

PATHWAYS ABILITIES SOCIETY

PROCEDURE: ORIENTATION

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

Original Effective Date: 1993

Effective Date: September 12, 2022

Replaces Procedure Dated: July 29, 2022

Employee New Hire: Bargaining Unit and Management Personnel

1. The People and Culture Manager:

- In consultation with the executive director, schedules the orientations.
- Contacts the new hires and arranges five days of orientation, three agency orientation days, and two on-the-job training days to be scheduled with the appropriate supervisor.
- Instructs the person to bring all pre-requisite compulsory employment requirements they have completed. In the case of management staff, the executive director may fill the role of the People and Culture Manager.
- Consults with the area supervisor to schedule specific area orientations. The person will continue the orientation until all are confident the new hire is thoroughly orientated.

2. The orientation schedule is as follows:

Day 1: The executive director or designate:

- Completes a one-hour orientation. They go through the employee orientation package and complete the required documents. The orientation consists of receiving an orientation package which includes a letter of hire, 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?, Diversity brochure, Union Due Deduction slip, Criminal Records Check, Physician's Declaration, Confidentiality Statement (if this was not completed at the shadow shift), Internet Usage, Conflict of Interest, Employee Picture Usage Consent, Job description(s), Code of Ethics, Orientation Package Checklists, Probation reports and the Performance evaluation.
- Verifies the original pre-requisite compulsory employment requirements new hire has already completed and takes copies for their file.
- Has the new hire complete all relevant documents and makes copies. The employee receives a copy of all the documents except the letter of hire. The original is given to the employee, and a copy is placed in their file.
- Physically verifies their photo identification for the Criminal Record Check and submits the form for processing.
- Enters the pertinent information into PayWorks, the Employee Information ShareVision list and the employee requirement tracking list.
- Gives the payroll department the employee's personnel file containing pay and benefits information. The file is returned to the People and Culture Manager.
- Gives the other two personnel files to the People and Culture Manager.

3. The People and Culture Manager or designate takes over the orientation with the new hire(s). They:

- Schedules Medication Administration Training with the Activity Quality Assurance Manager.
- Schedules the service area Orientation with the appropriate supervisor.
- Has the employee contact their post-secondary institution to have their certification sent directly to Pathways (if applicable).
- Ensures the employee schedules, completes and or provides:
 - First Aid training.
 - TB skin test / X-ray.
 - Hepatitis B inoculation.
 - Appointment with their doctor and have them complete the Physician's Declaration of good Physical and Mental Health.
 - Food Safe training. The People and Culture Manager will email the online link. <https://www.foodsafetytraining.ca/purchase-course/>.
 - Obtains the ICBC booklet "Driving Commercial Vehicles: Read and Study" and study the online road test via <http://www.yourlibrary.ca/driving/> depending on their knowledge test booking date.
 - Permanent employees, obtain a Driver's Abstract
 - Permanent employees, obtain Business Class Car Insurance.
 - CLBC Privacy and Information Management training online (<https://www.communitylivingbc.ca/CLBC-PIM/index.html>).
 - Core Competencies training.
 - Abuse Training.
 - Obtains an Okanagan Regional Library e-card for future agency training through LinkedIn.
 - Values training.
- Schedule a meeting with the Union Representative for 30 minutes to receive a copy of the collective agreement.
- Follows the Orientation Schedule document.
- Determines the position the person will be appointed to i.e. casual, full-time, part-time etc. and sends a confirmation email to the person and Cc.'s their employee file, the finance manager and the union.

4. The supervisors:

- Introduces the new hire to the senior support worker.
- The senior support worker or designate completes the area orientation.

5. The person facilitating the orientation takes the new hire's orientation checklists and gives them to the People and Culture Manager.

6. Upon completion, the employee and supervisor sign the orientation(s) and submits it to the People and Culture Manager. 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, 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.
- Verifies the original pre-requisite compulsory employment requirements new hire has already completed and takes copies for their file.
- Obtains a voided cheque.
- Ensures all relevant documents are signed and the new employee receives a copy.
- Enters the pertinent information into the ShareVision list.
- Submits to the new employees file to the payroll department. The file is returned to either the employment manager or the People and Culture Manager, depending on who is responsible for the file.
- Introduces the new hire to the appropriate staff.

3. Upon completion of the orientation, the employee and supervisor sign the orientation(s) and submits it to the People and Culture Manager. The employee gets a copy, and the original is placed in the employee file.

Appointed to a New Position: Bargaining Unit and Management Personnel

1. The People and Culture Manager or designate completes a letter of hire and provides the payroll department and supervisor with a copy.

2. The area supervisor:

If the employee was previously employed as casual:

- Directs the newly appointed employee to obtain a Pathways Abilities Society benefit package from the finance 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.
- Upon completion of the orientation, the employee and supervisor sign the orientation(s) and submits it to the People and Culture Manager. The employee gets a copy, and the original is placed in the employee file.
- Ensures all compulsory employment requirements are completed and submitted to the People and Culture Manager.
- Ensures the probationary reports and a full evaluation are completed as outlined in the Performance Evaluation policy.
- Scans the probationary reports, complete evaluation, and uploads the documents 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, lunchroom and emergency/fire exits and location of fire extinguishers.
- Explaining emergency procedures.
- Outlining the service structure, including schedules, services, service expectations and breaks.

2. Upon completion of the orientation, the person receiving service and the supervisor or designate sign the Person Receiving Service Orientation Checklist orientation(s) and submits it to the Community Placement Developer to upload to the person's ShareVision site and place in the appropriate section of the person's binder. The person gets a copy.

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 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, Conflict of Interest, Picture Usage Consent, Code of Ethics and an Orientation Package Checklist. During the orientation, the home share manager reviews the following with the contractor:
- Contracting requirements and expectations.
- An overview of the persons served.
- Services of the organization.
- Policies and procedures.
- Emergency procedures, including critical incident reporting.
- Health and safety.
- Organizational quality assurance.
- Reporting and monitoring.

3. Upon completion of the orientation, the contractor and manager signs the orientation checklist. The manager places it in the contractor's file, and the completion date is recorded in the Home Share Contractor's List in ShareVision. The person receives a copy.

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 access to the board handbook on the website.
- Completing a Criminal Record Check.
- Touring of all Pathways Abilities Society facilities.
- Signing the following forms: Volunteer Agreement, Confidentiality Statement, Code of Ethics, Conflict of Interest, Internet Usage, and the Directors Job Description.
- Completing the orientation checklist.

2. Existing directors elected to officer's positions sign the appropriate job description, i.e. the President, Secretary-Treasurer and or Vice President.

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

Volunteer

1. When starting a volunteer position, the volunteer receives a one-hour organization orientation from the employment manager 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, Picture Usage Consent, job description, Code of Ethics, Conflict of Interest 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:

- Signs and has the volunteer sign the orientation and submits it to the executive director or designate. The executive director or designate places it in the volunteer's file. The volunteer receives a copy.

- Ensures all compulsory volunteer requirements are completed and submitted to the executive director.

- Ensures performance reviews are completed on time.