



## REMOTE INTEGRATION: MANUAL FOR NEW EMPLOYEES, SEASONALS AND STUDENTS

As we are working remotely during the Covid-19 crisis, we want to provide a manual to facilitate your remote integration as a new employee, an employee who returns for the season or a student. Starting a new job, regardless of its nature, is often a source of uncertainty. We can imagine that joining a new team and learning new tasks in the current circumstances represents an additional challenge.

This guide provides clear steps to facilitate your integration, while making sure you fully understand your new role, familiarize yourself with your new team and understand how the Agency works.

Do not hesitate to send an email to your supervisor/manager for clarifications or additional information. Also, you can find a wide range of off-network training courses, activities and resources in the section under **What you need to know about the Coronavirus disease (COVID-19)/Human Resources and Wellness** on [Parks\(EXTRA\)net](#).

### EMPLOYEE'S/STUDENT'S CHECK LIST

#### Areas of interest

##### **PRE-ARRIVAL PREPARATION**

- Before your first day
- Documents to be completed and signed or consulted

##### **FIRST DAY**

- Meet your supervisor and team mates virtually
- Telework office space
- Registration at the Canada School of Public Service (CSPS)

##### **FIRST WEEK**

- Take the mandatory training available offline
- Take the training available at the Canada School of Public Service
- Collective Agreement
- Consult important information \*if applicable
- Take a virtual tour of the official Parks Canada website

- Get to know your "peer partner" (if applicable)
- Continue team On-boarding

##### **FIRST MONTH**

- Keep in touch with your manager and your 'peer partner'
- Make sure you understand your work objectives

##### **AFTER 3 TO 6 MONTHS**

- Communicate with your manager

##### **WORKPLACE WELLNESS**

- Health and Safety in the workplace

##### **TOOLS AND TIPS**

- How to use your contact network



## PRE-ARRIVAL PREPARATION

### Duties and responsibilities

#### **Before your first day**

1. Stay in touch with your manager, especially if there is a long period between the time you receive your job offer and the date you start working.
2. Virtually sign the letter of offer provided by your supervisor/manager
  - ✓ Follow up on your offer letter if you have not received it three weeks prior to your start date.
3. To do so, you must send your letter of offer to your manager by e-mail and indicate whether you accept or refuse the job offer. The complete procedure can be found in Appendix A.
4. Take time to discuss with your manager about any special accommodations you might need related to telework

*\*If you have any questions or concerns, please do not hesitate to contact your manager/supervisor at any time before you take up your position.*

#### **Documents to be completed and signed or consulted**

- Make sure to have the following forms completed and returned to your manager prior to your start date
  - ✓ Your signed letter of offer
  - ✓ [Direct Deposit Enrollment Form](#)
    - [Instructions for Completing the Direct Deposit Enrolment Form in Canada](#)
  - ✓ [Code of Ethics Report](#)
  - ✓ [Employee Self-Declaration Form](#)
  - ✓ [Personal Information Form \(Protected B\)](#)
  - ✓ Request appropriate security clearance applicable to the position, before a verbal offer of employment is made: [Personnel Screening, Consent and Authorization Form](#)
    - [Guide to filling out the form correctly](#)
- Ensure you consult the [Values and Ethic Code](#) prior to your first day (*e-mail your supervisor, manager or coordinator, stating that you have read and understood the Values and Ethic Code*).

## FIRST DAY

### Duties and Responsibilities

#### **Meet your manager and colleagues through a virtual meeting or teleconference**

- Consult the [Best Practices to Enhance Videoconferencing](#) to prepare for your first meeting
- Meet your manager and team in a virtual meeting to discuss:
  - ✓ Your tasks and responsibilities
  - ✓ How teleworking or remote working functions
  - ✓ Working hours, breaks, and holidays
  - ✓ It's a good time to learn a little more about your coworkers
- Take note of your supervisor's contact information to communicate with him/her.
- Carefully read the [Essential actions to prevent the spread of COVID-19 in the workplace](#) which can be found in the Occupational Health and Safety Section
- Consult the document regarding your position and objectives (if available)
- Read the list of key personnel (if available)
- Read the description of the roles and responsibilities of team members (if available)
- Sign up to get [myKEY](#). Your manager or peer partner will help you complete the registration process. Make sure you understand how and when to use myKEY (i.e. with the [Compensation Web Application](#) and the [Public Service Performance Management Application](#)).

*\* Please note that many online tools as well as access to the Parks Canada network require a [myKEY](#). A myKEY cannot be obtained until the information is added to Peoplesoft, which usually only occurs 4-6 weeks after an employee's start date. The enrolling process for a myKEY is available on the [ParksIT on-boarding checklist](#) \**

#### **Telework office space**

- Ensure to use the [Office ergonomics](#) to set up your work space at home



- For more information, you can also consult [Temporary telework and ergonomics](#)
- Registration at the Canada School of Public Service (CSPS)**
- You will find the registration documents [here](#)
    - ✓ You may use the following document to properly complete the form
      - [Procedure to complete the CSPS form](#)
    - ✓ You must review the CSPS Privacy notice
    - ✓ You must send the form to your manager by e-mail once completed

**FIRST WEEK**

Duties and Responsibilities

- Take the mandatory training available offline**
- Complete the following mandatory training:
    - ✓ [HR-to-pay-Phoenix Training](#)
    - ✓ [Evolving Workplace: Everybody Wins](#)
    - ✓ [Occupational Health, Safety and Workplace Wellness - Level 1](#)
    - ✓ [Quality Visitor Experience Training \(QVE\)](#)
    - ✓ Any other training requested by your manager-supervisor
- \*If you have access to the VPN, you will find the list of mandatory Parks Canada training courses on the Parks Canada Intranet site in the section [Learning Path at Parks Canada](#)\**

- Take the training available at the Canada School of Public Service**
- Make sure to complete the mandatory training on [the Learning Platform](#): log in to your account and enter the course code in the search bar
    - ✓ Access to Information and Privacy Fundamentals (COR502)
    - ✓ Harassment and Violence Prevention for Employees (WMT101)
    - ✓ Phoenix Self-Service for Employees (COR101)
    - ✓ Public Service Orientation (FON303)

**Collective Agreement**

The collective agreement states that we must provide a paper copy of the said document. However, current circumstances require us to establish temporary measures. Therefore, the collective agreement is accessible and can be consulted virtually by [clicking here](#). If it is not possible for you to access this link, please make arrangements with your manager to find a way to access your collective agreement. (Not applicable for students)

- Consult important information \*if applicable**
- Visit the [Parks\(EXTRA\)net](#) site for information.
  - Visit the Parks Canada [Intranet](#) site (if you have access to the Parks Canada Network)
  - Visit the ParksIT page on the [Intranet](#) site (if you have access to the Parks Canada Network)
  - Visit the [ParksIT Knowledge Base](#) on the cloud (if you **do not** have access to the Parks Canada network)
  - [Occupational health and safety – telework and remote work](#)
  - [Best Practices to Enhance Videoconferencing](#)
  - [Parks Canada's Values and Ethics Code](#)
  - [Office of the Ombud \(OMB\)](#) (access to the network with myKEY is required)
  - [Security screening levels](#): Federal government contracts contain clauses setting out security requirements. These requirements set out the levels of security needed to protect assets, workplaces and sensitive information. Learn more about the different levels of security that apply to sensitive government information and assets, as well as to organizations and their personnel.
  - [Standards, policies or other relevant informations](#)

- Take a virtual tour of the official Parks Canada website**
- You will be able to virtually discover historic sites, marine conservation areas and national parks.
  - Learn more about the mandate, charter, etc. There is so much to discover on the website

- Use the various activities and training courses available offline**
- Take advantage of the options available to obtain new skills that may be useful in fulfilling Parks Canada's mandate.
    - ✓ The [Learning Catalogue](#) groups training by areas of interest available off-line from the Canada School of Public Service (CSPS).
    - ✓ The [Suggested Training Activities Outside the Parks Canada Network](#) provides alternative training resources/activities outside of the CSPS.



**When meeting with your manager/supervisor**

- Share your questions and queries about:
  - ✓ Your tasks and responsibilities
  - ✓ Your training needs and participation in required information sessions
  - ✓ The work accommodation you need
  - ✓ Your issues related to internet access
  - ✓ What you want to accomplish at the Agency

**Get to know your "peer partner" (if applicable)**

- The peer partner is invited to contact you to discuss and answer your questions whenever possible.
- He provides you with resources (useful links, how to participate in a teleconference, explains how the team goes about its day-to-day tasks, etc.).
- He shares information with you and provides the necessary assistance.

Your peer partner is there to help you find your bearings within the organization and help with your integration. He or she can answer the many questions you may have during your first few months on the job, so don't hesitate to consult him or her if you need help.

*\*In historic sites and parks, the role of sponsor is often assumed by the supervisor, coordinator or team leader.*

**Continue team On-boarding**

- Contact your team members when you have questions
- Participate as actively as possible in formal or informal online exchanges
- Invest in a team project (if applicable)
- Identify your colleagues' preferred means of communication to maximize exchanges

**FIRST MONTH**

Duties and Responsibilities

**Keep in touch with your manager and your peer partner**

- Follow-up with your manager or peer partner on any remaining questions about HR and/or compensation and benefits
- If you have not received a pay within 20 business days of your hire, please notify your manager as you may be entitled to an [Emergency Salary Advance](#)
- Ask your manager or peer partner for help finding a mentor (optional). The [National Peer partnering Inventory](#) is also available to help you with your search
- Meet with your manager or peer partner to discuss your onboarding experiences and performance to date

**Make sure you understand your work objectives**

- Have regular follow-ups with your manager on your work goals
- Discuss deadlines with your manager

**AFTER 3 TO 6 MONTHS**

**During this period**

- Revisit your work objectives with your manager so that they can provide you with meaningful feedback on your performance to date
- Raise any concerns you may have with your manager about your role or about the workplace
- Make sure you have completed all mandatory training and have followed-up on suggested learning activities
- Provide feedback to your manager on the onboarding process and let them know about any concerns you have
- Ask your manager if you can participate in a working group that interests you



## WORKPLACE WELLNESS

### Duties and Responsibilities

#### Health and Safety in the workplace

- Ensure to have a healthy and balanced telework environment
- Feel free to take breaks and to stretch your legs when you feel the need to do so
- Please do not hesitate to contact your manager for assistance
- Consult available resources if needed

#### RESSOURCES:

If you are in distress, contact the [Crisis Services Canada](#). In case of emergency, call 9-1-1.

- ✓ [First Nation and Inuit Hope for Wellness Helpline](#)
- ✓ [Employee Assistance Program](#) 1-800-268-7708 or 1-800-567-5803 (TTY - for persons with a hearing impairment)
- ✓ [eMentalHealth.ca](#) - Mental health services, help and support in your community
- ✓ [Public Service Health Care Plan \(PSHCP\)](#)
- ✓ [LifeSpeak](#) (group account, password canada)
- ✓ [Mental Health Commission of Canada](#)
- ✓ [Canadian Mental Health Association](#)
- ✓ [Mental health and wellness](#) (Public Health Canada)
- ✓ [Mental Health in the Workplace](#) (Public Health Canada)
- ✓ [ParticipACTION](#)
- ✓ [How talk to your boss about your mental health](#) (Sun Life)

## TOOLS AND TIPS

#### How to use your contact network

- Participate in the Parks Canada's [Youth Ambassadors](#) Program



## Appendix A

**Here is how to virtually sign your letter of offer:**

**If you accept the job offer**, just write an email to your manager:

I have read and understand the contents of this letter and I will report for work on the expected start date (official date indicated in the letter of offer). Then initial and sign your first and last name with the date of signature (date the email is sent). Below is a concrete example:

Subject: Acceptance of the letter of offer

I have read and understand the contents of this letter and will report for work on December 31, 2040. (JD)

Signed: John Doe 01-01-2039

**If you refuse the job offer**, just write an email to your manager:

I refuse this job offer. Then write initials and sign your first and last name with the date of the signature (date the email is sent). You will find below a concrete example:

Subject: Refusal of the job offer

I'm turning down this job offer. (JD)

Signed: John Doe 01-01-2051

**\*\* Please take note that the guidelines will be updated soon and new instructions will be announced regarding the appropriate tools for virtually signing various documents. \*\***



## Appendix B

### List of key people - contact and information

You can customize this list to your liking by adding relevant information to your team.

Name of the Manager/supervisor:

Parks Canada email address:

Gmail email address:

Phone number:

Key employees	Phone number	Email address	Description/responsibilities
Manager/ Supervisor			
Peer partner			
Union representative			
Management Unit			
Human Resources Manager			
OHS representative			
Employee and Family Assistance Program (EFAP)	To access EFAP services call, call 1-800-268-7708 or 1-800-567-5803	<a href="mailto:hc.info.sos.sc@canada.ca">hc.info.sos.sc@canada.ca</a>	Free services available by phone 24 hours a day, 365 days a year.  Consulting services provided by external specialists (psychologist, psychotherapist, etc.).  Consulting services for managers, supervisors and union representatives.  Group interventions during or following traumatic events or crisis situations.
Canada School of Public Service (CSPS)	For the National Capital office, dial 819-953-5400	<a href="mailto:cspcs.registrar-registraire.efpc@canada.ca">cspcs.registrar-registraire.efpc@canada.ca</a>	CSPS leads the government's enterprise-wide approach to learning by providing a common, standardized curriculum that supports public servants through key career transitions, ensuring that they are equipped to serve Canadians with excellence.