

**Department of  
Veterans Affairs**

# Memorandum

Date: AUG 28 2015

From: Assistant Secretary for Human Resources and Administration (006)

Subj: New Employee Orientation Requirements (VAIQ 7595924)

To: Under Secretaries, Assistant Secretaries, and Other Key Officials

1. New employee orientation programs present unique opportunities to introduce new employees to the culture and values of the Department of Veterans Affairs (VA). Coaching employees in their first few months of employment with respect to ICARE, MyVA, and "Putting Veterans First" is the best way to ensure they understand our expectation of excellence when it comes to customer service and enhancing the Veteran experience. A strong orientation program that helps to define employees' specific roles is one of the cornerstones of employee engagement and supports the Secretary's goals under MyVA of making VA a place people want to serve.

2. Orientation programs should be cascaded to all organizational levels. VA Handbook 5015, paragraph 5.c.(4)(a)-(k) provides guidance on new employee orientation programs. Each program may be enhanced or customized as appropriate for your particular administration or facility; however, the following presentations and training are to be included as a mandatory part of your orientation programs. All new employees must receive this information at a minimum.

- SECVA Welcome Video <http://bcove.me/kz6almfr> and I Care [PowerPoint presentation](#)
- I CARE VA Core Values and Commitment Training – [I CARE recommitment training](#) (from TMS) Course number – Course Number 3901227
- MyVA Communications Cascade (previously provided to Administrations and Facility Directors – will be updated periodically and distributed by the MyVA Taskforce.)
- Provide introductory / familiarization level of instruction on how every employee of VA can work to eliminate defects, deliver near-perfect products and services, reduce waste, and improve process flow and speed. The VA Talent Management System has several introductory courses that are immediately available for your consideration, to include: TMS Course #1279357 "Six Sigma and Lean in the Organization"; TMS Course #1279362 "Basics of Six Sigma Projects and Teams"; TMS Course #1279381 "Lean and Six Sigma" and TMS Course #1279380 "Introduction to Six Sigma".

Sample slides for the following required topics may be found by going to the link mentioned in paragraph 3. below:

- VA Mission, Vision, and Core Values
- Facts and History of the Department
- Overview of each Administration
- Personal Security and Safety

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- Employee Benefits
- Union Presentation (if applicable)

As you design your own programs, you may also consider adding optional topics and activities such as:

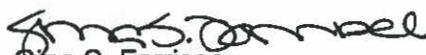
- Facility tours
- Introduction to local leadership
- Customer service expectations
- Local rules, customs and emergency procedures
- Other topics as determined by local leadership
- Other programs listed in VA Handbook 5015

3. Attached is a sample template of a New Employee Orientation Checklist. An electronic version of this form may be found at <http://vaww.va.gov/OHRM/> . Additionally, a slide presentation currently in use at VA Central Office for new employee orientation is provided at the link below. Please feel free to utilize this presentation as a template or guide for developing your own overview of VA for new employees and to meet the requirements of paragraph 2. regarding mandatory orientation topics. When you open the document click "ok" when asked for a password. You may then save the document in a new file to enable editing.

[ftp://vacofp1.dva.va.gov/vaconeoarchives/NEO%2016%20FILES%20\(1-2\)%20December/NEO%20MASTER%20SLIDES/](ftp://vacofp1.dva.va.gov/vaconeoarchives/NEO%2016%20FILES%20(1-2)%20December/NEO%20MASTER%20SLIDES/)

4. In the future you will be hearing about VA 101 which will be follow-on training for all VA employees and should also be incorporated into new employee orientation programs. Feedback on orientation programs will be solicited in approximately six months to inform emerging policy on orientation and onboarding programs. More information will be coming soon regarding establishing on-boarding programs. On-boarding requirements will include such things as assigning sponsors and additional training to be provided employees within 30-days, 60-days, and 90-days following appointment.

5. If you have any questions or need additional information, please contact the Career and Employee Development Office, VA Learning University at (202) 632-7505 or email [VAonboarding@va.gov](mailto:VAonboarding@va.gov).

  
Gina S. Farrissee

Attachment

**SAMPLE SUPERVISOR NEW EMPLOYEE ORIENTATION CHECKLIST**

**(Organization) Supervisor's  
New Employee Orientation Checklist**

New Employee: \_\_\_\_\_

Projected EOD: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Service: \_\_\_\_\_

Task #	Action	Date Completed
<b>Prior to Entry on Duty (EOD minus two weeks)</b>		
1	Contact new employee once Human Resources Office (HRO) Confirms EOD. Obtain Position Description for new employee.	
2	Assign new employee a sponsor (Name: _____ )	
3	Program Support Specialist arranges workspace to include equipment and posts Organizations' Welcome Sign. Workspace is located at:	
4	Contact Organization's Program Specialist at: (e-mail) for the following support:	
	<ul style="list-style-type: none"> <li>• Computer/ Outlook and domain account/ telephone set up</li> <li>• Provide the following: Name, Office, Title, Location, Phone #, and which Q/V drive the new employee should access</li> </ul>	
5	Contact Program Specialist at (e-mail) for Laptops/ Blackberry	
6	Send e-mail to team members to announce and welcome new employee	
<b>NOTE FOR VIRTUAL EMPLOYEES</b>		
For laptop support, the virtual employee must contact the nearest VA facility		
For Personal Identification Verification (PIV) badge, the virtual employee should also contact Program Specialist, who will direct the new employee to the VA PIV portal site; then must go to the nearest VA facility.		
For travel support, the virtual employee must contact organization's travel specialist to begin process of entering their information in the CGE (Concur Government Edition) travel portal.		
<b>Supervisor Notes:</b>		

First Day Requirements - Safety Procedures		
7	Fire Drill/Emergency Evacuation/Rally Point Procedures	
8	Walking tour of building to identify emergency exits	
9	"Shelter in Place" procedures	
First Week Orientation Requirements - Position Specific		
10	Office call with appropriate leadership	
11	Review position description and individual performance plans	
12	Type of appointment, duties, responsibilities and expectations	
<b>Supervisor Notes:</b>		
First Week Orientation Requirements		
13	SECVA Welcome Video, MyVA/ VA Core Values: ICARE, Introduction To LSS	
14	Organizational overview	
First Week Orientation Requirements - Administrative		
15	Dress and Appearance Expectations	
16	Tour of Duty (work/lunch/overtime)	
17	Annual/Sick Leave procedures	
18	"Out of Office" voicemail/email/calendar	
19	Ensure Timekeeper has established Employee Time and Attendance (ETA or VATAS) procedures with new employee.	
20	Ensure new employee has turned in HRO-required documents.	
<b>Supervisor Notes:</b>		
Orientation Requirements - Day 1 to 60 - Training		
21	VA & Organization's website/intranet/forms (on-going)	
22	Initiate Training Management System (TMS) account <a href="http://www.valu.va.gov/Home/MandatoryTraining">http://www.valu.va.gov/Home/MandatoryTraining</a>	
23	Complete VA TMS required training	
	Prevention of Workplace Harassment/ NoFear	
	Annual Government Ethics training	
	VA Telework Training Modules for Employees	
	VA Privacy and Information Security Awareness	
24	Discuss VA training programs <a href="http://www.valu.va.gov/">http://www.valu.va.gov/</a>	

**Reference Sheet for new VA Employees to keep. This is intended to assist the new employee with a "one-stop" compilation of helpful references to make their welcome to VA a smooth one.**

- ✦ My Pay: For pay and other work-related financial matters:  
[www.dfas.mil/mypayinfo/password.html](http://www.dfas.mil/mypayinfo/password.html)

Establish log-in ID and Password

- ✦ For new employee transfers who have questions about previously already accrued annual and sick leave balances from another federal agency: [vacolessf-1150@va.gov](mailto:vacolessf-1150@va.gov)

- ✦ For General information on Annual Leave Entitlements:

<http://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/annual-leave/>

- ✦ For access to your Electronic Official Personnel File (EoPF) : <https://eopf.nbc.gov/va/>  
Phone number: 9-1-866-275-8518

Click on the “accept” button and it will direct you to the login screen where you can request both your new password and your eOPF ID.

Establish log-in ID and Password

- ✦ For Annual or Sick Leave requests: IFCAP: [vafsclocalpayroll@va.gov](mailto:vafsclocalpayroll@va.gov)  
Phone number: 9-1-512-460-5353

Access this on your computer through the “Start” button > “All Programs” > “COCOA Applications” > select “IFCAP-ETA VACO SECURE”.

Establish log-in ID and Password

- ✦ For Mass Transit subsidy registration: [www.wmata.com](http://www.wmata.com)

Establish log-in ID and Password

- ✦ Telework Training: <http://vawww.ees.lrn.va.gov/Training/mandatory/13030/>