

LAC LA BICHE COUNTY PROCEDURE

TITLE: Employee Orientation Program Standard Operating Procedure	PROCEDURE NO: CS-03-014-07
SPECIAL NOTES/CROSS REFERENCE: POLICY CS-03-014 AMENDMENT DATE:	

1.0 General Guidelines

Lac La Biche County will deliver orientation to new, returning and current employees (as required), to:

- Create a favorable, business-like and professional impression of the County;
- Facilitate the employee's adjustment to working for the County;
- Provide specific information concerning the responsibilities and performance expectations of the job and performance evaluation procedures/timelines;
- Provide specific information concerning pay and benefits, safety, security, employee conduct, health and other conditions related to the job and work site.

2.0 Procedure: Orientation Program Process and Content

During the first couple days of employment, an Employee Orientation Package shall be provided to all new employees. The orientation package and process will vary in some aspects from department to department. The orientation process will be the shared responsibility of the Manager Human Resources and the employee's direct supervisor and/or General Manager. In general, the orientation package and process will comprise of, but may not be limited to:

- a) Council's goals, objectives and mission/vision statements;
- b) The Human Resources policies and procedures, and services and programs available to employees;
- c) The relevant goals and objectives of the municipality as a whole and for the department within which the new employee will work;
- d) The requirements of the position being filled and the details of the job description;
- e) The requirements under the provincial Occupational Health & Safety Act and municipal Occupational Health & Safety rules and policies, regulations and practices, as they relate to the position being filled;
- f) The relevant physical aspects of the municipality (buildings, property, etc...);
- g) Lac La Biche County's organizational chart;
- h) Employee telephone contact list;
- i) Employee benefit program details;
- j) Overview of payroll and benefits programs and process and completion of related commencement documents;
- k) Security and staff identification;
- l) Fire and emergency procedures;
- m) A physical tour of the relevant facilities;

- n) Introduction to the person to whom the new employee will report to, will work with or, as appropriate, may supervise;
- o) Introductions to all current employees (relevant to their position) and a brief description of their respective jobs and responsibilities, particularly how that position will relate to the new employee;
- p) Location of first aid stations, lunch room, washroom facilities and office equipment;
- q) Review of work hours, lunch and other breaks and other behavioral norms;
- r) Review of the performance appraisal process;
- s) Review of employee advocacy process;
- t) Review of the progressive discipline procedures;
- u) Telephone, cellphone, internet, email, social media (and other related telecommunications or technology) usage guidelines;
- v) Customer service guidelines (as they relate to the position).

“Original Signed”

Chief Administrative Officer

November 8, 2013

Date