**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Section: | Human Resources |
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| Date Created: | February 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Orientation – New Employees

**Policy:**

It is the policy of the Women’s Counselling Centre to provide new employees with a thorough orientation to The Salvation Army, The Women’s Counselling Centre and to their new position.

**The Purpose:**

1. To assist new employees to become comfortable in their new environment.
2. To familiarize new employees with the general services/programs, policy and procedures, and philosophy of The Salvation Army facility employing them.
3. To provide new employees with specifics regarding the function and operations of their position/unit so they may meet required standards of performance.

**Procedure:**

A general orientation should be provided during the first few days of employment and should cover at least the following:

1. Welcome by Director

2. Elaboration of Mission Statements (territorial and facility)

3. Review of Human Resources Policies and Procedures

a. Employee Handbook

b. Group Insurance Benefit Booklet (provided by DHQ)

c. Workplace Harassment, Discrimination and Violence Prevention (personal copy to be provided)

d. Territorial Abuse Policy (personal copy to be provided)

e. Code of Conduct / Code Of Ethics

f. Territorial Whistleblower Policy

g. Accessible Customer Service Policy

h. Other policies, such as:

(i) Emergency and Procedures

(ii) Occupational Health and Safety (includes Infectious Diseases and WHMIS)

 (iii)Spiritual Care Services

 (iv)Security

 (v) Confidentiality

 (vi) Non-Fraternization

 (vii) Duty To Report Child Abuse

**Orientation – New Employees Policy Cont’d**

4. Securing payroll information (if not provided earlier)

5. Review of Job Description - Objectives and Operation of Job

6. Tour of Facilities, including introduction to the Corps Officers, other staff

and volunteers.

7. Review of Operating Policies and Procedures and Volunteer Handbook and other

 relevant documentation.

The Director is responsible for ensuring that the orientation process happens but she may delegate some sections to other experienced staff.

The new employee will be required to complete and sign the orientation checklist and a copy of the completed checklist will be placed in the employees Personnel file. As our Policy and Procedure Manual is extensive, it will take some time before new employees will have completely read the Manual. Since new employees are required to sign off on having read the manual, it is understood that while most of the orientation will take place during the first few days reading the manual will take longer. For that reason, the entire orientation checklist may not be complete for a few weeks after employment.

A copy of the checklist is attached.

**Orientation Checklist**

\_\_\_\_ Welcome by Director, Tour of Building and Introduction to Other Staff, Keys Received

\_\_\_\_ Introduction To The Salvation Army including Mission and Value Statements, Program and Program Goals - Explained, Received and Signed

\_\_\_\_ Organizational Chart Received

\_\_\_\_ Securing Payroll Information

\_\_\_\_ Employee Handbook Received

\_\_\_\_ Position Description Received, Explained and Signed (incl Specialized Competencies required)

\_\_\_\_ Review of Main Aspects of Job Position

\_\_\_\_ Health and Safety Procedures and Legislation (incl Emerg Prep, Fire Safety, First Aid Training and NCVI)

\_\_\_\_ Health and Safety Manual read and explained (Incl WHMIS)

\_\_\_\_ Policy and Procedure Manual Read and Questions Answered

\_\_\_\_ Territorial Computer Access and Usage Policy and Signature Sheet

\_\_\_\_ Territorial Abuse Policy and the Territorial Abuse Prevention Manual Received and Explained – Online Abuse prevention training completed

\_\_\_\_ SA Position Statements Received and Explained

\_\_\_\_ Workplace Harassment, Discrimination and Violence Prevention Policy Received and Explained

\_\_\_\_ Code of Conduct and Code of Ethics Received and Explained and Signed

\_\_\_\_ Spiritual Care Services Handout Received

\_\_\_\_ Accessible Customer Service Policy received, explained and signed

\_\_\_\_ Territorial Whistleblower Policy Received and explained

\_\_\_\_ WISH Database Training

I have received the above orientation to the Women’s Counselling Centre. I understand that this signed checklist will be placed in my personnel file.

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 Employee Name Date

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 Director Date