

SUBJECT: STAFF ORIENTATION

APPROVED BY:

EFFECTIVE

DATE: 03-31-11 (replaces 04-20-10)

Executive Director

Reviewed (no changes): \_\_\_\_\_  
\_\_\_\_\_

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POLICY

It is the policy of McIntosh Trail CSB to provide all employees, interns, contract providers, hourly staff, and volunteers with a comprehensive orientation. Orientation is a process not an event. The process includes new employee orientation, on-the-job orientation and required training courses. Therefore, the orientation process can take up to six months to complete.

PROCEDURE

**New Employee Orientation:**

Staff orientation will be scheduled twice per month, corresponding with the agency's hire dates. New staff will report to the Human Resources Department their first day on the job to complete employment paperwork and begin the orientation process. This orientation assures that all employees, interns, contract providers, hourly staff, and volunteers receive the same fundamental information about organizational philosophy, mission, vision and policies. Orientation is documented using the McIntosh Trail Orientation/Training Checklist.

Orientation includes but is not limited to:

- a. The purpose, scope of services, supports, care and treatment offered including related policies and procedures;
- b. Confidentiality of individual information, both written and spoken;
- c. Rights and responsibilities of individuals, including personal privacy;
- d. Requirements for recognizing and reporting suspected abuse, neglect or exploitation of any individual:
  1. To the Department of Behavioral Health and Developmental Disabilities Services;
  2. Within the organization;
  3. To appropriate regulatory or licensing agencies; and
  4. To law enforcement agencies.
- e. McIntosh Trail Code of Ethics and Corporate Compliance;
- f. Safety of persons served and employees;
- g. Employee rights;
- h. Diversity.

In addition to orientation on the first day, orientation to the work site is essential. Work site orientation and information specific to the job is provided by the employee's supervisor or his/her designee. Work site orientation includes, but is not limited to, emergency preparedness plan, building security, operation of equipment, review of policies and procedures, and other site specific information.

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PROCEDURE (Continued)

**New Employee Training:**

New personnel will be scheduled for a variety of mandatory training classes to be completed within specific time frames during the first six months of work. The schedule will be provided to the new staff person and to his/her supervisor by the end of the first week at work.

Standard supervision of all personnel, especially during the first six months, will include feedback regarding their performance not only with regard to problem areas, but with regard to positive areas of strength as well.

Training includes but is not limited to:

- a. Person centered values, principles and approaches;
- b. Holistic care of the individual;
- c. Medical, physical, behavioral and social needs and characteristics of the persons served;
- d. Human rights and responsibilities;
- e. Promoting positive, appropriate and responsive relationships with persons served and their families;
- f. The utilization of:
  1. Positive communication;
  2. Positive behavioral supports based on science of applied behavior analysis; and
  3. Techniques to de-escalate challenging and unsafe behaviors.
- g. Non-Violent Crisis Intervention;
- h. Ethics, cultural preferences and awareness;
- i. Fire safety
- j. Emergency and disaster plans and procedures;
- k. Techniques of standard precautions, including:
  1. Preventative measures to minimize risk of HIV;
  2. Current information as published by the Center for Disease Control (CDC); and
  3. Approaches to individual education.
- l. Basic cardiac life support (BCLS);
- m. First aid and safety.

**For Specific Staff Only:**

- a. Common and specific individual medications and their side effects;
- b. Service, support, care and treatment specific topics appropriate to the care of persons served, such as but not limited to:
  1. Symptom management;
  2. Principles of recovery relative to individuals with mental illness;
  3. Principles of recovery relative to individuals with addictive disease;
  4. Principles of recovery and resiliency relative to children and youth;
  5. Relapse prevention;
  6. Mobility;
  7. Health advocacy;
  8. Customer service.

MCINTOSH TRAIL  
COMMUNITY SERVICE BOARD

POLICY NO. 3104  
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PROCEDURE (Continued)

**On the Job Orientation:**

All new employees, interns, contract providers, hourly staff, and volunteers assigned specific ongoing job responsibilities will receive intensive orientation training during the first month on the job and continuing over the first six months on the job. Training will be given in the areas specific to the job and documented on the McIntosh Trail Orientation/Training Checklist Work Site Form.

The signed Orientation/Training Documentation Checklist Forms will be maintained in the staff person's official personnel file at the Area Admin Office.

Attachments: McIntosh Trail Orientation/Training Checklist  
McIntosh Trail Orientation/Training Checklist - Work Site