



## INTERIM PERFORMANCE APPRAISAL

Name: <i>Nancy Parsons</i>	Appraisal Date: <i>Sept. 20/07</i>
Employee #:	This appraisal covers the time period from <i>Jun. 06</i> to <i>Sept. 07</i>
Program/Department: <i>Quality + Risk Management</i>	Type of Appraisal:
Position: <i>Client Relations Consultant</i>	1. Probationary
Location/site:	<input checked="" type="radio"/> 2. Annual
Appraisal completed by: <i>Pam Elliott</i>	3. Exit
	4. Other (Specify) _____

## 1. Primary Job Responsibilities

Referring to the job description and department operational plan, list the primary job responsibilities in the table below. (Please use additional sheet if necessary). Please rate how well the employee fulfills these responsibilities using the following rating scale:

4 = Above Average    3 = Average    2 = Below Average    1 = Unsatisfactory

Primary Job Responsibilities	Rating	Comments
<i>Liaising directly with clients and/or families regarding their concerns about services provided.</i>		
<i>Facilitates the development of policies and practices aimed at improving the quality of health services</i>		
<i>Conducts education and orientation sessions</i>		

	Yes	No	Comments
<b>Integrity:</b> Each person conducts themselves in an honest, fair, just and accountable manner.			
<b>For consideration:</b> Does the employee behave in a professional manner? Do they complete their work before handing off to others? Do they follow policies? Do they complete assigned tasks in the allotted time? Are they accountable for their actions?			
<b>Respect:</b> Each person treats others with compassion and understanding as evidenced in our attitudes and actions.			
<b>For consideration:</b> Does the employee treat co-workers with respect? Does the employee treat clients, residents, patients with respect? Does the employee value differences in people? Does the employee treat the work environment and equipment with respect?			

### 3. Strengths and Improvements

What are the employee's areas of strength?

What are the employee's areas for improvement?

How do clients and co-workers describe the work of the employee?

### 4. Training, Development and Career Goals

What training has the employee completed this year?

Is there safety training that the employee needs to attend? (ie. WHMIS, Emergency Preparedness, Lifting Techniques, CPI, TCI)  
No: Yes: specify

Is training needed for the employee to be able to do their job?

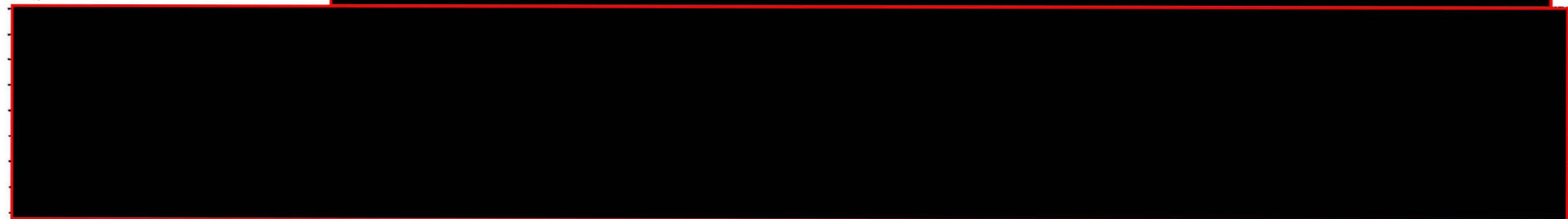
No: Yes: specify

What ~~would~~ training would the employee like to attend?

What are the employee's career goals?

July 19, 2007

Employee's Comments

A large rectangular area of the document is completely redacted with a solid black fill. The redaction covers the majority of the upper half of the page, below the 'Employee's Comments' header.Employee Signature: Nancy ParsonsAppraiser's Signature: Pam [Signature]Next Level Management Signature: [Signature]Date: Sept 20 - 2007.Date: Sept. 20/07.Date: Sept. 23/07.

**Nancy Parsons, Client Relations Consultant  
Quality and Risk Management**

**Preparation for Performance Appraisal  
By Pam Elliott, Director  
Thursday, September 20, 2007**

**Goals:**

1. Respond to complaints in accordance with the complaints policy.
2. Communicate with all areas within Eastern Health regarding complaints management.
3. Maintain one comprehensive database which will track all complaints / compliments and outcomes within Eastern Health.
4. Review and evaluate outcomes of complaints and work with stakeholders to improve the quality of care / service we provide.