



## **POLICY, PRACTICE GUIDELINES AND PROCEDURES**

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### **Introduction**

CLBC has five distinct policy areas:

#### ***Service Delivery***

#### ***Corporate Services***

#### ***Human Resources and Labour Relations***

#### ***Information and Technology***

#### ***Communications***

Each of these areas assumes and maintains responsibility for ensuring that information related to their service area is accurate, accessible and up to date. While acknowledging the diversity of operations and functions within CLBC, it is still our objective to make the tone, style, language and formatting of policy and guidelines as consistent as possible.

### **Overview**

Welcome to the ***CLBC Policy Manual***. The goal of this manual is to set out all CLBC policy, practice guidelines and procedures. Policies enable CLBC to accomplish its objectives in the most effective manner and assist staff in making sound decisions. Policies help ensure that CLBC's programmes, services and operations are administered consistently and that the individuals and families we support are treated fairly and respectfully.

### **Authority**

This *Policy Manual* will be the only official version of CLBC policy. Although information and direction may occasionally be released separately from policy development, any policy circulated by memorandum, letter or Email will then be incorporated into the standard policy format.

The principles, authorities, approval levels and accountabilities which drive policy development are detailed in the '**Integrated Policy Model**' that follows this overview.

The underlying operational principle of policy is that it is a tool and support for good planning and decision-making. It is not intended to replace good judgment or restrict thoughtful, creative responses to individual circumstances.

The primary modification to this approach would be functions of CLBC that relate to specific accountabilities such as the Community Living Authority Act and other statutes; fiscal planning and reporting; FOIPP provisions; Information and Technology requirements and others that may be identified.

### **Purpose and Role of Policy Manual**

The purpose of the *CLBC Policy Manual* is to establish policy through concise, non-technical statements and to communicate that policy to staff, the individuals and families we support, service providers, external organizations and other interested members of the general public.

Policy includes Practice Guidelines and Procedures but these areas are organized into three discreet sections of each policy section as applicable.

### **Structure of Policy Manual**

The *CLBC Policy Manual* is divided into five *volumes*: *Corporate Services*; *Service Delivery*; *Communications*; *Information and Technology*; *Human Resources and Labour Relations*.

Each volume is divided into a number of *Sections* that relate to a specific functional area; these are, in turn, broken down into *Sub-sections*. Where policies in one volume or section are a shared responsibility, the policy indicates a *Cross-reference*. For example, individualized contracts and personal outcomes are a joint responsibility of Corporate Services and Service Delivery.

Each policy has its own:

- title
- scope
- section/sub-section number
- effective or revision date
- page numbering

When a policy is revised, the entire policy will be updated with the most recent changes clearly marked. Revisions or additions to the manual will be documented by each responsibility centre.

## Current Status of Manual

Many CLBC policies are still in the process of being drafted, edited, and approved as we move towards a new service delivery system. The goal is to ensure that policies are useful, clear and relevant. As circumstances change and experience with the new model grows, there will continue to be opportunities to create, modify or reduce policies to reflect current requirements. New and updated policies will be published on the Website as they become available.

If you need policy information which is not yet a part of this manual, please contact the appropriate service area for guidance.

## How to Develop Policy

### Policy Criteria

The following criteria should be used to determine what subject areas require policies, and the contents of the policies:

***Is significant:*** The policy must have a significant impact on CLBC operations or administration, or be of significant interest to CLBC staff for the foreseeable future. Policy relating to situations that are unlikely to reoccur, or whose significance will likely diminish over time, should not be included.

***Is of broad interest:*** The policy should apply to, or be of interest to specific functional areas within CLBC.

***Is useful:*** The policy should be useful and not self-evident to the average reader

### Policy Format and Contents

To ensure that CLBC policies, practice guidelines and procedures are communicated in a consistent manner, all policy statements will use common headings such as:

- Scope
- Policy( Intent, Background)
- Practice Guidelines
- Procedures

***Scope:*** Describes to whom the policy applies and under what circumstances. If the scope of the policy is restricted, the scope will be briefly described. If the title includes a technical term, the meaning of the term will be briefly defined.

***Intent:*** Clarifies what the policy covers and the rationale.

**Policy:** Sets out CLBC policy. Sub-headings under *Policy* should be short and descriptive.

**Practice Guidelines:** Provide information on considerations that can or should be taken into account when interpreting or implementing policy.

**Procedures:** Detail the specific technical or administrative processes to be followed when implementing a particular policy

**Implementation Plan:** Each Responsibility Centre will ensure that a comprehensive implementation plan is attached to policies prior to approval. Factors to consider include: field readiness and understanding; system capacity; training requirements; communication plan; financial impacts, etc.

To ensure that policies remain current and do not need to be revised frequently, the following types of information should be avoided:

- personal names (position titles are acceptable)
- addresses or telephone numbers
- specific costs
- topics covered in other CLBC documents

Policy contents should be organized **top down** starting with an overall general statement and working down through Practice Guidelines to Procedures covering:

- situations in which the policy applies
- purpose or background
- details of how the policy is applied
- definitions of key terms
- general responsibility for implementing the policy
- detailed responsibilities for implementing the policy
- descriptions of forms and approval processes
- appendices

## **Development and Revision Process**

CLBC policies, whether new or revised, will be developed using the same process, outlined below. The Director of Policy is responsible for the ensuring the coordination, approval and publication of CLBC policies.

Each responsibility area is responsible for updates and maintenance of their particular policies. It is also the responsibility of each area to ensure that any issues related to appropriate consultation, legal requirements, fiscal concerns, etc. have been addressed. Prior to the policy being submitted to the CEO.

Once approved the Director of Policy is responsible for:

- reviewing for clarity, conciseness, and completeness
- ensuring conformity to format specifications
- posting on Website

The area responsible will take whatever steps are required to ensure that the appropriate people, both within and external to CLBC, are aware of the policy. This may include issuing bulletins, letter, Emails or phone calls. Each area will also ensure that adequate training is in place for Managers and staff to communicate the background, rationale, and application of the policy.

### **Writing Style**

CLBC policy must be written clearly and concisely, and be as understandable to all users as possible. Most policies include some flexibility in their application, so they should not be rigidly worded.

Technical language and acronyms will be used sparingly and only to the extent necessary to explain the policy. Acronyms should be spelled out the first time they are used. Definitions of technical terms and acronyms will be included where appropriate.

### **Evaluation**

The CLBC Policy Manual will continue to develop as we proceed with full implementation of the model and to reflect current thinking and requirements. We welcome your comments and suggestions on how to improve its use and readability. Please direct your comments to the Director of Policy.

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