

	Policy/Procedure: Title of Policy and Procedure	
Board approval: Does it require Board approval?	Applicable Staff: Who does the policy/procedure involve	
	Applicable Program(s): Which programs are impacted by this policy?	
Pages: How many pages is the policy total?	Forms: What forms go along with this policy?	
Chapter: Which chapter in	Orig. Doc Author: Who was the original author?	
Revision #: How many times has this policy been revised?	Change Author: Who revised it this round?	
Effective Date: When was this policy first effective	Approval Date: When was it approved by the Executive Director?	

RATIONALE: All Doorways policies have a Rationale that explains *why* we have the policy to begin with and or what is our position on the particular subject. Our policies and procedures are created by staff for staff. They are viewed as living documents that offer clear guidance and support to all staff. They also provide a source of Risk Management in that in the absence of staff they provide enough information to ensure continuity of operations.

For our Agency Documentation Policy the Rationale statement is:

It is essential that staff have the buy in and the Doorways develop client, shelter and operational policies and procedures to ensure universal understanding and application of procedures throughout the agency. It is essential that all staff understand their roles, responsibilities and the appropriate course of action given their specific job title and the agency mission. In order to support staff in their work and keep current with best practice procedures are established to ensure the systematic development and maintenance of policies and procedures.

DEFINITIONS:

For the purpose of our agency documentation policy and all policies that utilize definitions a definition section is suggested.

For our Agency Documentation Policy the Definitions are:

Soft Copy: The electronic copy of a document.

Hard Copy: The paper copy of a document.

Folder Structure: The names given to folders and sub-folders in a given Directory on the server (share drive).

POLICY: The policy portion gives broad statement of Agency position and practice.

It is the policy of Doorways that all management level staff will participate in the writing of policies and procedures. They will be given guidance by the Director of Quality Assurance as needed and during Leadership Team meeting to support them in crafting policy. It is strongly believed that the experts of the particular area are the best employees to write policy

PROCEDURE: provides the how to in detail while at the same time maintaining flexibility and not over prescribing. (Below is an example of procedures)

1. All policy and procedure soft documents will be stored on the “Shared” server drive according to prescribed naming and storage conventions.

2. There are three hard copies of Doorways Policies and Procedures divided into two manuals: "Personnel" and "Program". One set of manuals is kept at the Safe House, a set of manuals is kept at the Family Home and a set of manuals is maintained at the Administrative Offices.
3. The monthly Leadership Team meetings include the opportunity to discuss policies, review policy status, and assign policy owners or modifiers.
4. All new and revised Policy and Procedure hard documents will be reviewed quarterly during the Leadership Team meeting (September, December, March, and June) and added to the Doorways Policy and Procedure manuals by the Director of QA.
5. All Policy and Procedure documents and modifications will be approved by the Executive Director and noted accordingly.
6. All Policy and Procedure documents and modifications will be logged by the Director of Quality Assurance.
7. All Policy and Procedure documents will be developed using the Policy and Procedure template and stored on the "Shared" server drive in the "Policies and Procedures" folder.
8. Board-Approved Policies are contained in each folder. All Board-Approved policies start with "BAP."
9. Each of the two sub-folders, Personnel Policies and Program Policies, contain sub-folders.
 - The Program folder contains sub-folders that relate to distinct Program categories; these sub-folders will be the same as the chapters identified in the Policy and Procedures Manual (refer to the Agency Documentation Policy)
 - The Personnel folder contains sub-folders that relate to distinct Personnel categories.
10. All final documents shall be password protected.
11. All soft copies shall include the file path on the bottom left of the document footer. (View/Header and Footer/Insert Auto Text/Filename and Path)
12. The folder structure of share drive shall mimic the chapter structure of the Policies and Procedures manual.
13. All soft copy file names shall follow the following naming convention: *policy name+document type+rev+revision number+revision type*, where
 - a. the *policy name* is as it appears in the document information table at the top of the document;
 - b. the *document type* is either a "Form," "Policy," "Guideline" or "Diagram"
 - c. the "rev" and revision number are the letters, r-e-v and the cumulative tally of changes to the document
 - d. the **revision type** is either "Draft" or final. When a draft, the text "Draft" should appear in the filename; when final, no additional text should appear.
 - Draft copies:
 - All assignment of Document Owners for new Program policy writing and policy updating shall be reviewed at the monthly meeting.
 - All soft draft copies should be kept on the share drive in the "Draft Policies" folder of the applicable chapter folder. Document Owners should place these working drafts on the share drive.
 - This folder will serve as a temporary location for documents in progress; therefore, no sub-folder structure shall be defined.
 - After the Document Owner has created the final draft of the document, it should be distributed to other interested parties for review. During this process, the Document Owner is responsible for management of the document.
 - After the document has been reviewed, and the Document Owner has made additional changes to it based on review comments, it must go to the appropriate Director for approval. The document will remain in the "Draft Policies" folder at this time.
 - The watermark will be changed to reflect Final status.

- After the document has been approved it will be sent to the Executive Director advising her that the document is ready for approval. The document will remain in the “Draft Policies” folder at this time.
 - After the Executive Director has approved the document, she will send an email to the Director of QA, advising that the document is approved.
 - The Director of QA will log the document must and place it onto the Share Drive in the appropriate folder. (see next section)
- Final copies:
 - All soft Final copies shall be kept on the share drive in the “Policies and Procedures” folder. This folder shall serve as the permanent location for all Final documents.
 - The Director of QA shall log each new policy or update to a policy in the Microsoft Access database.
 - Once the policy is logged, the Director of QA will place the policy on the share drive in the “Policies and Procedures’ folder under the correct “chapter” sub-folder. The Director of QA shall create new “chapter” sub-folders, as applicable. Document authors should NOT place any documents in the “Policies and Procedures’ folder.
 - The Director of QA will email the Leadership Team the new policy in order to notify team members of the completion of the policy and to support implementation of new procedures. However, policy manuals WILL NOT be updated until the quarterly Leadership Team meetings.
 - The Administrative Assistant will print hard copies of the policy along with an updated Table of Contents and make changes to the three manuals during the following quarter. The Director of QA shall create new manual chapters, as applicable.
 - The Administrative Assistant will reproduce and place the document in the appropriate chapter of the Policies and Procedures Manual, and replace the Table of Contents with the updated version quarterly at the Leadership Team meeting.
 - Once the Director of Quality Assurance has logged the final document and it has been placed in the “Policies and Procedures” folder and the Policies and Procedures Manual, the Director of Quality Assurance shall DELETE the document draft from the “Draft” folder.
 - All policies that are no longer in use are archived in archive folders on the shared drive. These may become of use at a later date.

The Policy and Procedure Access Data base:

1. Is maintained by the Director of QA
2. Is updated at least monthly
3. Tracks the status of all policies and procedures at any given time
4. Is used to generate list for staff of policies they are working on
5. Can generate lists of polices that are up for revision
6. Generates our Index for both Personnel and Program policy and procedures manuals