

PATHWAYS ABILITIES SOCIETY

PROCEDURE: ORIENTATION

Applies to: All Personnel, Persons Served, Board Members and Volunteers

Effective/Revision Date:

1993
April 28, 2003
November 22, 2004
April 13, 2006
August 19, 2008
September 12, 2011
February 20, 2013
March 26, 2015
June 16, 2015
January 14, 2019
April 6, 2020

Employee New Hire: Bargaining Unit and Management Personnel

1. New hires are contacted by the executive director or designate and five days of orientation shifts are scheduled in consultation with the leadership team members who are doing the orientation. The person is instructed to bring all pre-requisite compulsory employment requirements they have completed and a voided cheque.

2. The orientation schedule is as follows:

Day 1: A one hour organization orientation from the executive director or designate. The orientation consists of receiving an orientation package which includes an orientation synopsis, accountability chart, service charts, contact numbers and locations, history, Rights and Responsibilities of Individuals Receiving Service, Service policy, Casual Call-in policy and procedure, Conflict Resolution policy and procedure, Policy and Procedure Manual Index, Overview of External Influences and Participants, Expectations and Best Practices, What makes a Professional Worker?, letter of hire, a society brochure, Union Due Deduction slip, Criminal Records Check, Physician's Declaration, TD 1 (Federal and Provincial), Confidentiality Statement, Internet Usage Declaration, Conflict of Interest form, Employee Picture Usage Consent form, job description(s), Code of Ethics form, Orientation Package Checklists, probation evaluation and the performance evaluation.

- The new hire provides original copies of the pre-requisite compulsory employment requirements they have completed. The executive director or designate verifies the originals and takes copies for their file.
- All relevant documents are signed and the new employee receives a copy. The employee signs the letter of hire; the executive director or designate takes a copy and gives the new hire the original.
- The new hire completes a Criminal Record Check and the executive director or designate physically verifies their photo identification.
- The executive director or designate enters the pertinent information into the payroll program and the Employee Information ShareVision list.
- The employee's file is submitted to the payroll department. The file is returned to the executive director.

- The management staff or designate assigned completes the Agency Orientation with the new hire(s).
- The employee is assigned a mentor. The person facilitating the orientation completes a Mentor form and gives a copy to the mentor and the new employee.
- At the end of the day, the person facilitating the orientation takes the new hire's orientation checklists for safekeeping, and gives them copies if requested.

Day 2: The employee takes their Agency Orientation checklist form and is allotted time to do the following:

- Contact their post-secondary institution to have their certification sent directly to Pathways.
- Schedule their First Aid training.
- Schedule their TB skin test / X-ray
- Schedule their Hepatitis B inoculation
- Schedule an appointment with their doctor to have the person complete the Physician's Declaration of good Physical and Mental Health
- Schedule Food Safe training
- Obtains the ICBC booklet "Driving Commercial Vehicles: Read and Study" and study the online road test via <http://www.yourlibrary.ca/driving/>.
- Obtain a Driver's Abstract
- Obtain Business Class Car Insurance
- Complete the CLBC Privacy and Information Management training online (<https://www.communitylivingbc.ca/CLBC-PIM/index.html>)

- The employee meets with the supervisor or manager at the end of the day confirming the above is completed. If all pre-requisites have been completed before the end of the day, the new hire reads policies and procedures on ShareVision and refers to and completes their Policy and Procedure Orientation Checklist. If the employee completed the above, proceed with the orientation. If not, they continue.

-The executive director or designate inputs the new hire's information into the "Employee File Requirements" document and updates as requirements are completed.

Day 3: If the Agency Orientation has not been completed, the management staff or designate completes with the new hire. Once the Agency Orientation checklist has been completed, the employee is referred to the appropriate supervisor(s) for a thorough orientation. If there are any gaps in the orientation schedule, the new hire reads policies and procedures on ShareVision.

- The new employee is given an hour during each of their orientation shifts to read and study for their Class 4.

4. Supervisor or manager's orientations consist of but are not limited to: reviewing the area and agency orientation binder, job performance expectations, the persons served, services of the organization, policies and procedures, emergency procedures, occupational health and safety, organizational quality assurance, administrative expectations, the Community Assisted Living Act, Residential Care Regulations (Part 1 to Part 7 and Schedule A, B, C and D) and the current collective agreement.

5. Upon completion, the employee and supervisor sign the orientation(s) and submit to the executive director. The employee gets a copy and the original is placed in the employee file.

Employees New Hire: Person Receiving Service

1. The supervisor or manager contacts the executive director and requests an orientation package and provides the letter of hire.

2. The supervisor or manager goes through the orientation package with the person which includes an orientation synopsis, contact numbers and locations, history, Rights and Responsibilities of Individuals Receiving Service, Conflict Resolution policy and procedure, Policy and Procedure Manual Index, letter of hire, PayWorks form, a society brochure, TD 1 (Federal and Provincial), Confidentiality Statement, Employee Picture Usage Consent, job description(s), Orientation Package Checklists, probation evaluation and the performance evaluation.

- The new hire provides copies of the pre-requisite compulsory employment requirements they have completed and a voided cheque. The supervisor or manager verifies the originals and takes copies for their file.
- All relevant documents are signed and the new employee receives a copy.
- The supervisor or manager enters the pertinent information into the ShareVision list.
- The employee's file is submitted to the payroll department. The file is returned to either the employment manager or executive director depending on who is responsible for the file.

Appointed to a New Position: Bargaining Unit and Management Personnel

1. The executive director or designate completes a letter of hire and provides the payroll department and supervisor with a copy.

2. The area supervisor:

- Directs the newly appointed casual employee to obtain a Pathways Abilities Society benefit package from the administration department to complete and submit.
- Provides a thorough orientation to the service area including but not limited to reviewing the area and agency orientation binder, the individuals they are assigned to work with, emergency procedures and occupational health and safety.

3. Upon completion, the supervisor:

- And the employee sign the orientation and submit to the executive director. A record of the orientation is placed in the employee file.
- Scans the orientation and uploads to the employee page in Sharevision.
- Ensures all compulsory employment requirements are completed and submitted to the executive director.
- Ensures the probationary reports and a full evaluation are completed as outlined in the Performance Evaluation policy.
- Scans the probationary reports and full evaluation and uploads to the employee page in Sharevision.

Persons Receiving Services

1. New individuals receive their orientation from the supervisor or designate and a current self advocate. The orientation consists of but is not limited to:

- Taking the person on a tour of the facility.
- Introducing the person to support staff and individuals.
- Showing the person where to put their coat and lunch bag.
- Showing the person the location of washrooms, kitchen and lunchroom and emergency/fire exits and location of fire extinguishers.
- Explaining emergency procedures.
- Outlining the service structure including schedules, services, service expectations, breaks and coffee.

2. Upon completion, the supervisor or designate signs the Person Receiving Service Orientation Checklist and gives the checklist to the Community Placement Developer to upload to the person's ShareVision site. He/she returns the checklist to the supervisor to place in the appropriate section of the person's binder.

Contracted Home Share and Respite Providers

1. New contractors receive an orientation from the area manager or supervisor. The orientation consists of but is not limited to:

- Receiving a contracting orientation package which includes an orientation synopsis, accountability chart, service charts, contact numbers and locations, history, Rights and Responsibilities of Individuals Receiving Service, Service policy, Conflict Resolution policy and procedure, Policy and Procedure Manual Index, Overview of External Influences and Participants, Expectations and Best Practices, contract, a society brochure, Criminal Records Check, Physician's Declaration, Confidentiality Statement, Internet Usage Declaration, Conflict of Interest form, Picture Usage Consent form, Code of Ethics form and an Orientation Package Checklist.
- Reviewing contracting expectations.
- An overview of the persons served.
- Services of the organization.
- Policies and procedures.
- Emergency procedures.
- Health and safety.
- Organizational quality assurance.
- Administrative expectations.
- Reporting and monitoring.

2. Upon completion, the contractor signs the orientation(s) and submits to the executive director. A record of the orientation is placed in the contractor's file.

Board Member

1. New directors receive an orientation from the president or executive director. The orientation consists of but is not limited to:

- The person receiving a board handbook and a Criminal Record Check to complete.
- A tour of all Pathways Abilities Society facilities.
- Signing the following forms: Confidentiality Statement, Code of Ethics, Conflict of Interest and the Volunteer Agreement.

2. Existing directors elected to officer's positions sign the appropriate job description and the President and Secretary Treasurer an Internet Usage Declaration.

3. Upon completion, the executive director ensures all compulsory requirements are completed and submitted.

Volunteer

1. When starting a volunteer position, the volunteer receives a one hour organization orientation from the executive director or designate. The orientation consists of:

- The volunteer receiving a volunteer orientation package which includes an orientation synopsis, Guide to Volunteer Work, accountability chart, contact numbers and locations, Rights and Responsibilities of Individuals Receiving Service, history, Services policy, Volunteers and Practicum Students policies and procedures, Overview of External Influences and Participants, a society brochure, Volunteer Application, Volunteer Agreement, Criminal Record Check, Confidentiality Statement, Internet Usage Declaration, Picture Usage Consent form, job description, Code of Ethics form, Conflict of Interest form and an orientation Checklist.
- The volunteer providing copies of the compulsory volunteer requirements they have completed.
- An overview of the organization's philosophy, services, policies and procedures and an outline of volunteer expectations.

2. The volunteer is referred to the appropriate supervisor. The orientation consists of but is not limited to: reviewing the area and agency orientation binder, volunteer expectations, persons served, services of the organization, policies and procedures, emergency procedures, occupational health and safety, organizational quality assurance and administrative expectations.

3. Upon completion, the supervisor:

- And the volunteer sign the orientation and submit to the executive director. A record of the orientation is placed in the volunteer's file.
- Ensures all compulsory volunteer requirements are completed and submitted to the executive director.
- Ensures performance reviews are completed.