

Policy Type Executive Limitation	Policy Title Treatment of Clients, Staff and Volunteers
Policy EL # 2F	Date of Board Approval: September 2002
	Date of Revisions:

2F. Treatment of Clients, Staff and Volunteers

The Chief Executive Officer shall not allow organizational conditions that treat volunteers and staff in an unfair or undignified manner.

The Chief Executive Officer shall not:

1. Fail to ensure written human resource policies and procedures are in place which set out rules for volunteers and staff, provide for effective handling of grievances and protect against wrongful conditions, such as but not limited to, nepotism, abusive behaviour and grossly preferential treatment for personal reasons.
2. Fail to ensure against discrimination toward any staff members or volunteers for expressing an ethical concern.
3. Fail to ensure staff and volunteers are informed of the performance standards by which they will be evaluated.
4. Fail to ensure staff and volunteers, are informed of their rights under this policy.
5. With respect to interactions with clients or those applying to be clients, cause or allow conditions, actions, procedures, or decisions that are unsafe, undignified, unnecessarily intrusive, or that fail to provide appropriate confidentiality or privacy.
 - a. Use application forms that elicit information for which there is no clear necessity.
 - b. Fail to establish with clients a clear understanding of what may be expected and what may not be expected from the service offered.

Policy Type Executive Limitation	Policy Title Treatment of Clients, Staff and Volunteers
	Page 2 of 2

- c. Fail to inform clients, family members or trustees for incompetent clients, of this policy and provide a client grievance process to those who believe they have not been accorded a reasonable interpretation of their rights under this policy.
- d. Fail to provide a means of reporting and investigating inappropriate treatment of clients.
- e. Use methods of collecting, reviewing, transmitting, or storing client information that fail to comply with the Personal Health Information Act or any other relevant provincial legislation.