



POLICY AND PROCEDURE MANUAL

SECTION: Human Resources

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PERFORMANCE REVIEW

Preamble

Human resources are the primary and vital component in successfully achieving the organization's mission. Contact Brant's success depends on the quality and commitment of employees.

Everyone likes to know how their contribution is regarded and to understand what performance expectations the agency has of them. Performance feedback is something that you should receive on a regular basis from your supervisor. Formal performance reviews are a good opportunity to get comprehensive feedback on achievements and areas requiring further development or attention. The Probationary Performance Review and the Annual Performance Review are intended to provide this feedback.

Performance reviews are never disciplinary in nature. When issues do arise, Contact Brant believes that they can best be resolved between open and frank discussion between the employee and management at the time of the concern.

Contact Brant strives to employ the best people available to maintain a high quality of service and as well as working relationships with our employees. We believe in open and honest communication. If an employee has a problem, a complaint, a suggestion, or an observation, Contact Brant wants to hear from you. Your Supervisor should be your first point of contact for any issues that may arise. Additionally, your CEO is available to all employees. Our door is always open. We believe that discussing issues directly with one another will enable us to maintain the spirit of cooperation that has contributed to our continued success.

If, for any reason, an employee feels their issue is not dealt with satisfactorily by their Supervisor, they should speak to the CEO. If the employee feels uncomfortable speaking to their CEO, employees can contact the Chair of the Board of Directors.

POLICY

Performance reviews are built on an evaluation of the employee's competencies and overall performance as it relates to their job duties and expectations, as outlined in their job description; following agency policies, procedures and practices; effecting the agency's mission, vision, values and strategic directions; and attainment of written employee goals over the previous year.

Employees will receive at least one performance review during the probationary period, and annually thereafter.

PROCEDURE

1. Each employee position will have a Job Description that forms part of the employee's contractual employment agreement with Contact Brant. The Job Description identifies:
 - Hours in each employee's workweek
 - Conditions of employment including, but not limited to, confidentiality, a valid driver's license and sufficient car insurance for company business if required; no criminal convictions for which a pardon has not been granted;
 - Primary responsibilities and competencies including, but not limited to, administrative, organizational, behavioural, relationships, and professional expectations
 - Direct supervisor for accountability.
2. Employees will receive a performance review prior to the successful conclusion of their probationary period and annually thereafter by their supervisor. Employees may request a performance review at any time.
 - Performance reviews may include a self-appraisal, supervisor feedback and other feedback. Performance reviews will include discussion of the outcomes of goals established for the previous and new goals for the upcoming year.
3. It is the responsibility of management to train, coach and assist employees to meet or exceed job performance standards.
 - Any performance concerns involving an employee will be brought to that employee's attention when the concern arises. Regular feedback will be provided to employees on their job performance through informal daily interactions as well as scheduled supervision meetings, with the purpose of improving the employee's value and potential within the agency.
 - New performance concerns will not be raised as part of the performance review process. Concerns that have previously been brought to an employee's attention and any changes that have occurred to address concerns may be documented as a part of the performance review process.
4. The performance review will be completed by the employee's supervisor and the employee during a Performance Review meeting. Following this, the supervisor will finalize the Performance Review Report for sign off by both parties.
5. The employee and the supervisor will sign the completed review form; this acknowledges that they have discussed the Performance Review. The employee will be given the opportunity to make additional written comments on the review at the time of signing the document.
6. The employee will be given a copy of the Performance Review. The Chief Executive Officer will file the written performance review in the employee's personnel file.
7. Employees are responsible for their own professional growth. Contact Brant supports professional development for its employees to ensure the continued excellence of our organization and our employees. Refer to the Professional Development Policy.