**BELKIN HOUSE POLICIES & PROCEDURES**

**REVIEWED: JUNE 2017**

**2.1.26 Quality of Work Life / Employee Satisfaction**

Issued By: Executive Director

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Belkin House, as a ministry of The Salvation Army, is engaged in very important work as we help those who are impoverished, addicted, troubled and/or without hope. It is also very demanding work. Belkin House recognizes the contribution of its dedicated staff and sincerely strives toward building a workplace that is effective, safe, healthy, harmonious and enjoyable.

The Program Department, in addition to overseeing programs for residents and under the guidance of the Belkin House Senior Management Team, is also responsible for planning and directing events for employees. These events would include:

* special events for staff throughout the year
* long Term Recognition Service (November of each year)
* other Social events such as BBQ’s, staff appreciation events, etc

In addition to required staff trainings, the Program Department, under the guidance of the Belkin House Senior Management Team, will also plan and direct departmental and facility-wide team building workshops and events Employees will have ongoing opportunities to express their views and provide input and feedback as to the quality of the Belkin House workplace and their satisfaction by way of the following:

* annual employee workplace related survey
* Team (Departmental) Meetings
* Community Development Committee (for staff and residents)
* Program & Strategic Planning processes
* through the OH&S Committee and it’s members
* conversations with their Supervisor - formally (performance appraisals) and informally