



## LTC Orientation Process

The Light of Truth Center, Inc. (LTC) maintains a structured orientation process to ensure that all individuals entering into service with LTC are well-prepared, informed, and aligned with our mission, vision, core beliefs and core values to support women in recovery and the recovery community. This process is designed to comply with best practices, ensuring safety, accountability, and transparency.

### Orientation Process

#### 1. Employee/Lightkeepers/Service Individuals Application

All prospective employees must complete the official Application Form prior to service. Service individuals must simply provide notice of intent to serve. The application collects essential contact information, interest areas, relevant experience, and emergency contact details. This document becomes part of the individual's permanent record.

#### 2. Orientation Training

Upon receipt and acceptance of the application, individuals are scheduled to complete Orientation Training. The orientation includes:

- An overview of LTC's mission, vision, and values.
- A review of organizational history and the scope of services provided.
- An introduction to expectations of conduct, confidentiality, and professional boundaries.
- Policies regarding safety, reporting procedures, and organizational compliance.
- An overview of available volunteer roles and responsibilities.

#### 3. Orientation Quiz / Knowledge Check

To demonstrate comprehension, volunteers must complete a short orientation quiz following training. This step confirms understanding of LTC policies, values, and expectations. Documentation of successful completion is maintained in each volunteer's record.

#### 4. Clearance Requirements

Individuals who will be serving directly with LTC program participants are required to complete the following prior to beginning service:

- Tuberculosis (TB) Test – to protect the health and safety of residents and staff.
- Background Check – to ensure a safe and supportive environment for program participants.

Results must be received and verified before placement.

## 5. Assignment

Following successful completion of orientation and clearance requirements, volunteers are matched with available positions based on skills, interests, and organizational need. Examples of roles include:

- Group/Workshop Facilitation
- Program and Administrative Support
- Event Support
- Wellness or Health Facilitation
- Data Collection and Evaluation Support

## 6. Service Commencement

Lightkeepers officially begin service after completing all requirements. At this point, they are considered active.

### Ongoing Support and Accountability

- Check-Ins: Staff conduct periodic check-ins to assess satisfaction, provide feedback, and ensure alignment with program needs.
- Annual Review: Individuals who serve at LTC participate in an annual review of performance and continued compliance with LTC's policies.
- Continuing Education: Individuals may be invited to ongoing training to strengthen their skills and knowledge.

### Compliance and Recordkeeping

All orientation documentation—including applications, training records, quiz results, clearance documents, and service assignments—is maintained by LTC staff. This ensures compliance with internal policies, all applicable state and federal regulations regarding charitable solicitation, volunteer engagement, and participant safety.