

PATHWAYS ABILITIES SOCIETY

POLICY: POLICIES AND PROCEDURES

Applies to: All Personnel, Volunteers, Persons Served, Families, Advocates, Caregivers and Tenants

Original Approval Date: February 26, 2024

Date Board Approved: February 26, 2024

Replaces Policy Dated: Not applicable

Board Member's Signature

PREAMBLE

Pathways Abilities Society is committed to providing the best services possible. This can only be achieved by the application of well thought out policies and procedures to guide the performance or expectations of each employee, contractor, tenant and volunteer. Volunteers include the Board of Directors, practicum students and community members volunteering with the organization. Policies and procedures outline for individuals, caregivers and families how services will be provided.

Policies and procedures enable employees, contractors and volunteers to carry out the mission and mandate of the organization within a valuing setting. They set a clear standard for service performance by stating the premises under which we operate and the subsequent expectations of the agency, its staff, contractors, tenants, volunteers and people served. The policies and procedures are developed collectively, reviewed and updated regularly, and consistency is encouraged in the attitudes and actions of all. They also force us to examine issues of importance to the people we serve and our process for handling these issues.

The policy and procedure manual may not include policy items negotiated through the collective bargaining process. The provisions set out in the collective agreement act as their own policy statements, and to avoid redundancy, confusion or potential infringement, policies related to the agreement are only created if they require clarity or detail.

Definitions

Policy and Procedure Manual: A printed manual maintained by the executive director and/or electronic policies or procedures maintained in ShareVision and the website.

Policy: A policy is a set of statements of principles, values and intent that outlines expectations and provides a basis for consistent decision-making and resource allocation in respect to a specific issue.

Procedure: Steps and processes to carry-out policies that apply to the entire agency.

Operational Procedures: Steps and processes to carry-out policies that are specific to leadership personnel.

POLICY

Policies are developed by the board of directors or leadership personnel with input from stakeholders for the board of directors' consideration and approval.

Procedures are developed by leadership personnel with input from stakeholders and do not require board approval.

Operational procedures are developed by leadership personnel and do not require board approval. They are not maintained in the policy and procedure manual. They are maintained in the M drive Management directory.

Policies and procedures, excluding operational, are available at all service locations, on our website and in ShareVision.

Employees, contractors, tenants and volunteers must read, review, reference and adhere to policies and procedures.

Employees, excluding the executive director, are required to read policies and procedures in ShareVision, confirming they have reviewed and understand a policy or procedure.

Certain policies and procedures apply to external regulatory bodies, people receiving service, their families and advocates. They are encouraged to read and review policies and procedures. They can request printed copies.

Policies and procedures that reference staff or personnel also include people with diverse-abilities employed by Pathways Abilities Society. The application of the specific policy or procedure may be flexed or deemed not applicable depending on the diverse-ability related needs of the person.

New employees and volunteers must read all policies and procedures by the end of one month of employment or volunteering.

Input into current policies and procedures is solicited from stakeholders in the month of April.