

**HUMAN RESOURCES**

**SECTION K**

**OUTCOMES**

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<b>Horizons Centre</b>	<p style="text-align: right;">Section K: Outcomes Human Resources</p>
<b>Policy K1:</b>	<b>Agency Outcomes</b>
<b>Policy:</b>	<b>Horizons Centre promotes continuous quality improvement through the development of agency goals/outcomes.</b>
<b>Guiding Principle:</b>	Horizons Centre recognizes that continuous quality improvement is a management approach. Ongoing examination of ways to improve the efficiency and effectiveness of all aspects of the organization's programs and services contributes to increased benefits for individuals. Horizons Centre values an environment in which quality improvement is a key part of its culture.
<b>Cross Reference</b>	<ul style="list-style-type: none"> <li>• <b>Horizons Centre Business Plan</b></li> </ul>
<b>Date Approved</b>	<b>October 15, 2015</b>
<b>Revised Date</b>	<b>May 16, 2018</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section K: Outcomes Human Resources</p>
<b>Procedure K1:</b>	<b>Agency Outcomes</b>
<b>Procedure</b>	<ul style="list-style-type: none"> <li>• An Agency Business Plan is developed with input from all stakeholders.</li> <li>• The Plan, with identified outcomes, addresses responsibilities, monitoring and evaluation of these outcomes.</li> <li>• Documentation is collected and outcomes evaluated continuously.</li> <li>• A survey is conducted with all stakeholders to advise them of the achievement of outcomes.</li> <li>• A video may be produced to visually show outcome achievement at the end of the business plan cycle.</li> <li>• Stakeholders have an opportunity for input into the subsequent plan</li> </ul>
<b>Date Approved</b>	<b>October 15, 2015</b>
<b>Revised Date</b>	<b>May 16, 2018</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section K: Outcomes Human Resources</p>
<b>Policy K2:</b>	<b>Employee Outcomes</b>
<b>Policy:</b>	<b>Horizons Centre promotes growth through the development of employee goals/outcomes as identified in their annual evaluation.</b>
<b>Guiding Principle:</b>	Horizons Centre values an environment in which continuous quality improvement is a key part of its culture.
<b>Cross Reference</b>	
<b>Date Approved</b>	<b>October 21, 2008</b>
<b>Revised Date</b>	<b>May 16, 2018</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section K: Outcomes Human Resources</p>
<b>Procedure K2:</b>	<b>Employee Outcomes</b>
<b>Procedure:</b>	<ul style="list-style-type: none"> <li>• At each performance evaluation goals/outcomes are put in place with the employee.</li> <li>• The employee goals/outcomes will be reflective of the Agency's Annual Business Plan.</li> <li>• The employee will document progress on the <i>H.C. Staff Goals, Additional Accomplishments/Special Projects</i> sheet in their personal folder.</li> </ul>
<b>Date Approved</b>	<b>October 21, 2008</b>
<b>Revised Date</b>	<b>March 16, 2018</b>