



# Caregiver Onboarding Guide

Welcome to our team; we are excited to have you join us at Centra!

To help you get started, please go through the following guideline, which outlines company information, policies and procedures, and actions that you will need to take to get up and running during your 90-day introductory review period.

For general questions about orientation and onboarding, email [HRDevelopment@centrahealth.com](mailto:HRDevelopment@centrahealth.com).

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## Day One

**Access your Centra login, email, and systems.**

Contact: IT Customer Support ([customer.support@centrahealth.com](mailto:customer.support@centrahealth.com)) or 434.200.4848

To set up your access, contact Customer Support at 434.200.4848 and let them know you are a new caregiver. You will be provided with your username, and Customer Support will validate your verification data and set your password. Review [the guide linked here](#) for detailed instructions on setting up username and acceptable passwords, IT access (both onsite and from home), as well as multi-factor authentication set-up. You are encouraged to add our Centra email signature template ([instructions linked here](#)). Helpful hint: Have your password ready prior to calling.

**See our values in action.**

Contact: Your Leader

As Caregivers, you are expected to embody Centra’s Core Values: [Respect & Kindness](#), [Excellence](#), [Stewardship](#), [Integrity](#), [Teamwork](#), and [Equity & Inclusion](#). Click each value to hear from fellow Caregivers about what these values look like in action. Read more about the behaviors that demonstrate each of these values and Centra’s Strategic Plan at [Strategic Plan | Centra Health](#).



**Understand the Foundational Five**

The Foundational Five outlines the key areas where every caregiver can have an impact. Just like the foundation of a house, when it is strong the house can stand the test of time. With every caregiver focused on supporting our solid foundation, Centra can continue to be here for years to come.

**Meet your leader and key contacts.**

Contact: Your Leader

Your leader will be your biggest supporter and advocate for success. Meet with them to discuss your:

- job description and role within Centra.
- performance expectations and goals, including 90-day review evaluation
- job specific education expectations.
- introductory meetings with key contacts such as team members, preceptor, charge nurse, department admins, buddy
- team huddles and other reoccurring meetings.

**Learn about your work schedule and relevant policies.**

Contact: Your Leader

Your leader will review with you your work schedule and hours, as well as where this information is kept. It is important for you to understand how to apply for time off as well. They will also cover related policies, such as:

- [Paid Time Benefits](#) (PTO)
- [Inclement Weather](#)
- [Absenteeism and Tardiness](#)
- [Wage and Hour Policy](#) (breaks and meal periods)

Note: You may be prompted to login using your Centra username and password to access these links.

**Tour your facility and workspace**


Contact: Your Leader

You will be introduced by your leader or their designate to your workspace, including your basic work area (e.g., office, locker, desk, storage), restroom locations, communal areas (e.g., kitchen), and bulletin boards. Your leader will also provide an overview of personal item security for the belongings you may bring into the workplace.

As part of the tour, you will be shown the fire pull stations, fire extinguishers, and emergency power receptacles in your work area. In addition, be sure to walk the emergency evacuation route.

## Week One

- ☐ Understand your expected commitment to patients, visitors, and colleagues.



# The Centra Experience

**Our Experience Commitment**  
 We are committed to ensuring that everyone feels **safe, valued, supported and treated with compassion**, while trusting that every interaction reflects our pursuit of excellence.

**C.A.R.E. Behaviors**  
 Our commitment is expressed through C.A.R.E. behaviors expected of **EVERYONE** wearing a Centra badge.

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**C Compassionate Communication**  
 We foster genuine connections through clear, empathetic and respectful communication, ensuring that every patient and colleague feels heard, valued and understood.

**What does it look like?**

- Acknowledge Person (introduce self/role)
- Eye to Eye: Heart to Heart
- Provide Opportunity for Questions
- Narrate Care
- Actively Listen

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**A Accountable**  
 We are a team, accountable to each other and to the people we serve. We take responsibility for our actions and support our colleagues in doing the same, ensuring that we all uphold our commitments and contribute to exceptional care.

**What does it look like?**

- No Pass Zone
- Patient Rounding
- Coordinate Care

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**R Reaffirm Trust**  
 We proactively address concerns, use service recovery to restore confidence and ensure every interaction strengthens trust. We express gratitude whenever we can - for feedback, patience and the opportunity to care - recognizing that showing gratitude is one of the simplest and most powerful things we can do for each other.

**What does it look like?**

- 3As for Recovery:
  - Acknowledge
  - Apologize
  - Amend
- Manage Up
- Say "Thank You"
- Be Authentic and Honest

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**E Every Moment**  
 Each of us is empowered and responsible for delivering the highest quality, safest care and best experience to everyone. While no one person owns the entire journey, we each own the moments we share with our patients, colleagues and community - making every interaction meaningful and impactful.

**What does it look like?**

- At 10 feet, make eye contact. 5 feet, greet.
- Visible Badge
- Be Present





**Navigate CentraPeople, our intranet site**

Contact: IT Customer Support ([customer.support@centrahealth.com](mailto:customer.support@centrahealth.com)) or 434.200.4848. In general, for IT help, click on the Help Desk icon from the homepage of [CentraPeople](#) to submit a request.

You will find a significant amount of information about Centra on our intranet, [CentraPeople](#). The site includes links to our various websites, including information about programs, clinical expertise, how to get things done, and who to contact for help. You may login to the CentraPeople page from outside Centra by going to this link: <https://centrapeople.centrahealth.com/>. **Note:** *You will be prompted to login using your Centra username and password to access the link.*

**Learn to access Centra email from home**

Contact: IT Help Desk at 434-200-4848 for assistance.

To access our Centra email from home, you will need to login to the CentraPeople page at the link above. When the page opens, choose Single Sign On.

Sign in using your Centra email ([username@centrahealth.com](mailto:username@centrahealth.com)) and your password.

When the CentraPeople page opens, choose Applications from the bar at the top of the screen. Scroll through the applications until you find Outlook Web Access and choose Click Here to Access. Login using your Centra email ([username@centrahealth.com](mailto:username@centrahealth.com)) and your password.

**All future work-related emails will be sent to your Centra email address and not your personal email address. Please check your Centra email regularly.**

**Learn about the time and attendance system, UKG Pro (if applicable)**

Contact: Your Leader

Centra uses a timekeeping record system called **UKG Pro**. For more information on UKG Pro, including FAQ and job aids, visit the UKG Pro Team page on our intranet, [CentraPeople](#).

Caregivers are responsible for managing their own timecard throughout the pay period. All Centra Caregivers are required to review and approve their own timecard within the UKG Pro System **before 8am** Payroll Monday.

- If a Caregiver fails to approve their timecard or approves the timecard with discrepancies, the Caregiver will be paid for the time as displayed on their timecard when payroll processing begins.
- Any missing or incorrect pay will be on the regular check following the approved correction.

For any UKG Pro related questions or training, please contact the UKG Team [Kronosteam@centrahealth.com](mailto:Kronosteam@centrahealth.com).

At this point, you have received tasks in Oracle to update your personal details, direct deposit, and tax withholding information. Be sure to get these done to facilitate your paycheck. **Note:** *You may be prompted to login using your Centra username and password to access these links.*



- **Complete the New Hire Online General Orientation in Centra Learning Portal.**

For technical assistance and questions, contact the IT Help Desk at 434.200.4848.

As a reminder, you are required to complete all orientation courses **within 30 days of your start date**.

These are assigned to you in Centra's learning management system, [Centra Learning Portal](#).

At this point, you should have already received instructions on access and how to find your required training.

- **Know our patient experience standards and your role in supporting them.**

Contact: Patient Experience ([patient.experience@centrahealth.com](mailto:patient.experience@centrahealth.com)) or 434.200.5800

It is vital to the patient's experience that we deliver successful and compassionate care. While not all caregivers have regular face-to-face contact with patients, we all play a role in creating and influencing this experience, and every moment and interaction is an opportunity to shape it. You are required to complete the *Patient Experience* online course as part of your New Hire Online General Orientation in Centra Learning Portal. In this course, you will learn about our patient experience surveys, the A.I.D.E.T. framework, and the 5/10 rule, among other information.

- **Learn about our patient safety standards and expectations.**

Contact: Your Leader

Keeping our patients and each other safe is our number one priority. All caregivers have a shared responsibility for identifying and reporting process/system weaknesses and medical errors in a timely manner and for participating in efforts to reduce risks that could result in harm. This interdisciplinary approach encourages open communication in a non-punitive environment. As a new caregiver, you are required to read the [Quality, Safety, and Performance Improvement Plan](#), which provides objectives to follow for prevention of patient safety related incidents. In addition, caregivers are expected to utilize Centra's Safety Behaviors in their daily work. **Note:** *You may be prompted to login using your Centra username and password to access the plan link.*



# Safety First, Every Time!



## Pay Attention to Detail



### Self-check Using ★ STAR ★

**STOP:** Pause for 1 to 2 seconds to focus attention on the task at hand.  
**THINK:** Visualize the act and think about what is to be done.  
**ACT:** Concentrate and perform the task.  
**REVIEW:** Check for the desired result.

## Communicate Clearly



3-Way Repeat Back & Read Back Phonetic & Numeric Clarifications

### SBAR Briefing Format:

**S**ituation  
**B**ackground  
**A**ssessment  
**R**ecommendation/Request

## Have a Questioning Attitude



### Question

*Think again...*

**“Does this make sense to me?”**



### Confirm

*Clarify...*

**Check with an expert source.**

## Speak Up for Safety

Practice with the ARCC Model



### ARCC Model

**A**sk a Question  
 Make a **R**quest  
 Voice a **C**oncern  
*If no success...*  
 Use **C**hain of Command

## Got Your Back



### Peer Checking

- Check others when working together.
- Point out problems in a constructive manner.

Be willing to check others and to have others check **YOU!**

### Peer Coaching

- Encourage safe and productive behaviors.
- Discourage unsafe and unproductive behaviors.

Use **5:1 Feedback:**  
5 positive to 1 negative.

**Understand and recite Fire and Life Safety practices R.A.C.E. and P.A.S.S.**

Contact: Your Leader

Centra's "top ten" list of employee actions includes: providing safe guidance to all caregivers on their role in fire prevention and life safety. You are required to complete the *Fire and Life Safety* online course as part of your New Hire Online General Orientation in Centra Learning Portal. In this course, you will learn the R.A.C.E. and P.A.S.S. procedures to effectively respond to a fire emergency. As part of our onboarding, you should be able to recite these procedures.

**Access Safety Data Sheets (SDS)**

Contact: Your Leader

A safety data sheet (SDS) provides data regarding the properties of a particular substance, including hazard information (Section 2) and first aid measures (Section 4). You are required to complete the *Hazardous Materials* online course as part of your New Hire Online General Orientation in Centra Learning Portal to learn more about SDS.

To find all SDS, navigate to [CentraPeople](#), our intranet site. You may be prompted to login using your Centra username and password. Choose Applications, then select Safety Data Sheets. There is also a direct link to the library of SDS [here](#). **Note:** *You may be prompted to login using your Centra username and password to access these links.*

**Access and understand the importance of RL6.**

Contact: You Leader

All Centra caregivers can reduce risk. It is the expectation that every caregiver is responsible for reporting events that are not consistent with the desired operations of our organization. To report these events Centra uses the reporting system, RL6, located on [CentraPeople](#), our intranet site. In addition, you are required to complete the *RL6 Event Reporting* online course as part of your New Hire Online General Orientation in Centra Learning Portal. **Note:** *you may be prompted to login using your Centra username and password to access these links.*

**Know the location of Personal Protective Equipment (PPE) (if applicable)**

Contact: Your Leader

Personal protective equipment protects against contact with blood or other potentially infectious materials. If you are in a job that requires PPE, your leader, or their designee, is required to show you the location of these materials. In addition, you are required to complete the *Infection Prevention: OSHA Bloodborne Pathogen Standard* online course as part of your New Hire Online General Orientation in Centra Learning Portal.

□ **Know the emergency codes and the appropriate response.**

Contact: Your Leader

Code policies and procedures are designed to help employees be prepared to respond to a variety of emergency situations, and to return the hospitals to normal operations once the emergency is over. As part of your orientation, you are required to read the [Emergency Codes to Mitigate, Prepare, Respond and Recover from Emergencies policy](#).

<b>Code</b>	<b>Emergency</b>	<b>Response/Action</b>
<b>Code Red</b>	Fire	Stay in area. Close doors & windows. Turn off AC/Heating units.
<b>Code Blue</b>	Life support measures (cardiac or respiratory arrest)	A specialized team will respond.
<b>Pediatric Code Blue</b>	Life support measures (cardiac or respiratory arrest) for children under 12 years or under 75 pounds.	A specialized team will respond.
<b>Code White</b>	Tornado	Staff will follow the Tornado Preparation and Response policy found in the EOP under Tab 14
<b>Code Atlas</b>	Patient, visitor, etc. has lost impulse control OR a show of force is needed.	Employee responds – if show of force, then presence if enough. If de-escalation (loss of impulse control), then only trained individuals step in.
<b>Code D</b>	Internal or external disaster (e.g., Weather, mass casualty)	Administration will activate Emergency Operations Plan.
<b>Code Gray</b>	Bomb threat.	If taking a call – use Bomb Threat Checklist & use Caller ID. If away from area, return to do a Tri-Level search (at eye level, below eye level and above eye level)
<b>Code Adam</b>	Missing infant or child.	Employees monitor all exits – request security clear individuals with infant/child meeting criteria OR observe individual as exit to provide information to police and security.
<b>Code MP</b>	Missing person.	Used at all hospitals and long-term care facilities. Individual has left area that should be monitored.
<b>Code Orange</b>	HazMat Spill	Notify supervisor and Environmental Services department.
<b>Code Siege</b>	Hostage	Remain in your work area and wait for instructions.
<b>Code Yellow</b>	Patient has fallen.	Alerts nursing supervisor, Unit Manager, Shift Manager, and charge nurse to respond.
<b>Code Silver</b>	Lockdown of facility because of an active shooter or other serious threat to the facilities.	Administration will implement Emergency Operations Plan and Hospital Incident Command System.

**Review of our policies in the Policy Manager**

Contact: Your Leader

You are required to complete the *Centra Policies and Clinical Skills Resources* online course as part of your annual training requirements in Centra Learning Portal. This covers Centra's [Policy Manager](#), a one-stop, searchable resource for all policies, statements, and procedures. As a Centra caregiver, you are responsible for familiarizing yourself with, and adhering to, these policies. To access, navigate to [CentraPeople](#), our intranet site. Choose Applications, and then select Policy Manager. **Note:** you may be prompted to login using your Centra username and password to access these links.

The following policies are specifically recommended for discussion and review with your leader:

- [Introductory Period of Employment](#)
- [Time and Attendance](#)
- [Personal phones / Hand-held Computers in the Workplace](#)
- [Social Media](#)
- [Dress Code](#)
- [Tobacco Products Use](#)
- [COVID-19 Furlough and Return to Work](#)
- [VA Human Rights Act Pregnancy Accommodation](#)

**Uphold our compliance standards and report concerns.**

Contact: Your Leader or see below

Centra has a broad range of legal and corporate compliance standards. In particular, new caregivers should read our [Code of Conduct and Business Ethics policy](#) and our [Confidentiality policy](#), which outline our expectations and guiding principles for appropriate workplace behavior. In addition, you are required to complete the following online courses as part of your New Hire Online General Orientation in Centra Learning Portal: (1) *Centra Legal, Patient Rights, and Ethics*, (2) *New Hire Conflict of Interest*, (3) *Corporate Compliance*, (4) *Privacy and Information Security Awareness*, and (5) *Interpreter Services and Service Animals*. Note: you may be prompted to login using your Centra username and password to access the policy link.

As a caregiver, we rely on you to report or raise concerns about behaviors that do not uphold our values. Even if you are not sure whether something crosses the line, consult with your leader or a leader you trust. For questions or if you want to raise a concern, contact your leader, any leader you trust, or a compliance representative:

- For compliance / conflict of interest: [jeffery.wiggins@centrahealth.com](mailto:jeffery.wiggins@centrahealth.com)
- For HIPAA or privacy: [betsy.mewborn@centrahealth.com](mailto:betsy.mewborn@centrahealth.com)
- Email: [compliance@centrahealth.com](mailto:compliance@centrahealth.com)
- Report confidentially through our Compliance Hotline at 1 800 713 4703

- Recognize the importance of a harassment-free workplace.**

Contact: Your Leader

Harassment is unwelcome, unwanted, or offensive conduct that is based on, or because of, an employee's protected status. If comfortable, Caregivers are encouraged to tell the harasser directly that the conduct is not welcomed and must stop immediately, or report harassment to your leader, HR, or anonymously through the Compliance Hotline (see above). Review the [Harassment-free Workplace policy](#) for more information. New Caregivers are required to complete the *Harassment-Free Workplace* online course as part of your New Hire Online General Orientation in Centra Learning Portal. Note: you may be prompted to login using your Centra username and password to access the policy link.

- Know your role in supporting diversity, inclusion, and equity.**

Contact: Your Leader

All Centra caregivers play a role in encouraging and supporting the diversity of others and creating opportunities for inclusion. Taking time to get to know each other, valuing our differences, creating an environment where all caregivers can be open and share their differences by embracing new and innovative ideas is the foundation to creating a diverse and inclusive workplace. To learn more about Centra's diversity, inclusion and equity policy and standards, check out [Diversity, Equity and Inclusion | Centra Health](#). In addition, you are required to complete the *Diversity and Inclusion* online course as part of your New Hire Online General Orientation in Centra Learning Portal. Note: you may be prompted to login using your Centra username and password to access the page link.

## Month One and Beyond

- Enroll in your Centra benefits. It is a two-step process:**

1. **To Register** visit <https://enrollment.electbenefits.com/app/CENTRA/register>
2. **Once registered**, visit <https://connect.electbenefits.com/CENTRA> to sign up for benefits,
3. Or call 1-888-659-1475 Monday-Friday, 9am-6pm EST to enroll.

**YOU CANNOT ENROLL IN BENEFITS THROUGH ORACLE.**

**Do Not Forget: you have 30 days from your date of hire to enroll in your Centra benefits!** Be sure to take full advantage of the benefits available to you so Centra can truly partner with you to live your best life. [Review your benefits here](#) and, when you are ready, call the Centra Health Benefits Enrollment Center to make your elections. ***Please see pages 27 & 28 for more information on Benefits Enrollment.***

- Learn about our Spiritual Care resources.**

Contact: Centra Spiritual Care & Education ([CentraSpiritualCare@centrahealth.com](mailto:CentraSpiritualCare@centrahealth.com)).

Our spiritual care and education staff are composed of chaplains, chaplain residents and relief chaplains. They have extensive education and experience in spiritual, religious, emotional, and cultural needs of patients, residents, visitors, and caregivers. Our chaplains function as the liaison for all ethics concerns within Centra, and respond to situations of crisis, chronic and acute forms of anxiety, grief at end of life.



For more information, visit the [Spiritual Care and Education page](#) on our intranet, [CentraPeople](#). **Note:** you may be prompted to login using your Centra username and password to access these links.

**Understand the employee injury report process.**

Contact: Employee Health 434.200.3082

In the event of an employee injury, contact your leader and Employee Health to inform them of the injury. Complete an employee injury report in [CentraPeople](#), our intranet. From the homepage, choose Applications, then select Employee Injury Report, then select New Form. **Note:** you may be prompted to login using your Centra username and password to access these links.

**Familiarize yourself with the Lockout and Tagout Policy** (if applicable)

Contact: Your Leader

The [Lockout and Tagout Policy](#) establishes the requirements for the lockout/tagout of the energy sources for machines and equipment before employee(s) perform servicing and/or maintenance activities, where the start-up, energize, or release of stored energy could cause injury. The energy sources covered include electric motors, hydraulic or air cylinders, actuators, springs, gravity, and electric current. You are required to complete the *Utilities Management* online course as part of your New Hire Online General Orientation in Centra Learning Portal, where you will learn more about this policy.

**Note:** You may be prompted to login using your Centra username and password to access the policy link.

## Now What?

With all the excitement that comes along with joining Centra, you may be thinking “where do I begin?” To help you get started, use the following consolidated checklist for your new hire tasks.

## Who to Contact for Assistance:

- HR/Benefits/Misc: [HRHelp@centrahealth.com](mailto:HRHelp@centrahealth.com)
- UKG Pro: [KronosTeam@centrahealth.com](mailto:KronosTeam@centrahealth.com)
- Payroll: [CentraPayroll@centrahealth.com](mailto:CentraPayroll@centrahealth.com)
- Nursing Orientation: [NursingOrientation@centrahealth.com](mailto:NursingOrientation@centrahealth.com)
- Clinical Orientation: [NursingOrientation@centrahealth.com](mailto:NursingOrientation@centrahealth.com)
- IT Help Desk: 434-200-4848

## Caregiver To-Do List

<input checked="" type="checkbox"/>	Task	Directions	Deadline
<input type="checkbox"/>	Email Address & Password	Call the IT Help Desk at 434-200-4848 to set up your username and password	Day 1
<input type="checkbox"/>	Update Personal Information	Log in to Oracle. Select "Journeys"	Week 1
<input type="checkbox"/>	Update Direct Deposit Information	Log in to Oracle. Select "Journeys"	Week 1
<input type="checkbox"/>	Update Tax Withholding Information	Log in to Oracle. Select "Journeys"	Week 1
<input type="checkbox"/>	Complete Oracle Onboarding Tasks	Log in to Oracle. Select "Journeys"	Week 1
<input type="checkbox"/>	New Caregiver Orientation Checklist	Log in to Centra Learning Portal. Select "My Action Items," to show assignments by due date.	Week 1
<input type="checkbox"/>	Centra Learning Portal New Caregiver modules	Log in to Centra Learning Portal. Select "My Action Items" to show assignments by due date.	Within 30 days of enrollment
<input type="checkbox"/>	Benefits Review & Enrollment	<ol style="list-style-type: none"> <li>To Register visit <a href="https://enrollment.electbenefits.com/app/CENTRA/register">https://enrollment.electbenefits.com/app/CENTRA/register</a></li> <li>Once registered, visit <a href="https://connect.electbenefits.com/CENTRA">https://connect.electbenefits.com/CENTRA</a> to sign up for benefits</li> <li>Or call 888-659-1475 Monday-Friday, 9am-6pm EST.</li> </ol> <p><b>YOU CANNOT ENROLL IN BENEFITS THROUGH ORACLE.</b></p>	Within 30 days of hire

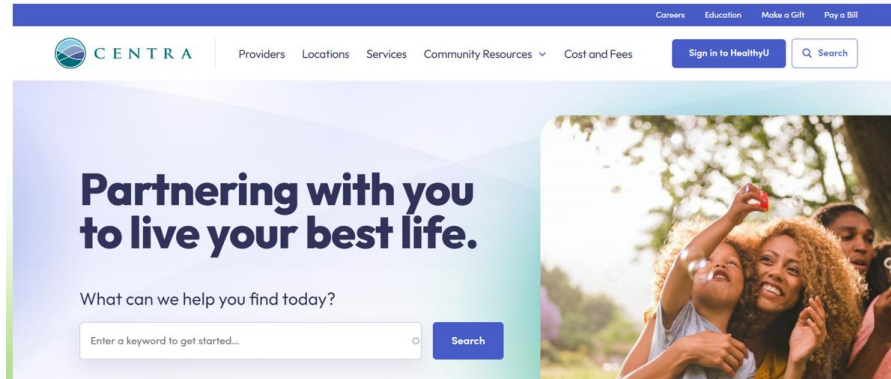
**\*Other modules may be assigned for clinical roles. You will receive information regarding any additional requirements during Clinical Orientation.**



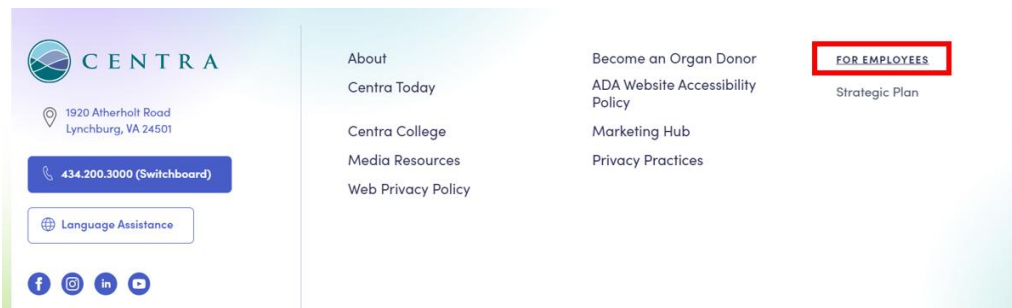


## Accessing Oracle – From Home:

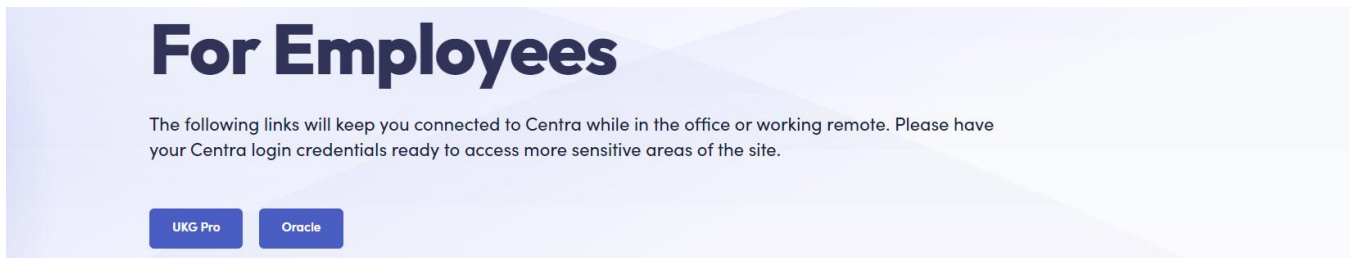
1. Go to the Centra homepage at [www.centrahealth.com](http://www.centrahealth.com):



2. Scroll to the bottom of the page: select **FOR EMPLOYEES**



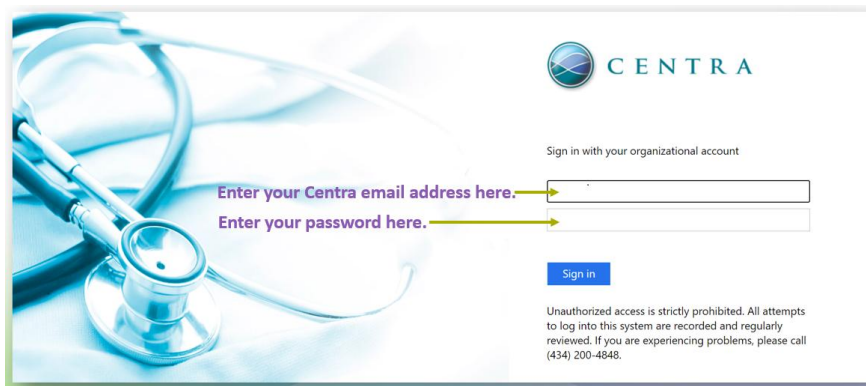
3. Choose Oracle:



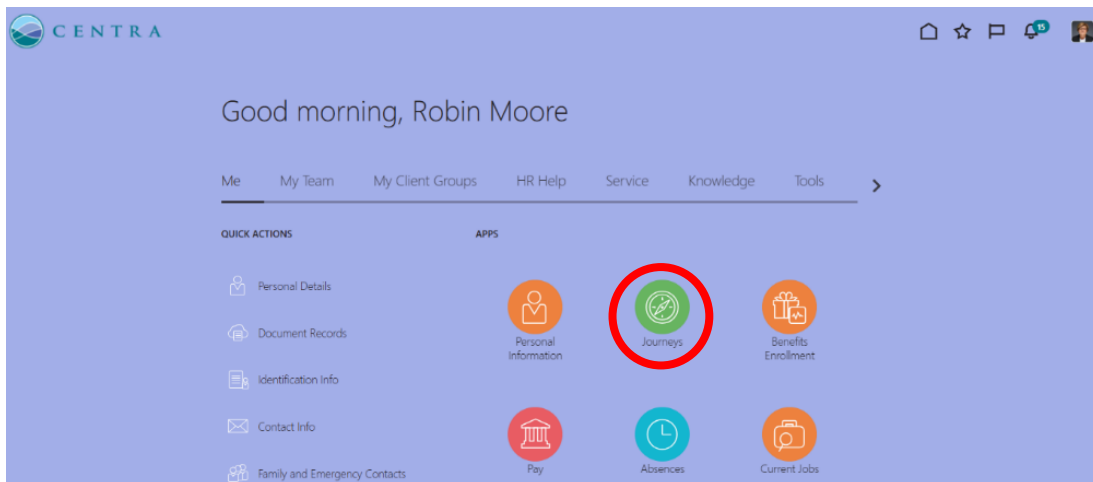
4. Choose Company Single Sign-On:



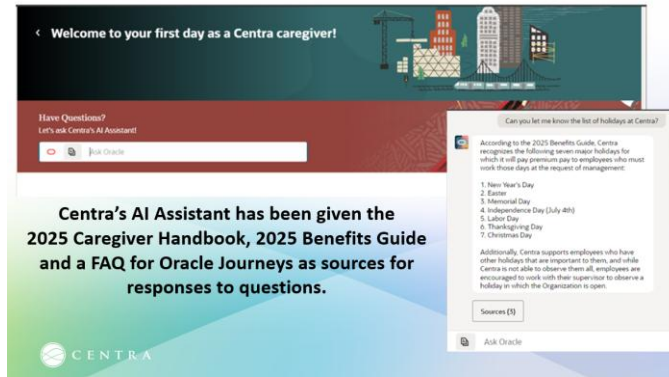
5. For the Oracle login screen, use your Centra email address and your password:



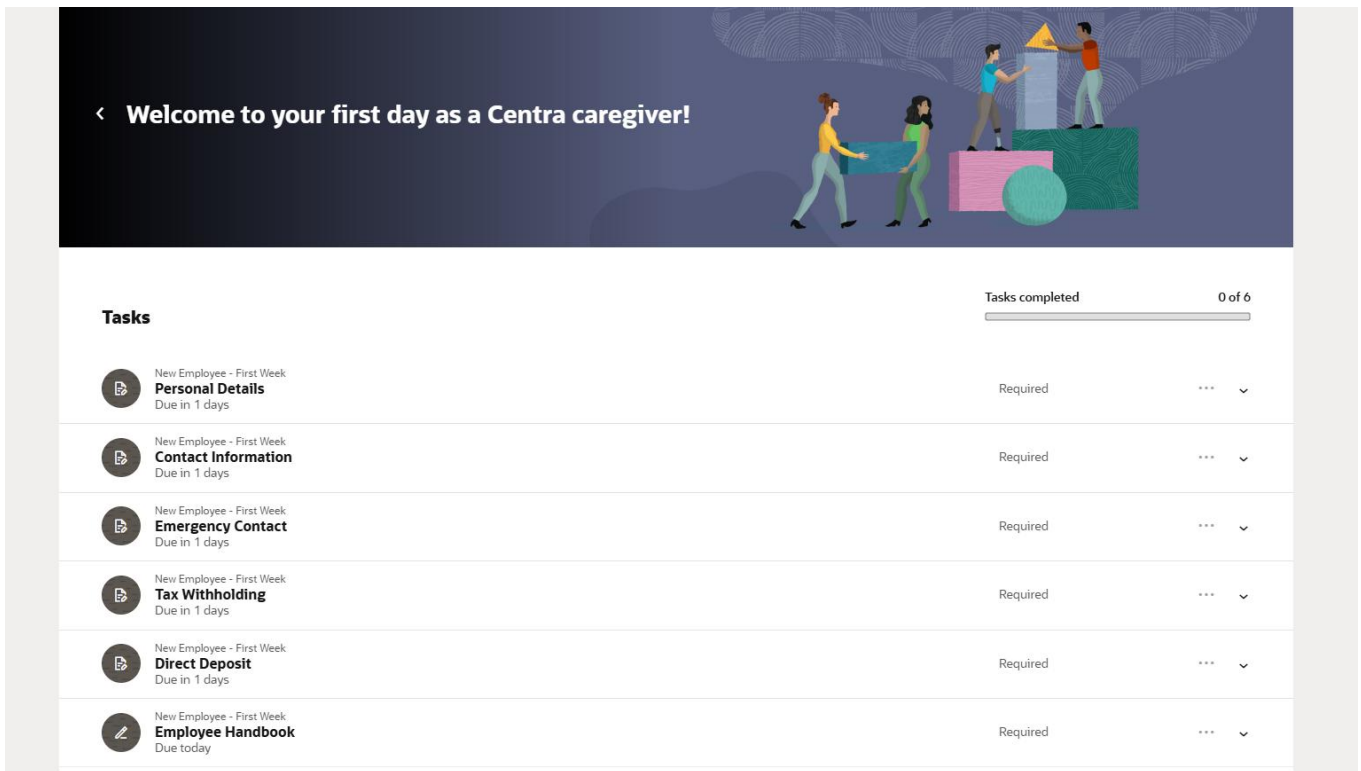
6. Once you are logged in, you can complete the tasks needed in Oracle under Journeys:



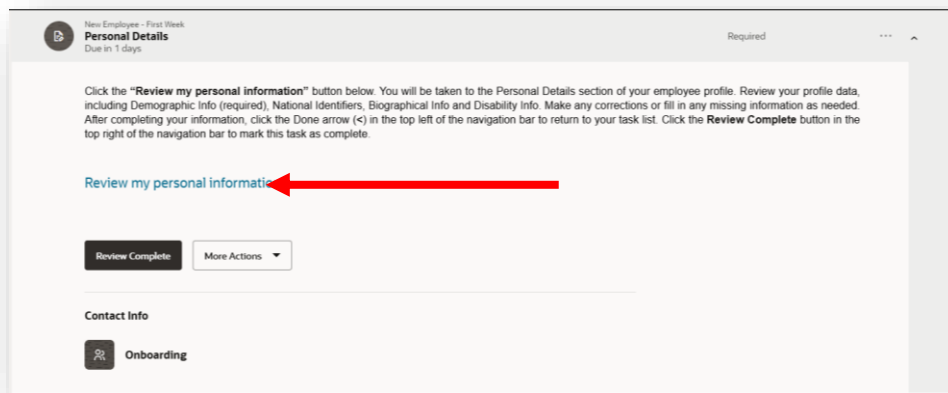
a. There is an AI Assistant in Oracle that you can use if you have questions:



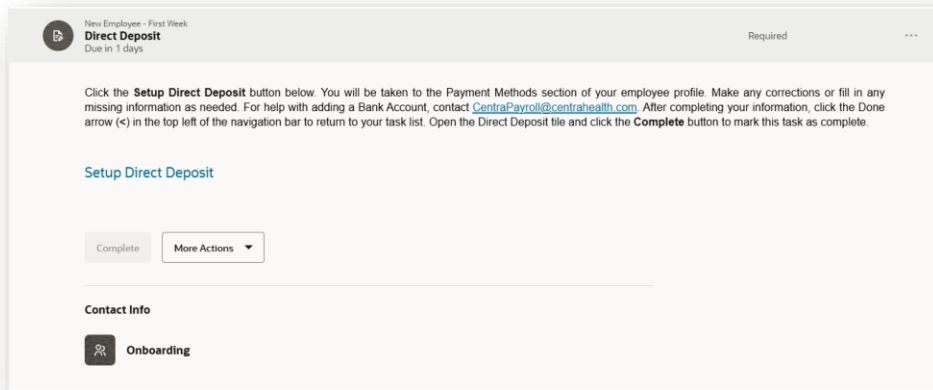
b. You will see the list of Onboarding Tasks that you must complete.



- c. When you open the task window, you can click on the highlighted link to open your task.









- d. For Direct Deposit, choose Setup Direct Deposit to complete your information.  
**If you have questions, contact [CentraPayroll@centrahealth.com](mailto:CentraPayroll@centrahealth.com) or 434-200-7291.**



- e. You can access your Pay Information in Oracle to see if your Direct Deposit is active.  
 f. In Oracle, choose the Pay tab.



g. When the page opens, choose My Payslips

 <p><b>Document Delivery Preferences</b> Set up preferences for delivering documents. <b>Set your W2 document preference here.</b></p>	 <p><b>My Payslips</b> View, print, download and search current and past payslips, which contain gross pay, net pay, taxes and other information. <b>Pay slips are found here.</b></p>	 <p><b>Payment Methods</b> Define and prioritize salary payments details, such as payment type, payment amount and bank accounts details. <b>Set your direct deposit here.</b></p>
 <p><b>Year-End Documents</b> View, print, download and search year-end documents for current or prior tax years. <b>W2's are found here.</b></p>	 <p><b>Third-Party Payroll Documents</b> Generic document type used to store, search, view, print and download payroll documents generated by third-party payroll applications.</p>	 <p><b>Tax Withholding</b> Go here to update your federal and state income tax withholding. Check this information when your personal or financial situation changes. <b>Set up your tax withholding information here.</b></p>

- h. When you view your payslip, you can see how your funds will be delivered.
- i. If there is a payment amount listed, your Direct Deposit is active.
  - ii. If there is \$0.00 listed under the amount, then you have a live check.

### Direct deposit delivery

Absence Accruals					
Description		Unit of Measure	Inception to Date		
Paid Time Off Accrual Hours		Hours	264.00		
Net Pay Distribution					
Check/Deposit Number	Bank Name	Branch Name	Account Number	Currency	Payment Amount
276993361	BRANCH BANKING & TRUST COMPANY - 051404260	BRANCH BANKING & TRUST COMPANY - 051404260	[REDACTED]	USD	3,492.37

- The account information with \$0.00 indicates the prenote process.
- The blank bank information with the \$1,922.60 indicates a paper check delivery.

Other Deductions					
Description		Current	Year to Date		
Cafeteria VBH		5.18	139.34		
Net Pay Distribution					
Check/Deposit Number	Bank Name	Branch Name	Account Number	Currency	Payment Amount
276988799	Atlantic Union Bank - 051403164	Atlantic Union Bank - 051403164	[REDACTED]	USD	0.00
1000031310				USD	1,922.60



- i. **If you are receiving a paper check:**
    - i. Paper checks can be picked up: **1920 Atherholt Rd, Lynchburg, VA 24501**
    - ii. **Check pickup schedule**
    - iii. Thursday (payday): 8:30 AM – 4:30 PM
    - iv. Friday (after payday): 8:30 AM – 4:30 PM
    - v. Monday (after payday): 8:30 AM – 4:30 PM
  - j. If checks are not picked up by Monday at 4:30 PM, they will be mailed to the address on file.
  - k. Questions? Issues?
    - i. Email [CentraPayroll@centrahealth.com](mailto:CentraPayroll@centrahealth.com)
    - ii. Call 434-200-7291
7. If you have questions for HR, you can also submit a **Help Ticket to Human Resources**.
- a. When you need HR assistance, please email [HRHelp@centrahealth.com](mailto:HRHelp@centrahealth.com)
  - b. Be SPECIFIC in your subject line regarding your request (examples):
    - i. Medical Insurance
    - ii. Tuition Reimbursement
    - iii. License Renewal
    - iv. Help with Oracle
    - v. Help with Centra Learning Portal
  - c. Your email will then be used to create a Help Ticket and assigned to the correct team within HR to assist you.
  - d. The more specific your subject line and your email is, the better our HR team can assist you.

## Accessing Centra Learning Portal – From Home:

1. Go to the Centra homepage at [www.centrahealth.com](http://www.centrahealth.com):
2. Scroll to the bottom of the page: select FOR EMPLOYEES.

### Caregiver resources

Religion Census

[Religion Census →](#)

Triad Meeting Agenda

[Triad Meeting Agenda →](#)

Centra Library Services

[Centra Library Services →](#)

Centra Learning Portal

[Centra Learning Portal →](#)

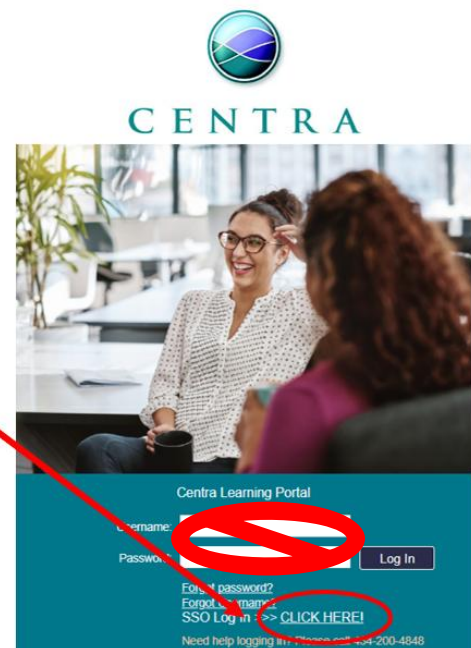
3. Scroll down the page until you see Caregiver Resources: choose Centra Learning Portal:
4. Choose CLICK HERE! to login using your SSO (single sign-on): that's your username and password

### Logging In to the Centra Learning Portal

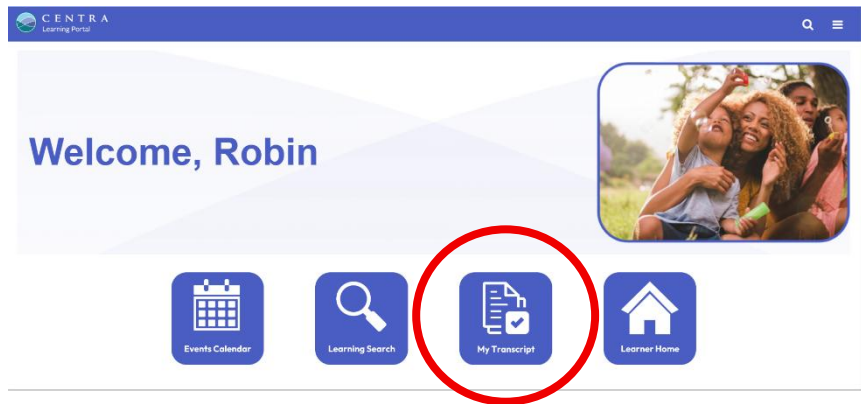
**\*Use the "CLICK HERE!" link as shown to log in using your SSO (Preferred method)**

**DO NOT USE "Username" or "Password" to log in. Only use the "CLICK HERE" link.**

**If you need additional assistance logging in, please call our IT Help Desk 434-200-4848 or submit a SMAX IT ticket.**



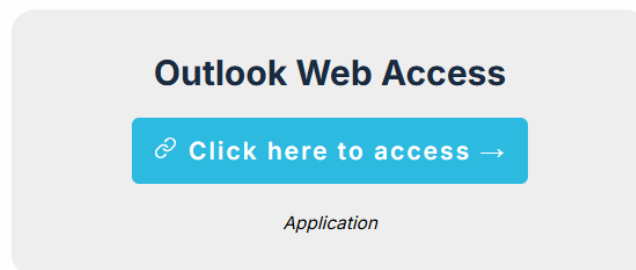
- When you are in Centra Learning Portal, go to My Transcript to see your assignments.



- The My Transcript tab will list all courses that have been assigned to you as a learner.
  - Choose "Open Curriculum" to view the list of modules to be completed.
  - The modules are PowerPoint presentations.
  - They are approximately 10-12 slides long and include a quiz.
  - You have **30 days from your date of hire** to complete the orientation modules.
  - Modules must be done using a laptop or desktop computer; they are mobile **NOT** friendly.
- Click "View Details" to launch each module.
- Click "Mark Complete" to assert you have completed the course slides. This will allow you to launch the module quiz or provide an e-signature attestation.

## Centra Email Access from Home:

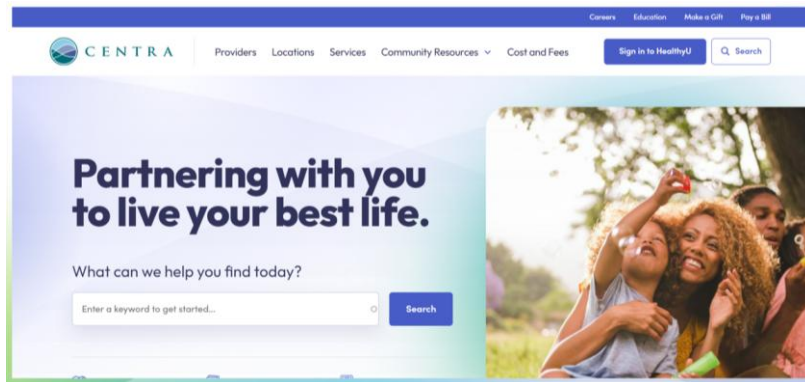
- Log in to the CentraPeople page from home: <https://centrapeople.centrahealth.com/>
- Choose Single Sign On.
- Sign in using your Centra email address and the password you created.
- When you open the CentraPeople page, choose Applications.
- Scroll down to Outlook Web Access to access your email.



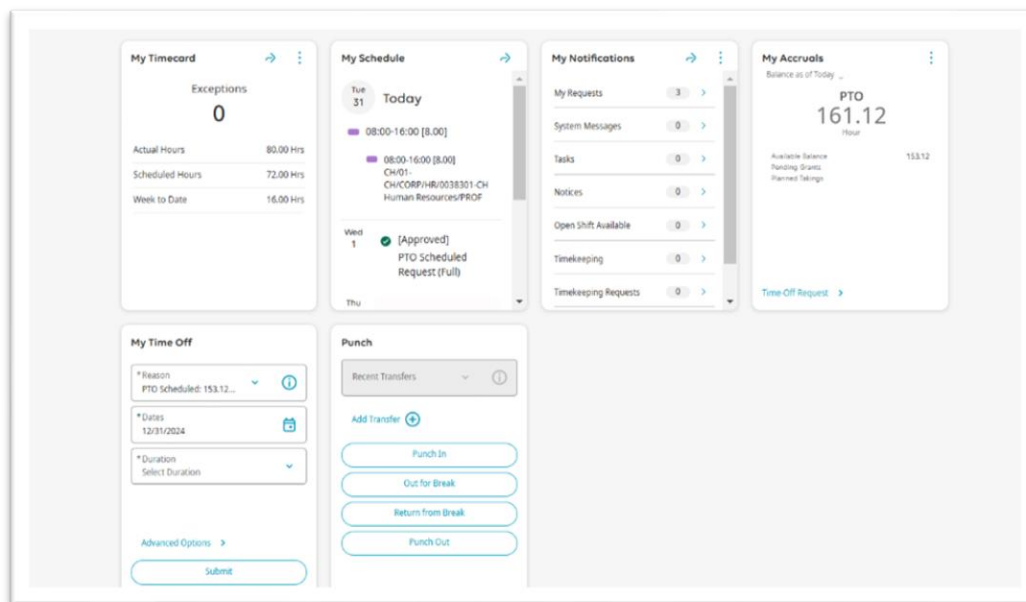
- Login using your Centra email and password.

# Time and Attendance

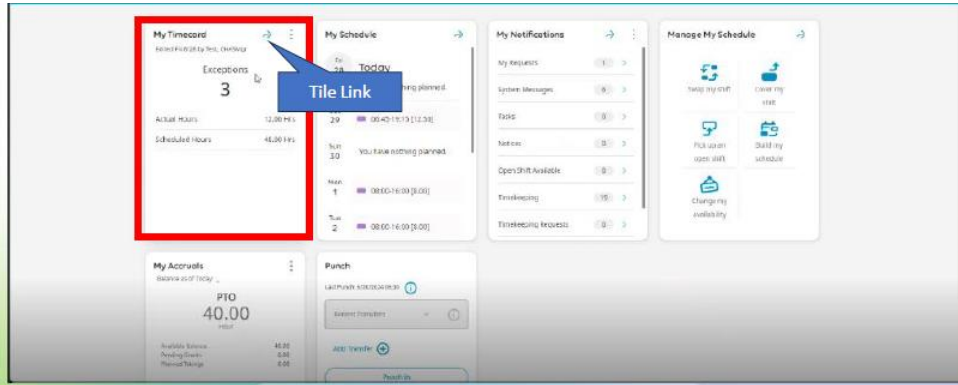
1. Go to the Centra homepage at [www.centrahealth.com](http://www.centrahealth.com):



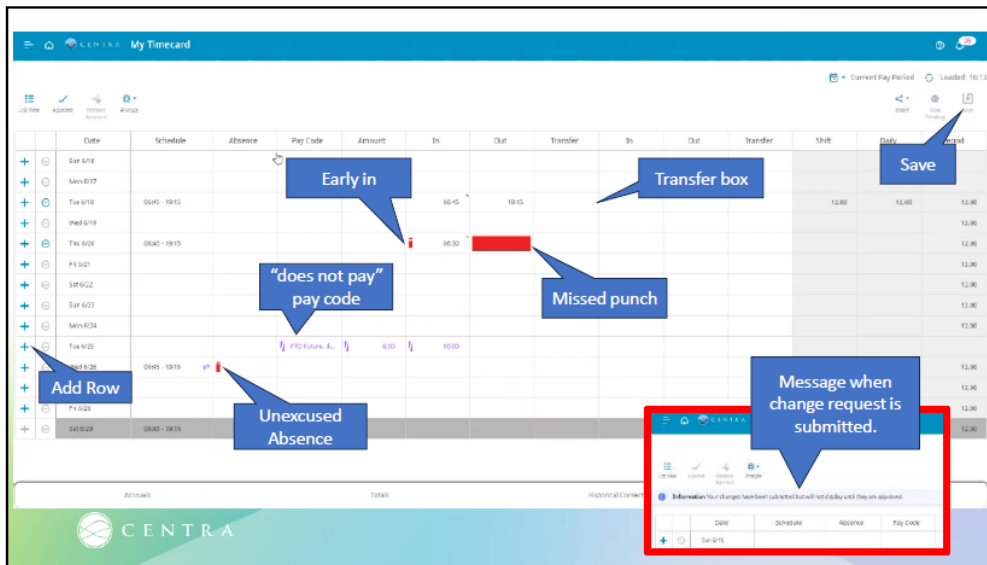
2. Scroll to the bottom of the page: select FOR EMPLOYEES
3. Choose UKG Pro.
4. Login using your Centra credentials.
5. You will be able to view your timecard:



6. To enter change requests/missed punches, choose the Tile Link on My Timecard:



7. Click on the solid red box (Missed Punch) and enter your time. Choose Save when you're done.



## Downloading UKG Pro Mobile Application:

1. Download the UKG Pro app
  - a. Go to Google Play, the Apple App Store, or scan the QR Code

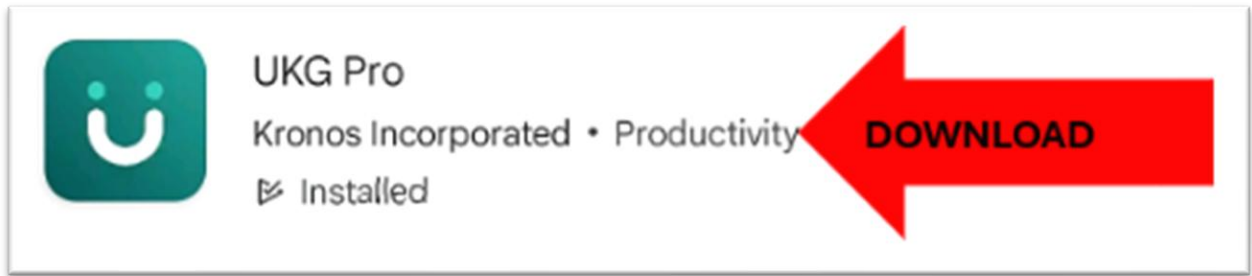
Android



Apple

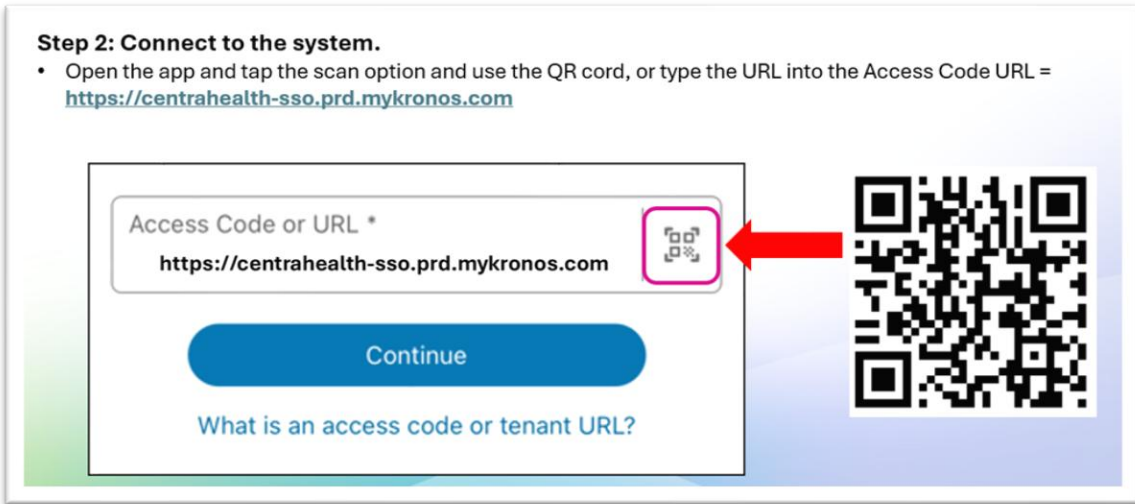


b. Locate the UKG Pro app and tap to install



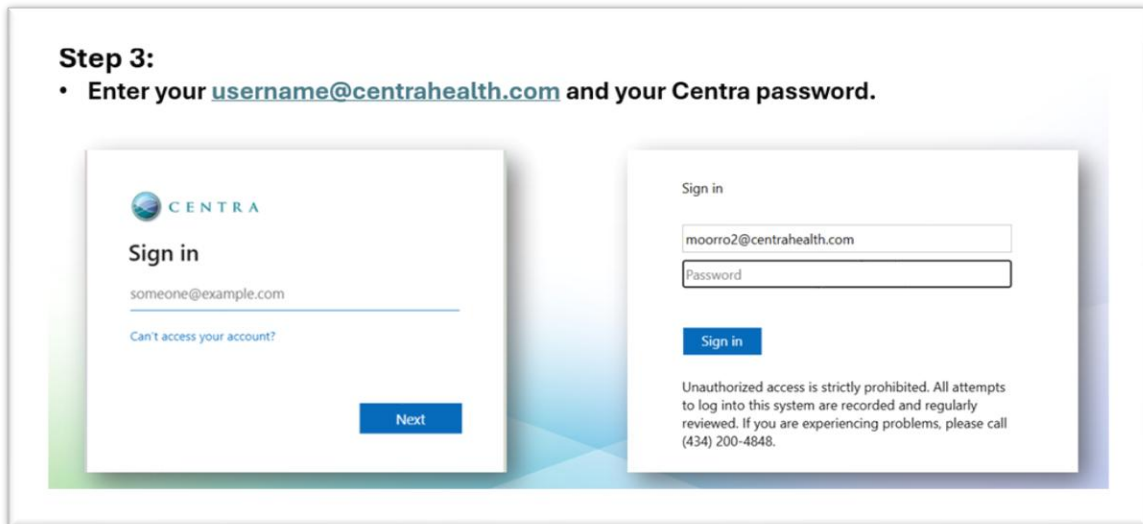
**Step 2: Connect to the system.**

- Open the app and tap the scan option and use the QR cord, or type the URL into the Access Code URL = <https://centrahealth-ss0.prd.mykronos.com>



**Step 3:**

- Enter your [username@centrahealth.com](mailto:username@centrahealth.com) and your Centra password.



## Important UKG Pro Information

- Caregivers are responsible for managing their own timecard **throughout** the pay period.
- All Centra Caregivers are required to review and approve their own timecard within the UKG Pro System **before 8am** Payroll Monday.
- If a Caregiver fails to approve their timecard or approves the timecard with discrepancies, the Caregiver will be paid for the time as displayed on their timecard when payroll processing begins.
- Any missing or incorrect pay will be on the regular check following the approved correction.
- For any UKG Pro related questions or training, please contact the UKG Team:  
[Kronosteam@centrahealth.com](mailto:Kronosteam@centrahealth.com) (Amanda Peters and Teresa Lavinder)

## Benefits Enrollment REMINDER

### ★ **HOW do I sign up for benefits?**

Please note, this is a **two-step process**

1. Register Here: <https://enrollment.electbenefits.com/app/CENTRA/register>
2. Enroll here: <https://connect.electbenefits.com/CENTRA>
3. OR, call 888-659-1475 Monday-Friday, 9am-6pm EST.

**30 DAY DEADLINE FROM HIRE DATE**

To Register:



To Sign-Up:



CENTRA

**Disclaimer:** Benefits enrollment **IS NOT** completed in Oracle

## Your Benefits Checklist



### On Your First Day

Review the Benefits Guide and consider if you are planning on electing Centra benefits.



View your Benefits Guide for more details about all benefits and programs offered to you.

[View Benefits Guide >](#)



### Eligibility and Enrollment

- You are eligible to participate in Centra's benefits plans if you are a regular full-time or part-time employee.
- All employees are eligible to take advantage of Centra discount and rewards programs.
- All employees are automatically enrolled in the retirement plan.
- Limbo employees are not eligible to elect Centra benefit unless they measure benefits eligible for medical coverage as regulated by the ACA.
- Benefits go into effect the 1st day of the month following your hire date once elected. (Unless you are hired the 1st day of the month, benefits will start the 1st day of the month.)
- Benefit premiums are payroll deducted either biweekly or monthly depending on your pay frequency.

### Covering Dependents

#### Eligible dependents:

- **Legal dependents:** Children up to age 26; disabled dependent children of any age; court ordered dependents.
- Your legal spouse.

If covering a dependent on medical or dental, you are required to complete a dependent eligibility verification audit to validate your dependents can be covered on the Centra Group Health Plan. This verification request will come directly from the benefit enrollment center. **You will be required** to complete a verification form and turn in necessary documentation. For example: marriage license, birth certificate. The deadlines will be disclosed in mailing and emails you receive from the enrollment center directly. **It is important that you complete the process, or else your dependents risk losing coverage.**



### How to Enroll

#### You will receive benefits and enrollment information in general orientation.

When you complete your onboarding tasks in the Centra Learning Portal, there will be an acknowledgment form you sign off on that indicates your understanding of the benefit election process and 30 day deadline. This will also have the link that will take you to Centra's Benefit Enrollment Center.



You must enroll within **30 days of your hire date.**



#### When you're ready to enroll

First, register your Benefit Enrollment Center account: [enrollment.electbenefits.com/app/CENTRA/register](https://enrollment.electbenefits.com/app/CENTRA/register). Then, log in to the Benefit Enrollment Center: [connect.electbenefits.com/CENTRA](https://connect.electbenefits.com/CENTRA) or call **888.659.1475**. It may take a couple of days for new hire data to load into the benefit enrollment center's system. Once you are ready to enroll, make sure to have information needed for dependents and beneficiaries, including their social security numbers and birth dates. Enrollment typically takes about 20 minutes. It is important that you save your username and password for logging into this site in the future to view benefit information!

### Need to Make Changes Once Enrolled?

The benefit choices you select during your first 30 days at Centra will remain in effect for the entire plan year unless you experience a qualifying life event.

#### Examples of qualifying life events include (but aren't limited to):

- Change in your marital status.
- Birth or adoption of a child.
- Change in employment status.
- Qualified Medical Child Support Order (QMCSO).

#### Qualifying Life Events (QLEs):

It is your responsibility to report a life event to the [Enrollment Center](#) within 30 days after a qualifying life event. For more information, go to Life Changes on [Centra People](#) or call 888.659.1475 to get the life event process started.

## Benefits Overview

### What Centra offers you:

- Medical coverage offers a Basic Care PPO Plan or HDHP through Meritain Health.
- Dental coverage offered by MetLife.
- SuperiorVision coverage offered through MetLife.
- Company Paid Basic Life and Accidental Death & Dismemberment (AD&D) Insurance at 1x your base salary.
- Company Paid Short-term Disability at 60% of your base salary.
- Spending and Savings Accounts available through MetLife include HSA, FSA, Dependent Care FSA and Limited Purpose FSA.
- Voluntary Plans such as Supplemental Life Insurance, AD&D, Long-term Disability, Critical Illness Insurance, Hospital Indemnity, Accident or Legal offered to round out your coverage.

### Retirement

All full-time, part-time & limbo caregivers are automatically enrolled into the 403(b) retirement plan at 3% of your pay unless you opt out/ change your contribution percentage within 35 days of your date of hire. For eligible full-time and part-time employees, Centra will make a matching contribution of 100% of the first 3% of the pay you contribute, up to the annual compensation limits. You are immediately vested in your contributions. Visit [Fidelity](#) for more information.

### Paid Time Off (PTO):

- New hires begin accruing PTO on the first day of work.
- You can use accrued time immediately for vacation, holidays, illness and personal time.
- The maximum amount of PTO that may be accrued throughout the year is 300 hours.
- **Holidays:** Visit the benefits guide to view which holidays Centra recognizes.
- Managers, Directors and Executives receive Discretionary Time Off (DTO). No minimum or maximum number of DTO days available; Does not accrue; No cash value; not eligible for payout or buyback. Excludes Medical Directors.

### Discounts and Support:

- Centra offers Eplee to all our employees and their families. Enjoy employee discounts on hundreds of items and services.
- The Employee Assistance Program offered by HealthWorks provides counseling services to employees and their family members with work and personal concerns.

## Looking for More?

Visit [Centra People](#) to review your benefits and ask your leader if you have questions.

### Not on the Centra Network but need to access your benefits information?

Log into the Benefits Enrollment Center [connect.electbenefits.com/CENTRA](https://connect.electbenefits.com/CENTRA) to view your confirmation statement, beneficiaries, and find benefit summaries. This is also where employees will report qualified life events that may effect their benefit elections, or make elections due to a status change event. Reach out to Human Resources through Oracle HR Help or [HRHelp@centrahealth.com](mailto:HRHelp@centrahealth.com) if you have any questions. The Enrollment Center can be reached via phone: **888.659.1475**.

**You will receive medical cards in the mail. You will not receive dental and vision cards in the mail but can print cards from [metlife.com/mybenefits](https://metlife.com/mybenefits).**

**New! Download our mobile wallet pass to access your benefits information, with ease.**

**Scan to add the pass to your smart phone wallet.**

Available on Apple Wallet and Google Wallet.







## APPENDIX

### UNION FREE STATUS STATEMENT

**Purpose:** To state Centra's employee relations and union philosophy and commitment to its employees.

**At Centra, we are not anti-union, but rather we are pro-patient and pro-employee *first*.** We acknowledge that its employees have the right under the National Labor Relations Act to form or join unions if they wish. However, we do not believe this would be in our employees' best interests, particularly considering the labor disputes that often result from unionization and collective bargaining, and because a union cannot do anything to help us—*all of us, as a team*—carry out our collective mission: "To improve the health and quality of life for the communities we serve." Therefore, we believe it is important that our employees understand they have the right to continue working without union representation and may refuse invitations to join a union or to sign union authorization cards.

**We are not ashamed to admit that, like any human organization, Centra is not perfect.** However, we value our employees and appreciate their individual and team efforts. And beyond just saying how much we appreciate our employees; our actions show it. We strive to provide superior working conditions, highly competitive wages and benefits, and above all, the respect that each employee deserves. Our feeling is that a union can offer nothing more for our employees than what they already receive without one. We do not believe that employees should be forced to pay union initiation fees, dues, and assessments to pursue wages, benefits, and opportunities they already enjoy here. We believe that a union may offer less given the natural give-and-take of collective bargaining and a union's prioritizing terms that benefit its interests more than our employees' interests. We also do not believe that our employees should have to give a union their hard-earned wages to fund the union's selected political and social agendas and activities that our employees may not necessarily support and may even disagree with.

**We want to hear *directly* from our employees, rather than through a third-party intermediary.** In a union environment, employees can lose their individual rights to speak for themselves and to work things out with their managers. In our current union-free environment, our employees significantly influence changes in the work environment through participation in meetings with management, surveys, focus groups and design teams. Furthermore, all individuals have the right to speak for themselves when seeking a change. It is absolutely not necessary for our employees to pay union dues to have the right to speak out, be treated with dignity, be heard, and receive fair treatment.

**Over *many* years, we have been able to work out problems among ourselves this way.** We greatly value our ability to work with employees directly, without the risk of burdensome union costs, complicated rules, and disruptive work stoppages. Whereas we strive to work with our employees, unions can contribute to an adversarial relationship. Only by all of us working together as a team can we find lasting success. We will vigorously strive to preserve an environment which nurtures the fulfillment of these goals.

**You are encouraged to bring any problems that you may have on the job to your supervisors or managers.** As always, they are there to help you, and if you believe that your concerns require more attention than your supervisor or manager can provide, please do not hesitate to contact the Human Resources Department.



CENTRA

Center for Education &  
Professional Development