



PROCEDURE FOR NEW EMPLOYEES ARRIVING/RETURNING TO PARKS CANADA

REMOTE INTEGRATION: MANUAL FOR MANAGERS

As we are working remotely during the Covid-19 crisis, we want to provide a manual to facilitate the onboarding of remotely working employees to make their integration to your team pleasant and efficient. Starting a new job, regardless of its nature, is often a source of uncertainty for the employee. We can imagine that joining a new team and learning new tasks in the current circumstances represents an additional challenge.

By focusing on welcoming and remotely integrating our employees, we offer them clear milestones allowing them to get used to their new role, their new team, and the practices of the Agency, as well as reducing the impact of virtual distance.

Do not hesitate to send an email to [Learning / Apprentissage](#) 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](#).

GENERAL POINTS TO REMEMBER DURING THIS TIME

- The National Managers' Community (NMC) will hold weekly Virtual Talks, aimed at providing managers with timely information, tips, tools and best practices to assist them in leading and supporting their teams virtually. [Click here](#) to access upcoming events.
- The initial schedule of shift workers and part time workers must be submitted with their employment file. It must also be sent to the [Timekeepers](#) for the Phoenix update.
- Depending on their role and the necessity of using the network, new employees may still be issued a laptop and/or mobile phone. However, usage of email, teleconference and document collaboration can be done off-network and is easily activated on a personal laptop or desktop computer.
- In the current context things are changing rapidly, especially in the Security and IT sectors. Therefore, we invite you to refer to the [IT Parks Service Desk Knowledge Base](#) for the most up to date guidelines.
- All employees must have a PC411 account. The creation of this account will automatically generate an @pc.gc.ca email account, and a Parks Canada network account. Each business unit has a [PC411 Power-users](#) to create new account.
- The Canada School of Public Service's GCcampus system is back online. New employees are strongly encouraged to take advantage of this period of telework to follow mandatory training courses as well as those pertaining to their learning plan. [See procedure for creating a GCcampus account](#).
- Concerning access cards please refer to the forthcoming guidelines of the [Parks Security Service Desk](#)
- Please fill in the Employment Equity Self-Identification survey form [here](#).



MANAGER'S CHECK LIST

Areas of interest

PRE-ARRIVAL PREPARATION

- Contact the new employee
- Documents to be completed or consulted
- Preparation of the workspace
- Announce the new arrival to the other team members
- Identify a "mentor" who ideally*

FIRST DAY

- Plan a virtual meeting at the beginning of his first day
- Introduce and match the member with their "mentor"
- Telework office space
- Registration at the Canada School of Public Service (CSPS)

FIRST WEEK

- Schedule mandatory training available offline
- Plan the training available at the Canada School of Public Service
- Invite the employee to review important information *if applicable
- Invite the employee to take a virtual tour of the official Parks Canada website
- Schedule regular meetings with the employee, if possible
- Continue team On-boarding

AFTER THE FIRST WEEK

- Keep regular contact with your employee
- Establish work objectives and a learning plan for the current year, taking the current situation into account

TOOLS AND TIPS

- Workplace Wellness
- Recommended productivity tools
- Ways to enable effective communication with team members
- Use the various activities and training courses available offline
- For students: find creative ideas and think outside the box!
- Suggestions for activities to do with students



PRE-ARRIVAL PREPARATION

Duties and responsibilities

Contact the new employee

1. Ensure that the employee has the appropriate security clearance by contacting the [Parks Security Service Desk](#) (access to [myKEY](#) is required)
2. Ensure that any employee coming from the Public Service prints their leave bank (or a screen shot) in PeopleSoft, keeps a copy of the leave report signed by their delegated manager and validated by the employee before leaving their Agency or Department (if applicable)
3. Ensure you have followed [IT on-boarding checklist](#)
4. Find out if the employee requires any special accommodations so you can make all the arrangements prior to his start date
5. Call team member and discuss the following points:
 - ✓ The reporting date
 - ✓ The details for his first day in telework mode
 - ✓ Work schedule in telework mode
 - ✓ Discuss the regular work schedule once the confinement is over
 - ✓ Ensure that the employee virtually signs his/her letter of offer
 - To do so, the employee must send his letter of offer to his manager by e-mail and indicate whether he accepts or refuses the job offer. The employee must follow the steps outlined in Appendix A.
 - ✓ Send a list of team members including their contact information: email addresses (Gmail and @canada.ca if possible) and phone numbers for those members who agree to share their personal number
 - ✓ Send a list of key personnel and contact information to the new team member
 - See Appendix B for a complete list of key personnel, space is provided for you to add additional contacts
 - ✓ Any other important points

Documents to be completed or consulted

- Make sure to have the following forms completed by the new employee and returned to you prior to their start date
 - ✓ [Direct Deposit Enrolment 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](#)

Note that Parks Canada's Office of the Chief Security Officer, in collaboration with the Office of Human Resources, has implemented the "Reliability Status with Limitations" process as a **temporary measure to be used during the COVID-19 pandemic.**

- Ensure that the team member consults the following documents prior to their first day
 - ✓ [Telework Arrangement](#)
 - ✓ [Values and Ethic Code](#)
 - ✓ [Collective Agreement](#)

The collective agreement states that we must provide a paper copy of the said document. Nevertheless, 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.**

Preparation of the workspace

The [Parks IT Service Desk checklist](#) will provide you with direction on procuring hardware, accessing the network, and providing offline collaboration tools for your team members.



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

Announce the new arrival to the other team members

- Briefly introduce the new team member and indicate his/her position via teleconference or videoconference
- Ask for their cooperation in order to provide a warm welcome and support for the new team member

Identify a "mentor" who ideally*

- Is tactful
- Likes people and working as part of a team
- Can involve the new recruit and foster his/her engagement
- Is comfortable with new collaboration tools
- Has a good knowledge of Parks Canada and the team
- Is not directly involved in the department's COVID-19 response efforts

**Pairing new employees with a buddy can facilitate their integration. It also allows the employee to have someone they can refer to at all times.*

FIRST DAY

Duties and Responsibilities

Plan a virtual meeting at the beginning of his first day

- Make sure that the employee carefully reads: [Essential actions to prevent the spread of COVID-19 in the workplace](#)
- Ensure that the employee consults the document concerning his or her position and objectives.
- Include a brief description of the roles and responsibilities of team members
- Present the employee during a teleconference or videoconference
- All team members (if possible) present themselves and explain their main work functions
- Introduce new members to their union representative
- Explain to the team the expectations regarding the tasks, roles and responsibilities of the new team member.

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Introduce and match the member with their "mentor"

- The mentor is encouraged to contact the new employee to discuss and answer questions to the extent possible
- He provides resources (useful links, how to participate in a teleconference, explain how the team goes about its day-to-day tasks, etc.).
- He allows to share information and provide the necessary assistance

Telework office space

- Ensure that the employee uses the [Office ergonomics](#) to set up his work space at home on his first day if he has the equipment available (desk, computer, telephone, etc.)
- Ensure that the employee consults with the [Tips for Setting Up Your Home Work Space](#) (requires a connection to the Parks Canada network, which in turn requires myKEY)
- For more information, he can also consult [Temporary telework and ergonomics](#)

Registration at the Canada School of Public Service (CSPS)

- The employee must complete the appropriate registration form for his or her situation. You will find the registration documents [here](#)
 - ✓ The employee may use the following document to properly complete the form
 - [Procedure to complete the CSPS form](#)
 - ✓ The employee must review the CSPS Privacy notice
 - ✓ The employee must send you the form by email once completed
- The manager sends the form to the Office of the Registrar at the following address: cspc.registrar-registraire.efpc@pc.gc.ca
- Make sure that the employee sends you the form as soon as possible since the processing time is 72 working hours.
- If you have more than one employee, it is recommended that you send more than one request in your message to the registrar



FIRST WEEK
Duties and Responsibilities
<p>Schedule mandatory training available offline</p> <ul style="list-style-type: none"> □ Ensure that the employee completes the following mandatory training: <ul style="list-style-type: none"> ✓ HR-to-pay-Phoenix Training ✓ Occupational Health, Safety and Workplace Wellness - Level 1 ✓ Occupational Health, Safety and Workplace Wellness - Level 2 (access to VPN necessary) ✓ Quality Visitor Experience Training and Service Reinforcement (QEV) <p><i>*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*</i></p>
<p>Plan the training available at the Canada School of Public Service</p> <ul style="list-style-type: none"> □ Make sure that the employee completes the mandatory training on GCCampus: he or she must log in to his or her account and enter the course code in the search bar <ul style="list-style-type: none"> ✓ Access to Information and Privacy Fundamentals (I015) ✓ Creating a Respectful Workplace (G417) ✓ Values and Ethics Foundations For Employees (C255) <ul style="list-style-type: none"> ➢ Who We Work For (C218) ➢ Values and Ethics Foundations For Employees (C255) <p><i>* The employee can do one training session per day, after which the manager can share with the employee what he or she has learned during the training, exchange ideas and understand how these have an impact on his or her work and in what ways*.</i></p>
<p>Invite the employee to review important information *if applicable</p> <ul style="list-style-type: none"> □ 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 □ Occupational health and safety – telework and remote work □ Best practices to Enhance Videoconferencing □ Telework : Tips for Team Leaders □ Telework : Tips for Teammates □ Parks Canada's Culture, Values and Leadership Attribution □ Centre for Values and Ethics (CVE) (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
<p>Invite the employee to take a virtual tour of the official Parks Canada website</p> <ul style="list-style-type: none"> □ He 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
<p>Schedule regular meetings with the employee, if possible</p> <ul style="list-style-type: none"> □ Schedule meetings by email, phone or other applications □ Distribute your messages to avoid overwhelming him/her with information. □ Be organized in your exchanges by following a plan with key messages □ Discuss the type of work that can be done during this period when the only option is telework. □ Maintain a virtual workspace where employees are comfortable communicating their needs (e.g. accommodation, learning, access) to their manager
<p>Continue team On-boarding</p> <ul style="list-style-type: none"> □ If possible, find a team project to encourage collaborative learning. □ Determine a realistic set of tasks for the first month <ul style="list-style-type: none"> ✓ Initially, you will likely need to facilitate/coordinate exchanges between team members and your new employee on projects/tasks involving shared knowledge and information. □ Encourage discussion by scheduling time for informal meetings (virtual coffee break, online team dinner, etc.)



AFTER THE FIRST WEEK
Duties and responsibilities
<p>Keep regular contact with your employee</p> <ul style="list-style-type: none"> <input type="checkbox"/> Schedule bilat meetings on the calendar <input type="checkbox"/> Choose an instant message tool to use with your team. Check out available tools on the ParksIT Knowledge Base <input type="checkbox"/> Hold virtual meetings. Check out available tools on the ParksIT Knowledge Base
<p>Establish work objectives and a learning plan for the current year, taking the current situation into account</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish short, medium and long-term objectives and set clear deadlines for each one <input type="checkbox"/> Set realistic and attainable objectives that can be modified once things return to « normal » <input type="checkbox"/> Do not hesitate to adjust deadlines along the way, as needed <input type="checkbox"/> Save the learning plan in a shared document with your employee, this way you can more easily touch base on the status of multiple tasks and better plan follow-up meetings <input type="checkbox"/> Consider practical learning activities like reading and online coaching <input type="checkbox"/> Consult the Guide for Elaborating a Learning and Development Plan

TOOLS AND TIPS
<p>Workplace Wellness</p> <ul style="list-style-type: none"> <input type="checkbox"/> Make sure to maintain a healthy work environment, provide the necessary support to employees and take care of yourself. <p>Ressources :</p> <p>If you are in distress, contact the Crisis Services Canada. In case of emergency, call 9-1-1.</p> <ul style="list-style-type: none"> ✓ 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)
<p>Recommended productivity tools</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check out the suite of productivity tools available to you on the ParksIT Knowledge Base <input type="checkbox"/> The Parks Canada and Parks(EXTRA)net sites provide regular updates on COVID-19 as well as breaking news from the Agency
<p>Ways to enable effective communication with team members</p> <ol style="list-style-type: none"> 1. Create an open channel for employees to give feedback and ask questions. 2. Define a remote management framework as clear as possible 3. Be flexible and make special arrangements with individual employees as required 4. Cultivate the power to act by giving more responsibility and autonomy to its troops 5. It is important to be close to your colleagues, to take the time to ask them how they are doing, to exchange with them, to check up on them 6. Survey employees on their opinions about different aspects of the virtual workplace and recreate personal virtual links 7. Stimulate a sense of belonging 8. Be present even at a distance 9. Make sure to specify that your "virtual door" is always open!
<p>Use the various activities and training courses available offline</p> <ul style="list-style-type: none"> <input type="checkbox"/> 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.
- You will find all the training available off-line in the [Training and Learning](#) section of the Parks(EXTRA)net.

For students: find creative ideas and think outside the box!

1. Provide projects that involve research, analysis of information or the creation of presentations, tools or reports, especially those related to their studies.
2. Allow your student to present their final work to the team and provide concrete feedback.
3. Give your student a challenge or problem that the team is facing and allow them to solve the problem and collaborate with others to find a solution.
4. Assign "stretch" tasks (i.e., tasks that may not fit perfectly with the prescribed tasks) for learning and development purposes.
5. Find out how they can support their team members.
6. Encourage their curiosity with Parks Canada's [Youth Ambassadors](#).
7. If you wish, assign a student to create a Workplace group specifically for your team/unit. The student in charge will have the role of accepting members into the group:
 - ✓ Good way to get to know each other and strengthen the sense of belonging in the team.
 - ✓ Invite seasoned students to share their knowledge and anecdotes acquired over the years!
 - ✓ Procedure to [create a Workplace account](#)
 - ✓ Procedure on how [to create a group on Workplace](#)

Suggestions for activities to do with students

1. The supervisor/manager organizes and supervises 15-minutes team meetings at the beginning and end of the work day. This encourages cohesion among students. For example, at the end of the day, each person can share one thing that made them smile that day. This contributes greatly to the motivation of the troops.
2. Brainstorming via videoconference on a collective digital document helps generate ideas and makes the team feel more connected to each other. Several projects/tasks can be worked on as a team rather than alone. This helps to make telework less isolating and promotes teamwork.
3. Use icebreaker activities to ensure virtual integration of all team members. Icebreakers are important elements for team cohesion, even if they cannot be done in person.
4. Organize theme days where they can all share something they have at home to create a sense of belonging. For example, what is your favourite book or a work of art that you like at home, etc.)?
5. Creating a to-do list and organizing a team conversation about who wants to take on which tasks, as well as setting deadlines, is effective in structuring the team and making it accountable.
6. Creating a virtual event: Coffee and conversations. An event in which a member of the PC team joins the students by videoconference and talks informally with the students about their work experience. This is an opportunity to expose students to a wide range of different jobs within the Agency and to give them the chance to ask questions about the person's life path.
7. Ask students to complete a "Draw My Life" activity during the first week of work. Team members use the craft materials they have at home to create a picture and/or interpretation of the words of their personal life journey that led them to their position with Parks Canada. The team then presents their creations one by one (via videoconference) to help them get to know each other and create a sense of belonging.
8. Writing an essay on *What do I think work ethic is?* (Feel free to personalize your topics) Think about being imaginative: image, testimony, video, etc.
9. A 5 minute virtual presentation to team members at a National Park or Historic Site. Think about being imaginative: image, testimony, video, etc.

The Vancouver Public Education and Outreach team has developed a bulletin that works virtually and would be happy to share it with others. Do not hesitate to contact Claire Delong for more information at the following address: claire.delong@pc.gc.ca

Please note that the Learning, Performance and Recognition team continues to work to support you. If you have any questions, you can reach us at apprentissage-learning@pc.gc.ca.



Appendix A

How the employee must virtually sign their letter of offer

If he accepts the job offer, he must write an email to his 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). He must then initial and sign his 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 he refuses the job offer, he must write an email to his manager:

I refuse this job offer. He must write his initials and sign his 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 new team member:

Parks Canada email address:

Gmail email address:

Phone number:

Start Date :

Key employees	Phone number	Email address	Description/responsibilities
Manager/ Supervisor			
Mentor			
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	hc.info.sos.sc@pc.gc.ca	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	cspcs.registrar-registraire.efpc@pc.gc.ca	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.



Appendix C

Tools for Collaboration

Tools	Descriptions
Parks Canada Intranet	Private web platform where you can find exclusive information about the Parks Canada Agency. The special feature of the intranet is that only Parks Canada employees can consult its content. The platform is accessible only when using the Parks Canada private and secure network (VPN).
Parks(EXTRA)net	This space is there to keep you informed and to allow you to access important organizational information when you are not in the "office". In other words, when you are not at work or when you are on maternity leave, sick, travelling or simply in the field and do not have access to your work computer, the content of this site will provide you with reference material, practical guides and new information on your compensation.
Google Meet	Video conferencing platform authorised by the Agency and supported by Google. Allows you to organise and join a meeting via a code that can be shared with your colleagues. Your scheduled meetings are also automatically added to your Google Account calendar.
Office 365	Platform that provides productivity applications such as Microsoft Teams, Word, Excel, and PowerPoint, as well as secure intelligent cloud services.