

<b>Wingham and District Community Living Association  Services and Administration Policy</b>			
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### **Scope of Internal Relations**

Internal relations includes internal communications, policies, practices, and other activities that promote or allow working relationships among employees, volunteers and persons supported.

### **Responsibility to Uphold the Integrity of the Board of Directors**

The Board’s Policy on Executive Parameters defines the responsibility of the Executive Director relative to the Board of Directors as follows:

“As the principal representative of the organization, the Executive Director may not cause, allow or be party to any circumstance that may bring into question, inside the organization, the integrity of the Board of Directors or the values, mission and beliefs of the organization as stated in the Board policies.”

Any employee or volunteer who is engaged in any aspect of internal relations must act in accordance with this same responsibility.

### **Responsibility to Ensure Effective Internal Relations**

The Board’s policy on Executive Parameters states that, “The Executive Director may not cause, allow or be party to:

- a) any communication within the organization that is disrespectful of any individual or group
- b) any policy or practice that ignores effective and relevant communication within the organization
- c) any policy or practice that is detrimental to ongoing and effective internal working relationships among employees
- d) any policy or practice that gives an unfair advantage to any group or individual within the organization at the expense of another.

An employee or volunteer who is engaged in any aspect of internal relations must act in accordance with this same responsibility.

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As the employer, the Association is interested in the concerns, needs and preferences of employees relative to their conditions of work. Accordingly the Association shall maintain an employee relations committee.

### **Employee Relations Committee (ERC)**

The Employee Relations Committee shall:

- a) Include representation from front line and management employees
- b) Be chaired by the Executive Director or designate
- c) Be mandated to discuss concerns, needs and preferences of employees relative to their conditions of work; such items will normally be of a systemic nature that affect a group or all employees and shall be brought to the table through committee representatives or by the employer
- d) Not deal with personnel matters between an individual employee or volunteer and her supervisor, nor personal conflict involving employees or volunteers; such matters are to be referred to the appropriate Support Coordinator, the Coordinator of Volunteers and/or Human Resources
- e) Make recommendations to the employer in matters that require a clarification or change to policy or practice; the employer shall be responsible to communicate any change in policy or practice to the Employee Relations Committee and to all applicable employees; the Employee Relations Committee may assist with such communication within their respective team or work location
- f) Meet at such times as it shall decide but shall not meet less frequently than once each quarter
- g) Develop and revise terms of reference for the functioning of the committee within the parameters of this policy and shall submit these to the employer for approval.

### **Selection of ERC Members**

Representatives to the Employee Relations Committee shall be elected by the members of each Team or appropriate work group. The names of those elected shall be forwarded to the Executive Director.

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**Terms of ERC Membership**

An employee’s term on the Employee Relations Committee shall normally be no longer than two years. At the establishment of the ERC, half the representatives shall be appointed for a two year period and half for a one year period. All appointments thereafter shall be for a two year period.

No employee shall serve on the committee during their probation period.

The Executive Director shall be the Chair of the Employee Relations Committee and in this capacity shall not vote on any item before the committee unless required to break a tie.

**Quorum**

A quorum shall be half the members of the ERC plus one. This does not include the Executive Director / Chair. The ERC may choose to conduct a meeting without a quorum. Any recommendations or decisions reached without a quorum shall be brought forward to the next meeting of the ERC for approval.

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### **Interest in External Relationships**

The Association is part of the community living movement and part of the system of human services in the community. The Association has an interest in furthering its Vision and Mission by engaging in relationships with other organizations.

### **Scope of External Relationships**

The Association may engage in cooperative activity, working relationships and partnerships with other organizations. These forms of relationship are defined to provide guidance in their management and relative importance

### **Definitions of External Relationships**

The Association defines three types of external relationships with other organizations:

#### 1. Cooperative Activity:

Any periodic work, meeting, communication or other activity with another organization that:

- a. Facilitates the business of the Association or is required to conduct the day to day business of the Association
- b. Is required in providing support to an individual

#### 2. Working Relationships:

Any ongoing scheduled work, meeting, communication or other activity with another organization or in cooperation with other organizations that:

- a. Is required to advance the Association's medium or long term interests, and
- b. Requires that the position and or interests of the Association or of the community living sector be expressed

#### 3. Partnerships:

Any ongoing scheduled work, meeting, communication or other activity with another organization or in cooperation with other organizations that:

- a. Is required to advance the Association's medium or long term interests, and
- b. Requires that the position and or interests of the Association or of the community living sector, be expressed formally, and
- c. Is governed by a formal written agreement or protocol.

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### **Delegation of Authority to Represent the Association**

1. The Executive Director is delegated authority by the Board of Directors in the Board's Policy on Executive Parameters. The Executive Director may delegate authority and responsibility to an employee or volunteer of the Association to represent the Association in a matter with another organization.
2. With regard to cooperative activity as defined in this policy, all employees are empowered to engage in any cooperative activity as defined and in accordance with this policy and as directed by their immediate supervisor.
3. With regard to working relationships as defined in this policy, all employees must consult with their immediate supervisor and receive prior authorization to represent the Association.
4. With regard to partnerships as defined in this policy and requiring a written agreement or protocol at the staff level, the Executive Director shall:
  - a. Be the signatory to any written agreement or protocol made at the staff level between or among organizations
  - b. Appoint, assign and re-assign Association representation as required
  - c. Inform the Board of Directors of any agreement or protocol pertaining to a partnership
5. With regard to any formal agreement between or among organizations and requiring a written agreement or protocol at the level of the Board of Directors, the Executive Director shall provide information and a recommendation to the Board of Directors pertaining to the relationship. The Board of Directors shall appoint or assign its representation to the relationship.

### **Responsibility to Uphold the Integrity of the Board of Directors**

The Board's Policy on Executive Parameters defines the responsibility of the Executive Director relative to the Board of Directors as follows: "As the principal representative of the organization, the Executive Director may not cause, allow or be party to any circumstance that may bring into question, in the community, the integrity of the Board of Directors or the values, mission and beliefs of the organization as stated in the Board policies."

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### **Responsibility of Association Representatives**

A person who represents the Association in any matter with another organization or group of organizations, must act in accordance with this same responsibility.

### **Relevance to the General Mandate of the Association**

Any employee or volunteer who represents the Association on a matter with another organization shall ensure that such activity remains within the general mandate or activity of the Association. In the event that the relevance of such activity is or becomes questionable, the employee or volunteer shall consult with their immediate supervisor for direction.

### **Coordination of External Relationships**

The Association has an interest in being an effective participant in any external relationship. Accordingly:

1. Each employee who represents the Association in any external relationship shall ensure that any circumstance or issue that arises and that may have a significant impact on the Association's mandate, work or reputation shall be reported to their immediate supervisor who shall relay it to the Executive Director. In the interests of timeliness, such reports shall be submitted directly to the Executive Director.
2. All management employees shall ensure that issues, concerns or important messages related to external relations are placed on the agenda of management meetings in a timely manner.

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### **Scope of Public Relations**

Public Relations pertains to the Association's communication and relationship with the general public as a means to promote:

- a) the philosophy and direction of the community living movement
- b) the Vision, Mission and strategies of the Association
- c) Association activities
- d) Fund-raising activities of the Board of Directors.

The establishment of Public Relations direction and priorities rests with the Executive Director who may delegate the coordination and execution of public relations activities.

Public Relations activities shall reflect themes and messages of provincial and national public relations campaigns.

The Association may engage in joint public relations with other allied organizations or associations under the direction of the Executive Director.

No employee or volunteer may contact the media on any matter related to the Association except by direct authorization or delegation from the Executive Director.

### **Newsletter**

The Association shall maintain a newsletter as part of its public relations activities. The newsletter shall be distributed, within the limits of available funding, to:

- a) Families with a son or daughter who has a developmental disability
- b) Persons supported by the Association
- c) Employees and volunteers of the Association
- d) Members of the Board of Directors
- e) Members of the Association
- f) Funding bodies
- g) Other organizations with which the Association has a partnership or close working relationship
- h) Any individual or organization that expresses an interest in receiving the newsletter
- i) Individual, corporate and organizational donors.

In order to offset the cost of newsletter production and distribution, advertising space within the newsletter may be sold.

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The editorial policy of the newsletter shall be to provide:

- a. Information in a format that is professional in appearance and tone
- a. Current and timely information about significant issues, trends, legislation and occurrences pertinent to the developmental services sector and / or the Association
- b. News about Association strategies, priorities and activities
- c. An opportunity for Board fund-raising activities and membership sales to be promoted
- d. News about accomplishments, activities and challenges of persons supported by the Association
- e. Information and news of interest to families and / or persons supported by the Association.