

## **Westcoast Child Care Resource Centre**

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## **STAFF ORIENTATION AND OPERATIONS MANUAL PACKAGE**

Staff orientation is an important part of the employer's responsibilities. Well developed and implemented orientation procedures may help to reduce the employer's liability as well as prevent conflict in the workplace. A staff operations manual will ensure staff's roles and responsibilities are clearly outlined. As stated in the INFORM Guide, "As the employer the board or governing body can be held accountable for actions of employees."

This package includes:

- ▶ Points to Consider for Staff Orientation
- ▶ Sample Staff Orientation Policy and Procedures
- ▶ Sample of a New Employee Orientation Checklist
- ▶ Outline for Contents of a Staff Manual

### **Points to Consider for Staff Orientation**

It is important to provide all new staff members with an orientation to:

- the organization,
- its programs and services, and
- the child care program, facility, children and families served.

Orientation is typically provided when new staff are hired and should also be provided when:

- staff move from one program to another within the organization
- staff are promoted
- substitutes, volunteers and/or students begin work at the centre

Orientation for the above situations may include some, but not all of the components of the new staff orientation.

Typically, the orientation would be provided by management and the direct supervisor. However, in some smaller organizations, or when hiring for a senior staff position, one or more board members may play a role. In organizations that are unionized, an orientation to the collective agreement may be provided by a shop steward.

The purpose of orientation is to:

- welcome new staff
- tour the child care facility
- promote an understanding of the organization's goals and the philosophy of the child care program(s)
- familiarize staff with the organization/centre's policies and procedures
- define roles and responsibilities
- encourage new staff to become aware of applicable legislation and regulation and how they relate to the day to day work

## **Sample Staff Orientation Policy and Procedures**

### **Policy**

*Orientation appropriate to each job position shall be provided for all employees, practicum students and volunteers.*

### **Purpose**

*The goal of orientation is to:*

- *welcome the new staff/substitutes/students/volunteers*
- *promote an understanding of the organization's goals and the philosophy of the child care program(s)*
- *help staff/substitutes/students/volunteers become familiar with the organization/centre's policies and procedures*
- *encourage new staff to become aware of applicable legislation and regulation and how they apply*

### **Procedure**

*The orientation for new staff will include an introduction to:*

1. *Mission and purpose of the organization and the organizational structure*
2. *Services provided, facility and colleagues*
3. *Job description*
4. *Personnel policies/collective agreement*
5. *Organization's privacy policies*
6. *Child care program(s) philosophy and policies and procedures*
7. *Emergency procedures, including fire, earthquake and evacuation training*
8. *Occupational health and safety*
9. *Children and families in the program*

*As part of the orientation, all employees will be expected to read and sign off on personnel, program, and privacy policies and procedures.*

*The manager of child care services will be responsible for orientation to the organization, its policies and procedures, programs and services, human resource and accounting requirements.*

*The senior supervisor of the child care program will be responsible for orientation to the child care program, facility, staff, children and families, including introductions to co-workers and any specific program requirements.*

*Confirmation that the orientation was completed shall be placed in the new staff member's personnel file.*

**New Employee Orientation Checklist**

	<b>Orientation Provided By</b>	<b>Date</b>	<b>Employee Signature</b>
<b><i>Organization</i></b>			
Objective/Purpose			
Organizational Structure			
Policies and Procedures			
Collective Agreement			
<b><i>Personnel</i></b>			
Letter of Employment/ Job Description/ Probationary Period			
Salary and Salary Scale			
Benefits			
Leaves and Holidays			
Documentation (required by licensing and organization)			
<b><i>Health and Safety</i></b>			
Evacuation/Emergency Procedures			
Occupational Health and Safety			
Security Policies and Procedures			
Working Conditions			
<b><i>Child Care Program</i></b>			
Philosophy			
Policies and Procedures			
Children/Families			
Daily, Weekly, Monthly Programming			
Facility			
<b><i>Communications</i></b>			
External (families, community)			
Internal			

## **Staff Operations Manual**

A staff operations manual typically includes information about the overall organization, facility and day-to-day operations of child care program(s) and all policies and procedures. It can be used for staff orientation and as an introduction to the program for substitutes, students and volunteers. The manual should be stored in a central place so it is easily accessible. It should also be information that can be updated without having to redo the entire manual.

A three-ring binder format can be useful for organizing this manual.

### **Sample Outline for a Staff Operations Manual**

#### **An introduction and welcome to include:**

- a statement regarding the purpose, philosophy and guiding principles of the organization
- a brief history of the organization and child care program(s)
- a description of the organizational structure
- an annual calendar of events related to the program/organization
- a copy of the Constitution and Bylaws of the sponsoring non-profit society
- a list of the Board members
- organization policy and procedures, including privacy.

#### **Facility information to include:**

- a building plan including location of fuse boxes, thermostats, exits, fire extinguishers
- a description of the first aid supplies and emergency preparedness supplies/ equipment, where they are kept and who is responsible for upkeep
- a description regarding location of staff washrooms and place for personal belongings
- phone list of facility and community emergency numbers
- evacuation plan

#### **Personnel information should be in a personnel handbook within the staff manual and should include:**

- a copy of the personnel policies and/or collective agreement
- job descriptions
- hiring procedures
- probationary period
- salary scales
- professional development
- performance review
- health and safety principles
- working conditions

- a list of documentation required for all employees/volunteers working in the child care programs
- steps for conflict resolution
- shop steward information – names, meeting times, etc.
- board staff liaison or personnel committee chair.

The personnel handbook should be reviewed annually and updated regularly to reflect current policies and procedures and/or the collective agreement.

**Child care program information to include:**

- the philosophy of the child care centre
- guidance policy
- the type of child care license(s)
- an outline of the centre's daily schedule
- list of closures/stats/professional development days
- a copy of the family orientation package/handbooks and centre/family agreements
- a complete copy of the child care program's policies and procedures.

For additional information, please refer to the following Westcoast Child Care Resource Centre print resources:

- ▶ *INFORM Guide: An Administration Manual for Non-Profit Child Care in B.C. Chapter 4 – Personnel*
- ▶ *Privacy Protection for Child Care Organizations*

Other Resources:

- ▶ *Taking Care: A Child Abuse Prevention Manual for Early Childhood Professionals*
- ▶ *ECEBC Code of Ethics*

*Westcoast Child Care Resource Centre does not assume responsibility for actions taken based on information provided.*