

Policy & Procedure Manual

STAFF ORIENTATION/TRAINING – HR-I-9

POLICY:

The Human Resources Department has the responsibility to develop a thorough General Orientation program. All new employees are to be scheduled and to participate in the General Orientation Program upon commencement of employment, unless otherwise approved by the hiring authority. The Supervisor/Manager/Director of each area of assignment shall ensure that a thorough orientation is developed for their area of responsibility. The area orientation to the employee's primary area of assignment will take place during the probationary period for new hires and at the time of transfer for current employees, and will ensure sufficient time to allow the employee to feel comfortable and competent.

The Area Supervisor/Manager/Director shall work with the Human Resources and Training Advisor to ensure any required in-service training is scheduled for new or transferring employees.

Upon request, OPTIONS will consult with an employee who has a disability, to provide or arrange for accessible formats and communication supports in relation to orientation and training information that is available to employees in the workplace and that the employee needs to perform their position.

PURPOSE:

1. To ensure that new staff have a thorough understanding of the agency's vision, mission, philosophy and policies.
2. To provide new staff with a general overview and understanding of the services provided by OPTIONS NORTHWEST.
3. To promote effective communication both inside and outside of the organization.
4. To ensure staff are familiar with their area of assignment and the needs of the individuals they are providing support to, as applicable.
5. To ensure employee and agency in-service training needs are considered and planned for as required.

PROCEDURE:

GENERAL ORIENTATION – NEW EMPLOYEES

1. The Human Resources Coordinator shall advise the Human Resources and Training Advisor of any approved plan to hire new employees and shall review the hire timeline with the Advisor. The Coordinator shall share relevant employee information with the Health and Safety Coordinator and Human Resources and Training Advisor, as required.
2. The Human Resources and Training Advisor shall schedule a General Orientation session and work with Supervisors/Managers/Directors and presenters to determine and schedule in-service training requirements. Wherever possible, the new staff shall attend the General Orientation session, prior to the area orientation.
3. The General Orientation Program shall include an introduction to and general overview of the agency, its vision, mission and philosophy and policy and procedure system.

AREA OF ASSIGNMENT ORIENTATION – NEW AND TRANSFERRING EMPLOYEES

1. The new/transferring employee must report for work at the time designated by the Supervisor/Manager/Director to commence area orientation. In most cases, employees assigned to a new work area shall receive an area orientation before they are allowed to work alone.
2. The Supervisor/Manager/Director is responsible to provide to new and internal transferring employees, an area orientation which shall include review of job descriptions and internal processes.
3. The Supervisor/Manager/Director shall send any completed area orientation documentation to the Human Resources and Training Advisor within the probationary period for new hires and within one month of the date of transfer for current employees. Such documentation will be placed in the employee's staff training file for future reference.
4. The Supervisor/Manager/Director shall also ensure employees are scheduled to attend in-service training, as required.
5. New/transferring employees shall be paid for the time spent at all scheduled orientations and mandatory agency delivered in-service training, except where such employee is on a leave of absence and attending on a voluntary basis prior to the end of their leave.

POLICY: HR-I-9
DEPARTMENT: Human Resources
CATEGORY: Procurement
EFFECTIVE DATE: July 2021
SUPERSEDES VERSION DATED: September 2007
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RECOMMENDED BY: Director of Human Resources

APPENDICES: 0

OPERATIONAL ACCOUNTABILITY: Administration, Human Resources,
Community Services Administration

ORIGINAL POLICY DATE: April 1993

AUTHORIZED BY: Executive Director

SIGNATURE:

A handwritten signature in black ink, appearing to read "C. D. [unclear]", is written over a horizontal line.

