

STANDARD OPERATING GUIDELINE



Orientation

Department: Operations

SOG#220

Applicable to: All Staff

Effective Date: 1 Dec 2020

1 Page

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the Orientation process for new staff.

Scope:

The scope of this document applies to the steps taken after being cleared by Human Resources, and prior to the beginning of training.

Guideline:

1. Upon notification from the Human Resources Department, the Training Department will schedule orientation with all new staff in the Operations Chain of Command.
2. Orientation will consist minimally of one four hour session.
3. Orientation will consist of the following critical points:
 - 3.1. BVA Principles, Mission Statement, and Values
 - 3.2. Completion of volunteer or employment paperwork, uniform requests, and IT Account set up with a review of the function of the currently utilized services.
 - 3.3. Review of the makeup of the Board of Directors and the Operations Staff, and their responsibilities.
 - 3.4. Hours and Uniform Requirements.
 - 3.5. Documentation:
 - 3.5.1. Bylaws
 - 3.5.2. Employee or Volunteer Manual
 - 3.5.3. Standard Operating Guidelines
 - 3.6. Clearance timelines - 30/60/90 day process.
 - 3.7. Clearance requirements & Performance Expectations:
 - 3.7.1. Driver
 - 3.7.2. BLS Tech
 - 3.7.3. ALS Tech (Quick)
 - 3.7.4. ALS Tech (Full)
 - 3.8. Interacting with staff and Field Training Officers
 - 3.9. How to schedule training shifts, and road shifts once cleared.
 - 3.10. Responsibilities while on shift.

This document supersedes any documents on the topic dated prior to the effective date noted above.