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| **Document Type (select one):**  PO (Policy) PR (Procedure) WI (Work Instructions) | | **Reference #:** WI.0001 |
| **Document Name:** Using the Policy (PO), Procedure (PR) and Work Instructions (WI) Template | | |
| **Original Effective Date:** MM/DD/YYYY | **Revision Date:** MM/DD/YYYY | |

# Purpose:

The purpose of these Work Instructions (WI) is to provide guidance on how to develop, write, review and obtain approval for a new or revised Policy (PO), Procedure (PR) or Work Instructions (WI).

# Background:

Policies and procedures promote efficient and effective operations and communicate the values and vision of an organization. They ensure that everyone understands what is expected of them in certain situations. Well-documented and accessible policies and procedures allow staff members to operate with more autonomy by providing the guidance necessary to empower decision-making and reduce managerial workflow bottlenecks. Policies and procedures are typically communicated in two separate documents that need to align. They are not contradictory to each other, but rather complementary.

# Work Instructions:

## *Initiate and Plan a New Policy (PO), Procedure (PR), or Work Instructions (WI)*

* 1. Identify a need for a new Policy, Procedure, or Work Instructions; keep in mind that a PO, PR or WI does not need to be created for every contingency.
  2. Determine what type of document will need to be created (see the guidance in the Background section of these WIs).
  3. Once the document type is determined, write a simple and direct goal and the reason(s) for implementation.
  4. Obtain pre-approval to begin work on a new PO, PR, or WI; it is important that leadership buy into the “why” early on.
  5. Identify the scope of the PO, PR and WI, identifying all parties with a vested interest in the content. Depending on the application of the document and the subject matter, this may be one staff and a supervisory approval, or numerous staff across systems.

## *Establish a Review Process*

Identify key members of the review team including assigning responsibilities to ensure the review process flows smoothly.

* 1. Identify all stakeholders affected by the PO, PR, or WI.
  2. Develop a Review Checklist and distribute it to all those who will be reviewing the document for accuracy and content.
  3. Set a timeline to complete and perform a thorough review of the draft PO, PR, or WI.
  4. Allow for a comment period, review with staff, and consider feedback to make necessary changes and edits.
  5. Provide a forum to allow for response to changes, edits, comments, etc.

## *Draft the Policy, Procedure or Work Instructions*

* 1. Before diving into the writing process, it is important to keep the end goal in mind, which will help to inform the specifics of the PO, PR, or WI.
  2. Bear in mind that a new PO, PR or WI will become an official record and it is public information; choose wording carefully as it may be open to interpretation.
  3. Recruit a small work group to draft the new PO, PR, or WI; these individuals should include some but not necessarily all identified stakeholders.
  4. Set up an electronic workspace where all members of the work group can have access to working documents.
     1. Create a draft of the PO, PR or WI
        1. Use simple words and concepts.
        2. Speak directly to the audience that will read, enforce, and follow the PO, PR or WI.
        3. Make sure to stay attentive to detail(s), while keeping the big picture in mind throughout the process.
     2. To update the DRAFT template:
        1. Name the document.
        2. Update the heading information at the top of the first page using the Reference number from the Policy and Procedure Tracking Sheet.
        3. Create a name that is easy to understand and accurately describes the purpose of the PO, PR or WI.
        4. Update the Revision Log at the end of the document.
        5. Update the footer.

## *Update an Existing PO, PR and WI*

In addition to having an approved, well-written PO, PR or WI, it must also be maintained.

* 1. Ideally, the original author or work group should ensure that the PO, PR, or WI remains up to date with all necessary revisions.
  2. If the original author or work group are no longer in the role, then the individual(s) responsible for the content of the PO, PR, or WI should be assigned to review and/or update an existing PO, PR or WI.
  3. If there is a need or justification to update an existing PO or WI, open and save the current version in a workspace outside of the Policy and Procedure Manual folder.
  4. Continue to follow the Work Instructions in *C. Write a Draft of the PO, PR or WI*.
  5. Write a Draft revision of the PO, PR or WI.
  6. Obtain Final Approval by following the steps in *F. Approval Process and Finalizing the PO, PR or WI.*

## cid:image003.png@01D68B4A.48B54B90*Approval Process and Finalizing the PO, PR, or WI*

* 1. The final approval process marks the end of development phase of a PO, PR or WI and must include sign-off by the individual with the authority to communicate and implement the Policy, Procedure, or Work Instructions.
     1. Policies: Will be approved be the Director.
     2. Procedures and Work Instructions: The Director will designate the individual(s) responsible for approval. This may be the individual responsible for the administration or supervision of the relevant program, the Chief, and/or the Director.

| **Approved By** | **Date** |
| --- | --- |
| **Name**  **Director (Policy)** | MM/DD/YYYY |
| **Name**  **Chief (PR or WI if designated)** | MM/DD/YYYY |
| **Name**  **Administrator/Supervisor of Relevant Program (PR or WI if designated)** | MM/DD/YYYY |

* 1. If there are associated templates or forms that need to be created or revised, check with your immediate supervisor who will determine the level of approval required.
  2. Once approved, change the dates in the Revision Log as well as the document heading and footer.
  3. Remove the DRAFT watermark from the final document and save it in the predetermined folder location.
  4. Any older versions of a PO, PR or WI should be filed in the “Archive” folder.
  5. Once approved and finalized, save all documents in a pre-designated folder area.
  6. Distribute the PO, PR or WI to the intended audience: staff, vendors, other agencies, etc.

## *Best Practices to Implement a New or Revised PO, PR or WI*

1. It is not enough to have a nice template for a successful policy or procedure—what is needed is a systematic approach to its implementation.
2. Do not forget the most important fact: the document is not an end in and of itself, but only a tool to enable activities and processes to run smoothly.
3. Sometimes training will be necessary, in order for the new PO, PR, or WI to be effective.
4. It is very important to explain the purpose of a new or revised PO, PR or WI, and why it is not only good for the organization/facility but for staff members as well.
5. Establish method(s) to measure the effectiveness of a new PO, PR or WI, in order to determine the need or justification for revisions (follow the steps in D).

# Related Documents:

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| **Document Type** | **Description** | **Reference Number** | **Location** |
| Template | Policy, Procedure or Work Instructions Template | T.9001 |  |
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| **REVISION LOG** | | |
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| **Date** | **Explanation** | **Revised By** |
| MM/DD/YYYY | WI.0001 Approved and established | Policy Work Group |
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