

WORKPLACE DO'S AND DON'TS*

▶ ABOUT THIS ACTIVITY

- 🕒 **Time:** 30 minutes
- ➔ **Objectives:** By the end of this session, participants will be able to:
 - Have a basic understanding surrounding issues that may arise when returning to work.
- ★ **Training Methods:** Lecture, Large Group Discussion
- ✓ **In This Activity You Will...**
 - Identify and answer questions participants may have about returning to work (20 minutes).
 - Lead a group discussion to summarize (10 minutes).
- ✂ **Materials:**
 - Projector
 - Laptop
 - Screen/Wall
- 🔪 **Preparation:** None

Instructions

Follow the power point presentation. Use slide notes as a reference during presentation.

Talking Points (PowerPoint Slides)

Answers to questions you want to know, but don't want to ask?

- What are my hours?
It is important to know what hours you report to work and end your day.
Depending on the number of hour your work or volunteer, agencies will encourage you to take a 15 minute break or/and a lunch break.
- How should I dress when going to work?
Present in a professional manner-dress code, grooming, personal hygiene.
Business casual-slacks and shirts, skirts/slacks and blouse, sweaters, vests, sport-coats, blazers and shoes. Examples of what not to wear-caps/hats, exercise gear, shorts/tank-tops, slippers/flip-flops, clothing with inappropriate words/pictures, clothing that is wrinkled, ripped, frayed.
- What is confidentiality in the workplace?
Working with patients who have a chronic disease is sensitive and requires a high degree of confidentiality. It is critical that patients know that their records are stored confidentially and that staff working with them will not reveal information about the services they provide. Patients have to complete written consent forms to have their records shared with another provider.
- What are my job responsibilities?
A job description is provided to staff or volunteers.
Understand daily job tasks that need to be completed.

* This module comes from the Missouri People to People Training Manual, 2008.

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If something comes up that you feel uncomfortable with or you don't know how to deal with, you can always ask because that's how you learn... People have always been very willing to help me out when I've had questions or issues that come up that you don't necessarily know about because you're fairly new.

Carol Garcia
Peer at Christie's Place
San Diego, CA



- Will I have an agency orientation?
Human Resources or your Department Supervisor will arrange for you to meet with managers of all agency departments to become familiar with agency services.
Usually occurs within the first 30 days of employment.
There maybe orientation to agencies in the community to increase knowledge of services.
- Do I have to fill out timesheets?
Timecards or timesheets are used to track the number of hours a person works or volunteers. Human Resources will show you how to fill them out.
- Can I use the agency phone for personal business?
If you are unsure ask your supervisor.
Use discretion when using the phone.
Use when on a break.
- Should I have my cell phone on when working?
If you are unsure ask your supervisor.
Use of vibrate or ringer off option.
- How and who to report a problem in the workplace?
Report concerns to your supervisor
Report concerns to Human Resources if it relates to your supervisor, sexual harassment or discrimination
- Will there be parking?
Agency may have parking lots available to staff who drive.

Summary

This topic raises lots of questions that you may have about working or volunteering at an agency. I hope it's been a lively discussion and helped relieve some anxieties that you had. Most agencies will provide you with an orientation and employee manual which will be your guide in being successful at your placement.

* This module is part of the online toolkit *Building Blocks to Peer Success*. For more information, visit http://www.hdwg.org/peer_center/training_toolkit.
This module comes from the Missouri People to People Training Manual, 2008.

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SESSION POWERPOINT



Return to Work Issues: *Workplace Do's & Don'ts*



Return to Work Issues: *Workplace Do's & Don'ts*

- What are my hours?**
 - It's important to know what hours you work daily so you can be on time and end on time. Call if you are going to be late or unable to attend work.
 - Breaks and/or lunch
- How should I dress when going to work?**
 - Present in a professional manner—dress code, grooming, personal hygiene
 - Business casual—slacks, shirts, skirts/slacks and blouse, sweaters, shoes.
 - What not to wear include caps/hats, exercise gear, shorts/tank-tops, clothing wrinkled, ripped, flip-flops
- What is confidentiality in the workplace?**
 - HIPAA
- What are my job responsibilities?**
 - Job Description
 - Understand what are the daily job tasks that need to be completed



Return to Work Issues: *Workplace Do's & Don'ts*

- Will I have an agency orientation?**
 - HR or your Supervisor will schedule so you can meet other managers and become familiar with the agency services
 - Usually occurs within the first 30 days of employment
 - Orientation to agencies in the community
- Do I have to fill out timesheets?**
 - Time sheets or time cards. HR will inform you.
- Can I use the agency phone for personal business?**
 - If unsure ask your supervisor
 - Use discretion when using the phone
 - Use when on your break
- Should I have my cell phone on when I am working?**
 - If unsure ask your supervisor
 - Use vibrate or ringer off options



Back to the Workforce *Answers to questions you want to know, but don't want to ask...*

- How and who to report a problem to in the workplace?**
 - Report concerns to your supervisor
 - Report concerns to HR if it relates to supervisor, sexual harassment or discrimination
- Will there be parking?**
 - Agency may have parking lots.
- Are there transportation assistance benefits?**
 - Discounted monthly bus pass programs