

<b>Section:</b>	<b>Human Resources</b>
<b>Area:</b>	<b>HR Management</b>
<b>Policy Title:</b>	<b>Conduct and Expectations</b>
<b>Approval Date:</b>	<b>April 24, 2025</b>
<b>Review Date:</b>	<b>April 2030</b>

**Policy Statement:**

West Central Abilities Inc. staff members have certain expectations of the organization. Similarly, West Central Abilities Inc. has expectations of the staff. Both will commit to meeting these expectations toward the realization of the organization's mission and operational success.

**Procedure:**

**What West Central Abilities Inc. expects from its employees:**

1. To abide by all of the organization's policies and procedures.
2. To present a positive image of West Central Abilities Inc.
3. To be honest, accountable, and conduct themselves in a respectful, courteous, and professional manner when dealing with people supported by the organization and their family members, customers, fellow employees, third parties, and the public.
4. To provide high quality services to people supported by the organization.
5. To accept individual and group responsibility and accountability for results.
6. To try new/innovative approaches toward continuous improvement and the achievement of goals.
7. To present themselves professionally, including verbal and written presentation, personal appearance, and good personal hygiene.
8. To exercise care, diligence, and skill in performing job responsibilities in accordance with performance standards and written job descriptions.

9. To take reasonable care at work to protect their health and safety and the health and safety of others who may be affected by their acts or omissions.
10. To communicate openly and respectfully.
11. To hold all client and organizational information in trust and confidence in accordance with the organization's confidentiality policies.

**What employees can expect from West Central Abilities Inc.**

1. To receive an orientation upon hire.
2. To communicate principles, policies, practices, and strategies.
3. To communicate changes in strategy, policy, and performance to stakeholders and staff members.
4. To provide feedback on the level of performance achieved based on defined roles, responsibilities, and expectations.
5. To assist in the development of individual and group skills required to achieve goals, improve quality, and foster personal growth.
6. To provide a safe and healthy work environment adhering to Occupational Health & Safety Regulations.
7. To practice integrity in the workplace and follow ethical standards.
8. To provide an environment in which change and new ideas are welcome and concerns and problems can be dealt with.