

MAIN COPY

ORGANIZATIONAL STANDARDS

MINISTRY OF Q'S EQUALITY'S PURPOSE: Standards are predictors of an organization's ability to exist over time. They provide a framework to support and safeguard effective service delivery and accountability. Meeting these requirements enables WKWA to be eligible for Continuing Agreements with MWE. WKWA has 3 years from the date we sign a Continuing Agreement with MWE to come into compliance with the organizational standards

1. ORGANIZATIONAL STANDARDS CHECKLIST:

The checklist identifies 4 major organizational standards

1. Purpose of the Organization

Eg. 1. Clear mission statement that is communicated & shared throughout the organization

THEMES:

1. ACCOUNTABILITY OF MACRO VIEW - WKWA
2. COMMUNICATION THROUGHOUT WKWA
3. FEEDBACK LOOPS - INTERNAL + EXTERNAL
4. SAFEGUARDING WKWA - CONSISTENCY NOT INDIVIDUAL PREFERENCES
5. WHAT COMPELS WKWA TO MEET ITS OBJECTIVES ^{IN POWER}
6. ETHICAL + PROFESSIONAL CONDUCT
7. WKWA + Q'S CENTRE MAY MEET MANY OF THESE STANDARDS ALREADY BUT WE NEED TO ENSURE CONTINUITY, CONSISTENCY BY HAVING CLEAR PROCESSES OF HOW, WHEN, WHO, & WHY THINGS ARE DONE.

What mechanisms are in place to ensure annual strategic planning for WKWA?

What is our information base? How do we collect info from the community? Who makes sure this happens & where is it written down so it happens regardless of who sits on the collective?

2. Policy

Clarity of how we do our work. Does everyone know we are governed by a set of policy that guides our work? Do members know how to access the policy manual? Who flags policy to ensure we are in compliance with laws & statutes or whether our policies have outlived the organization?

CHECKLIST CONT:

2. Identity & Values

Eg. 1. Shared Ethical Values are established + communicated and practised throughout the organization.

- Re:-
- Written policies on conflict of interest guidelines.
 - Compliance with all contractual obligations
 - Formal documentation or record keeping

2. Human Resource policies & practices that are consistent with an organizations ethical values and with the achievement of its objectives.

- Re:-
- Policies that address equity, harassment
 - Policies that are in compliance w Human Rights Codes, Employment Standards, Labour Relations, WCB etc.

3. Authority, Responsibility & Accountability

- Re:-
- Roles & responsibilities of staff, volunteers + C.C.
 - Scope of authority

*** REMEMBER THEMES**

3. Capability

Eg. 1. People have necessary knowledge, skills & tools to support the achievement of the organization's objectives.

- Re:-
- Codes of conduct -
 - Staff & governing body orientation training & development

2. Communication Processes

- Re:-
- Feedback loops from our members, community, funders
 - Two-way communication within the organization
 - Accountability - We need a Complaints Process
 - How do we ensure & know their rights when they join ukwa or access services from Q's Centre.
 - Community Report Cards
 - Risk Management - Insurance Policies, liability, protection of records

*** WHAT COMPLETS
UKWA TO DO
THIS - WHAT
PROCESSES ARE IN
PLACE TO ENSURE
THIS HAPPENS?**

CHECKLIST CONT

4. Monitoring & Learning

Eq. 1. Social trends, competitive conditions, regulations which signal a need to re-evaluate the organization's objectives.

Re: - Processes are in place to monitor & report external conditions - Eq. VAWIR, WKWC

- Processes are in place to monitor & report internal conditions such as employee attitudes & morale of members of association.

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FLOW OF INFORMATION
INFORMATION BASES
EVALUATION TOOLS FOR ASSOCIATION