

Sample STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	<b>HR 2.07.ON</b>
Section:	Employment	Issued:	Dec. 16, 2019
Subject:	<b>EMPLOYEE ORIENTATION and TRAINING</b>	Effective:	Jan. 1, 2020
Issue to:	All Manual Holders	Page:	1 of 4
		Replaces	NEW
Issued by:	Community Resource Centre	Issued:	

## 1 POLICY

- 1.01 Newly hired employees will receive appropriate orientation to the **Community Resource Centre** within their first month of employment.
- 1.02 Newly hired employees will receive necessary training on the following:
- The general health and safety policy and program (prior to commencing duties);
  - The required workers' or supervisors' basic Health and Safety Awareness Training (prior to commencing duties);
  - The required violence and harassment training and policies (prior to commencing duties);
  - The required personal information protection (privacy) policy (prior to having access to personal information of employees, clients, customers or other third parties);
  - The required accessibility standards customer service, Integrated Regulation and *Human Rights Code* (as soon as possible but within 30 days from the date of hire);
  - Any human rights training, including anti-discrimination and harassment policy (prior to commencing new duties);
  - All required job duty training to address his or her specific needs, considering his or her previous experience and education and as deemed necessary by the employee's supervisor (prior to commencing duties);
  - All hazard-specific training, including providing instructions on hazardous products the employee may work with or be exposed to in the workplace; and
  - Any other training prescribed by law or deemed necessary because of the nature of the workplace.
- 1.03 Employees will receive training at the expense of the **Community Resource Centre** as necessary when the need is identified by supervisors. Any other training or education requested by the employee will be considered in accordance with the Education Assistance Program policy.
- 1.04 All training will be provided on-site, except as necessary and approved in advance by the employee's **supervisor**.
- 1.05 Newly hired employees will be informed of the **Community Resource Centre's** policies that are used to support employees with disabilities as soon as possible after employment begins.
- 1.06 Newly hired employees will receive a copy of the *Employment Standards in Ontario* poster within 30 days from the date of hire.

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1.07 Newly hired employees will receive access to the **Community Resource Centre's** policy manual online, which includes a copy of the general health and safety policy, the workplace harassment policy, the workplace violence policy and the workplace accessible customer service policy, among others.

1.08 Newly hired employees will be directed to the location in the workplace of the *Health and Safety at Work* poster that summarizes the health and safety rights and responsibilities of workers, supervisors and the employer, as well the location of the *In Case of Injury* poster ("1234"), which outlines the steps workers and employers need to take if there is an injury at work.

## 2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to ensure that newly hired employees receive an effective and uniform introduction to the **Community Resource Centre** and its vision and mission, and receive training that is adequate to perform their jobs effectively and in accordance with government regulations.

## 3 SCOPE

3.01 This Statement of Policy and Procedure applies to all employees.

## 4 RESPONSIBILITY

4.01 Supervisors are responsible for the following:

- (a) Developing and providing an effective orientation program to newly hired employees and ensuring that any training deemed necessary is scheduled and provided.
- (b) Ensuring the achievement of training objectives in a timely manner, and for tracking and summarizing training evaluations from employees and managing training budgets.
- (c) Ensuring that accurate and complete records of employee training are created and maintained in accordance with legislated requirements.
- (d) Ensuring that employees are retrained when required and as needed.

4.02 Employees are responsible for communicating their learning and development needs to their supervisors and providing feedback to their supervisors regarding the effectiveness of the training.

4.03 The Executive Director is responsible for planning training or retraining as necessary for all employees as a result of changes in government regulations in accordance with the regulations.

4.04 When training is required off-site or from a third-party trainer, supervisors are responsible for coordinating the provision of such training prior to giving approval to the employee for the

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training.

## 5 DEFINITIONS

- 5.01 “**Accessibility standards**” are the requirements stated in Ontario Regulation 191/11 of the *Accessibility for Ontarians with Disabilities Act, 2005*

## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

*Accessibility for Ontarians with Disabilities Act, 2005* (Ontario) and Regulations  
*Occupational Health and Safety Act* and Regulations (Ontario)  
*Workplace Safety and Insurance Act* and Regulations (Ontario)  
*Personal Information Protection and Electronic Documents Act* (PIPEDA) (Canada)  
*Employment Standards Act* (Ontario) and Regulations  
*Human Rights Code* (Ontario) and Regulations  
SPP 4.08.ON — Education Assistance Program  
SPP 5.03.ON — Workplace Harassment  
SPP 5.04.ON — Accommodation on the Basis of Disability  
SPP 5.07.ON — Personal Information Protection  
SPP 6.01.ON — Health and Safety Principles  
SPP 6.09.ON — Workplace Violence

## 7 PROCEDURE

- 7.01 New employee documentation is required for the following:
- Tax deduction forms (provincial and federal TD1s)
  - Social Insurance Number (SIN) (number only)
  - Proof of eligibility to work in Canada (if applicable)
  - Employee benefit enrolment or exemption forms, where appropriate
  - Payroll Direct Deposit Form
  - Other documents deemed necessary from time to time
- 7.02 As a minimum, each newly hired employee will receive information, instruction and training about the following:
- Organization structure and reporting relationships
  - Conditions of employment
  - Conduct and behaviour expectations
  - Health and Safety regulations, including WHMIS training, if necessary
  - Job duties and performance standards

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- Pay and pay administration practices
- Employee benefits
- Complaint procedures
- Personal development opportunities
- A site map of location and a tour of business premises, if necessary
- Introduction to co-workers
- Policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- Other information deemed appropriate by the hiring manager and as required by law.

7.03 **Two** weeks prior to the completion of a new employee's probationary period, the manager and employee will complete and sign an Employee Orientation Check Chart Form. The completed and signed form will be submitted to the **Executive Director** and be filed in the employee's personnel file.

7.04 Supervisors, in consultation with employees, will identify the ongoing training and development requirements of employees and will determine, together with the Executive Director, the optimal way of providing such training.

7.05 Employees will participate in all required training and will provide the **Community Resource Centre** with feedback regarding the success of the training, as required.

7.06 Supervisor will create and maintain accurate records of all employee training including, but not limited to, the names of the employees who received training, the content of the training, the date upon which the training took place and the provider of the training. Records will be maintained in accordance with legislated requirements. Copies of all employee training records will be forwarded to the **Executive Director** for inclusion in the appropriate employee's general employment information file.

## 8 **ATTACHMENTS**

Attachment A — Employee Orientation Check Chart