Policies and Procedures

CREATIVITY THE ART AND SKILL OF WRITING POLICIES AND PROCEDURES

DEFINITIONS

POLICIES

- •Express rules, expectations and requirements
- Explain what to do
- Are realistic and attainable
- Have an active voice (subject-verb-object)

PROCEDURES

- List steps to follow
- •Tell "how" to perform a job
- Have an active voice and are imperative

EXAMPLES

POLICY

 We provide one week's vacation after one year of employment and two week's vacation after five years of employment.

PROCEDURE

- Complete form VR-1.
- Submit form VR-1 to your supervisor one month before the desired time off.

WRITING SKILLS

Say what you mean and mean what you say.

Be aware of all possible interpretations.
 For example: Turn the handle to the left.

Use specific language

For example: Keep the acid cool.

Consider the Reader/Users

- Don't assume anything`
 For example: Hammer the nail.
- Look at the experience of the user.

EXERCISE 1

POLICY EXCERPTS

- 1. The attending employee should report all suspected cases of communicable disease to the Medical Officer of Health.
- 2. All requests for leave, as provided in the company handbook, will be submitted by the requesting employee to his or her supervisor for approval.
- 3. If the client is under fourteen years of age, the consent can be signed by the parent or guardian.
- 4. The Housekeeping Department should be responsible for carrying out the standard of operating procedure and methods necessary to maintain the building at a high level of sanitation and visual appearance.

EXERCISE 2

PROCEDURE EXCERPTS

- Check each report to ensure information is complete and it contains accurate information.
- 2. If time permits, glass shelving is always in need of dusting.
- 3. Eye check windows and remove any visible spots or streaks that are seen on them.

QUESTIONS

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WRITING SKILLS

Watch out for Weasel Words

 Weasel words are words that sound as if you're trying to wiggle out of a commitment.

For example: Part A **ought** to fit into Part B.

They can be used for flexibility where appropriate.

For example: In extreme conditions, management may take alternative action.

Use short words and short sentences

- The Gunning Fog Index defines a difficult word as any word of three syllables or more. Stick with words of one or two syllables.
- Aim for a maximum of 15 words per sentence.

For example: Write, 'Use form R-31 7b'; do **not** write, 'Use the appropriate request form'.

EXERCISE 3

- 1. An employee using air transportation may be authorized by the supervisor to engage in a rental car in the destination city for transportation when the cost is less than that of taxi fare or enables the traveler to accomplish company business in a more efficient manner.
- All rental car reservations must be made through the company's affiliated travel agency.

STEPS FOR THE DEVELOPMENT OF POLICIES AND PROCEDURES

- 1. Assess the Need
- 2. Research Best Practice
- 3. Develop a Writing Plan
- 4. Draft and Edit the Policy and/or Procedure
- 5. Obtain Approval
- 6. Engage in Communication and Education
- Practice Review and Revision

FORMATTING DECISIONS

- Font and size
- Full margin justification or left only
- Will the same font and size be used for headings?
- How will headings and subheadings be identified?
- Line spacing between paragraphs and points, headings and subheadings
- Numbering of steps and substeps
- Expression of time
- Will numbers in the text be words or numerals?
- Identification of abbreviations
- Tense and tone used

MANUAL DEVELOPMENT

- Introduction
- Index
- Table of Contents
- Numbering System
- Approval Process
- Reviews and Revisions

QUESTIONS



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REFERENCES

- Campbell, N. J. (1998). Writing Effective Policies and Procedures. New York, NY: AMACOM
- Cryderman, P. (1999). Customized Manuals for Changing Times. Ottawa, On: Canadian Healthcare Association.
- Page, S. (2004). 7 Steps to Better Written Policies and Procedures. Westerville, OH: Process Improvement Publishing.
- Page, S. (2004). Achieving 100% Compliance of Policies and Procedures. Mansfield, OH: BookMasters INC.

Page S. (2005). Post Practices in Policies and Precedures

USEFUL RESOURCES

Writing Effective Policies and Procedures by Nancy J. Campbell: ISBN # 0-8144-7960-X.

Customized Manuals for Changing Times by Paula Cryderman: ISBN # 1-896151-38-8. Place order by e-mail, custserv@cha.ca.

Steps to Better Written Policies and Procedures by Stephen Page: ISBN # 1-929065-24-8. Author's web site: http://www.companymanuals.com/writingformat/index.htm.

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USEFUL RESOURCES (con't)

Achieving 100% Compliance of Policies and Procedures by Stephen Page: ISBN # 1-929065-49-3. Author's web site: http://www.companymanuals.com/compliance/index.htm.

Best Practices in Policies and Procedures by Stephen Page: ISBN #: 1-929065-07-8. Author's web site: http://www.companymanuals.com/bestpractices/index.htm.

Northern Lights Health Region Website: www.nlhr.ca

Security Policy

Define what is required/allowed/acceptable

Incident Response Policy

What is provided, who receives it and who provides support

Incident Response Plan

Which incidents will be responded and how

RFC 2350 – defines template for Incident

Response Policy

Incident Response Policy

- Types of Incidents and Level of Support
 - Ordered by severity list of Incident categories
- Co-operation, Interaction and Disclosure of Information
 - Based on organisation's Security Policy
 - Availability of information and ordered list of information being considered for release both personal and vendor's
- Communication and Authentication
 - Information protection during communication
 - Mutual authentication between communicating parties
 - Also depending on information category

Incident Response Procedures

Should be documented in full or in critical parts

- 1. Initial Incident Reporting and Assessment
- 2. Progress Recording
- 3. Identification and Analysis
- 4. Notification initial and in the progress
- 5. Escalation by Incident type or service level
- 6. Containment
- 7. Evidence collection
- 8. Removal and Recovery

Incident response

Incident response includes three major groups of actions/services

- Incident Triage
 - Assessing and verification incoming Incident Reports (IR)
- Incident Coordination
 - Categorisation Incident information, forwarding IR around and arranging interaction with other CSIRTs, ISPs and sites
- Incident Resolution
 - Helping a local site (victim) to recover from an incident in most cases offered as optional services.