

New Employee Orientation Guidelines

Prepared by
Early Childhood Development Support Centres NSCC

Welcome to the New Employee Orientation Guidelines

New Employee Orientation is the opportunity to turn new hires into productive and committed employees. It is a widely known fact that majority of employees make their decision to stay with the company in the first 90 days of joining, making new hire orientation extremely critical. Employees want to know what is expected of them. New hires often make mistakes because they have not had the information necessary for them to do the job given to them. The new employee brings the skills and experience to the job, while the employer must provide specific training and information.

A new hire may come on board not knowing everything that is required of them. With appropriate orientation we can ensure new hires get information necessary to be successful. If time is not invested into the orientation process issues may result such as: policy breach, poor representation of the employer, safety and security issues or lack of employee engagement.

The employer needs to convey to the new hire, introduction to policy, procedure, environment, regulations, expectations and other key pieces of information. The goal of this orientation is to educate them about the business/organization that they have joined and to engage and value them as an employee. Their road map, if conducted properly, will provide the information they require to be productive employees. During this time, the employer is evaluating the performance and making sure that the person is suitable for the organization.

The guidelines are a resource that contains: a checklist for directors, an orientation timeline for the new employees and a resource information list. The templates are best practices which can be sourced and tailored to meet the individual requirements of Organizations. The guidelines can be accessed electronically at www.ecdsc.nsc.ca.

Orientation Objectives

At the conclusion of the orientation process the new employee will:

- Be familiar with the new employee orientation process
- Be familiar with the organizations mission and philosophy statement
- Be familiar with the organizations policies
- Be familiar with their job description and have clear expectations of their role
- Be familiar with the organizations collaborative communication process and dialogue.
- Have the tools, equipment, and training needed for their job
- Know the physical layout of your organization
- Feel welcome, valued, and a productive member of the team
- Be committed to professional development and develop a professional development plan.

New Employee Orientation Guidelines consist of:

1. Overview of Orientation for the New Employee
2. Checklist for Director/Designate
3. Resources for Director/Designate
4. Resources for Employee

Overview of Orientation for the New Employee

New Employee First Day Activities

- Meet with your supervisor who will introduce you to your coworkers, provide a tour of the organization, discuss routine practices, review the schedule of activities and assignments, and review your job description and expectations of your role.
- Meet with your mentor/staff support assigned by your Director to assist you during your first few months while getting acquainted with the organization.
- Meet with your co-workers who will be assigned by your Director to transition you to your work environment, practices and procedures, provide advice and training with the day to day duties of your position, and introduce you to families.
- The Director/Designate will inform the staff regarding pay and benefits as well as assist you with the completion of paperwork necessary for the setup of payroll.
- Sign a Confidentiality Agreement and review Employee Handbook.

New Employee First Week Activities

- Become familiar with organization policies and procedures
- Review job expectations and duties and encourage the open communication and dialogue with co-worker.
- Learn about how your job interacts with others while getting acquainted with your colleagues to form a working relationship through teamwork. Your Director/Designate will provide you with an overview and introduce you to your team as well as other relevant contacts.
- Refer any questions related to your pay or benefits or general inquires to your Director/Designate.
- Meet regularly with you mentor/staff support.

New Employee First Month and Beyond Activities

- Meet with your Director/Designate to discuss progress, while adapting your work environment to meet your strengths and needs.
- Become aware of the supports and services available to you.
- Work with your Director/Designate toward setting goals and developing your Personal Professional Plan.
- Discuss professional development opportunities with your Director/Designate.
- Regularly seek feedback to ensure you are meeting expectations and are aware of any areas to seek further development.
- Attend regular meetings with your Director/Designate and mentor/staff support.
- Your Director/Designate will meet with you to discuss your probationary status.

NEW EMPLOYEE ORIENTATION Checklist for Director/Designate

| Itemized Actions and Approximate Timing | Responsibility (Initials and Date Completed) | |
|--|---|--|
| Prior to Start Date Below is a list of items to prepare before the employees first day: | Director/ Designate | Date Completed/Not Applicable |
| Provide the new employee with appointment letter and gather all required documents for payroll | | |
| Ensure personnel records contain the following documentation: <ul style="list-style-type: none"> • Resume • Letter of offer • Criminal record • Level of Classification • Untrained – either a copy of Certificate of Orientation for Staff Working in Licensed Child Care Facilities Completion or enrollment application • First Aid/CPR • Child Abuse Registry | | |
| Provide Behavior Policy training– Daycare Annual Licensing Checklist 19(2)(A)(D) | | |
| Arrange for mailbox/locker | | |
| Arrange for keys | | |
| Order nametag | | |
| Arrange for computer login information and email account | | |
| Assign a Mentor/Staff Support | | |
| Encourage coworkers to be welcoming and supporting | | |
| Provide a job description with detailed information as to duties of the position | | |
| Draft a training plan and meeting dates for the new employee’s first few months | | |
| Employee’s First Day Create a comfortable environment while keeping in mind not to overwhelm the new employee with too much information on the first day. Orientation is a continuing process, so there will be adequate time to give the employee all the necessary information. | Director/ Designate | Date Completed/Not Applicable |
| Introduce and welcome the new employee to the Organization | | |
| Be available to the new employee on the first day and give a warm welcome to reduce any anxiety | | |
| Introduce the new employee to other staff members and explain their roles | | |
| Give a tour of the Organization | | |

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| <p>Review and sign the Employee Handbook (All policies and procedures in the employee handbook comply with the Child Care Facility License Proposal Guide)</p> <ul style="list-style-type: none"> • Introduction • Philosophy Statement • Hiring Procedures • Compensation/Benefits • Behaviour Guidance Policy • Programming Requirements • Child Abuse Protocol • Mission Statement • Administrative Structure • Work Schedule • Employment Information • Health and Safety • Nutrition Standards | | |
| Review the job description and expectations of the new employee's role | | |
| Have employee read and sign the behavior guidance and confidentiality agreement | | |
| Provide dates for upcoming meetings the employee is to attend | | |
| <p>Review the following information:</p> <ul style="list-style-type: none"> • Work schedules • Attendance guidelines • Call-in procedures • Requests for time off. • Payroll and benefits. • Group benefits and supplementary benefits. • Pay schedules • Sick leave and vacation entitlement | | |
| <p>Employee's First Week During this week it is a great opportunity to touch base/check in regularly with the New Employee.</p> | Director/ Designate | Date Completed/Not Applicable |
| <p>Review facilities records:</p> <ul style="list-style-type: none"> • Daily Attendance • Daily Log Book • Daily Program • Incident Reporting (accidents, child abuse, communicable disease exposure) | | |
| <p>Review the location of the following:</p> <ul style="list-style-type: none"> • Copy of Act and Regulation • Parent Handbook • License of Facility • Current Inspection Report • Behaviour Guidance Policy • Daily Program and Menu • Current Members of Parent Committees • Notification of funding provided by Minister | | |

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|--|----------------------------|--------------------------------------|
| Review Emergency Rules and Procedures: <ul style="list-style-type: none"> • Evacuation Plan (lockdown, fire) • Escape Routes • Provincial Guidelines for promoting and maintain health and safety and prevention and control of communicable disease | | |
| Discuss your organization guidelines regarding building security (keeping doors, cabinets, and file drawers locked etc.) | | |
| Review Board of Directors role | | |
| Re-visit Mentor/Staff Support | | |
| Employee's First Month and Beyond Continue to follow up with the employee regularly and be available for Professional Development support | Director/ Designate | Date Completed/Not Applicable |
| Explore and support professional development opportunities with employee <ul style="list-style-type: none"> • Reference Department of Community Service website to explore these opportunities • Keeping current with research and practices Mentorship Program and Development of Best Practice | | |
| Work with the employee towards goal setting and building a Professional Development Plan along with scheduling follow up meetings. | | |
| Regularly provide feedback to ensure expectations are being met and identify areas that may require further development. | | |
| Conduct meeting at the end of the probationary period. Review performance and action plan. | | |

Employee Signature

Director/Designate Signature

Date

Comments/Follow up and Plan of Action:

Resources for Directors/Designate

Job Description and Performance Expectations

Nova Scotia Human Resource Management Tools- Provided by Human Resources Shared Service Partnership

<http://nschildcareassociation.org/HRSSP.html> 7/16/2014

Child Care Human Resources Sector Council HR Toolkit

<http://www.ccsc-cssge.ca/hr-resource-centre/hr-toolkit/other-policies-0>

Writing Job Descriptions

http://www.jobsetc.gc.ca/eng/pieces1.jsp?category_id=2803&root_id=2801

Staff Supports

Mentor/Staff Support

Checklist for establishing a Mentorship Relationship

http://www.jobsetc.gc.ca/eng/pieces1.jsp?category_id=2901&root_id=2821

Staff Orientation Program

<http://www.ccsc-cssge.ca/hr-resource-centre/hr-toolkit/other-policies-0>

Orientation Check List

<http://www.ccsc-cssge.ca/hr-resource-centre/hr-toolkit/other-policies-0>

Employment Information/Employee Handbook

Childcare Facility License Proposal Guide (2.3 and Appendix A)

http://www.gov.ns.ca/coms/families/provider/documents/Child_Care_Facility_License_Proposal_Guide.pdf

Guidelines for Communicable Disease Prevention and Control for Child Care Programs and Family Home Day Care Agencies

http://www.novascotia.ca/dhw/cdpc/documents/Guidelines_CDPC_Child_care_Setting.pdf

Reporting and Investigating Allegations of Abuse and Neglect: A Protocol for Staff Working in Regulated Early Childhood Care Settings and Child Welfare Agencies. Available from the Early Child Development Services, inquire with your Early Childhood Development Consultant

Day Care Act and Regulations, Standards and Material and Equipment Lists
http://www.ednet.ns.ca/earlyyears/documents/ccmanual/G-Materials_and_Equipment_Checklists.pdf

Standards for the daily program in Licensed Childcare Facilities
http://www.ednet.ns.ca/earlyyears/documents/ccmanual/F-Daily_Program.pdf

HR ToolKit for the Early Childhood Education and Care Sector
<http://ccsc-cssge.ca/hr-resource-centre/hr-toolkit/other-policies-0>

Food and Nutrition Support for Regulated Child Care Settings | Nova Scotia Department of Community Services
<http://www.ednet.ns.ca/earlyyears/providers/FoodandNutritionalSupport.shtml>

Behavior Guidance Policy

Daycare Act and Regulations
http://www.novascotia.ca/just/regulations/regs/dayregs.htm#TOC1_19

Childcare Facility License Proposal Guide (4.6)
<http://www.ednet.ns.ca/earlyyears/providers/StartingaChildCareFacility.shtml>

Health and Safety

Guidelines for Communicable Disease Prevention and Control for Child Care Programs and Family Home Day Care Agencies
http://www.novascotia.ca/dhw/cdpc/documents/Guidelines_CDPC_Child_care_Setting.pdf

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Food and Nutrition Support for Regulated Child Care Settings | Nova Scotia Department of Community Services
<http://www.gov.ns.ca/coms/families/provider/FoodandNutritionalSupport.html>

Nova Scotia Labor and Advance Education
<http://www.gov.ns.ca/lae/healthandsafety/>

Daycare Act and Regulations
http://www.gov.ns.ca/just/regulations/regs/dayregs.htm#TOC1_28

Nova Scotia Child Care Association Code of Ethics
<http://nschildcareassociation.org/NSCCA%20ETHICALPRACTICEwebsite.pdf>

Professional Development

Day Care Regulations- Facility staffing requirements
http://www.gov.ns.ca/just/regulations/regs/dayregs.htm#TOC1_36

Training and Professional Development for Child Care Staff
<http://www.sja.ca/English/Pages/default.aspx>

Links to Professional Development Programs
<http://www.ednet.ns.ca/earlyyears/pd/ProfessionalDevelopment.shtml>

Training Needs Checklist
http://www.jobsetc.gc.ca/eng/pieces1.jsp?category_id=2823&root_id=2821

Creating a Respectful Workplace in an Early Learning & Childcare Environment–
Available from NSCC Early Childhood Development Support Centre
www.ecdsc.nsc.ca

Nova Scotia Department of Agriculture Food Hygiene (Food Handlers) Training Course,
http://www.gov.ns.ca/agri/foodsafety/courses_west.shtml

Canadian Red Cross First Aid
<https://apaccess.redcross.ca/coursemanager/coursesearch.aspx?lang=E>

St. Johns Ambulance First Aid <http://www.sja.ca/English/Pages/default.aspx>

Government of Canada Web Site Information

Business Canada - Government Services for Entrepreneurs

<http://www.canadabusiness.ca/eng/>

Sub sections including subjects like: Hiring Staff <http://www.canadabusiness.ca/eng/85/>

<http://www.canadabusiness.ca/eng/guide/1556/>

Industry Canada – Programs and Services

http://www.ic.gc.ca/eic/site/icgc.nsf/eng/h_07063.html?

SME Bench Marking Tool (Small & Medium-Size Enterprise)

<http://www.ic.gc.ca/eic/site/pp-pp.nsf/eng/home>

Human Rights Commission – Publications

<http://www.chrc-ccdp.ca/eng/content/resources>

Anti-Harassment Policies for the Workplace: An Employer's Guide March 2006

<http://www.chrc-ccdp.ca/eng/content/anti-harassment-policies-workplace-employers-guide>

Preventing Discrimination: Tools and Resources

<http://www.chrc-ccdp.ca/eng/content/how-can-i-prevent-discrimination-my-workplace>

Managing Employees - Performance Problems

<http://www.psc-cfp.gc.ca/ppc-cpp/hrm-grh/index-eng.htm>

A guide for businesses and organizations: Your Privacy Responsibilities

http://www.priv.gc.ca/information/guide_e.pdf

Volunteer Canada - Information on laws regarding screening

<http://volunteer.ca/content/issues-and-public-policy>

Resources for Employees

Health and Safety

Nova Scotia Labor and Advance Education

<http://www.gov.ns.ca/lae/healthandsafety/>

Daycare Act and Regulations

http://www.gov.ns.ca/just/regulations/regs/dayregs.htm#TOC1_28

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http://www.novascotia.ca/dhw/cdpc/documents/Guidelines_CDPC_Child_care_Setting.pdf

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Preventing Discrimination: Tools and Resources

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Creating a Respectful Workplace in an Early Learning & Childcare Environment– Available from NSCC Early Childhood Development Support Centre

www.ecdsc.nsc.ca

Programming Requirements

Daycare Act and Regulations

http://www.ednet.ns.ca/earlyyears/Acts_Regs_Standards.shtml

Standards for the daily program in Licensed Childcare Facilities

http://www.ednet.ns.ca/earlyyears/documents/ccmanual/F-Daily_Program.pdf

Day Care Act and Regulations, Standards and Material and Equipment Lists

http://www.ednet.ns.ca/earlyyears/documents/ccmanual/G-Materials_and_Equipment_Checklists.pdf

Food and Nutrition Standards

Daycare Act and Regulations

http://www.gov.ns.ca/just/regulations/regs/dayregs.htm#TOC1_25

Manual for Food and Nutrition in Regulated Child Care Settings

http://www.gov.ns.ca/coms/families/provider/documents/Manual-Food_and_Nutrition.pdf

Professional Development

Day Care Regulations- Facility staffing requirements

http://www.gov.ns.ca/just/regulations/regs/dayregs.htm#TOC1_36

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Training and Professional Development for Child Care Staff

<http://www.ednet.ns.ca/earlyyears/pd/>

Continuing Education Program

<http://www.ednet.ns.ca/earlyyears/pd/ContinuingEducation.shtml>

Links to Professional Development Programs

<http://www.ednet.ns.ca/earlyyears/pd/ProfessionalDevelopment.shtml>

Nova Scotia Child Care Association

<http://nschildcareassociation.org/index.html>

Certification Council Early Childhood Educators of Nova Scotia

<http://www.cccns.org/cert/home.html>