

Section: E Subject: Orientation Employees, Volunteer and Student Placements	Policy Number: E-005 Total Pages: 3	Approval Date: Oct. 25, 1984 Revision Date(s): March 18, 1998; April 21, 1993; May 15, 1991, January 15, 2014, Dec. 17, 2014; April 21, 2021
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ORIENTATION POLICY - EMPLOYEES, VOLUNTEERS and STUDENT PLACEMENTS

Policy:

Community Living-Central Huron will provide orientation to all employees, volunteers and student placements. The Agency believes this practice is necessary as it provides a positive and significant learning opportunity for employees, volunteers and student placements.

New employees, volunteers and student placements will receive an overview of the Agency's Vision, Mission and Service Principles, Guiding Principles, history, Organizational Structure, all relevant Agency Policies and Procedures, applicable Acts and Legislation, Health and Safety Orientation/ Training, Accessibility for Ontario with Disabilities Act Training, job description and a review of Agency expectations. They will have the opportunity to meet with their supervisor, co-workers and people supported. Orientation or re-orientation will also provide for specific job responsibilities as required for the employee's, volunteer's or student placement's position within the Agency; orientation will be documented and signed off on the appropriate checklist. The Executive Director will be responsible for the orientation and re-orientation of Board and Committee Members.

Purpose:

To ensure Employees, Volunteers and Student Placements are welcomed into the Agency and informed of the Agency's Vision, Mission and Service Principles; Guiding Principles; Policies and Procedures; and Organizational Structure and how such relates to their position within the Agency.

Definitions:

Direct Volunteer: may include Student Placements and Individuals who provide direct support to people who access the Agency's services; Direct Volunteers and Student Placements will not replace Employees, their role is to augment supports and enrich the lives of people who use the Agency's services. Direct Volunteers receive no remuneration for their services.

Indirect Volunteer: may include Student Placements, Board and Committee Members or any individual who supports the Agency in various capacities (ie. fundraising, community awareness events, etc.), and does not provide direct support. Indirect Volunteers receive no remuneration for their services.

New Employee: not a current Employee of Community Living-Central Huron; recently hired.

Orientation: means an introduction and commencement for Employees, Volunteers and Student Placements to familiarize themselves with the Agency's Vision, Mission and Service Principles, Guiding Principles, services; work practices; policies; procedures; requirements and expectations of their position.

Re-Orientation: mean a refresher and or review for Employees and/or Volunteers based on individual circumstances (e.g time off, position); Human Resources, in consultation with the relevant Coordinator and/or Supervisor, will determine the extent of re-orientation; re-orientation will be documented on the designated re-orientation checklist.

Student Placements: includes secondary and post-secondary students completing necessary placement hours for certification for educational purposes and/or apprenticeship training.

Orientation is mandatory for all new Employees, Direct Volunteers and Student Placements; orientation is a four (4) step process as noted below. Employees will be paid for all steps of orientation; remuneration for Student Placements is contingent upon the Agreement with the Placement College/University/Program.

1. Training on all relevant Agency Policies and Procedures, current Agency and MCCSS mandatory training and any other training as determined necessary by the Agency based on the position. For new Employees and Direct Volunteers this training is conducted at the Agency's Central Administration Office. The Human Resources Staff will initiate the orientation process by greeting the new Employee and/or Direct Volunteer and outlining the orientation process. They will ensure the new hire and/or Direct Volunteer has received their Letter of Employment and Job Description/Volunteer Letter as appropriate, provide introductions to staff within the building, as well as review various administrative procedures, such as pay periods/payroll requirements/completion of timesheets, access to benefits, travel, use of personal vehicle, training on computer systems and logins, telephone and security as appropriate, work location, access to supplies and equipment and obtain feedback regarding the process. New Employees and Direct Volunteers will provide Human Resources with all completed signed documents and acknowledgments, prior to completing their initial orientation.
2. The Executive Director or relevant Coordinator will provide Agency orientation to include, but not limited to an overview of the Agency's Vision, Mission and Service Principles; Guiding Principles; Agency History; Organizational Structure; work practices and a comprehensive review of expectations and requirements of the position.
3. The relevant Supervisor, or designate, will provide new Employees, Direct Volunteers and/or Student Placements with on-site orientation including, but not limited to: meeting people supported; history of people supported and support needs; details of job responsibilities; review of Agency policies and procedures; access and review of Person Directed Plans; information on Quality Assurance Measures; Daily Routines document; Health and Safety training; medication administration training. Note: Steps 2 and 3 can be interchangeable and do not need to occur in the preceding order.
4. The relevant Coordinator or designate will meet with the Employees within the first three (3) weeks of employment to review the orientation process, seeking feedback and to answer any questions.

Re-orientation for employees who have been away from work for one year or longer will be completed by Human Resources. Re-orientation for employees who have been away from work for less than one year or for circumstances where re-orientation may be necessary, such as: performance concerns; employees who have changed work locations; changes in support protocols/procedures; Short Term disability; WSIB; and, supporting new people will be completed by the relevant Supervisor or designate.

Note: All Steps of the orientation and the re-orientation process will be documented as to the date of occurrence/completion; all signed letters and acknowledgments will be kept in the Employee's Personnel File and for Direct Volunteers/Student Placements personal file.

Related Policies:

- All Agency Policies and Procedures;
- Community Living-Central Huron Orientation Slide Presentation;
- Health and Safety Orientation;
- Health and Safety Policy Statement;
- Medication Policy & Procedures, as appropriate.