

Policy Type: Operations

Policy Title: Human Resource Management
Practices

As the FCBB is committed to being an exemplary employer, the **Board** will ensure that the human resource practices the organization adhere to the principles of fairness and respect of persons, and that the FCBB abides by all laws and government regulations. More specifically, the **Executive Committee** will be accountable¹ for the development of policies and procedures that ensure that:

1. At a minimum, the **requirements** of the Prince Edward Island Labour Standards Code, Human Rights Code, Occupational Health and Safety Acts and Worker's Compensation Act are respected.
 2. **Interpersonal relations** among staff, supervisors, board members are guided by the standards of fairness and respect for persons.
 3. Recruitment and **hiring** practices are open and fair.
 4. All employees have **job descriptions** and that these are regularly reviewed.
 5. All staff have **training opportunities** within the limits of resources available.
 6. Every staff member is **evaluated** annually on the basis of criteria made known to all employees. The Board may dismiss employees for unacceptable performance.
 7. Human resource **policies and procedures** are provided to all staff.
 8. **Personnel records** are treated as confidential and that appropriate restrictions are in place regarding their use and who has access to them.
 9. Every employee is entitled to a specified amount of **time off** without pay in the event of sickness, a death in their immediate family, medical appointment and unexpected family obligations. Appropriate proof will be provided by the employee.
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10. No employee is expected to perform any activity in which their **personal health or safety** is in jeopardy. Employees must report safety concerns to their supervisor, or coordinator.
11. No employee is permitted to work **under the influence** of alcohol, or narcotics. Proof of intoxication will lead to immediate dismissal.
12. There is a formal grievance or **conflict resolution** procedure in place for all employees that involves the Board as the final arbitrator. Standards of natural justice will apply.

Conflict resolution procedure

In the event that any person or group is experiencing a work –related conflict or has a complaint about the actions of another person, the following guidelines will apply.

1. Communicate directly with the person or persons whose actions are the cause of the complaint. People should reasonably expect to know if their behaviour or their decision is a problem for another person or group.
2. Complaints and conflicts that cannot be resolved by those directly involved will be dealt with by the Coordinator and, if not resolved at this level, or the Coordinator's actions are the cause of the problem, the complaint will be referred to the Board via the Chairperson.¹
3. Communication of an outline of the events and the nature of the complaint may be made verbally or in writing to the Coordinator or Chair of the Board.
4. If the complaint goes to the Chair, s/he will seek to resolve the complaint or conflict, or seek the assistance of others as needed .
5. Persons involved in helping resolve the conflict can play a facilitation or mediation role where the goal is to help the parties restore a positive working relationship in the future, or a decision-making /arbitration role where they investigate what happened and make a determination of who is responsible for the situation and what the consequences for the parties should be.
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6. The parties will refrain from drawing others into the process as a way of garnering support or getting attention. This can escalate the problem and can be damaging to the organization.

7. Complaints and conflicts shall be dealt with in a confidential manner. Meetings to resolve a complaint shall be open only to the parties and those attempting to resolve the complaint. The parties may have an advocate or supporter present. Meetings may be with the parties individually, together or both. In the interest of openness, no minutes or written record of what is said in these meetings shall be recorded although, if the parties agree, the outcome of the meetings or a resulting agreement may be documented.ⁱⁱ
8. Where the board is involved in a conflict resolution role, communication with it should be directly with the Chair not with the whole board. It is the Chair's duty to inform the entire board of the existence of the conflict but a committee of the board may be struck in order to help resolve the matter.
9. The parties, and those helping to resolve the conflict, should avoid communicating the details of a complaint, making or responding to allegations or giving advice by e-mail. Face-to-face communication, as difficult as it is, should be relied upon. E-mail messages can be used for arranging meeting meetings or communicating details of the resolution process.

It should also be noted that:

10. The Coordinator or Chair of the Board has an obligation to act immediately in addressing a complaint if the physical and mental health and safety of any of the parties is perceived to be at risk. In doing so one of the parties may be granted a temporary leave of absence with pay until the issue has been satisfactorily resolved or up to one week, whichever is shorter.ⁱⁱⁱ
11. If threats to persons are made, or the Coordinator or Chair of the Board perceives a possible danger to a party or to other employees, including the possibility of one party being a danger to themselves, external professional assistance must be sought immediately.

Approval date: Board meeting of 23 May 2013
