

## **Employee Performance Evaluations Policy and Procedures**

*This policy was created from obsolete policy P0063.*

Created: December 19, 2014  
Revised: October 15, 2015

### **POLICY**

The objective of Comfort Keepers' performance evaluation process is to help employees:

- develop and maintain the skills and qualities that are needed to provide the excellent level of care our clients have come to expect
- develop and maintain habits that enable them to follow the company's policies and procedures which in turn ensures efficient operations both in the field and in the office
- develop and maintain interpersonal relations that ensure a pleasant work environment for the entire company

Comfort Keepers performance evaluation process includes:

- Ongoing feedback throughout the year
- An annual performance evaluation discussion between the employee and her/his supervisor.

The Annual Performance Discussion does not utilize any ratings. Due to ongoing feedback throughout the year, the employee will have any performance issues resolved by her/his annual evaluation. The annual meeting between the supervisor and the employee can be held face to face or over the telephone

### **PROCEDURES**

1. Follow policy 'Supv005 Performance Review Preparation Policy & Procedures' to prepare for the performance review.
2. Set an appointment with the employee for a face to face meeting or a telephone call.
3. Use the employee's current 'Caregiver Annual Evaluation' form to cover any items to be discussed.
4. Encourage the employee to talk by asking questions such as:
  - How they are doing overall? – not necessarily job related.
  - What do they enjoy about their job? – actual tasks, schedule, etc
  - What is their least favorite thing about their job?
  - How they feel about working for Comfort Keepers? About their current clients? Past clients?
  - Would they like to be doing something else for Comfort Keepers? What?
  - Any questions that will enable the evaluator to get to know the employee better.
5. Based on the employee's feedback, write a summary in the 'Caregiver's Comments' section of the employee's current 'Caregiver Annual Evaluation' form.