



PERSONAL ATTENDANT CARE INC.
 1650 DUNDAS ST. E. SUITE 200
 WHITBY, ON L1N 2K8
 Telephone (905) 576-5603
 Fax (905) 576-8020

		Operational Procedure Number 6:01
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DEPARTMENT		Human Resources
SUBJECT		Human Resource Strategic Plan
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	<i>N. Carter</i>
EFFECTIVE DATE		September 2009
REVIEWED BY (Title & Signature)		Pamela DeRaaf, CHRP Human Resource Manager
REVIEW DATE		

OPERATIONAL PROCEDURES

Preamble

The purpose of Human Resource Management is to support and influence the strategic direction of Personal Attendant Care Inc. by the development, integration and alignment of Human Resource's strategic plan, best principles, practices and innovative solutions to enhance individual and organizational effectiveness. This will be achieved by fostering a workplace culture committed to supporting and valuing all employees in providing the best service and care to the clients of Personal Attendant Care Inc.

Values

Human Resources will act in accord with a clear set of values.

Ethical Behaviour

To work in a manner that exhibits openness, honesty, integrity, tolerance and responsibility in all matters.

Professional Standards

To deliver high quality human resource services in compliance with accepted professional standards.

Quality

To establish and maintain clear measurable standards of practice measured against Personal Attendant Care Inc.'s Strategic Plan criteria for success: Client Focused Vision, Innovative Partnerships, Sustain Organizational Growth and Nurturing Excellence.

Responsiveness

To work in partnership with Personal Attendant Care Inc.'s employees in a way that is constructive, timely, flexible and innovative to best meet their changing needs.

Equity & Inclusiveness

To apply principles of natural justice, fairness, respect and merit principles to all human resource issues.

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Accountability

To work using clear, consistent and transparent processes, with relevant information and reporting as appropriate to employees and stakeholders.

Human Resource Strategic Plan

Client Focused Vision	Innovative Partnerships
Year One Priorities 2009-2010	Year One Priorities 2009-2010
<ul style="list-style-type: none"> Committed to providing information to explore training for specialized teams to meet the changing needs of clients and diverse population. Specialized training to support new and young employees. Assessment of lifts and transfers in client homes. Ongoing training in back care, lifts and transfers for all Personal Support Workers. 	<ul style="list-style-type: none"> Link training to similar service organizations. Participation on external community committees at all levels of the organization. Build an organization culture that embraces diversity and espouses a diversity competency. Conduct the Cultural Competency Survey and communicate results, Respond to directions set out in survey results, Continue to make presentations to new graduates from the Personal Support Worker programs. Participation in local networking events and participate in speaking engagements to enhance Personal Attendant Care's profile within the Durham Region
Year Three Priorities 2010-2013	Year Three Priorities 2010-2013
<ul style="list-style-type: none"> Recruit candidates bearing the advocacy and empowerment competency. Define Personal Support Worker role to include advocacy and adult teaching using the core competency model. 	<ul style="list-style-type: none"> Representation on College advisory committee for the healthcare sector. Influence course curriculum in terms of actual needs and services required Service delivery that is reflective of the changing demographics and local health care initiatives. Fundraising Options

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Sustain Organizational Growth	Nurturing Excellence
Year One Priorities 2009-2010	Year One Priorities 2009-2010
<ul style="list-style-type: none"> • Cost Analysis of all employee forms; including payroll reports available online. • Progress from the Human Resource function being administrative to a strategic unit moving forward with personal Attendant Care Inc.'s Strategic Directions and Business plan. • Human Resource Information System (HRIS) in place utilizing enhanced reports such as workforce planning, seniority, turnover, demographics, succession planning, training etc. 	<ul style="list-style-type: none"> • Annual Performance Appraisals reflect and utilize employee's strengths and are reviewed in terms of goal attainment. • Workforce planning to identify star employees for succession planning and promotion. • Human Resources participation with the Provincial Government on core competencies for the sector including those with physical and developmental disabilities. • Health and Safety Awareness training; Joint Health and Safety Committee moves toward being proactive as opposed to reactive in terms of health and safety. • Creation of positions and opportunities to support the accommodation needs of injured and / or an aging workforce. • Organization representation at community tables and participation in community workshops and initiatives. • Diversity policy reflective of the diverse population served. • Investigate and incorporate diverse practices. • Diversity training for employees. • Participation on Regional Diversity Committee.
Year Three Priorities 2010-2013	Year Three Priorities 2010-2013
<ul style="list-style-type: none"> • Marketing awareness; schools, job fairs. • Continue to seek out funding proposals (i.e. Hearts of Durham). • Enhanced utilization of HRIS system and Gold Care. • Accurate and timely reports with an emphasis on employee self service. 	<ul style="list-style-type: none"> • Focus recruitment on basic core competencies as well as technical skills. • Creating a culture of safety through on going training and enhanced assessment and investigation into safe practice within community healthcare • Create an environment and best practices with respect to cultural competency.