

**HUMAN RESOURCES**

**SECTION B**

**EMPLOYEE RELATIONS**

## Section B Table of Contents

Policy B1:	Communication.....	1
Procedure B1:	Communication.....	2
Policy B2:	Employee Rights .....	4
Procedure B2:	Employee Rights .....	5
Policy B3:	Code of Conduct .....	6
Procedure B3:	Code of Conduct .....	7
Policy B4:	Conflict of Interest .....	8
Procedure B4:	Conflict of Interest .....	9

<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Policy B1:</b>	<b>Communication</b>
<b>Policy:</b>	<b>Employees of the Agency will utilize effective, professional communication practices in their daily employment.</b>
<b>Guiding Principle:</b>	<p>Horizons Centre recognizes that effective employee relations are important to quality client service. Horizons Centre management team is committed to listen, consider and acknowledge employee ideas and recommendations.</p> <p>Horizons Centre encourages a positive team and/or work environment through effective communication and mutual trust which serves to enhance the morale and efficiency of the employees, the quality of client service and the reputation and growth of the Agency.</p>
<b>Cross Reference</b>	
<b>Date Approved</b>	<b>January 22, 2008</b>
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Procedure B1:</b>	<b>Communication</b>
	<p style="text-align: center;">Horizons Centre employees are expected to be active participants in the following information sharing opportunities:</p> <p><b>1.1 REPORTING GUIDELINES</b> Employees report to their immediate supervisor with exception to specified policy and/or agency practice (e.g., abuse, supervisor absence).</p> <p><b>1.2 MEETINGS</b></p> <p>a. Daily Minutes</p> <ul style="list-style-type: none"> <li>• Current daily minutes will be displayed in the Resource Room.</li> <li>• Upcoming Daily Minutes forms are found in the Daily Minutes binder.</li> <li>• Past minutes are kept in the Previous Daily Minutes binder.</li> <li>• Past minutes will be kept for a minimum of one year.</li> </ul> <p style="padding-left: 40px;">Each employee shall:</p> <ul style="list-style-type: none"> <li>• Document any relevant information on the upcoming daily minutes form.</li> <li>• Read and initial the morning minutes on a daily basis.</li> <li>• Enter and initial any changes.</li> <li>• Read and initial any of the previous day's minutes that may have been missed (Due to absence or other reasons)</li> </ul> <p>b. General Staff Meetings - held weekly for the purpose of information sharing.</p> <p>c. Team Meetings - held by each team as called by coordinator.</p> <p><b>1.3 OTHER OPPORTUNITIES FOR COMMUNICATION</b></p> <p>a. Memos/Newsletter - Written memos will be distributed to inform of closures, special meetings/occasions or any other important information.</p> <p>b. Employee Surveys - Employee surveys are designed to give opportunity to make suggestions to improve the agency and its services to clients.</p> <p>c. Agency Business Plan - All employees shall participate in the development of the Agency Business Plan.</p>
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Procedure B1:</b>	<b>Communication (continued)</b>
	<p><b>1.3 OTHER OPPORTUNITIES FOR COMMUNICATION (continued)</b></p> <p>d. Bulletin Board - items of interest to the employees will be posted on the bulletin board in the resource room. Employees are encouraged to check the board on a regular basis to read any items of interest to them.</p> <p>e. Employees will seek out their immediate supervisor any time they feel they need assistance or support.</p>
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Policy B2:</b>	<b>Employee Rights</b>
<b>Policy:</b>	Employee rights will be upheld.
<b>Guiding Principle:</b>	
<b>Cross Reference</b>	
<b>Date Approved</b>	<b>January 22, 2008</b>
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Procedure B2:</b>	<b>Employee Rights</b>
	<p><b>2.1 DISTRIBUTION OF WORKLOAD</b></p> <p>Workloads of the employee will be based on hours of work, client support needs and capability of the employee.</p> <p>Employees will inform their immediate supervisor of any contingency or variable contributing to workload disruption.</p> <p><b>2.2 EVALUATION</b></p> <p>Employees have the right to receive ongoing and regular evaluations of their individual performance.</p> <p>Employees will participate in the evaluation of their job performance.</p> <p>Employees are responsible for participating in the establishment and follow through of performance outcomes.</p> <p><b>2.3 FAIR HEARINGS</b></p> <p>Employees have a right to fair hearings on all matters related to their employment and will do so by following the Employee Concern Resolution Process (<i>See Human Resources Policy C25</i>)</p> <p>Employees will use professional and ethical practices when utilizing these procedures.</p> <p><b>2.4 SUPERVISION</b></p> <p>Employees of Horizons Centre have the right to receive direction, guidance and evaluation through supervision.</p> <p>Employees will enact on the direction given by their immediate supervisor and ensure that the reporting levels of the agency are respected and utilized.</p> <p><b>2.5 LEARNING AND TRAINING</b></p> <p>Horizons Centre will utilize training to assist employees with identified performance objectives.</p> <p>Employees will participate in opportunities for learning and training.</p>
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Policy B3:</b>	<b>Code of Conduct</b>
<b>Policy:</b>	<b>Horizons Centre employees will practice ethical conduct.</b>
<b>Guiding Principle:</b>	<p>The reputation of Horizons Centre is vital to the success of the program and therefore of paramount concern. The nature of our client relationship and the confidential information provided in the course of our operations places a special responsibility on each employee. The professional manner in which employees conduct themselves extends equally to the clients, Board of Directors, community members and other employees. The expectations set within our Code of Conduct extend beyond the law and provide guidelines for the professional conduct of the employees.</p>
<b>Cross Reference</b>	<b>CET Standards Abuse Prevention Response Protocol Protection for Persons in Care Act (PPCA)</b>
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Procedure B3:</b>	<b>Code of Conduct</b>
	<p><b>EMPLOYEE CODE OF CONDUCT</b></p> <p>Ethical conduct of employees shall be based on Horizons Centre's Code of Ethics, principles and practices.</p> <p>The conduct of the employees is to be ethical, of a high standard of integrity and trust, and in the best interests of the clients and employees of the organization. Examples are:</p> <ul style="list-style-type: none"> <li>• exercising care, diligence and skill in performing job responsibilities in accordance with performance and ethical standards</li> <li>• holding all client, peer and agency information in trust and confidence as per the <i>Confidentiality Agreement</i></li> <li>• reporting irregular practices, such as theft or misuse of client or organizational property</li> <li>• reporting client abuse in accordance with the Protection of Persons in Care Act, Abuse Prevention and Response Protocol and Agency policy on Client Abuse</li> <li>• abiding by all of the organizations policy and procedure including those related to time keeping, meal breaks, smoking, safety and relevant <i>off duty conduct</i></li> <li>• exercising professionalism at all times and ensuring the avoidance of derogatory comments or intimidation of peers</li> </ul> <p>Additional items regarding employee conduct which could lead to disciplinary action are listed in <i>Human Resources Section C - Terms and Conditions of Employment</i>.</p>
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Policy B4:</b>	<b>Conflict of Interest</b>
<b>Policy:</b>	<p><b>Horizons Centre employees shall be free from conflict of interest.</b></p> <p><b>Definition of Conflict of Interest:</b></p> <ul style="list-style-type: none"> <li>• <b>supplementary employment which interferes with the employee's primary responsibilities to the Agency</b></li> <li>• <b>business dealings with clients and their families</b></li> <li>• <b>financial interest in another company that supplies goods and services to the Agency</b></li> <li>• <b>gifts from clients which might be perceived as improper business relations</b></li> <li>• <b>relatives employed in a direct reporting relationship (see Policy on Employee Recruitment)</b></li> <li>• <b>being gainfully employed while on Leave of Absence from the Agency, unless mutually agreed upon by the Agency and the employee</b></li> </ul>
<b>Guiding Principle:</b>	<p>Horizons Centre expects all employees to be free from influential interests, activities or relationships that are potentially or actually detrimental to the Agency's integrity or best interests. This includes not only a real conflict of interest, but also the appearance of one which could tarnish the employee's or the Agency's reputation as outlined in the definition of conflict of interest.</p>
<b>Cross Reference</b>	
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<b>Horizons Centre</b>	<p style="text-align: right;">Section B: Employee Relations Human Resources</p>
<b>Procedure B4:</b>	<b>Conflict of Interest</b>
	<p><b>DISCLOSURE OF POSSIBLE CONFLICT OF INTEREST</b></p> <ul style="list-style-type: none"> <li>• employees have the duty to report any suspected conflict of interest through the appropriate reporting guidelines</li> <li>• validity of concern will be determined by the Executive Director (or the Board of Directors)</li> <li>• resolution or disciplinary action will be determined by the Executive Director (or the Board of Directors)</li> </ul>
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