



Policy Name: <p style="text-align: center;">MANAGERIAL PROCESSES</p>	Policy Number: <p style="text-align: center;">1001</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">FEBRUARY 22, 1999</p>
Reason for Revision: Click on item below and select item from list. <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p>No changes. New Review date.</p>	Date Revised: <p style="text-align: center;">April 4, 2021</p>
Section: <p style="text-align: center;">Section 10 - Human Resources</p>	Next Date for Review: <p style="text-align: center;">April 4, 2024</p>
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Policy

The organizational structure of Agapé Hospice reflects a flattened organization with a small team of seven (7) exempt employees comprised of the Executive Director (appointed by The Salvation Army); Education & Clinical Projects Coordinator; Employee Relations & Support Services Manager; Nursing Lead; Medical Director; Executive Assistant and the Employee Relations, Payroll & Benefits Administrator. All other positions at Agapé Hospice are found within one of the following staff groups: unionized employees, volunteers, physicians, students, or contractors.

The management team at Agapé Hospice includes both exempt and unionized positions. Each member of the team is responsible for ensuring that the following processes are met within the scope of their position.

In the event of a variation between these guidelines and the Collective Agreement, the Collective Agreement shall prevail.

CROSS REFERENCES

Policy 0901 - Ownership and Governance



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Procedure

1. The manager will conduct annual performance reviews for each employee within the scope of their responsibility. For unionized employees, the manager will adhere to the requirements in Article 13: Evaluations and Personnel file, and Article 11: Probationary Period and Orientation, in the current collective agreement. Volunteers will receive a formal performance review at least once every three years.
2. The manager is responsible for meeting with their team on a regular basis. All team members are encouraged to attend and contribute to the agenda items and discussion.
3. The management team will plan and initiate meetings with all staff once each year, or more often as required. The Executive Director or designate will chair the meeting. All team members are encouraged to contribute to the agenda items and discussion.
4. Managers who are responsible for staff who regularly work weekends, evenings, and/or nights will ensure that they provide opportunities for them to be observed and/or assessed in their role on a regular basis.
5. In accordance with the national Accreditation process, Human Resources will ensure that the online Worklife Pulse Tool is offered to all employees no less than once every three years. This tool must be completed by fifty (50) percent of employees to ensure validation. The results of the Worklife Pulse Tool will be summarized and shared with all employees.
6. A Workplace Audit will be conducted with all Agapé Hospice staff no less than once every five (5) years to ensure that all staff are given an opportunity to share their feedback with the management team.