PURPOSE:

This policy will outline the orientation practices for all new employees, students, employees returning from leave and employees receiving promotions and/or transfers.

STANDARD PRACTICES OF ORIENTATION:

New Employee:

1. Each new employee will complete Basic Orientation prior to working alone which includes Philosophy, Gentle Teaching, Mission, Service Principles, Rights for Persons Receiving Supports, Health & Safety/WHMIS, Quality Assurance Measures, Abuse, Documentation, Medication Awareness, NCI and cash box training.

2. The new employee will be contacted by the specific Manager to whom they are assigned and set up a time to meet.

3. At this meeting the Manager will:

- Document the availability of the new employee.
- Establish a schedule of orientation dates on a monthly schedule including office time.
- Once agreed upon the new employee will receive a copy and the Manager will keep the original and date their new schedule. The Manager will file this schedule in the supervision file.
- Provide a brief overview of the clients supported on the module and give basic information (such as potential actions, strategies, Behaviour Support Plan and review NCI techniques) of the specific clients that are on the new employee’s schedule.
- Ensure the new employee is meeting clients prior to reading their client files.
- Provide addresses and telephone numbers of the people the new employee will meet.
- Provide the name of the worker who will provide the orientation to them.

- Provide an orientation checklist to the new worker for each person that the worker will meet for each and every orientation that needs to be completed.
- Outline the worker's responsibilities as a team member in regards to Health & Safety requirements, communication lines, dress code, attitude, module bulletin board and filing responsibilities.
- Review the worker's responsibilities regarding how to sign up for hours and how to fill out their timesheets (on time and accurate).
- Provide a folder for the worker to use to carry blank copies of contact sheets, incident reports, logs, time sheets, and attendance / statistic sheets and staff telephone numbers.
- Let the worker know where to find a Policy and Procedure Manual at the office. Schedule the worker to read the Policies for new staff before supporting. New staff to sign off on the policy sheet.
- Let the worker know the best time to contact them as well as providing explanation of On Call and Back Up procedures.
- Provide the new worker with information regarding the Mentoring Program. (i.e. who their mentor will be and when they will meet). Manager will schedule the employee with a mentor within the first month if a mentor is available.
- Provide a brief instruction on office equipment the new worker may be required to operate (i.e. photocopier, shredder).
- Set a date to meet to review their orientations and to get feed back from the new worker.

On Site Orientation:

1. The client will be notified by support staff at least one (1) week in advance of any orientations that have been scheduled.

2. The support staff who is receiving orientation will review the client's Central File after attending the orientation.

3. The worker may receive 2 or more orientations to the location prior to working alone. AT NO TIME DURING ORIENTATION WILL THE NEW STAFF BE LEFT ALONE WITH THE CLIENT.

4. Depending on the comfort level and experience of staff returning from absences over 3 months in length they may be re-orientated to the location at least once prior to working alone.

5. On the first orientation the staff familiar with the location will show the orientating staff the routines, review the strategies and NCI techniques.

6. On the second and successive orientations, the staff familiar with the location will work together with orientating staff on the routines and the orientating staff will be the lead on the support and routines. New workers are expected to demonstrate a clear understanding of support expectations and the routines they are trained on.

7. A new worker will inform their Manager, immediately upon completion of their 2nd orientation, if they need additional orientation(s) and to have them scheduled.

8. Staff receiving less than 3 orientations must demonstrate an understanding of support and routines to their Manager prior to working alone.

9. The worker receiving orientation will complete the Orientation Checklist and submit it to their Manager for review ensuring that staff who have provided the orientation also signed each area off.

10. Managers are to ensure all orientations have been completed, along with the appropriate checklists.