

PATHWAYS ABILITIES SOCIETY

PROCEDURE: ORIENTATION

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

Original Effective Date: 1993

Effective Date: January 29, 2024

Replaces Procedure Dated: December 21, 2023

Employee New Hire: Bargaining Unit and Management Personnel

1. The People and Culture Manager (PCM) or designate:

- In consultation with the executive director, schedules the orientations by emailing the new hires using the appropriate email template.
- 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 or senior support worker.
- Instructs the person to bring all pre-requisite 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.
- Prior to the orientation and after receiving confirmation from the new hire, add the person to ShareVision and create their electronic employee file on the M: drive.
- Determines the position the person will be appointed to (i.e., casual, full-time, part-time, etc.) and drafts the letter of hire, to be signed by the employee on their first day of orientation.

2. The orientation schedule is as follows:

On day one of the orientation, the executive director or designate:

- Completes the administration orientation. This involves having them log on to ShareVision to complete the following documents: Confidentiality Statement (if this was not completed at the shadow shift), Internet Usage, Conflict of Interest, Code of Conduct, Code of Ethics, Immunization Confirmation, and Job Descriptions.
- Has the new hire sign their letter of hire. The original is given to the employee. A scanned copy is put in their M: drive Folder and sent in an email to the leadership team including the finance department. A printed copy is given to CUPE.
- Physically verifies their photo identification for the Criminal Record Check and submits the form to the Ministry for processing.
- Review the orientation package, which includes a letter of hire, an orientation synopsis, an accountability chart, contact numbers and locations, history, Rights and Responsibilities of Individuals Receiving Service, Services policy, Casual Call-in 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, Physician's Declaration, Orientation Package Checklists, Probation Report and the Performance Evaluation.
- Verifies the original pre-requisite employment requirements the new hire has already completed and scans copies for their file.

- Enters the pertinent information into PayWorks, the Employee Information ShareVision list and the employee requirement spreadsheet on Excel.
- All information for the employee's file is scanned to their M drive file, except for their criminal record check, which is maintained in a binder in a locked office.

3. Once the administrative portion is complete, the People and Culture Manager or designate takes over the orientation with the new hire(s). They:

- Schedule Medication Administration Training with the Services Manager/LPN.
- Schedule the service area Orientation(s) with the appropriate supervisor or senior support worker for all areas in which the employee will be working.
- Have the employee contact their post-secondary institution to have their certification or transcript sent directly to Pathways (if applicable).
- Have the employee complete a Working Remotely plan of their home in ShareVision, attaching a photo of their diagram. The PCM or designate reviews the Working Remotely plan to ensure it includes all the required information.
- Ensures the employee schedules, completes, and/or provides:
 - First Aid/CPR certificate.
 - 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 for a Class 4 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. <https://www.orl.bc.ca/using-the-library/get-library-card>
 - Values training, Unconscious Bias training, and any other training as required by our funders.
- Schedule a meeting with the Union Representative for 30 minutes to receive a copy of the collective agreement.
- Follows the Orientation Schedule document, which includes watching the Orientation videos on ShareVision.
- Introduces the new hire to the senior support worker.

4. The Senior Support Worker:

- Completes the area orientation Checklists and, once complete and signed, scans a copy of all orientation Checklists to the People and Culture Manager or designate, to be saved in their electronic employee file.
- Assists the new hire to schedule any outstanding employment requirements (i.e. Food Safe, First Aid, Class 4 driver's license knowledge test or road test).

5. Gives the complete orientation Checklist to the People and Culture Manager. The employee gets a copy of all signed orientation Checklists, 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.

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.

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 leadership team, including 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 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 submit them 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.

Contracted Home Share and Respite Providers

Refer to the Home Sharing policy and Home Sharing Orientation procedure.

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.