas Healthy Employee Lifestyle Program (AHELP) - GEN-173

Fly Sheet

Tab – FYI



ARKANSAS DEPARTMENT OF

Health

Keeping Your Hometown Healthy

FYI:

Information You Might Find Useful

- 1) Arkansas Freedom of Information Handbook
- 2) State Observed Holidays (see Intranet)
- 3) ADH Organizational Chart
- 4) ADH Strategic Map: FY 2016 – 2019
- 5) ADH Main Campus Map
- 6) Toastmaster Flyer
- 7) AHELP Flyer
- 8) AHELP Log In and HRA Instructions
- 9) Tobacco Policy
- 10) Unemployment Notice
- 11) Release of Responsibility
- 12) HR-30 Checklist
- 13) Parking Permit Application



ARKANSAS DEPARTMENT OF HEALTH



Director and State Health Officer
Nathaniel Smith, MD, MPH



Deputy State Health Officer and Chief Science Officer
Joe Bates, MD, MS

Deputy Chief Science Officer
Namvar Zohoori, MD, PhD, MPH



Deputy Director for Public Health Programs
Stephanie C. Williams, RNP, MPH

Chief Medical Officer
Gary Wheeler, MD, MPS

State Chronic Disease Director
Appathurai Balamurugan, MD, DrPH

State Epidemiologist
Dirk Haselow, MD, PhD

Minority Health and Health Disparities
Michelle Smith, PhD, MPH,
Director

Health Communications
Marisha DiCarlo, PhD, MPH,
Director



Deputy Director for Administration
Ann Purvis, JD

Finance
Steve Carter
Chief Financial Officer

Information Technology Services
Michael Kincaid
Chief Information Officer

Human Resources and Professional Development
Xavier Heard
Director

Office of the General Counsel
Robert Brech, JD
Chief General Counsel

Office of Health Policy
Haley Ortiz, MPPA
Policy Director

Facilities Support Services
James Joiner, PE
Building/Supply Manager

Internal Audit
Bob Berry, CPA
Internal Audit Manager



Center for Health Advancement

Cristy Sellers, MS, RD, LD, *Director*
Tracy Bradford, BS, *Assoc. Director for Management and Operations*
Appathurai Balamurugan, MD, DrPH,
Associate Director for Science

Chronic Disease Branch

Alysia Dubriske, M.Ed., CHES
Branch Chief
Appathurai Balamurugan, MD, DrPH
Medical Director

Family Health Branch

Bradley Planey, MS, MA, *Branch Chief*
Alan Mease, MD
Medical Director for Child Health
Vacant
Medical Director for Women's Health

Nutrition / WIC Branch

Cristy Sellers, MS, RD, LD, *Branch Chief*
Alan Mease, MD, *Medical Director*

Office of Oral Health

Lindy Bollen, DDS
Director

Tobacco Prevention and Cessation Program

Debbie Rushing, LADAC, CTTS-M
Branch Chief
Gary Wheeler, MD, MPS
Medical Director

Center for Health Protection

Renee Mallory, BSN, *Director*
Ron Stark, BA
Assoc. Director for Management and Operations
William Mason, MD, MPH
Associate Director for Science

Immunization and Outbreak Control Branch

Kellye McCartney, BBA, *Branch Chief*
Jennifer Dillaha, MD
Medical Director for Immunizations
Susan Weinstein, DVM, MPH
State Public Health Veterinarian

Health Systems Licensing / Regulation Branch

Connie Melton, BA, MBA, *Branch Chief*

Infectious Disease Branch

Rene Montgomery, MPA, *Branch Chief*
Naveen Patil, MD, MHA, MA, *Medical Director*

Pharmacy Services / Drug Control Branch

James Myatt, PD, *Branch Chief*

Trauma, Preparedness and EMS Branch

Greg Brown, BS, NRP, *Branch Chief*
William Mason, MD, MPH
Medical Director for Preparedness
James Bledsoe, MD, FACS
Medical Director for EMS and Trauma

Center for Local Public Health

Don Adams, RS, MPH, *Director*
Rick Sanders, BA
Assoc. Director for Management and Operations

Environmental Health Branch

Terry Paul, RS, CPH
Branch Chief

Hometown Health Support Services Branch

Andrea Ridgway, MS, RD
Branch Chief

Public Health Regions

Cassie Cochran, BA
Central Regional Director
Bill Farris, BS
Northeast Regional Director
Don Murray, BS
Northwest Regional Director
Dena Poteat, RN
Southeast Regional Director
Cynthia White, RN
Southwest Regional Director

Center for Public Health Practice

Shirley Louie, MS, CIH, *Director and Deputy State Epidemiologist and State Registrar*
Susan Wylie, BS
Assoc. Director for Management and Operations
Howraa Al-Mousawii, PhD
Associate Director for Science
Namvar Zohoori, MD, PhD, MPH
Deputy Science Officer

Epidemiology Branch

Lori Simmons, MS
Branch Chief

Health Statistics Branch

Lynda Lehing, BSN, MBA
Branch Chief

Office of Performance Improvement Management

Letitia de Graft-Johnson, DrPH
Director

Vital Records Branch

Martha Robinson, MEd
Branch Chief

Public Health Laboratory

Glen Baker, MD, *Director*
Susan Wylie, BS
Assoc. Director for Management and Operations

Alcohol Testing Branch

Laura Bailey, MS
Branch Chief

Clinical / Biological Sciences Branch

Eric Rosenbaum, MD, MPH
Technical Director

Environmental / Chemistry Branch

Katie Seely, PhD
Branch Chief

Arkansas Department of Health Strategic Map: CY 2016-2019

MISSION

To protect and improve the health and well-being of all Arkansans



Childhood Obesity



Our state ranks highest in the nation for adult obesity, and in Arkansas, more than one-third of children and adolescents are overweight or obese. These children have a higher rate of chronic diseases, and a higher likelihood of becoming obese adults, costing the state billions of dollars. By reducing the prevalence of overweight and obesity during childhood, we can make a lasting difference in the state.

Teen Pregnancy



Arkansas ranks 50th (worst) in the U.S. in teen births. Teen pregnancy is closely linked to incomplete education, poverty, premature births, child welfare, overall child well-being, and risky behaviors like alcohol abuse, costing Arkansans about \$129 million annually. We could significantly reduce our health and social problems if more children were born to parents who are ready and able to care for them.

Mental and Community Wellness



There is a strong mind-body connection through which mental, emotional, social, occupational, spiritual and environmental factors can directly affect our health. When they aren't in balance, youth suicide; alcohol use disorder and depression among senior citizens; and adverse childhood experiences too often occur. ADH will focus on these issues, recognizing this important link between mind and body.

Hypertension



Arkansas ranks number 1 and 2 among states for the highest heart attack and stroke death rates respectively. Uncontrolled hypertension is a major risk factor for heart disease and stroke. For this reason, screening Arkansans for high blood pressure and helping those with hypertension achieve control are key strategies in preventing potentially life-threatening heart attacks and strokes.

Immunizations



Vaccines are a key part of public health – saving millions of lives and billions of dollars by preventing diseases. We want to make sure that everyone in Arkansas reaps these benefits. But right now, the rates are very low, which means too many Arkansans are missing out on a vaccine's protection and are at risk for illnesses that are preventable.

Tobacco Use



Tobacco use in Arkansas is higher than in almost any other state. Each year, almost 6000 people die early of preventable deaths and this costs our state about \$2.5 billion in medical expenses and lost productivity. Can you imagine if tobacco was eliminated? We can. Our plan is three-fold: stop kids from taking up tobacco by methods such as raising the legal sale age to 21; make it harder for kids to purchase tobacco products by raising the price; and exclude tobacco use, including electronic nicotine devices, from public places.

Arkansas Department of Health Strategic Map: CY 2016-2019



Childhood Obesity



Objective 1: By 2019, increase the proportion of infants who are exclusively breastfeeding at 3 months from 29.1% to 35%.

Objective 2: By 2019, increase from 81.6% to 90% the percentage of schools in which students cannot purchase soda pop or fruit drinks (that are not 100% juice) from vending machines or at the school store, canteen, or snack bar.

Objective 3: By 2019, achieve the adoption of a comprehensive statewide Complete Streets policy to promote economic growth and safety in Arkansas communities and enhance access to places for physical activity with a focus on walking.

Objective 4: By 2019, increase from 0 to 20 the number of Early Childhood Education Centers (ECEs) that exceed Arkansas's state licensure requirements for food service, nutrition and physical activity.

Teen Pregnancy



Objective 1: By 2019, decrease the overall teen birth rate from 43.4 live births per 1,000 females in 2013 to 34.7 per 1,000 females ages 15-19.

Objective 2: By 2019, decrease the African American, non-Hispanic teen birth rate from 58.3 live births per 1,000 females in 2013 to 43.7 live births per 1,000 females ages 15-19.

Objective 3: By 2019, decrease the teen birth rate from 82.5 live births per 1,000 females to 66.0 live births per 1,000 females ages 18-19.

Mental and Community Wellness



Objective 1: By 2019, decrease the number of suicide deaths among 10-24 year olds in Arkansas from 68 to 44.

Objective 2: By 2019, work with health care providers and organizations focused on services for older Arkansans to identify at least one meaningful and reliable measure on screening and treatment of alcohol use disorder in Arkansans age 65 and older.

Objective 3: By 2019, work with health care providers and organizations focused on services for older Arkansans to identify at least one meaningful and reliable measure on depression screening for Arkansans age 65 and older.

Objective 4: By 2019, increase the data on and awareness of adverse childhood experiences in Arkansas from the current very low levels to at least one source of data and one sustainable awareness activity.

Objective 5: By 2019, increase the number of organizations who use a toolkit developed by ADH to educate individuals and communities on the long-term effects of Adverse Childhood Experiences.

Hypertension



Objective 1: By 2019, increase identification of adults with at least two elevated blood pressures within the last 12 months from 38% to 82%.

Objective 2: By 2019, refer 80% of individuals with 2 elevated blood pressures identified in the LHU to care.

Objective 3: By 2019, monitor 80% of individuals with hypertension who receive services at ADH for medication adherence.

Objective 4: By 2019, increase the number of counties providing team-based care for chronic disease management (hypertension and diabetes) from two to ten counties statewide.

Immunizations



Objective 1: By 2019, increase the vaccination rates for all ACIP-recommended vaccinations for children, with an increase in the vaccination rate for children aged 19-35 months from 66.0 to 80.0 percent for the 4:3:1:3:3:1:4 combined immunization series serving as the representative measure.

Objective 2: By 2019, increase the vaccination rates for all ACIP-recommended vaccinations for adolescents, with an increase in the vaccination rate for adolescents aged 13-17 years from 23.4 to 40.0 percent for females and from 11.4 to 40.0 percent for males for the complete HPV immunization series serving as the representative measure.

Objective 3: By 2019, increase the vaccination rates for all ACIP-recommended vaccinations for adults, with an increase in the annual influenza vaccination rate for adults 18 years and older from 43.9 to 70.0 percent serving as the representative measure.

Objective 4: By 2019, increase the proportion of immunization providers who report vaccine doses administered to children under the age of 22 years to WebIZ from 25 to 100 percent.

Tobacco Use



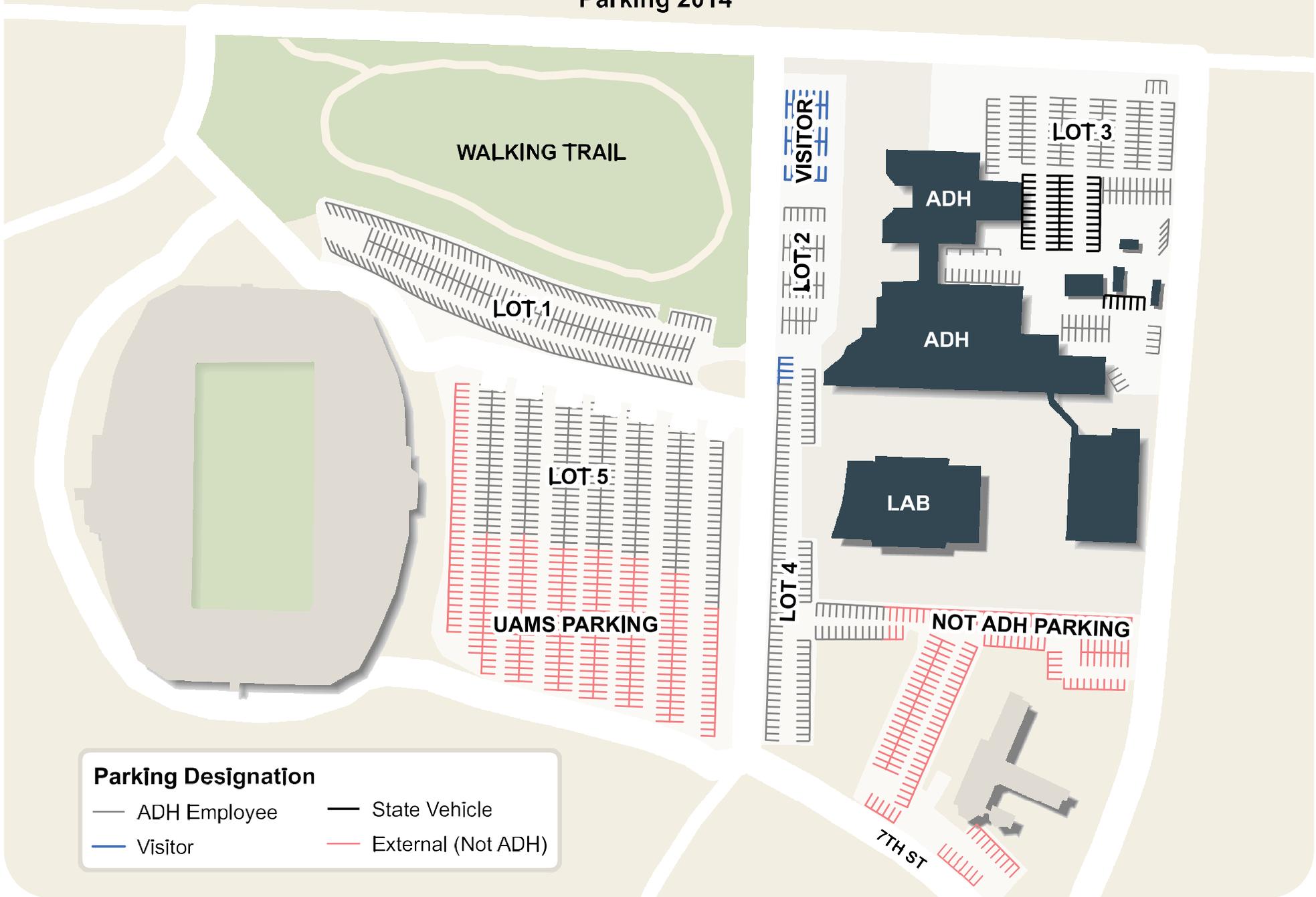
Objective 1: By 2019, decrease the tobacco use prevalence (cigarettes, cigars, smokeless) in youth (9th-12th graders) from 26.5% to 24.5%.

Objective 2: By 2019, decrease the tobacco use prevalence (cigarettes, smokeless) in young adults (18-24) from 27.7% to 25.7%.

Objective 3: By 2019, decrease smoking prevalence among adults (18 and older) from 25.9% to 23.9% percentage point change.

Arkansas Department of Health Campus Map

Parking 2014



Worried about public speaking?

WE CAN HELP!



- Increase your confidence
- Learn to think quickly on your feet
- Build strong leadership skills
- Hone listening skills
- Give a variety of short speeches

*** Feel Free to Bring Your Lunch ***



Join us as our Guest!
Every Monday at 12 Noon
ADH Auditorium

4815 W. Markham, Little Rock, AR

Contact: Xavier Heard (xavier.heard@arkansas.gov)

www.toastmasters.org



AHELP

Arkansas Healthy Employee Lifestyle Program

AHELP IN
ACTION

Would your state employees be motivated by earning valuable incentives?
If so, read on!

Earn Up to 3 Days Off

Get Healthy

Supported by your Worksite

Implemented through the **Arkansas Healthy Employee Lifestyle Program (AHELP)**, legislation was passed allowing state employees to earn up to three days paid leave for satisfactory participation in the web-tracking behavior program. In addition, it also recommended for state agencies to have indoor walking routes or outside trails for employees in close proximity to the worksite.

Ways to win points...

- Engage in physical activity
- Eat fruits and vegetables
- Remain or become Tobacco Free
- Obtain preventive health screenings
- Take the yearly Health Risk Assessment



1. Complete a Health Risk Assessment
2. Record behaviors online to earn points
3. Appoint a Program Champion to do marketing, recruiting, give prizes, and plan employee events at each site
4. Offer health education classes, walking groups and inter-agency competitions
5. Map indoor and outdoor walking paths
6. Reward healthy behavior points with up to 3 days of leave and other incentives.

Reach your employees on many levels!

- *Individual:* AHELP has periodic health assessments with feedback for individuals
- *Environmental:* Fitness rooms on-site in several areas, indoor and outdoor walking routes
- *Organizational:* The incentive of paid leave encourages employee participation

Expansion of AHELP...

AHELP has been available for 10,000 employees at some 200 sites and is now available at the discretion of the agency directors for all state agencies. The model template is posted for other states or businesses to replicate.

Find AHELP Intervention Materials online at:

AHELP.Arkansas.gov

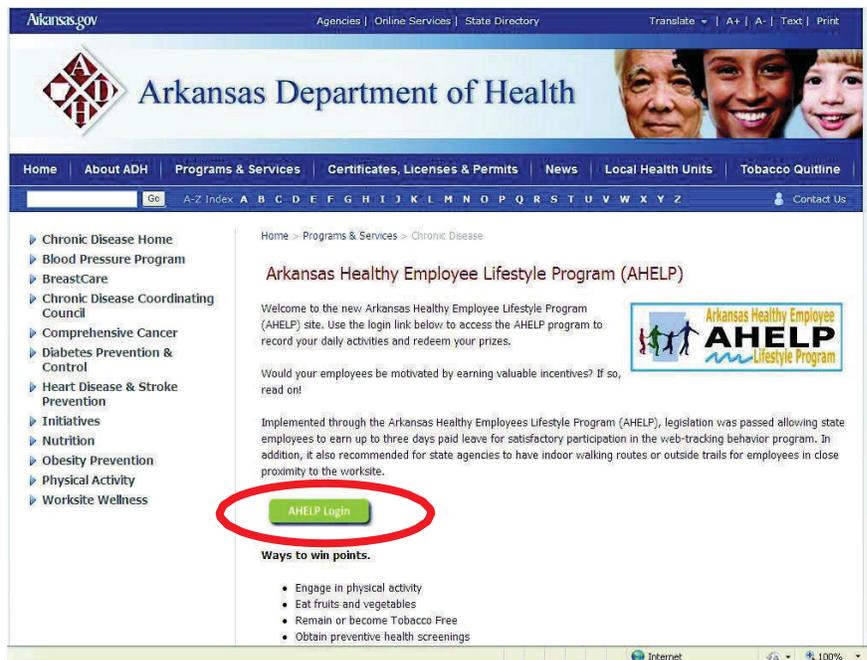
For More Information Contact:
Katrina Betancourt
4815 W. Markham Street
Slot 6
Little Rock, AR 72205
Phone: 501-661-2227
Fax: 501-280-4207
E-mail:
Katrina.Betancourt@arkansas.gov



Arkansas Healthy Employee Lifestyle Program

Official Home of the Arkansas Healthy Employee Lifestyle Program (AHELP)





1. Click on  from the Home Page.

The screenshot shows the "AHELP - Login Page" with fields for "User ID" and "Password", a "Login" button, and a "Remember User ID" checkbox. The "New User Sign-up" link is circled in red.

2. Click on  "New User Sign-up."

3. Complete your profile information.

- Agency: "Arkansas Department of ..."
- Business Unit: "Central" etc.
- Enter your AASIS Employee Number
- Push  button when you are done.

4. Go to your e-mail and click on the second blue hyperlink to verify your email for your AHELP account.

5. You may now Log-In  to begin tracking your Health.

Accumulated points transfer across participating state agencies/institutions.
AHELP Leave Incentive Redemption Process

1. The time-off incentive is limited by Act 724, and the participating employee must meet the requirements for BOTH total number of points AND the time in which they are earned. The necessary points for redemption must have been earned within the 52 weeks prior to the date of requesting/redeeming the points.

2. The computer program determines if the points were earned in the time frame necessary. If the participant receives the message "You have not earned enough points within the specified time to earn this prize," the participant may not redeem the requested time-off. The participant may request a lesser amount of time off if the requirements of total points earned within the specified time are met.

Total Points	Leave Accrued
600	1 Hour (See Note.)
4750	8 Hours
5320	16 Hours
5890	24 Hours

Note: One hour of leave may be taken up to four times every 52 weeks.

Explanation of Points

- Tobacco – Participants earn points for every day they are tobacco free.
- Fruits and Vegetables – Participants earn points depending on their daily intake.
- Physical Activity - Participants earn points depending on the amount of time spent performing an aerobic or strength training physical Activity.
- Doctor Recommended/Age Appropriate Screenings – Participants can earn points annually for completing the screenings.
- Annual Health Risk Assessment (HRA) – Participants can earn points annually for completing the required HRA.

Redeeming Time-Off

The Participant:

1. Prior to choosing the leave time incentive in the AHELP web-tracking system, must consider the restraints as defined in the policy for the leave (time must be used in the calendar year in which it was granted). Granted is defined as the date in which the participant selects the incentive in the AHELP web-tracking program. Once the leave incentive is chosen, the system will number and date the certificate for the leave.
2. Prints the certificate.
3. Attaches the Employee Request for Leave (HR-1120) with the certificate.
4. Schedules and receives the supervisor's approval for leave time.
5. Gives the HR-1120 with certificate to his/her timekeeper.
6. Makes a copy of both for personal records.

The Supervisor:

1. Gives approval of the earned leave in the same manner as any other leave time.
2. Should be aware of the time restraints of the leave (Use in the calendar year January 1through December 31).

Note: Once the supervisor approves the leave, it must be used within that calendar year.



Arkansas Healthy Employee Lifestyle Program

Official Home of the Arkansas Healthy Employee Lifestyle Program (AHELP)

[Administration](#) [Participant](#) [AHELP Coordinator](#) [My Profile](#) [Logout](#)

Home > Participant

Profile for Katrina Betancourt		View User Profile Report
First Name	<input type="text" value="Katrina"/>	
Last Name	<input type="text" value="Betancourt"/>	
Work Email	<input type="text" value="Katrina.Betancourt@arkansas.gov"/>	
Agency	<input type="text" value="AR Dept of Career Education"/>	
Business Unit	<input type="text" value="ARS- Corporate Hill"/>	
AHELP Participation	<input checked="" type="radio"/> AHELP Participant By selecting the AHELP Participant type, you understand that you are entering a voluntary program and you should consult your physician prior to participating in AHELP. You understand that you are responsible for the contents of the Daily and Yearly Activity data entered into this website. ANY intentional falsification will be deemed a disciplinary action which will be punishable up to and including suspension. Participation in this program is voluntary. Individual results will be combined and reported all together and not individually.	
Account Created Date	<input type="text" value="1/31/2011"/>	
HRA Completion Date	<input type="text" value="2/16/2011"/>	
AASIS Employee Number	<input type="text"/>	
Display Popup Messages	<input checked="" type="checkbox"/>	
<input type="button" value="Save"/> Please save your information first by clicking the Save button to the left. Then click on the link below to complete your HRA.		
Click here to access the Health Risk Assessment (HRA) web site to complete your HRA prior to participating in AHELP.		

[Administration](#) [Participant](#) [AHELP Coordinator](#) [My Profile](#) [Logout](#)

Welcome, Katrina Betancourt

Home > Participant

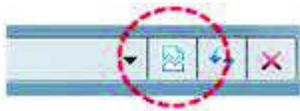
Welcome to the AHELP System Participant Main Page. You may use this page to navigate other Participant pages listed below.

- [Daily Activity Entry Page](#)
- [Yearly Activity Entry Page](#)
- [Prize Redemptions Page](#)
- [Join / Leave Challenge Event](#)
- [Subscribe To Emails](#)
- [Show Agency Coordinators](#)

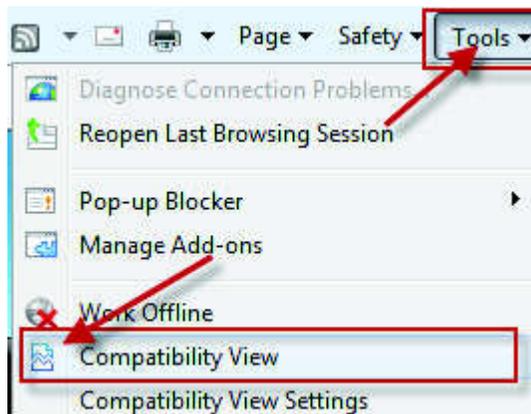
Arkansas HELP System Yearly Activity Data Entry Form < Year 2012 >			
Activities	Value	Points	Date Entered
Health Risk Assessment	<input type="text" value="Yes"/>	<input type="text" value="100"/>	2/1/2012
Preventative Health Measures	<input type="text" value="Yes"/>	<input type="text" value="100"/>	2/1/2012
Grand Total AHELP Points		<input type="text" value="200"/>	

Compatibility View

1. Open the Web site that is not displayed correctly or that does not work correctly in Internet Explorer 8 or in Internet Explorer 9.
2. Click the **Compatibility View** button that is located directly to the right side of the address bar next to the **Refresh** button.



Or, on the **Tools** menu, click to select the option **Compatibility View**.



TOBACCO/SMOKING POLICY

TOBACCO/SMOKING

I. Policies:

The Arkansas Department of Health prohibits smoking of tobacco, use of tobacco, and/or use of non-FDA Center for Tobacco Products (CTP) regulated nicotine products in any form on ADH property including:

- on the Central Office campus (ADH boundaries are Palm Street to the east, Monroe Street to the west, Markham Street to the north, and 7th Street to the south.)
- on the Freeway Medical Building campus
- in Agency-owned vehicles
- on any Regional Office campus controlled by ADH
- in any Local Health Unit
- in all vehicles on ADH parking lots
- in clients' homes while providing services (by both regular and contract employees)

This includes new and emerging tobacco products, such as, Snus, E-Cigarettes, etc. If employees smoke off the perimeters of ADH grounds but in sight of it, they must dispose of their trash, i.e., cigarette butts, etc., properly.

The use of tobacco products and/or non/FDA Center for Tobacco Products (CTP) regulated products on the campus and parking lots of each Local Health Unit will be prohibited as designated by the county judge.

The Central Office campus is defined as to the curb of Palm on the east, Markham on the north, Monroe on the west, and to the property line with Mental Health on the south.

Signs are posted in all areas. All supervisory personnel are responsible for enforcement. Violations of policy are handled according to policies regarding personal conduct. (See Employee Disciplinary Policy – Minimum Conduct and Performance in the Human Resources Volume.)

This policy applies to all ADH employees, visitors and clients.

ADH supports employees, visitors and clients in their cessation efforts and strongly encourages those who currently use tobacco products to discuss cessation benefits that may be available through their health insurance provider. In addition, referrals to the following resources, which are available at low or no cost include.

Arkansas Tobacco Quitline at 1-800-QUIT-NOW or
1-800-784-8669

<http://www.quitnet.com>

<http://www.cdc.gov/tobacco>

<http://www.becomeanex.org>

<http://www.stampoutsmoking.com>

II. Procedures:

<u>Responsibility</u>	<u>Action</u>
Human Resources	Notifies all interviewees of the tobacco-free environment.
Tobacco Prevention and Cessation Program	Places information concerning tobacco-free campus on ADH intranet site. Maintains signage notifying of the tobacco-free status.
Workforce and Career Development	Includes reinforcement of the tobacco-free requirement on the orientation agenda.
Center and Work Unit Leaders	Include reinforcement of the tobacco-free requirement on the orientation agenda, as well as in meetings, etc., conducted by the Center and work units.

**NOTICE REGARDING CLAIMING UNEMPLOYMENT INSURANCE BENEFITS UPON
STARTING STATE EMPLOYMENT**

Congratulations upon your employment with Arkansas state government. Please be advised that in most instances you must stop claiming unemployment insurance benefits immediately. Your state employment earnings are reported directly to the Department of Workforce Services every pay period for unemployment insurance fraud detection purposes. Failure to stop claiming UI benefits when required may result in civil and criminal penalties, as well as repayment of any improperly claimed benefits.

For additional information concerning Unemployment Insurance benefits please visit <http://dws.arkansas.gov/>

ARKANSAS DEPARTMENT OF HEALTH

RELEASE OF RESPONSIBILITY

By my signature below I hereby release and discharge the Arkansas Department of Health and any and all of its work units, supervisors and employees from any and all manner of claims, causes of action, or liability, which I now have or may ever have at any time in the future against the Arkansas Department of Health, its work units, supervisors or employees, arising out of or pertaining to any injury, loss, damage or harm of any kind which has, will or may result or happen to me while I am using the exercise equipment at the Arkansas Department of Health. And, I hereby assume all risk of any damage, injury, or loss which may occur to me while using the exercise equipment at the Arkansas Department of Health

In addition, I hereby agree to indemnify, defend, protect, and hold harmless the Arkansas Department of Health, its work units, supervisors and employees for or against any and all manner of claims, causes of action, or liability, arising out of any accident, injury or damage to me occurring while I am using the exercise equipment at the Arkansas Department of Health. The exercise equipment is provided for my convenience as an employee, and the use of it is strictly voluntary on my part and is not a condition of my employment.

This release shall remain in full force and effect until my employment with the Arkansas Department of Health ends.

Print Name: _____

Signature: _____ Date: _____

ARKANSAS DEPARTMENT OF HEALTH
NEW EMPLOYEE ORIENTATION CHECKLIST

Note: Instructions are provided for Section 3 during the "Live" NEO Session

SECTION 1. New Employee Information.

Name	Personnel Number	Hire Date	Center/Branch or Region	Section or County

SECTION 2. The supervisor reviews this administrative section with the employee their first week of employment and no later Than 30 days of employment. Space is provided to include additional topics.

Supv.	Emp.	Date	Topic	Supv.	Emp.	Date	Topic
<input type="checkbox"/>	<input type="checkbox"/>		Organization Chart/Strategic Plan	<input type="checkbox"/>	<input type="checkbox"/>		Conduct Standards
<input type="checkbox"/>	<input type="checkbox"/>		Performance Standards	<input type="checkbox"/>	<input type="checkbox"/>		Ethics and Anti-Fraud Policy
<input type="checkbox"/>	<input type="checkbox"/>		Emergency Procedures	<input type="checkbox"/>	<input type="checkbox"/>		Americans with Disabilities Act
<input type="checkbox"/>	<input type="checkbox"/>		Security/After Hours Entry	<input type="checkbox"/>	<input type="checkbox"/>		E-mail, Computer and IT Policies
<input type="checkbox"/>	<input type="checkbox"/>		Workplace Safety	<input type="checkbox"/>	<input type="checkbox"/>		Policies and Procedures Updates
<input type="checkbox"/>	<input type="checkbox"/>		Building Facilities/Parking	<input type="checkbox"/>	<input type="checkbox"/>		Preparedness Role/Training
<input type="checkbox"/>	<input type="checkbox"/>		Issuance of Equipment/Keys	<input type="checkbox"/>	<input type="checkbox"/>		Center/Branch/Section Orientation
<input type="checkbox"/>	<input type="checkbox"/>		Telephone/Copy/Fax Machine	<input type="checkbox"/>	<input type="checkbox"/>		Other Job Specific Orientation/ Training:
<input type="checkbox"/>	<input type="checkbox"/>		Travel/State Vehicle Usage	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		Chain of Command	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		Tobacco/Smoking Policy	<input type="checkbox"/>	<input type="checkbox"/>		

SECTION 3. This section is completed as training is completed. A-TRAIN Course ID numbers are listed in parentheses.

Complete ✓	Date	Topic	Complete ✓	Date	Topic
Complete within two weeks of employment.			Complete within two weeks of employment		
<input type="checkbox"/>		Orientation to ADH & Public Health* (1012094) Live Session & Evaluation	<input type="checkbox"/>		HIPAA Privacy and Security (1009552)
<input type="checkbox"/>		Create A-TRAIN Account (Live Session)	<input type="checkbox"/>		Cultural Awareness* (1067054)
<input type="checkbox"/>		FOIA and HIPAA* (1069498)	<input type="checkbox"/>		Teamwork Insight Inventory* (1067070)
<input type="checkbox"/>		Customer Service* (1065034)	<input type="checkbox"/>		Cybersecurity & Awareness (1074637)
Review online within one month of employment.			Complete within one month of employment		
<input type="checkbox"/>		CATMA for All (1014702)	<input type="checkbox"/>		Policies and Procedures (Intranet)
<input type="checkbox"/>		CATMA for Regions (1014703)	<input type="checkbox"/>		Strategic Initiatives (Intranet)
<input type="checkbox"/>		Sexual Harassment (1012737)	Complete online within 3-6 months of employment.		
<input type="checkbox"/>		Dispute Resolution (1051989)	<input type="checkbox"/>		Orientation to Public Health (1000614)
<input type="checkbox"/>		Equal Employment Opportunity (1012738)	<input type="checkbox"/>		IS-700 NIMS (1016070)
<input type="checkbox"/>		Road to ADH Travel (1034294)	<input type="checkbox"/>		IS-100 ICS (100.B 1024627)
			Attend within first year of employment.		
			<input type="checkbox"/>		Grand Rounds (one session minimum)
			<input type="checkbox"/>		

SECTION 4. This section is completed at the end of the employee's six month probationary period.

Comments:			
Employee Signature	Date	Supervisor Signature	Date

SECTION 5. This section is completed at the end of the 12 month orientation period.

Comments:			
Employee Signature	Date	Supervisor Signature	Date

The supervisor provides a copy of the completed HR-30 to the employee and maintains the original in the Personnel file.

* Web-based courses taken on A-Train following the New Employee Orientation "Live" Session.



Arkansas Department of Health PARKING PERMIT APPLICATION

Employee Name	Date	
Personnel Number	Department	
Work Phone	Supervisor	
License Plate Number/State Issued By	Employee Signature	
Make of Auto	Model	Color
Type of Request <input type="checkbox"/> New Decal <input type="checkbox"/> Replacement Decal for _____ (Indicate old Decal # or License # or Vehicle) <input type="checkbox"/> Temporary <input type="checkbox"/> Individual with Disability (follow authorization procedure below)		
PARKING AUTHORIZATION PROCEDURE		
All Department of Health <u>Individual with Disability</u> parking permits require proof that the Health Department employee meets the requirements outlined by State Law authorizing an <u>Individual with Disability</u> parking designation. Human Resources must receive this proof before issuing an <u>Individual with Disability</u> parking permit. <u>Individual with Disability</u> parking identifiers, such as rear mirror tags, will not be accepted as proof. If you are applying for a disability parking space, you must provide the DF&A "Approved" application for disability license plate or hang tag and the license plate number to ADH Human Resources at the time of the application for an <u>Individual with Disability</u> parking permit (decal). Upon receipt, a permit will be issued. You will be required to provide this proof every two years to maintain your disability parking privilege.		
*FOR HUMAN RESOURCES USE ONLY**		
Type of Decal <input type="checkbox"/> New/Temp <input type="checkbox"/> Individual with Disability Expiration Date _____ Decal# _____ Issued by: _____ Date Entered Into Database: _____		

Revised: 5/21/15