

<b>SECTION: Administration</b>		<b>GUIDELINE #: ADM-022</b>
<b>Date Approved: September 27, 2021</b>		<b>Policy, Procedure and Guideline Development</b>
<b>Revision Date:</b>	<b>Review Date:</b>	
<b>Authority:</b>		

## 1.0 PURPOSE

To provide direction for staff in the development and naming of standardized corporate policies, procedures, and guidelines.

## 2.0 SCOPE

This guideline applies to:

- All Town Employees
- Hanover Public Library Employees
- Launch Pad Youth Activity and Technology Centre Employees
- Council and Committees of Council

## 3.0 DEFINITIONS

**Guideline** - is advisory or explanatory in nature and provides a recommended course of action in order to accomplish an objective. Guidelines are flexible and outline best practices or provide general instruction but are not mandatory. Guidelines are subject to approval by the area Department Head, or designate.

**Policy** - a high-level statement providing a framework for how organizational goals and objectives will be achieved. A policy will provide principles and rules to set direction and guide day-to-day decision making to ensure consistency, fairness, and compliance. Policies are subject to Council approval.

**Procedure** - a series of detailed step-by-step instructions which must be followed in order to accomplish an objective. Procedures are not flexible and do not allow variations in how to accomplish an objective. Procedures are subject to approval by the Department Head, or designate.

## 4.0 APPLICATION

The Town of Hanover makes use of policies, procedures, and guidelines to document processes, provide direction, and ensure compliance. In some cases, both a policy and a procedure or guideline may be necessary to properly document required information and processes. Policies, procedures and guidelines work together to form the Town's over-arching Policy Manual.

Department-specific policies, procedures or guidelines may be developed for specialized operations and to ensure safety and consistency of processes.

### 4.1 Required Components of Policies, Procedures and Guidelines.

Policies, procedures, and guidelines should generally include information under the following sections:

**Purpose** – a brief statement about why the document has been created

**Scope** – who the policy, procedure, or guideline applies to

**Definitions** – a listing of key words and their meanings which are required to ensure understanding of the content of the policy, procedure or guideline.

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**Responsibilities** – details various groups or individuals and their responsibilities related to the policy, procedure, or guideline.

**Procedures** (as applicable) – detailed instructions on how a process or action must be carried out

**Guidelines** (as applicable) – detailed instructions on how a process or action should be carried out

**Related Documents** – a listing of other documents or sources of information which provide further information associated with the policy, procedure, or guideline.

## 4.2 Policy and Procedure Development

### Policy

- a) Identify need for policy and any affiliated procedure and/or guideline;
- b) Conduct research and investigate subject;
  - i. consult internal and/or external resources and subject experts
  - ii. review applicable legislation, regulations or accreditation standards
  - iii. Identify overlapping/associated policies to maintain consistent requirements and language
- c) Ensure policy complies with organizational goals and objectives;
- d) Confirm wording and intent of policy, procedure or guideline aligns with associated documents such as forms or diagrams;
- e) Distribute draft to management and affected staff for review and feedback;
- f) Revise and review as needed; and
- g) Obtain final approval from the appropriate authority (Council, Board).

### Procedure | Guideline

- a) Identify need for new or revised procedure and/or guideline;
- b) Conduct research and investigate subject;
  - i. interview staff involved in daily task
  - ii. shadow worker to assess current process
  - iii. consult internal and/or external resources and subject experts
  - iv. review applicable regulations or industry standards
  - v. Identify overlapping/associated policies to maintain consistent requirements and language
- c) Create a detailed step by step set of instructions;
- d) Provide draft to staff/stakeholders for review and feedback;
- e) Test procedure to ensure it is comprehensive, complete and easy to understand. Validate procedures in a walkthrough to ensure that users can follow them adequately;
- f) Revise and test until perfected;
- g) Obtain final management approval;
- h) Ensure all relevant staff have signed off as having received and read.

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## Language

It's important to write clearly, concisely, and simply. To help you achieve this, write with the reader in mind and follow these tips:

- Write to the reading level of the document users. If necessary, use only numbers, graphics, and photographs.
- Use short sentences with familiar English words and one thought or concept per sentence.
- Use “must” or “will” if something is mandatory. Avoid ambiguous words such as “may” or “should”.
- Use plain words that are commonly understood rather than jargon. If you must use specialized terms, explain them in the text and/or your definition section.
- Use terms consistently throughout your documents.
- Write the full name for acronyms when you first use them.
- Remove extra words. For example, use “to” instead of “in order to”.
- Use positive and inclusive language. Use gender-neutral terms, such as their, not he or she, and worker, not workman.
- Use active voice rather than passive voice. For example, “You must wash the dishes” (active) rather than “The dishes must be washed” (passive).
- Use present tense. For example, say “When you finish your shift, you lock the cabinets”.
- Use headings that clearly identify the content of each section.
- Use evergreen language where possible. For example, use [inquiry@hanover.ca](mailto:inquiry@hanover.ca) rather than contact information for a specific individual whose contact information may change.

## Formatting

- a) Use the standardized header and footer as demonstrated at the top and bottom of this page. Be sure to update all required fields.
- b) Bold and use all CAPS for each major component of the document (Purpose, Scope, Responsibilities, Related documents, etc).
- c) Bold all subsections or sub-headings.
- d) Use Helvetica or Arial font in at least size 11.
- e) Use numbering as opposed to bullet points to ease ability to reference different parts of the document.

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## Policy Manual Sections

The policy manual is broken down into various sections as outlined below. Section codes are used to help denote which area of the policy manual a given policy, procedure, or guideline applies to.

Section Code	Definition	Generally Created By
ADM	Administration	CAO/Clerk or Deputy Clerk Administrative Assistant/Deputy Clerk Human Resources Coordinator
EQP	Equipment – developed by various departments	All departments
FAC	Facilities and Property	Department Heads, Managers and Supervisors in Civic Facilities and Parks & Recreation
FIN	Finance	Director of Corporate Services/ Treasurer Deputy Treasurer/Tax Collector
HR	Human Resources	Human Resources Coordinator
JHS	Health and Safety	Health & Safety Coordinator Human Resources Coordinator Joint Health & Safety Committee
PRC	Parks, Recreation, and Culture	Parks & Recreation Department Head, Managers and Supervisors
PW	Public Works	Public Works Department Head, Managers and Supervisors

## Document Numbering

Each policy, procedure, or guideline are numbered sequentially within a given section. As new documents are developed within a section, they receive the next sequential number. For example: ADM-001, ADM-002, ADM-003 and so on.

## Document Types

Documents within the policy manual are coded to help identify whether the document is a policy, procedure, guideline, or form.

- ADM-001 would denote a policy.
- ADM-001(P) would denote a procedure
- ADM-001(G) would denote a guideline
- ADM-001(F) would denote a form
- ADM-001(A) would denote an appendix item

## Version Dates

Version dates specify the date the policy, procedure or guideline were approved. Version dates are important to ensure the most recent version of a document is being used. Version dates are added to the name of a policy, procedure or guideline in the following format: YYYY.MM.DD

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## Naming Schemes

Section codes, sequential numbering, document types and version dates are brought together to form a naming scheme which allows staff to quickly reference and find required documents, or find those which are related to one another. Refer to the illustration below.



An example of an item comprised of a policy, guideline, and forms is below as an example.

- HR-019 Individual Accommodation and Emergency Response Plans Policy
- HR-019(G) Individual Accommodation and Emergency Response Plans
- HR-019(F) Workplace Accommodation Request Form
- HR-019(F) Functional Capacity Assessment Form

## RESPONSIBILITIES

### Managers and Supervisors:

- a) Adhere to this Guideline when crafting corporate and departmental policies, procedures and guidelines.
- b) Maintain current and relevant policy, procedure and guideline documents.
- c) Ensure staff are provided with updated policies, procedures, guidelines and forms.

### Employees:

- a) Identify need for a policy, procedure or guideline and inform supervisor or manager.
- b) Assist with creation or modification of any policy, procedure or form.

## INTERNAL GOVERNANCE

Policies shall be reviewed a minimum of every four (4) years or in accordance with new or amended legislation, corporate directives and/or as authorized by another governing body.

Procedures and guidelines shall be reviewed a minimum of every four (4) years and in conjunction with policy revisions, equipment replacement, by-law amendments or legislative changes and/or as authorized by another governing body.

Any existing policies, procedures and guidelines that do not conform to this categorization shall be updated upon the next regular policy or procedure review.

## RELATED DOCUMENTS

Policy, Procedure and Guideline Template

<b>SECTION:</b>	<b>DOCUMENT #:</b>
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**1.0 PURPOSE****2.0 SCOPE****3.0 DEFINITIONS****4.0 APPLICATION****5.0 RESPONSIBILITIES****6.0 POLICY | PROCEDURE | GUIDELINE (as applicable)****REVIEW FREQUENCY (specify if less than minimum 4 years)****RELATED DOCUMENTS**