

SAMPLE NEGLIGENCE POLICY

PURPOSE

To ensure the delivery of safe client care through the effective recruitment and training of competent human resources.

POLICY

The First Nations Health Organization shall ensure that the competence of all management and employees involved with the program has been assessed and, where appropriate, additional skills and training have been provided.

The conduct of all employees shall be professional at all times. Negligence will not be tolerated and any violation of professional conduct shall be documented and reported to the appropriate authorities immediately. All complaints will be investigated thoroughly.

Due diligence shall be demonstrated when a question of negligence occurs. Legal counsel will be requested, where appropriate, to review and advise Program management on necessary actions when a situation of negligence occurs.

POLICY APPLICATION

The First Nations Health Organization shall strive to protect clients, families and employees through detailed hiring practices and appropriate education and training. Program management shall be responsible to ensure that the public will be protected from any violation of conduct, including false reporting.

Program management will acquire proven skills and training to supervise employees. All employees will be required to show proof of their education and training, including certification where appropriate, at the time they are hired.

References of all employees shall be checked prior to hire. When appropriate, criminal records and Child Abuse Registry information may be obtained for employees working with the program.

Orientation of employees shall include an explanation of:

- Expectations regarding the employee's code of conduct
- Certification requirements for specific skills
- Responsibility of employees to practice competently.
- Requirements to maintain competence and/or certification in skills
- Performance review expectations
- The process for reporting, recording and handling a violation of conduct
- Consequences that may result of a violation of conduct

Ongoing training and development is provided for employees who require certification of skills. Professional standards of practice are discussed, as appropriate.

Regular reviews of employee performance and practice occur and training and development plans are discussed at that time.

The Human Rights Code will be followed at all times.