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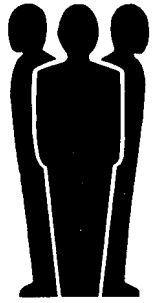
EMPLOYEE ORIENTATION PROGRAM - N.W.T.  
HOUSING CORPORATION

Sector: Human Resources

12-6-14

Training/Development Programs

Human Resources Division



# EMPLOYEE ORIENTATION PROGRAM



Northwest Territories Housing Corporation

**EMPLOYEE  
ORIENTATION  
PROGRAM**

# **EMPLOYEE ORIENTATION PROGRAM**

Incl udi ng: Pol i cy  
Di recti ve  
Procedures  
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Checkl i st  
Questi onnai re

**NORTHWEST TERRITORIES HOUSING  
CORPORATION EMPLOYEE ORIENTATION  
PROGRAM**

## **N.W.T. HOUSING CORPORATION POLICY: EMPLOYEE ORIENTATION**

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The Northwest Territories Housing Corporation is committed to delivering a comprehensive employee orientation program. This program is designed to quickly familiarize employees with the political and organizational structure of the Northwest Territories Housing Corporation, the Government of the **N.W.T.** and other key Territorial organizations. The Corporation's Employee Orientation Program will illustrate how and where the employee fits into the Corporation, will clarify job responsibilities, supervisor expectations and, will provide exposure to working in a cross-cultural environment.

Effective employee orientation will strengthen the Northwest Territories Housing Corporation by:

- . promoting an understanding of the Corporation's mandate and its relationship with the Government of the **N.W.T.** and Housing Organizations;
- . promoting positive first impressions between the employee and his/her working and living environment;
- . **enabling** new employees to quickly understand his/her job responsibilities and expected outputs.

## **N.W.T. HOUSING CORPORATION DIRECTIVE: EMPLOYEE ORIENTATION**

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### **SCOPE**

This employee orientation directive applies to all employees of the Northwest Territories Housing Corporation.

### **DEFINITIONS**

#### **Employee Orientation:**

A process which introduces new/existing employees to the physical layout of their workplace, and the rules and procedures of the Corporation. A process which defines new/existing employees' job responsibilities and expected performance.

#### **Training:**

A learning activity that, in response to clearly identified organizational needs, contributes to an employee's acquisition of knowledge and skills, to do his/her present job efficiently and effectively, or to prepare him/her for future responsibilities.

#### **Supervisor:**

An individual who is responsible for overseeing and evaluating the work of a subordinate employee.

### **PROVISIONS**

#### **1) Authority and Accountability**

##### **Director of Human Resources Division:**

Responsible for ensuring that the Northwest Territories Housing Corporation Employee Orientation Program is delivered in its entirety to **new/transferred** employees by their supervisors. Responsible for ensuring that the Employee Orientation Program is delivered in a manner consistent with this directive and for ongoing monitoring of the Corporation's orientation procedures.

##### **Supervisor:**

Responsible for proper implementation of the Corporation's Employee Orientation Program to all new/transferred subordinate employees.

### **New/Transferred Employees:**

Responsible for adhering to the Corporation's Employee Orientation Program as facilitated by Supervisor including:

- (a) reading the **N.W.T.** Employee Orientation Manual;
- (b) reading additional reference materials recommended by Supervisor;
- (c) participation in orientation workshop; and,
- (d) completion of the employee orientation questionnaire.

## **2) Orientation Program**

The Corporation's Employee Orientation Program is comprised of, and will be delivered in, four distinct phases according to the following timeframe:

### **Phase 1: Introduction to the Work Place**

Timeframe: Day 1- Day 90

Facilitator: Supervisor

Phase 1 will introduce the employee to his/her working and living environments, co-workers and associates as well as provide job specific and personnel information.

### **Phase 2: Introduction to the Corporation**

Timeframe: Day 10

Facilitator: Supervisor

Phase 2 will orient the employee to the organizational structure of the **N.W.T.** Housing Corporation, and role and responsibilities of Headquarters, District Offices and Housing Organizations.

### **Phase 3: Orientation Workshop at Headquarters**

Timeframe: Three - five days duration, offered three times during year.

Facilitator: Human Resources, Headquarters

The Orientation Workshop **will** familiarize the employee with the personnel and functions of Headquarters' divisions as well as the goals and objectives of Headquarters, District Offices and Housing Organizations. In addition, this workshop will include information on working in a cross-cultural environment.

### **Phase 4: Employee Assessment of Orientation**

Timeframe: Day 91

Facilitator: Human Resources, Headquarters

Phase 4 will document employee feedback on the Corporation's Employee Orientation Program



## **EMPLOYEE ORIENTATION PROCEDURES**

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### **The Orientation Process - Points to Remember**

Proper orientation will introduce the employee to his/her new surroundings, his/her co-workers and associates, and the rules and procedures of the Northwest Territories Housing Corporation.

Proper orientation will contribute to an increase in job satisfaction by clearly defining where the employee fits into the Corporation, his/her job responsibilities and expected performance.

Orientation must be delivered in a manner that facilitates full absorption of all orientation material. Avoid the common pitfalls of TOO MUCH TOO SOON AND/OR TOO LITTLE TOO LATE. The orientation must include both written and oral orientation materials.

Never assume that the employee is already familiar with **certain** components of the employee orientation program, ensure that the program is delivered to each new/transferred employee in its entirety.

The Northwest Territories Housing Corporation Employee Orientation Program is comprised of four distinct phases: **Phase 1: Introduction to the Work Place; Phase 2: Introduction to the Corporation; Phase 3: Orientation Workshop at Headquarters; and, Phase 4: Employee Assessment of Orientation.**

### **Phase 1: Introduction to the Work Place**

Phase 1 will orient the new employee to his/her work environment, Corporation policies and procedures as well as job responsibilities and expected performance.

To deliver the first phase of the Employee Orientation Program, the **Supervisor** will utilize the "Supervisor's Guide to the Northwest Territories Housing Corporation Employee Orientation Program" and adhere to, and complete, both the **Pre-Arrival Checklist** and the Employee Orientation Checklist/Schedule.

Components of Phase 1 will include:

- an introduction to the community;
- an overview of the Northwest Territories Housing Corporation Employee Orientation Program;
- the terms and conditions of employment with the Corporation;
- employee benefits;
- job specific orientation; and
- job specific resource materials and reference documents.

## **Phase 2: Introduction to the Corporation**

The Northwest Territories Housing Corporation Employee Orientation Manual is designed to give the new employee an overview of the organizational structure of the Corporation, the role of Headquarters, District Offices and Housing Organizations, as well as provide additional personnel related information.

The supervisor will review and discuss each chapter of the manual with the employee to ensure full absorption of material.

## **Phase 3: Headquarters Orientation Workshop**

Each new employee will participate in the Headquarters Orientation Workshop. This workshop is designed to familiarize the employee with the personnel and functions of Headquarters' divisions as well as the goals and objectives of Headquarters, District Offices and Housing Organizations. In addition, this workshop will include information on working in a cross-cultural environment. Human Resources will contact new employees directly to enroll them in this workshop.

## **Phase 4: Employee Assessment of Orientation**

All new/transferred employees will complete an Orientation Questionnaire at the end of three months of employment with the **Northwest** Territories Housing Corporation.

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# **SUPERVISOR'S GUIDE TO THE NORTHWEST TERRITORIES HOUSING CORPORATION EMPLOYEE ORIENTATION PROGRAM**

- **it is your responsibility as a supervisor to deliver the Corporation's Employee Orientation Program in its entirety to all new/transferred subordinate employees.**

## WHY ORIENTATION

Proper orientation will contribute to job satisfaction by clearly defining where the employee fits into the Corporation, their job responsibilities and expected performance.

First impressions are lasting. The better the first impression, the greater the chance of developing an employee who will have a favorable attitude toward the Corporation and who will stay with us.

Employees need to know more about the Corporation than just how to do their jobs. They will not necessarily pick up the correct information just by 'being around for a while'.

## DELIVERY OF THE EMPLOYEE ORIENTATION PROGRAM

Orientation must be delivered in a timely manner. Employees must have the opportunity to fully absorb all orientation material. Avoid the common pitfalls of **TOO MUCH TOO SOON AND/OR TOO LITTLE TOO LATE.**

Written materials alone will NOT do the job.

The Employee Orientation Program is comprised of four distinct phases: Phase 1: Introduction to the Work Place; Phase 2: Introduction to the Corporation; Phase 3: Orientation Workshop at Headquarters; and, Phase 4: Employee Assessment of Orientation. Never assume that the employee is already familiar with any component of the Employee Orientation Program. Ensure that the program is delivered to each new/transferred employee in its entirety.

## HOW TO USE THIS GUIDE

This supervisor's guide is to be used in conjunction with the **Pre-Arrival** Checklist and Employee Orientation Checklist/Schedule (Appendix A). This guide supplements the above noted checklists by clarifying and expanding checklist components. To facilitate usage of the guide and the checklists, all documents have been formatted/numbered **similarly.**

## PHASE 1: INTRODUCTION TO THE WORK PLACE

The first phase of the Employee Orientation Program will introduce the employee to his/her working and living environments as well as provide job specific information.

## **Pre-Arrival:**

### **2 weeks prior to employee's arrival**

Review the Pre-Arrival Checklist (Appendix A)

- 1) **Ensure** Human Resources has forwarded a copy of your employee's letter of offer.
- 2) Review the Employee Orientation Checklist/Schedule (**Appendix A**). Ensure that you have ALL **required** resource materials. Make sure that you are knowledgeable about, and prepared to undertake, ALL components of this checklist. If you are unsure about any portion of the material covered by the checklist, or lack resource material, contact Human Resources immediately at 920-6531.
- 3) Inspect the employee's workplace and basic equipment to ensure that both are ready for the employee's arrival, Deficiencies should be rectified immediately.
- 4) Advise the telephone operator of the new employee's name and phone number. Add employee's name to inter-office circulation lists where applicable.

### **1 week prior to employee's arrival**

- 1) Review your employee's experience, education and training. Review employee's job description, job duties and workplan. If possible, develop a task that will **serve** as an introduction to his/her job.
- 2) Make an appointment for employee induction with Human Resources (Headquarters) or appropriate personnel (District Office).

### **2 days prior to employee's arrival**

- 1) Prepare a memo or contact each member of the work unit directly to inform them of the employee's arrival.
- 2) Phone, or obtain written confirmation from Human Resources regarding interim accommodation arrangement, where applicable.

## **Arrival:**

- 1) Meet out of town employees at the airport (either in person or a subordinate employee) and take to accommodation.

## **First Day on Job:**

- 1) Ensure employee is not alone for their first lunch hour.

## **Orientation to Work Place:**

Adhere to, and complete, Employee Orientation Checklist/Schedule (Appendix A). Each page of this checklist/schedule must be dated and initialed by both the employee and supervisor.

### **Day 1-5**

#### **1) Induction**

Take the employee to Human Resources (Headquarters) or appropriate personnel (District Office) for induction.

#### **2) Hiring/Moving Assistance.**

The Corporation will reimburse employees for reasonable moving expenses incurred. The following expenses are allowed:

- a) transportation by:
  - a) the most economical air fare;
  - b) first class rail including multiple compartments, for persons traveling with small children;
  - c) privately owned car.
- b) meals, incidental and lodging expenses incurred while making a direct journey;
- c) meals, incidental and lodging expenses while awaiting furniture or permanent accommodation;
- d) excess baggage and, the movement and storage of effects.

Guidelines pertaining to hiring/moving expenses are presented in detail in Article 43 of the Collective Agreement.

#### **3) Introduction to Community** (should include spouse).

Begin with a presentation (with maps/brochures/slides) of community layout, facilities and surrounding topography. Take the employee on a driving (or walking) tour of the community, identify major facilities - schools, post office, stores, recreation facilities, banks, residential areas, churches and major government offices.

#### **4) Introduction to Co-workers.**

Walk around your work unit and introduce the employee to each member of the unit. Include in your introduction each worker's job title as well as a brief description of their job responsibilities. During the course of the employee's orientation introduce him/her to as many workers outside the work unit as possible.

#### **5) Overview of the Orientation Process.**

Discuss the phases of the NWT Housing Corporation Employee Orientation Program with the employee. Include a discussion on why the Corporation believes proper employee orientation is important and what the Corporation believes are the results of an effective employee orientation program.

6) Office **Layout**.

Orient the employee to his/her work space, the work unit and surrounding offices. Point out location of washrooms, coffee area, fire exits, files, photocopying and other equipment, office supplies, phone lists, etc.

7) **Terms and Conditions of Employment**

Discuss each of the following terms and conditions of employment with the employee.

**a. Working Hours** - normally **8:30** am -5:00 pm, lunch normally 12:00 noon to 1:00 pm, coffee breaks -15 minutes each, usually at **10:00** am and **3:00** pm.

**b. Reporting Absences** - inform employee who he/she must call or leave a message with, type of explanation required and when to call, ie. call by **8:45** am each day away from work.

**c. Smoking Regulations** - the Corporation does not permit the smoking of tobacco, in any form, by its employees or the general public in the work place.

**d. Security Procedures** - no formal procedures. Use the locks on cabinets, desks and office doors to secure your personal belongings and confidential information.

**e. Conflict of interest/Outside Employment** - inform employee that he/she is prohibited from carrying on any business or employment that conflicts with his/her regular work duties, or where he/she can exploit his/her knowledge of Corporation information, people and/or use **NWT** Housing Corporation facilities for **his/her** own gain.

Before an employee participates in outside employment he/she must inform his/her supervisor in writing. If the **supervisor** is of the opinion that a conflict may exist between the **NWT** Housing Corporation and the proposed outside employment, the **supervisor** may deny the employee's request.

Further information on Conflict of Interest guidelines are presented in the Collective Agreement Article 8, "Restrictions on Outside Employment".

**f. Accepting Gifts, Favours, Services** - **it is an offence** under the Criminal Code for an employee or his/her family to demand or accept a commission, reward, advantage or benefit from anyone who has dealings with the **NWT** Housing Corporation. It is acceptable to receive casual benefits such as hospitality or small gift items as long as these items are a normal expression of business courtesy or advertising and the acceptance of these articles will not bring suspicion upon the public servant's **objectivity**.

**g. Dress Code** - the Corporation does not have a dress code. However, employees are expected to dress appropriately for the type of work and public image they project.

**h. Alcohol Regulations** - no alcohol is allowed on the work premises. Employees who will be traveling should be made aware of the various community alcohol regulations.

**i. Fire Regulations** - introduce **employee** to the appropriate fire warden(s), orient employee to procedures in case of fire.

**j. Answering the Telephone** - inform employee that he/she is serving the public and must be courteous. Inform the **employee** on how the Division/District phone is to be answered.

**k. Coffee Fund** - make **employee** aware of the office's arrangement for purchasing coffee and see if he/she would like to participate.

**i. Affirmative Action** - the NWT Housing Corporation gives priority to Native people on positions filled by competition when the Native person is qualified and suitable for appointment to the position. This policy applies to Native persons who are **eligible** for affirmative action as per the Native Employment Policy.

**m. Business Incentive Policy** - the Corporation supports the use of northern labour and materials purchased in the North. Contractors that are registered as northern contractors with GNWT Government Services are **eligible** for bid adjustments on contracts. For further information on NWT Business Incentive Policy please read the GNWT Business Incentive Directive.

**n. Sexual Harassment** - the NWT HC is committed to providing a work environment which is free from sexual harassment. Sexual harassment is defined as any conduct, gesture or contact of a sexual nature that: is likely to cause offence or humiliation; or might be perceived by an **employee** as placing a condition of a sexual nature on employment, training or promotion opportunities.

A grievance arising from sexual harassment may be initiated at any step of the grievance procedure. Sexual harassment grievances are handled with all possible confidentiality. Sexual harassment is detailed in the Collective Agreement, Article 50.

**o. Office Procedures** - inform **employee** of office procedures with regard to mail, typing, filing, photo copying, vehicle use, etc.

**p. Attendance Register** - explain who is responsible for maintaining the leave attendance and how this system works.

**q. Overtime Work** - overtime work must be authorized in advance by the **employee's** supervisor. An **employee** who is required to work overtime shall be paid overtime compensation for each completed 15 minutes of overtime. The employee will record the starting and finishing times of overtime worked. Supervisors should make every effort to spread overtime work amongst employees qualified to do the work. An employee may refuse to work overtime (this must be done in writing).



Overtime is to be paid as follows: the first four (4) hours is paid at time and one half (1 1/2), with double time (2) for consecutive hours; and, double time (2) for all hours worked on the second day of rest when rest days are consecutive. Instead of dollar amounts, overtime may be taken in lieu time at the appropriate overtime rate.

The Collective Agreement Article 23 details the Corporation's overtime policy.

**r. Duty Travel** - explain the Division's/District's policies and procedures regarding duty travel including:

- procedures required in preparation of duty travel;
- procedures required upon completion of duty travel;
- who authorizes duty travel;
- how far in advance duty travel should be authorized;
- meal and incidental expense allowances;
- modes of transportation employee can utilize; and,
- proper procedure for completing travel authorizations, expense advance/claims.

Policies pertaining to duty travel are presented in the Collective Agreement Article 45.

**t. Discrimination** - impress upon the employee that the Corporation does not tolerate discrimination, interference, restriction, or coercion by reason of age, sex, race, creed, **colour**, national origin, political or religious affiliation, or by reason of union membership or activity.

**u. Dismissal** - the following is the Corporation's procedures with regard to dismissal of an employee:

- The Corporation will give that employee written notice of dismissal including the reasons for the dismissal.
- The employee may appeal to the Corporation for reconsideration of the dismissal within thirty days after receiving the notice.
- If no appeal is taken, or if an appeal is taken and the Corporation does not alter its original decision, the Corporation will send a final notice which includes a date of dismissal.
- The employee may appeal the dismissal through an arbitrator.

#### 8) **Employee Benefits.**

Ensure that the documentation process covered all personnel matters listed. If not, contact Human Resources/Personnel (or appropriate person at District Office) immediately to complete documentation. Provide the employee with a **pay/benefits** contact person.

## Day 5-10

### 9) Job Specific Orientation.

This component of employee orientation must be **articulated clearly** to ensure that the employee is **fully** cognizant of his/her tasks, goals, objectives, job **title**, pay, expected performance and the system that measures his/her job performance. To assist you in this task, have **available**:

- a) employee's job description;
- b) organizational chart of the Division/District and Corporation;
- c) performance review forms;
- d) realistic, achievable position **goals**, objectives and work plans  
(Ensure these are **mutually** agreed to and understood.)

The following information **will** assist you in completing this component:

**e. Probationary Period** - on initial employment is one year, on appointments made from within the Public Service, it is 6 months. The probationary period provides the Corporation with the opportunity to determine whether the employee is capable and competent in the his/her position. It also provides the **employee** with the opportunity to adapt to the work environment.

**f. Performance Review and Planning System** - is a management system. Performance Reviews are ongoing and measure the accomplishment of individual and organizational goals, objectives and work plans. Performance **Planning** is a process by which a supervisor and an employee **jointly** prepare and agree on, work **plans** and objectives for the upcoming period. As a result of the performance review and **planning** process, the supervisor may recommend that the **employee** take courses to: improve his/her job performance; or, assist **employee** in his/her career development.

**g. Anniversary Date** - the date that the employee was hired by the Corporation.

### 10) Job Specific Reading.(See Phase 2- Introduction to the Corporation)

This component of the orientation process will provide the employee with reference/resource materials on the Corporation, as well as his/her position, associates, work environment, etc.

- a) Review the N. **W.T.H.C. Employee** Orientation Manual.
- b) **Develop** a comprehensive list of resource materials, reference documents **relating** to the **employee's** position.
- c) **Develop** a comprehensive list of associates/resource **people** in the GNWT, **local** communities and **CMHC**.
- d) If **applicable, develop** a reference list of community **related** information (ie. 1987 **N.W.T. Databook** (Outcrop))

**\*EMPLOYEE AND SUPERVISOR MUST COMPLETE CHECKLIST BY  
DAY 10. SEND TO: SENIOR PERSONNEL OFFICER, HUMAN  
RESOURCES S11**

## Day 11

- 1) Meet with employee to discuss:
  - any problems he/she may have encountered with any aspect of **the** job;
  - any questions he/she may have with any aspect of his/her job or employment with the **NWTHC**.
- 2) Schedule a date for the one month review.

## End of First Month

- 1) Meet with employee to:
  - discuss work progress;
  - set work objectives for next three months; and,
  - discuss any questions the employee may have regarding his/her job.
- 2) Schedule a date for the three month review.

## End of Three Months

- 1) Informal **interview** with employee to discuss:
  - work progress;
  - any of the employee's concerns; and,
  - set/review objectives for next 6 months, 12 months.
- 2) Schedule date for 12 month review.

## PHASE 2: INTRODUCTION TO THE CORPORATION

### Day 5-10

#### Employee Orientation Manual

**The** Northwest Territories Housing Corporation Employee Orientation Manual is designed to give the new employee an overview of the organizational structure of the Corporation, the role of Headquarters, District Offices and Housing Organizations, as well as provide additional personnel related information. The manual is the employee's personal **property** and notes/comments to **clarify** sections of the manual can be added at the employee's discretion

Review and discuss each chapter of the manual with the employee to ensure full absorption of material. This review process can be done either one-to-one, or in a group situation.

### **PHASE 3: HEADQUARTERS ORIENTATION WORKSHOP**

**To be conducted at Headquarters three times per year.**

Each new employee will participate in the Headquarters Orientation Workshop. This workshop is designed to familiarize the employee with the personnel and functions of Headquarters' divisions as well as the goals and objectives of Headquarters, District Offices and Housing Organizations. In addition, this workshop will include information on working in a cross-cultural environment.

Inform the employee that Human Resources will contact them directly for enrollment in this workshop.

### **PHASE 4: EMPLOYEE ASSESSMENT OF ORIENTATION**

#### **Day 91**

All new/transferred employees will complete an Orientation Questionnaire. This questionnaire is confidential. It documents employee feedback on the Corporation's Employee Orientation Program.

Inform the employee that Human Resources will forward a copy of the questionnaire to them. The employee must complete and send the Orientation Questionnaire to the Senior Personnel Officer, Human Resources S11.

## **APPENDIX A: ORIENTATION CHECKLIST**

**Appendix A: Orientation Checklist**

**Pre-Arrival Checklist**

**2 weeks prior to employee's arrival** **Completed** \_\_\_\_\_

- 1) Ensure Human Resources has forwarded a copy of your employee's letter of offer. \_\_\_\_\_
- 2) Review the Employee Orientation Checklist/Schedule. Ensure that you have all required resource materials. \_\_\_\_\_
- 3) Inspect employee's workplace and basic equipment. Ensure both are ready for the employee's arrival. \_\_\_\_\_
- 4) Advise telephone operator of employee's name and phone number. Add employee's name to inter-office circulation lists where applicable. \_\_\_\_\_

**1 week prior to employee's arrival**

- 1) Review employee's experience, education and training. Review employee's job description, duties and work plan. \_\_\_\_\_
- 2) Set up a time for employee induction with Human Resources (Headquarters) or appropriate personnel (District Office). \_\_\_\_\_

**2 days prior to employee's arrival**

- 1) Inform the work unit of employee's arrival. \_\_\_\_\_
- 2) Phone, or obtain written confirmation from Human Resources regarding interim accommodation arrangement, where applicable. \_\_\_\_\_

**Arrival**

- 1) Meet out of town employee at the airport and take to accommodation. \_\_\_\_\_

**First Day on the Job**

- 1) Ensure employee is not alone for their first lunch hour. \_\_\_\_\_

**Appendix A: Orientation Checklist**

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**Employee Orientation Checklist/Schedule**

Name: \_\_\_\_\_

Division: \_\_\_\_\_

Date of Hire: \_\_\_\_\_

**Supervisor to cover the following:**

**Day 1 to 5**

**Completed** \_\_\_\_\_

- 1) Take to Human Resources/Personnel for induction. \_\_\_\_\_
- 2) Review expense claims for hiring/move. \_\_\_\_\_
- 3) Introduce to community: should include spouse  
 -major facilities, including post office, licence bureau, schools, churches, housing, stores, banks.  
 -provide general information, maps, etc. \_\_\_\_\_
- 4) Introduction to employees in your office during the first day.  
 Introduce to as many Housing Corporation employees in your District/Headquarters' office as possible. (Yellowknife District introduce to Headquarters & vice versa) \_\_\_\_\_
- 5) Overview of orientation process (checklist explained). \_\_\_\_\_
- 6) Office Layout:
  - a - work space, office supplies, phone books (NWTEL AND/OR BELL TELEPHONE AND GNWT), mailing address, Corporation phone list. \_\_\_\_\_
  - b - washrooms \_\_\_\_\_
  - c - coffee area \_\_\_\_\_
  - d - fire exits \_\_\_\_\_
  - e - files \_\_\_\_\_
  - f - photocopy and other equipment \_\_\_\_\_
- 7) Terms and Conditions of Employment:
  - a - working hours, lunch and coffee breaks \_\_\_\_\_
  - b - reporting absences \_\_\_\_\_
  - c - smoking regulations \_\_\_\_\_
  - d - security procedures \_\_\_\_\_
  - e - conflict of interest, outside employment \_\_\_\_\_

Completed \_\_\_\_\_

- f - accepting gifts, favours, services \_\_\_\_\_
- g - dress code \_\_\_\_\_
- h - alcohol regulations \_\_\_\_\_
- i - fire regulations \_\_\_\_\_
- j - answering telephone \_\_\_\_\_
- k - coffee fund \_\_\_\_\_
- l - affirmative action \_\_\_\_\_
- m - business incentive policy \_\_\_\_\_
- n - sexual harassment \_\_\_\_\_
- o - office procedures, for example:  
mail, typing, filing, photo copying, vehicle use \_\_\_\_\_
- p - attendance register \_\_\_\_\_
- q - overtime authorization, lieu time \_\_\_\_\_
- r - duty travel, travel authorizations  
and expense advance/claims \_\_\_\_\_
- s - other items supervisor wishes to cover \_\_\_\_\_
- t - discrimination \_\_\_\_\_
- u - dismissal \_\_\_\_\_

8) Employee Benefits:

If questions, contact \_\_\_\_\_, Human Resources/Personnel.

Documentation process should have covered the following:

- superannuation and supplementary retirement benefits \_\_\_\_\_
- supplemental death benefit \_\_\_\_\_
- disability/long-term disability insurance \_\_\_\_\_
- dental plan \_\_\_\_\_
- group surgical medical insurance plan, PSMIP \_\_\_\_\_
- TD-1 \_\_\_\_\_
- copy of the Collective Agreement \_\_\_\_\_
- oath of office and secrecy \_\_\_\_\_
- ID card \_\_\_\_\_
- NWT Health Card application form \_\_\_\_\_
- overview of leave credits \_\_\_\_\_
- settlement allowances if applicable \_\_\_\_\_
- private accommodation allowance \_\_\_\_\_
- vacation travel assistance \_\_\_\_\_
- travel time/winter bonus days \_\_\_\_\_
- pay cheque deductions - contact person is \_\_\_\_\_
- medical travel assistance \_\_\_\_\_
- union dues \_\_\_\_\_

Employee Initial \_\_\_\_\_ Date Completed \_\_\_\_\_

Supervisor Initial \_\_\_\_\_



**Supervisor to cover the following:**

**Day 5 -10**

**Completed** \_\_\_\_\_

**9) Supervisor reviews:**

- a - pay, job title and other items discussed during pre-hire interviews \_\_\_\_\_
- b - job description, job duties, why employee's job is important and how the work flows to and from their job \_\_\_\_\_
- c - expected performance \_\_\_\_\_
- d - goals, objectives, work plans \_\_\_\_\_
- e - probationary period \_\_\_\_\_
- f - performance review system \_\_\_\_\_
- g - anniversary dates \_\_\_\_\_
- h - if new employee is a supervisor, review responsibilities of supervisor \_\_\_\_\_

**1 O) Supervisor reviews:**

- a - orientation manual and designates time to read \_\_\_\_\_
- b - job specific required reading \_\_\_\_\_
- c - contacts ie. in GNWT, Community, CMHC and key resource positions \_\_\_\_\_
- d - community specific information where applicable to job \_\_\_\_\_

**Employee Initial** \_\_\_\_\_ **Date Completed** \_\_\_\_\_

**Supervisor Initial** \_\_\_\_\_

**Complete checklist by Day 10, initial and send to Senior Personnel Officer, Human Resources S11**

**Day 11**

**Completed** \_\_\_\_\_

- 1) Informal interview with supervisor to discuss:  
-problems encountered with any aspect of job  
-questions the employee may have on any aspect of  
the position or employment with NWTHC

\_\_\_\_\_  
\_\_\_\_\_

**Schedule date for one month review. Date** \_\_\_\_\_.

**Employee Initial** \_\_\_\_\_ **Date Completed** \_\_\_\_\_

**Supervisor Initial** \_\_\_\_\_

**Complete, initial and send to: Senior Personnel Officer, Human resources S11**

**End of First Month**

**Completed** \_\_\_\_\_

- 1) Informal interview with supervisor to discuss:
- work progress
  - answer any questions the employee may have regarding the job
  - set objectives

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Schedule date for three month review. Date:** \_\_\_\_\_.

**Employee Initial** \_\_\_\_\_ **Date Completed** \_\_\_\_\_

**Supervisor Initial** \_\_\_\_\_

**Complete, initial and send to: Senior Personnel Officer, Human Resources S11**

**End of Three Months**

**Completed** \_\_\_\_\_

- 1) Informal interview with supervisor to discuss:
- work progress
  - answer any of the employee's concerns
  - set/review objectives
  - attend orientation workshop

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Schedule date for next review. Date:** \_\_\_\_\_.

**Employee to complete orientation questionnaire.**

**Employee Initial** \_\_\_\_\_ **Date Completed** \_\_\_\_\_

**Supervisor Initial** \_\_\_\_\_

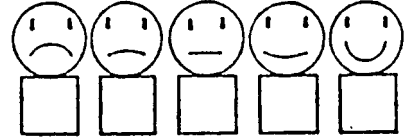
**Complete, initial and send to: Senior Personnel Officer, Human Resources S11**

## **ORIENTATION QUESTIONNAIRE**

## ORIENTATION QUESTIONNAIRE

At the Northwest Territories Housing Corporation we believe that our employees are an important asset. We feel that it is important to adapt and change our orientation program to meet the needs of our employees. You can assist us by completing the following questionnaire. Your assessment will be kept confidential.

1) Overall, the orientation process was informative and useful.



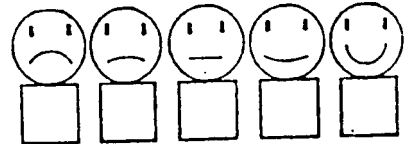
2) The parts of the orientation that I found most useful were:

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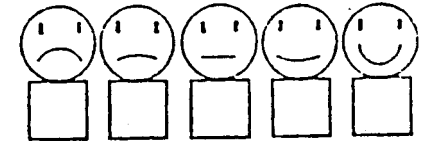
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3) I now have a good understanding of:

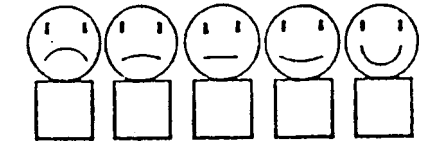
-the layout and facilities of the community



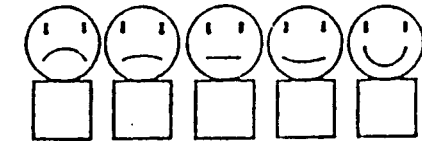
-the layout and facilities of my workplace



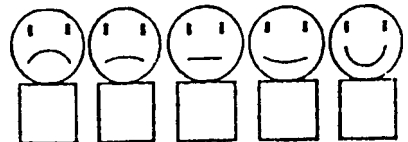
-the terms and conditions of employment with the NWT HC



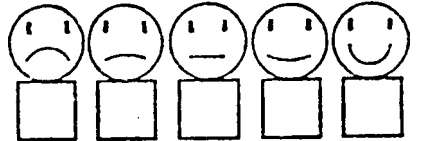
-NWT HC employee benefits



-my job responsibilities, goals and objectives



-my expected performance and the performance review process



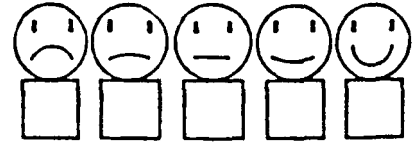
4) The parts of the orientation program that I found least useful were:

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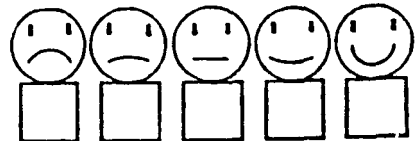
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5) The Northwest Territories Housing Corporation Employee Orientation Manual gave me a good understanding of:

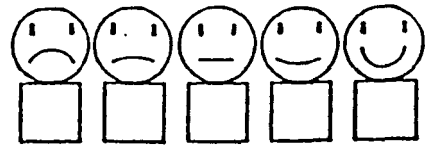
-the organizational structure of the GNWT



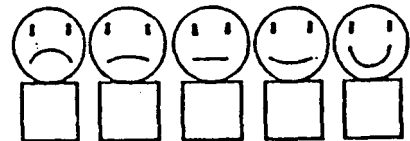
-the history and the future of the Corp.



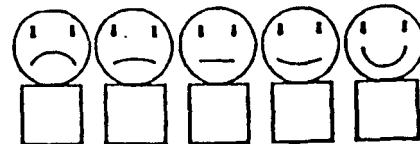
-N. W.T.H.C. Corporate Programs



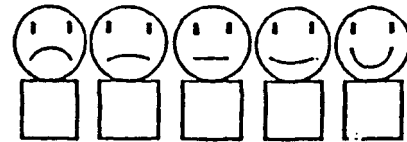
-the organizational structure of Headquarters



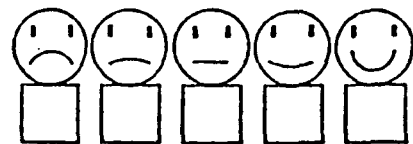
-the role of the District Offices



-the role of the Housing Organizations

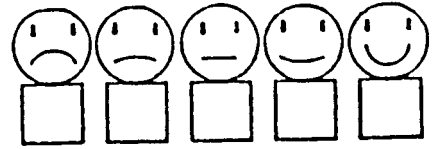


6) I now have a good understanding of the Corporation's organizational structure and where my position fits into this structure.

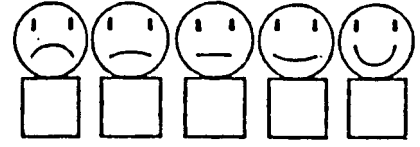


Northwest Territories Housing Corporation:  
Orientation Procedures 10/87

7) The time allocated for the orientation program was sufficient for me.



8) My supervisor was prepared and clearly presented orientation information,



10) I suggest that the following additions/deletions be made to the orientation program to make it more effective.

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THANK YOU & WELCOME TO THE NORTHWEST  
TERRITORIES HOUSING CORPORATION