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## Intake Checklist

 **A Roadmap**

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|  | An intake meeting is usually the first formal interview with an employee who is raising a workplace concern or lodging a workplace complaint. During the intake, your goal is to:* Collect facts about the employee’s concern or complaint
* Determine if there is a need for further inquiry or an employment investigation
* Identify potential witnesses
* Identify needed documentation
* Use the information received to recommend next steps

**Introductory Reminders**[ ]  Greet employee by name [ ]  Clarify your job/role with employee; you are there to listen to the employee’s concern and decide what the next steps may be; you are not there to pass any judgments and will not be making any conclusions at that time[ ]  Tell the employee that you will be taking notes and that he or she is welcome to take notes as well[ ]  Tell the employee that you appreciate the employee bringing this issue forward and that his or her concerns will be taken seriously[ ]  Explain what retaliation is and tell the employee that if he or she believes they are experiencing retaliation because of bringing the matter to your attention to report it to you or a member of management immediately[ ]  Tell the employee that this is his or her opportunity to provide you with their perspective[ ]  Explain to the employee that it is important to obtain what others might personally know -- not what they know because it was discussed in the workplace. In order to maintain the integrity of the process, ask the employee to refrain from discussing your intake interview with co-workers.* [ ]  Explain to the employee that the matter will be kept as confidential as possible but that absolute confidentiality cannot be guaranteed. This is because there may be a need to discuss the matter with management; information may be subject to disclosure under the law; and you may need to interview other employees in order to gather information.
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|  | **Obtain Employee’s Background Information**[ ]  Division: [ ]  Shift/core hours: [ ]  Position and job duties:[ ] Length of time in Position:[ ]  Length of Time with the County:[ ]  Supervisor’s Name: [ ]  Bargaining Unit: **Note:** Before proceeding, if the individual is represented, determine if the collective bargaining agreement requires any notification pre-interview and any time constraints with the investigation process. |
|  | **Ask the Employee to Explain the Substance of His or Her Concern/Complaint** |

[ ]  Ask the employee to tell you about the matter

**Note:** use general open-ended questions at the start, *e.g.*, “tell me about…” then ask clarifying questions and other more specific questions as the intake unfolds

[ ]  Ask the employee who else he or she thinks that you should talk to; who else might have information about the matter

[ ]  Ask the employee if he or she has any documents that they would like to share with you which are relevant to the matter

[ ]  Ask the employee if he or she has anything else at all to add; ask him or her to contact you if he or she thinks of anything

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| **Tell the Employee What Happens Next** |
| [ ]  Thank the employee for bringing the matter to your attention  |
| [ ]  Tell the employee that a follow up interview may be necessary and ask how he or she would like to be contacted, *e.g*., email, telephone |
| [ ]  Tell the employee that a resolution to the matter may take some time and that information about it will likely come from management |
| [ ]  Reiterate your explanation what retaliation is and tell the employee that if he or she believes they are experiencing retaliation because of bringing the matter to your attention to report it to you or a member of management immediately[ ]  Ask the employee if he or she has any questions for you[ ]  Reiterate your request that the employee not discuss your interview with co-workers |
| [ ]  If appropriate, refer the employee to EAP 206-477-0632 or the Making Life Easier 1-888-874-7290 |