PENTICTON AND DISTRICT SOCIETY FOR COMMUNITY LIVING

POLICY: POLICIES AND PROCEDURES

SERVICE AREA: ALL AREAS

APPLIES TO: ALL PERSONNEL, SERVICE RECIPIENTS, STUDENTS, VISITORS AND VOLUNTEERS

Policy Statement

Penticton and District Society for Community Living (PDSCL) is committed to providing high-quality services through well-defined policies and procedures. These policies guide the expectations and performance of employees, contractors, tenants, residents, and volunteers, including the Board of Directors, practicum students, and community volunteers.

Policies and procedures ensure consistency, transparency, and accountability in service delivery to individuals, caregivers, and families. They provide a structured framework for decision-making and operational efficiency.

Scope & Application

This policy applies to all employees, contractors, tenants, and volunteers of PDSCL. It establishes a clear standard for service performance and operational expectations while ensuring alignment with the organization's mission and values.

Policies and procedures:

- Are developed collaboratively with input from stakeholders.

- Are regularly reviewed and updated to maintain relevance and effectiveness.

- Address key issues affecting service delivery and organizational operations.

Collective Agreements

Policies related to collective bargaining agreements are not included in this policy manual, as collective agreements themselves serve as policy statements. Additional policies are only created if further clarification or detail is required.

Definitions

- **Policy and Procedure Manual**: A printed or electronic resource containing all policies and procedures, maintained in ShareVision and physical binders at work sites.

- **Policy**: A formal statement outlining principles, values, and expectations to guide decision-making and resource allocation.

- **Procedure**: A set of step-by-step instructions to implement policies consistently across the organization.

- **Operational Procedures**: Procedures specific to worksites and site-specific requirements. These do not require Board approval and are maintained separately from the main policy manual.

- **Management Team**: Managers, Operations Manager, Human Resource Manager and Finance Manager.

Policy Development & Approval

Policy Development

- Policies are developed by the Board of Directors or Management Team with stakeholder input.

- Final approval of policies rests with the Board of Directors.

Procedure Development

- Procedures are developed by management personnel with stakeholder input.

- Procedures do not require Board approval.

Operational Procedures

- Developed by management personnel for site-specific operations.

- Maintained separately and do not require Board approval.

Availability & Access

- All policies and procedures (excluding operational procedures) are available at service locations, in physical binders, and on ShareVision.

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

Employee Responsibilities

- **Reviewing Policies:**

  - Employees (excluding the CEO) must read and acknowledge policies and procedures in ShareVision and policy binders.

- **New Employees & Volunteers:**

  - Must review all relevant policies and procedures within their first 30 days of employment or volunteering.

- **Ongoing Review:**

  - Stakeholder input on existing policies is solicited annually (April – June).

External Stakeholders

Certain policies and procedures may apply to external regulatory bodies, individuals receiving services, families, and advocates. These stakeholders are encouraged to review policies and may request printed copies if needed.

Flexibility for Employees with Diverse Abilities

Policies and procedures apply to all staff, including employees with diverse abilities. Adjustments may be made to accommodate specific needs based on individual requirements.

Enforcement & Compliance

All employees, contractors, tenants, and volunteers are expected to adhere to PDSCL's policies and procedures. Regular reviews and updates ensure continued compliance and effectiveness.

Procedure for Policy & Procedure Development

1. Identifying Policy Needs

- Employees notify a Coordinator if:

  o A new policy or procedure is needed.

  o An existing policy or procedure requires revision.

- The Coordinator will:

  o Document concerns related to existing policies.

  o Propose suggestions for new policies.

2. Communication & Documentation

- All policy change requests must be submitted via email to a Management Team member for documentation.

3. Review & Drafting

- The Management Team reviews policy suggestions and makes necessary revisions.

- A draft is prepared and submitted to the CEO for Board review.

4. Board Review & Approval

- Prior to the next Board of Directors meeting, the CEO will:

  o Review proposed policy changes.

  o Make necessary modifications.

  o Present final drafts for Board approval.

5. Implementation of Approved Policies

If a policy is approved, the CEO will:

- Distribute the updated policy to the Management Team.

A Management Team member will:

- Upload the updated policy to ShareVision and the Worksite Policy Binder.

- Update the Policy & Procedure ShareVision list.

- Announce updates on the Employee Services page and in Internal Memos.

- Ensure printed manuals in offices are updated.

Procedure for Procedures

1. General Procedures

- Follow all Policy Development steps except Step 4 (Board Review & Approval).

2. Operational Procedures

- Follow all Policy Development steps except Steps 4 & 5 (Board Review & Implementation).

- Update procedures in Site-Specific Manuals at each worksite.

- The Management Team accesses operational procedures through manual binders or ShareVision.