

WRHA New Families First Home Visitor Mentorship

Families First Program Orientation is composed of work mentorship, in-person class sessions, and online self-learning modules. Every newly hired Families First Home Visitor (FFHV) will be appointed a FFHV mentor. The FFHV mentor will be the primary resource person for the newly hired FFHV but mentorship and orientation are the responsibility of the entire team. The role of the mentor is to provide guidance, encouragement, and support while the new FFHV transitions into office culture, learning program requirements, and providing home visiting services using the Growing Great Kids curriculum to achieve program goals. The designated Lead Role Public Health Nurse (LR PHN) will work in partnership with the FFHV mentor to support orientation needs.

First Week:

- Introductions and welcome.
- Review of [The WRHA Orientation Checklist for Public Health Staff and Nursing Senior Practicum Students](#). Register for in-class sessions when available. Begin LMS modules.
- Office Orientation and site tour (see orientation checklist)
 - Include introduction and location of workstation, team members, washrooms, lunchrooms, meeting rooms, working alone binder, fire exit plans, parking, alarms, building safety leads, security, and panic buttons.
- Team Overview (see orientation checklist)
 - WRHA Public Health Program Organizational Structure, Public Health office locations, and an overview of Public Health team composition and roles.
- Staff Responsibilities overview with Team Manager (see orientation checklist)
 - Hours of work, Break, and Lunchtime allotments
 - Sick call notification procedures
 - Voicemail greetings and Email signature
 - Regional Policies:
 - [Dress code](#)
 - [Working Alone or in Isolation policy](#)
 - [Working Alone Data Collection Form](#)
 - [Computer/Internet Usage 70.20.010](#)
 - [Guidelines; for email communication](#)
 - [Guidelines: Texting](#)
 - [Audio, Video, and Photographic Recordings](#)
 - [Reporting Abuse and Neglect of Adults and Children in Need of Protection](#)
- Review of the Families First Support Manual.
 - R:\HPECD PROGRAM RESOURCES\FAMILIES FIRST SUPPORT MANUAL
 - Review of Families First Program Standards
 - Review of Families First Roles and Responsibilities

- COVID-19 Staff Screening and Home Visit Resources.
 - [Provincial Guidance and Screening Tool for Management of Home Visits](#)
 - [Return to Work QRG/Staff Screening Tool](#)
 - [PPE requirements for In-Home Care](#)
- Overview of Families First Screen and Parent Survey.
- First Shadow home visit with mentor FFHV should be completed before attending Integrated Strategies (IS) training.

Ongoing Mentorship:

- Ensure the new FFHV has a copy of all GKI Curriculum Manuals and is aware to review curriculum supplements for Families First program content changes.
- The curriculum manuals are assigned to the position so if an individual changes office they leave the books behind. Copyright rules indicate the manuals should not be altered.
- The IS manual and Tier 1 workbook are issued to the individual during training. These resources may be taken by the individual if they changed offices. (If a position is vacated all manuals regardless of how they were assigned are to remain at the office)
- Introduce the WRHA Extranet, Outlook, HPECD database, Healthy Parenting website. program and office shared drives along with frequently used folders.
- Orientate new FFHV to program documentation tools and associated guidelines: Families First client file, progress notes, Home Visitor log, Curriculum trackers, Discharge/Transfer Summary, Program Tracking II, Four Week Plan, Module Preview worksheet, Criteria for Family Transition, Caseload Management Worksheet, and Monthly Service Worksheet.
- Orientate new FFHV to parent binder, handouts activity supplies, and toy safety guidelines used in the curriculum.
- Follow up weekly with new FFHV to ensure correct HPECD Database entry for the first month (Review HPECD entries i.e.: phone calls, home visits, levels).
- Assist new FFHV to fill out the Caseload Management Worksheet at the end of the first month of hire.
- Support new FFHV with the offering of Towards Flourishing packages. Arrange for FFHV to meet Mental Health Facilitator.
- Introduce new FFHV to office reps. i.e.) Families First Practice Council (FFPC), Workplace Health & Safety (WPHS), Union rep, etc.
- Continued review of The WRHA Orientation Checklist for Public Health Staff and Nursing Senior Practicum Students and Section 12 of the Families First Support Manual for ongoing professional development planning.

Shadow Visits

The FFHV mentor will coordinate shadow home visit experiences for the new FFHV. All FFHVs on the team are asked to participate in offering shadow home visit opportunities. This helps to support a cohesive team and provides an opportunity for hands-on learning to develop a deeper understanding of the FFHV role. For teams where there are one or two FFHVs, coordinate with Team Manager to have the new FFHV complete some shadow visits with paired community area team.

How to introduce a shadow visit to a family (suggestion):

“We have a new home visitor in the office and part of our role includes having them shadow us for a visit to see what a home visit looks like and to observe how we work with families. We would appreciate it if they came to the next visit.”

When to Arrange FFHV Mentoring Shadow Visits

1. Before Attending Integrated Strategies (IS) training

- Shadow **1-2 home visits** with a FFHV mentor. Observe how the FFHV engages with the families and delivers the curriculum.
- Start reflective supervision with LR PHN in the first week of hire. Reflect on the shadow home visits and your role as a Families First Home Visitor.
- Explore with your LR PHN Adverse Childhood Experiences and the Population and Public Health assessment tools Families First Screen and Parent Survey. How are these tools used to inform the work happening within Public Health Key Strategic Approaches and guiding principles?

2. Before Attending Tier One Training

- Shadow **2-3 home visits** with FFHV mentor. Observe how the FFHV mentor prepares for the visit; uses the curriculum manuals as a conversation guide and incorporates Action Tools to engage the caregiver’s thinking processes and/or address concerns. FFHV should bring their manual to follow along.
- Review the 7 Key Ingredients for Home Visits from IS manual.
- Review FFHV mentor’s log documentation. Focus on CHEERS observation assessment. What information was gathered on parent-child attachment?
- After a shadow home visit, practice log documentation using the Families First Log Documentation Guidelines and sample logs.
- Reflect with your LR PHN on what is meant by a strength-based approach and why goal setting is an important component of the FF program for both the FFHV and family.

Well Done! Time to Start Building a Caseload!

3. After Attending Tier One Training

- The new FFHV is to complete **a minimum of 3 shadow home visits with the same FFHV mentor and family**. (rationale: to observe visit planning and progression process) Additionally, the new FFHV will complete **1-2 Buddy Visits** where they are assigned their first families and take the lead in planning and delivering the curriculum for the home visit. A FFHV will accompany to provide support and guidance as needed.
- Observe how the FFHV mentor uses the Key Ingredients of the curriculum (Attachment Boosters and Daily Do's) to build secure parent-child relationships.
- Observe how the FFHV mentor brings joy to the parent-child relationship with an activity. What are some other reasons why play is important for the child?
- After each visit, the new FFHV will debrief with the mentoring FFHV and practice log documentation using the Families First Log Documentation Guidelines and sample logs. After completing the log, the new FFHV will review their log with the FFHV mentor and use the log in Reflective Supervision for reflective practice.

What is a Buddy Visit?

- The new FFHV, LR PHN, FFHV mentor, and case manager of the family will meet to review the FF Screen and Parent Survey. Together discuss possible visit directions and protective factors.
- After completing the home visit the new FFHV will complete log documentation, progress notes, and curriculum tracking for the visit and review with the FFHV mentor.
- In Reflective Practice begin diving deeper into reflective practice. Support FFHV with home visit planning through the use of the Module Preview Form Worksheet. Discuss how you would incorporate family goals and parent interests in planning follow-up visits. Start discussions on GKI core competencies. FFHV to start working on Tier Two Premium (T2P).

Congratulations!!! Celebrate Your Successes.