



**CROSS-TORONTO COMMUNITY DEVELOPMENT
CORPORTATION OPERATING AS
FRESH START CLEANING & MAINTENANCE**

3345 Dundas St. West

Toronto, ON, M6P 2A6

**(Close to the South East corner of
Runnymede and Dundas St. West)**

Office Hours: Mon-Fri 8:30 am to 4:30 pm

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**Check out our website at www.freshstartclean.com
for more information
and for copies
of the company's application forms**



"FROM APPLICANT TO EMPLOYEE"

**Note: All applicants must be
personally dealing with a
mental health issue to
qualify for employment.**

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NOTES

management, and/or trained in lawn care best practices.

READY, SET, GO!

All new employees enter a three-month probationary period during which time the employee and Fresh Start see if they are well-suited for the job. It is also the time for both to assess if Fresh Start is the right company for their employment.

Once an employee has reached three months into their employment, they are eligible to reach member-status. This means they can vote on Fresh Start affairs, can attend member functions, receive bonuses, and are welcomed to participate on a committee.

The process from applicant to employee can often take a long time but it is worth the wait for psychiatric survivors looking for gainful employment with a company who offers quality service to its clients, while offering emotional support and equitable pay to their employees at the same time.

Our Mission Statement

Offering peer supported employment and social opportunities for psychiatric survivors.

Vision Statement

Our vision is to employ psychiatric survivors by providing valued services to satisfied customers.

Value Statement

Contributing to self and collective recovery for psychiatric survivors and their mental health through employment and social opportunities.

Community: Through team spirit, acknowledgement of similarities and acceptance of our differences, a true sense of belonging can be achieved.

Employment: Opportunity for monetary gain and personal satisfaction is secured through learned good practices and hard work.

Health: Balancing one's own well-being and supporting others with respect and understanding establishing stability.

Professionalism: Others take notice and reciprocate in kind when responsibility is taken, flexibility is shown, and integrity is what's valued.

Sustainability: Recognizing and rewarding success through quality work, innovation, and a focus on safe practices.

Fresh Start's Hiring Process

Fresh Start is committed to recruiting and selecting individuals who reflect the diversity of the psychiatric survivor community. Hiring activities of Fresh Start are based on principles of merit and guided by Fresh Start's Mission, Vision, and Values.

AVAILABLE JOBS

Fresh Start hires as part-time and full-time positions become available. We hire for light and heavy duty cleaning, groundskeeping, drug paraphernalia pick up, and garbage/recycling services in the Greater Metropolitan Toronto area.

Positions become available at anytime, often at a moment's notice and sometimes more than one position is available at a given time. The company can't predict when these openings will occur.

Positions are filled internally whenever possible. When no qualified employees exist, Fresh Start hires externally. The Human Resources Coordinator scrutinizes applications and resumes in their possession, and when necessary, jobs are posted through collaborating social health agencies, as well as employment sites, such as Charity Village and Indeed.

GETTING SIGNED UP

An applicant that passes both interviews is hired and proceeds to the sign up phase, comprising filling out paperwork, obtaining the personnel manual and mini manuals, receiving gloves, goggles, and two company shirts, as well as instructions on how to fill out their chit book so they understand how to get paid.

They proceed to meet the Scheduling Manager for details on sites, shifts, and schedules.

They are welcomed by the Fresh Start administrative staff on becoming a Fresh Start employee.

TRAINING

While Fresh Start doesn't offer training in cleaning for applicants who don't have the necessary skills, on-site training is provided focusing on health and safety, and learning the site duties and specifications.

New employees are trained on WHMIS, AODA, and Workplace Anti-Violence and Anti-Harassment, none of which provide certification. Health and Safety Awareness training is also offered.

Throughout their employment, depending on their job duties, employees may be fit tested, trained in pest control

who are available for most days of the week and times in the day as indicated on the application form, so they are available to fill in when the need arises.

INTERVIEWS (2 STEPS)

An interview starts with the applicants first interaction with the company. Phone calls, emails, and in-person visits or meetings offer Fresh Start insight into an applicant's attitude, professionalism, and work ethic.

Initial interview (Step 1):

The first interview is usually conducted over the phone or by email. This is a fact-finding interaction to qualify the applicant as a psychiatric survivor, to ensure they have the necessary qualifications, availability, and flexibility to handle the job, as well as to ensure the applicant has the necessary documents required for hiring, namely a valid government document displaying their name and SIN number plus government issued I.D. other than a health card.

Cleaning interview (Step 2):

Once an applicant passes the initial interview, they will be asked to come to the Fresh Start office for a cleaning interview. This is a hands-on, 20-minute interview cleaning a bathroom to show the applicant understands the use of products and has good cleaning skills.

APPLICATIONS AND RESUMES

Fresh Start applications and resumes are accepted year round.

Resumes: While resumes are accepted, applications are preferred.

Applications: Fresh Start's general application form is posted on the Fresh Start web site at www.freshstartclean.com and is available at the office located at 3345 Dundas Street West. Applications can be emailed per applicant's request.

Once received, if there are no available positions that fit the applicant, the application or resume is held for future review. The Human Resources Coordinator calls the applicant to discuss the application/resume, only when there is a position available to begin the interview process.

Applications and resumes that contain phone numbers that are not in service or emails that are returned as undeliverable will be discarded, as will those with messages left unreturned or applicants who couldn't be contacted after several attempts.

FILLING IN THE APPLICATION

When filling out the application, it is recommended that applicants mark the preferences, availability, and work experiences with honesty, while placing focus on fact,

rather than preference. This means , for example, that while an employee may prefer no mornings, if they are available mornings and are willing to work them then they should circle it. This makes them better qualified for available positions. The greater the availability, the better.

Positions involve scheduled as well as on-call shifts. On call shifts are to fill in for employees who call in sick, are on vacation, or on extended leave. On-call availability doesn't mean an applicant is available 24/7, day or night. It refers to regularly being available to fill in for shifts that require a substitute.

Hours of shifts vary and change per Fresh Start and client agreements. Later evening shifts occur less often than early evening; however, the application addresses evenings until midnight to cover current or future possible shifts. Currently, Fresh Start doesn't employ for shifts between the hours of midnight and six a.m. but may do so in the future.

Most positions do not require a driver's license, but for those that do, Fresh Start strictly hires individuals with a valid Ontario "G" license, have driven in the past two years, and who have a clean abstract.

Cleaning positions include commercial, shelters, and one-time residential locations.

One division sees employees working in extreme conditions. While not all services in this division deal with "dirty environments", many do. Others include infestation and hoarding situations. Anyone interested in broadening their availability to include these jobs, making their application better qualified for available positions, should answer yes.

TRAITS OF A QUALIFIED EMPLOYEE

- Reliable
- Responsible
- Hard working
- Skilled in cleaning, but not necessarily professionally trained
- Dedicated to the mission, vision, and values of Fresh Start
- Team player
- Professional work ethic

THE SELECTION PROCESS

Due to the nature of hiring employees who are dealing with mental health issues, Fresh Start hires more employees than there are actual positions to ensure there is enough staff available to provide quality service to our customers.

For this reason, most times, when Fresh Start hires, the Human Resources Coordinator is looking for applicants