

## **Ingersoll Support Services Inc.**

### **Policy: Human Resource Practices**

**Policy # QAM 25-27**  
Section: Quality Assurance

Approved by the Board of Directors: *Sept. 22 2011*  
Procedure Revision:  
Review Date: September 26 2017

Ministry requirement –  
**QAM II.13.1-6**

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*ISSI will ensure that all staff, volunteers and board members will have a thorough orientation to: 1) the agency, its policies and procedures, and 2) individual support needs as required. Staff members and volunteers will be recommended by references and have completed a Criminal Reference Check before commencement.*

### **Procedure:**

#### **Orientation**

1. All staff members and volunteers will receive an orientation and initial training on the service agency and its policies and procedures. This will be indicated in their Orientation Checklist as per Policy #HR3.3/4.
2. All staff members and volunteers will receive an orientation and initial training on the individual needs of the persons whom the staff member or volunteer will support. This will be indicated in their Orientation Checklist as per Policy #HR3.3/4.

#### **Ongoing Training**

3. The agency will provide regular ongoing training for staff members and volunteers regarding support for persons they are in contact with.
4. The Personnel File will include Staff Training Records and/or Staff Meeting Minutes of regular ongoing training for staff members and volunteers regarding support for persons they are in contact with as per Policy #HR4.1.

#### **Reference Check**

5. A Criminal Record Check as per Policy #HR24, and other Written or Personal References as per Policy #HR2, are undertaken for all new staff members, and for volunteers and board members, if they will have direct contact with the persons who receive services and supports from the agency.
6. The reference check includes attaching copies to the personnel file of the Criminal Record Check, written personal reference letters or telephone verification forms.

7. The Police Reference Check is to be completed with the local police services to ensure that the type of information provided through a police records check is appropriate to the position being applied for.

### **Commencement**

8. The personal reference check and police records check are completed as soon as possible for the new staff member, volunteer or board member before or after they assume their responsibilities with the agency.

9. Staff schedules confirm that until the completion of their reference check, their police records check and their orientation and initial training, a staff member, volunteer or board member shall have direct contact with persons supported only when being supervised.