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## **EMPLOYEE PERFORMANCE STANDARDS POLICY**

### **Policy Statement:**

Community Living-Central Huron believes all employees have the right to a workplace where the expected standards of performance based on employee conduct and behaviour, are clearly stated and defined, and within that, a workplace where all employees are treated with respect and fairness.

### **Purpose:**

This Policy is intended to provide guidelines in a positive context as to what is considered to be acceptable and unacceptable conduct and behaviour in the work environment. Employees are expected to govern their conduct and behaviour in a manner consistent with the Policy set out herein.

### **Scope:**

There are four primary groups expected to benefit from establishing such a Policy:

- a) Individuals/families receiving supports/services: the expectation of receiving consistent high standards of supports/services in day-to-day activities;
- b) Employees, individually and collectively: the understanding of what is considered acceptable and unacceptable conduct throughout the Agency in order to achieve or surpass the desired level of performance, as well as the opportunity to improve work performance;
- c) Community of Central Huron: the community expects that as a publically funded social services organization, Community Living-Central Huron will be well managed and that all the resources provided to them will be fully utilized in meeting Community Living-Central Huron's objectives.
- d) Volunteers/Co-op Placements: the knowledge of expected conduct and behaviour protocol at whichever location they are volunteering or performing a placement.

### **Responsibility:**

Adherence to the Policy is expected from all employees, volunteers and co-op students, as they carry out their duties and responsibilities.

Should the conduct or behaviour of an employee, volunteer or co-op student not be consistent with the Employee Performance Standards Policy Statement of Policy and Procedure, Supervisors are responsible for counseling employees promptly.

### **Acceptable Conduct and Behaviour include, but are not limited to:**

- a) adherence to Agency policies, practices and procedures;
- b) competent performance of all job duties assigned;
- c) prompt and regular attendance at work;
- d) courtesy to and respect for people being supported, co-workers, management, customers, suppliers, or any other person who may have contact with Community Living-Central Huron;
- e) wearing proper work attire and footwear during working hours, appropriate to the job being performed;
- f) reasonable care and control of the Agency's property, and respect for the property of people supported by the Agency, and that of other employees;
- g) adherence to the spirit and intent of all legislated provisions (ie. Ontario Human Rights Code, Employment Standards Act, Occupational Health and Safety Act, etc.) as they apply to the working relationships of the people supported by Community Living-Central Huron;
- h) prompt reporting of all injuries and/or illness to the employer; and

- i) compliance with Supervisor.

**Unacceptable Conduct and Behaviour Includes, but are not Limited to:**

- a) gross misconduct (an act which fundamentally breaches the trust and confidence the employer had in an employee; universal wrongdoing);
- b) loitering or loafing on related Agency work locations prior to or after scheduled shift;
- c) leaving work early without Supervisor's or designate's permission;
- d) using obscene, abusive language;
- e) spreading malicious gossip or rumours;
- f) harassing, threatening, intimidating or coercing any person at any time;
- g) horseplay or throwing objects; creating or contributing to unsanitary conditions or failure to report witnessed conditions;
- h) performing personal or unauthorized work while on duty;
- i) insubordination (wilful or deliberate refusal to follow instruction(s) from a Supervisor);
- j) breach of confidentiality, by disclosing information in any form to anyone not legally entitled or authorized to receive such information;
- k) personal use of Agency property/equipment without knowledge or approval of a Supervisor or designate;
- l) illegal conduct including the contravention of the *Criminal Code*, the *Narcotics Control Act*, the *Ontario Highway Traffic Act*;
- m) possession of guns, weapons or explosives at Agency work locations;
- n) being under the influence or having possession of alcohol and/or any performance altering substance while engaged in Agency business;
- o) wilful violation of safety rules and procedures;
- p) wilful neglect and/or mishandling of Agency equipment, machinery, property;
- q) unsafe driving of Agency vehicles;
- r) theft, includes unauthorized expenditures and/or falsification of Agency records;
- s) indecency;
- t) fighting;
- u) poor or careless work;
- v) sleeping while on duty (excluding designated hours of the Overnight Sleep Position);
- w) personally accepting gifts, monies, favors or gratuities from individuals supported by Community Living-Central Huron;
- x) illegal work stoppage or slow down;
- y) any abusive or disorderly conduct, or failure to report such acts; and sexual harassment.

Failure to improve or correct unacceptable conduct or behaviour could result in disciplinary action up to and including termination without notice or pay in lieu thereof.

**General:**

Community Living-Central Huron reserves the right to make additions, as deemed necessary, and further reserves the right to deal with other acts considered detrimental to the well-being of the Agency, people receiving services/supports, its employees, volunteers and co-op students, other interest groups or the general public, as they relate to the activities and objectives of Community Living-Central Huron.

## General Performance Standards Guidelines

<u>Acceptable Standard of Conduct</u>	<u>Unacceptable Standard of Conduct</u>
<p>Competence and productivity - Competent performance of job duties assigned and specific to the position and any additional standards established in specific work locations. Knowledge and application of all CL-CH policies, practices and procedures. Adherence to the spirit and intent of all applicable legislation (ie. Ontario Human Rights Code, Employment Standards Act, Occupational Health &amp; Safety Act).</p>	<p>Failure to abide by Agency policies, practices, procedures, job description, established standards in specific work locations, applicable legislation, and failure to convey, promote CL-CH's philosophy.</p> <p>Substandard, incompetent and/or negligent work performance; performing personal business when working; sleeping on the job (excluding designated hours for Night Sleep Position).</p>
<p>Prompt and regular attendance - Reporting to and leaving the workplace according to the specified work schedule or as otherwise required.</p>	<p>Failure to report to work on time; leaving the workplace early or without Supervisory approval; failure to report to work.</p>
<p>Orderly and acceptable conduct and behaviour - Behaving in a manner appropriate to the workplace. Treating the people being supported, co-workers, management and any person who may deal with CL-CH with courtesy and respect. Behaving in an honest, trustworthy, responsible and ethical manner. Wearing proper work attire including footwear appropriate to the work location; reporting any unacceptable conduct or behaviour immediately to the relevant Supervisor or designate.</p>	<p>Fighting; horseplay; abuse; assault or threatening to harm others; harassment, including sexual harassment; endangering the well-being of others or one's self and any behaviour which prejudices the Employer's ability to operate and maintain a positive reputation; support contrary to approved methods, philosophy; breach of confidentiality; accepting gifts, monies from clients; involvement, participation in activities which result in a conflict of interest; dishonesty; theft; deception; falsification of records; fraudulent conduct and any other illegal conduct including the contravention of the Criminal Code, the Narcotics Control Act, the Ontario Highway Traffic Act or any other provincial statutes while engaged in Agency business; participation in illegal work stoppage, strike, sit down, slowdown or any other interference with Agency business; possession of guns, weapons or explosives on any related Agency work locations; being under the influence or having possession of alcohol and/or any performance altering substance when engaged in Agency business; Gross Misconduct (an act which fundamentally breaches the trust and confidence the Employer had; universal wrong doing).</p> <p>Failure to report unacceptable behaviour, conduct, contravention of work standards, policies, procedures, guidelines, Agency philosophy and applicable legislation; loitering or loafing at Agency work locations prior to or after scheduled shifts; spreading gossip or rumours.</p>

<b><u>Acceptable Standard of Conduct</u></b>	<b><u>Unacceptable Standard of Conduct</u></b>
<p>Care, Use and Maintenance of Agency property/work locations - Appropriate usage and maintenance of Agency property, equipment, including all property and equipment at work locations and personal property of people supported by the Agency.</p>	<p>Failure to care for, including regular maintenance and prompt reporting of any functional problems, damage pertaining to property, equipment at any work location; misuse, damage, destruction or waste of resources and/or property of the people being supported by CL-CH or the Agency; personal use of Agency property, equipment, without Supervisory approval. Creating/contributing to unsanitary conditions.</p>
<p>Compliance with Supervisor - Complying with the direction of the Employer.</p>	<p>Insubordination (wilful and deliberate refusal to follow instructions); refusal to perform work assignments; refusal to comply with policies, procedures, statutes, guidelines, philosophy, established standards and applicable legislation; refusal to accept work shifts and overtime.</p>