



# COLLEGE OF THE NORTH ATLANTIC

## OPERATIONAL PROCEDURE

### TOPIC: NEW EMPLOYEE ORIENTATION

<b>Procedure No.</b>	HR-418-PR	<b>Division</b>	Human Resources
<b>Supersedes</b>	n/a	<b>Board Policy Ref.</b>	GP-RR-904
<b>Related Policy</b>	HR-418	<b>Effective Date</b>	November 4, 2016 (R2)

## PROCEDURE

A formal orientation process assists new employees in becoming quickly aware of the expectations of their new organization and allows that employee to become more effective in a shorter period of time.

### 1.0 Responsibility

#### 1.1 Human Resources Division

The Human Resources Division is responsible for:

- Maintaining and coordinating the overall orientation program.
- Offering regularly scheduled sessions for new employee orientation.
- Providing information and resources about College-wide policies.
- Providing campuses and divisions the strategies, resources and tools for development of their workplace orientation process.
- Hiring new employees and providing them with an overview orientation.

## 1.2 Supervisor

The Supervisor is responsible for:

- Ensuring access to office, phone, and computer have been *prearranged*.
- Ensuring the office has been cleaned before the new employee arrives.
- Welcoming the new employee to the Campus or Division – this must be the Supervisor, no designate.
- Providing a tour of the facilities and locating the employee's office.
- Introducing the employee to coworkers and identifying reporting relationships.
- Introducing the employee to a mentor and reviewing the role of that position.
- Providing the employee with a job specific Orientation as noted in Section 3.
- Providing any on-the-job training needed for new employees to assume their responsibilities.
- Delivering the applicable sections of the orientation checklist and returning to HR when complete.

## 1.3 Employee

The employee is responsible for:

- Reporting to Human Resources/job location as per instructions provided.
- Participating in appropriate orientation processes.
- Seeking information to enhance the orientation process.
- Completing and returning appropriate hiring documents.
- Realizing that all information cannot be processed immediately during the orientation. It takes time.

- Understanding the roles and responsibilities of the new position.
- Working with the mentor to address issues and appropriate practices and procedures.
- Initializing the applicable sections of the orientation checklist as information is received and understood.

## 2.0 Orientation

A formal orientation process will help new employees become quickly aware of the expectations of their new organization and become more effective in their new position in a shorter period of time. Orientation at the College of the North Atlantic will occur in two phases to enable new employees to receive both a comprehensive overview of the institution and the new position.

### 2.1 Overview Orientation

A half-day overview orientation session, available to all new employees, will be conducted by the Human Resources division in September and January each year. Employees will be provided with the basic information needed to understand the overall environment in which they work and the broader strategic goals of the College. Overview orientation sessions may also be scheduled at different times throughout the year as the need arises and follow-up sessions will be provided six months after the first session has taken place.

### 2.2 Job-Specific Orientation

Job-specific orientation will be conducted by the senior administrative person in a division or campus when a new employee commences employment with the College, or when an employee is seconded or temporarily assigned to the division from elsewhere in the College. This job-specific orientation will include:

- A site map of location and tour of premises;
- Tour of local area;
- Job duties and performance standards;
- Introduction to co-workers;
- Assignment of a mentor;
- Emergency procedures;
- Health and safety regulations;
- OH&S contact;
- Structured on-the-job training as necessary to carry out the functions of the position.

### 3.0 Prior to Employee Arrival

Before a new employee arrives the Supervisor, in cooperation with HR, will:

- a) Ensure access to desk/office, phone and computer have been pre-arranged.
- b) Determine who will meet the employee at the work site.
- c) Have workspace available, cleaned and stocked with supplies.
- d) Arrange for key, parking permit, computer access (e-mail account, PeopleSoft account, etc as appropriate), photo ID. (If it is not possible to have this completed prior to employee's arrival, have all forms ready for employee).
- e) Develop an orientation schedule, including a schedule for structured on-the-job and/or pre-employment training (i.e. introduction to teaching and learning for new faculty).
- f) Ensure that the Supervisor is available to meet with new employee on the day of arrival.

### 4.0 Steps Upon Arrival of New Employee

General guidelines to follow upon a new employee's arrival are as follows:

#### 4.1 Supervisor

- a) Clearly communicate job responsibilities - provide a written job description (not just the duties listed on the job ad). Discuss:
  - operation of equipment (phone system, fax machine, photocopier)
  - records and reports
  - confidentiality
  - performance expectations
  - probationary period and probationary review
  - contact with students, other staff and faculty and its importance
  - union information, if applicable, including name and address of shop steward
- b) Make introductions (within own division and other divisions with which employee will have immediate contact)
- c) Assign OH&S committee representative to address workplace safety
  - location of fire extinguishers
  - location of fire exits (include what to do in case of a fire alarm) accident/incident reporting procedures
  - duty to report unsafe conditions

- right to refuse unsafe work
  - job specific safety requirements/standards, where applicable
- d) Plan to have lunch with the new employee or arrange for someone else to do so in order to introduce the employee to other staff members on a social level.
- e) Assign the new employee a mentor/buddy; someone a new employee can ask questions of, and from whom the employee can learn appropriate behaviors and performance expectations.
- f) Provide a divisional organizational chart and discuss the role, objectives and priorities of the division. One half day should be set aside within the first week for the employee to shadow staff within different areas of the division to familiarize themselves with divisional activities.
- g) Show:
- location of washrooms
  - location of other services (e.g. cafeterias, health facilities, etc)
- h) Offer feedback as required.
- i) Meet with employee after a couple of weeks to review job expectations, answer questions and/or discuss benefit and job-related issues or concerns.

#### 4.2 Human Resources and Supervisor

- a) Provide the employee with the New Employee Orientation checklist, a schedule of activities for the orientation period and an explanation of the new employee orientation process.
- b) Discuss the divisional culture as follows:
- dress code (i.e. display professionalism, use of appropriate safety equipment)
  - use of titles or first names
  - schedules
  - arrival and departure
  - break/lunch
  - divisional leave policy
  - sick days (including who to inform when sick)
  - family leave
  - vacation entitlement
  - flextime

- appropriate phone greetings
- eating/drinking at desk
- personal use of equipment (e.g. phones, e-mail)
- contributions to employee funds (e.g. gift fund, social committee, etc.)

4.3 Human Resources

- a) Provide any available employee brochures (e.g. EAP) and schedule employee with an appointment with the Benefits Officer to arrange for benefit coverage and signing of initial hire documents.
- b) Ensure that the orientation checklist is completed and signed by the employee to signify that all activities and requirements have been completed or provided.
- c) Coordinate with employee’s immediate supervisor to ensure that all items have been completed.

5.0 **Orientation Follow-Up**

Orientation does not end on the first day of work. Follow-up by the employee’s supervisor is necessary and may include feedback to the employee as required; a meeting to ensure that job expectations are being met; and a meeting to answer questions and/or to discuss benefit and job-related issues or concerns.

Approval History	
Approved by President	September 8, 2010
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Revision 2	November 4, 2016