



# Town of Vegreville Policy

<b>Policy No.:</b>	<b>2015-01</b>
<b>Policy Title:</b>	<b>Developing Policies and Procedures</b>
<b>Approval Date:</b>	<b>December 14, 2015</b>
<b>Revision Dates:</b>	
<b>Department:</b>	<b>Municipal Operations &amp; Management</b>

## Policy Statement:

Council policies are statements from Council governing duties or standards of performance imposed by the Town or legislation.

### 1. Reason for Policy

1.1. Policies will address recurring issues providing guidelines or boundaries and setting the means for achieving obligations.

### 2. Related Information

2.1. Reference Manual for Developing Policies and Procedures (Appendix A)

### 3. Definitions

3.1. "Policy" is a guide for decision-making and is accompanied by procedures. The function of a policy is to ensure that decisions and actions are being undertaken in a consistent manner throughout the organization.

3.2. "Procedure" is a guide for *doing*. A procedure outlines the means in which Town employees are to carry out a particular policy.

3.3. "Responsible Department" means the office or department that will develop and administer a particular policy and procedures and will be accountable for the accuracy of its subject matter, issuance and timely updating.

### 4. Responsibilities

4.1. Town Council is to:

4.1.1. Approve by resolution this policy and any amendments

4.1.2. Consider the allocation of resources for successful implementation of this policy in the annual budget process.

**4.2. Town Manager to:**

- 4.2.1. Implement this policy and approve procedures.
- 4.2.2. Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.

**4.3. Director of the Department to:**

- 4.3.1. Ensure implementation of this policy and procedure.
- 4.3.2. Make recommendations to the Town Manager of necessary policy or procedure amendments.

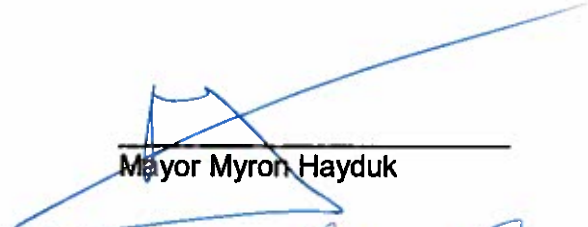
**4.4. Supervisor to:**

- 4.4.1. Understand, and adhere to this policy and procedure.
- 4.4.2. Ensure employees are aware of this policy and procedure.

**4.5. All Employees to:**

- 4.5.1. Understand, and adhere to this policy and procedure.

**5. End of Policy**




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Mayor Myron Hayduk



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Jody Quickstad, Town Manager

## APPENDIX "A"

	<h1>Town of Vegreville Procedure</h1>
<b>Policy No.:</b> <b>Policy Title:</b> <b>Department:</b>	<b>2015-01</b> <b>Developing Policies and Procedures</b> <b>Municipal Operations &amp; Management</b>

**1. General Guidelines**

- (1) The Reference Manual will be used by Administration for Developing Policies and Procedures (Appendix A)

**2. End of Procedure**



# TOWN OF VEGREVILLE

## REFERENCE MANUAL FOR DEVELOPING POLICIES AND PROCEDURES

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## **DEVELOPING POLICIES AND PROCEDURES**

<b>1.</b>	<b>Guide to Developing Policies &amp; Procedures</b>	
1.1	About this Guide	Page 6
1.2	What is a Policy/Procedure?	Page 6
1.3	General Guidelines	Page 7
<b>2.</b>	<b>Policy</b>	
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<b>3.</b>	<b>Procedure</b>	
3.1	Title Block	Page 9
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	Schedule 'A' – Sample Policy and Procedure	Page 13

## Guide to Developing Policies and Procedures

### 1.

#### 1.1 About this Guide

This guide contains information regarding the development, approval and maintenance of policies and procedures for the Town of Vegreville.

The policies and procedures that are approved will become part of the Town's Policies and Procedures Library. A hard copy will be maintained by the Executive Assistant's Office and an electronic version will be accessible for viewing at [www.vegreville.com](http://www.vegreville.com).

For Town policies and procedures to be consistent and relevant, it is recommended that staff follow the guidelines set out in this reference manual. For staff use, policy and procedure templates will be available on the Town's Shared Drive at (V:)Policies.

#### 1.2 What is a Policy/Procedure?

**Policy** forms the written basis of operation, secondary to legislation and bylaw, which serves as a guide to decision-making, prescribes limits and assigns responsibilities within an organization. Policies are often viewed as rules related to the overall mission, goals and objectives of an organization.

In general, a policy is a guiding or governing principle. Policies, and any amendments, must be approved by Town Council through resolution.

A Town policy will meet the following criteria:

- Has broad application throughout the organization.
- Helps to ensure compliance with laws and regulations while improving efficiency.
- Enhances the Town's mission and operating philosophy.
- Mandates specific action or constraint and contains procedures for compliance.
- Subject matter requires Town Council's review and approval.

If a policy fits these criteria, it is a policy. If it does not, it is an administrative directive.

**Procedure** gives directions according to which operations are conducted within the framework and policy. It is a series of steps that outline sequences to be followed in the implementation of policy.

Procedures, and any amendments, must be approved by the Chief Administrative Officer. Any relevant instructions and/or forms are to be attached to procedures.

### 1.3 General Guidelines

A standard, yet flexible, template will ensure consistency is maintained throughout all Town policies and procedures (template available on Shared Drive (V:)Policies.

Arrange all details of the policies and procedures in a clear and logical manner that readers can easily assess at first glance. The writing style should stress clarity, consistency and simplicity.

Group the information being presented into subjects. Use bold headings to identify sections. Use numbers and indents to itemize steps or show a chronological progression. Avoid repeating the same information.

## 2. Policy

### 2.1 Numbering

Each policy will be assigned a policy number by the Executive Assistant. The numbering will be as follows:

#### Year-Consecutive Numbering


Example: 2015-01

#### Department

Corporate Services  
Community Services  
Infrastructure, Planning & Development  
Municipal Operations & Management

### 2.2 Title Block

The first page of each policy is to contain the following title block:

	<b>Town of Vegreville Policy</b>
<b>Policy No.:</b> <b>Policy Title:</b> <b>Approval Date:</b> <b>Revision Date:</b> <b>Department:</b>	

## 2.3 Content

In addition to the Title Block, each standard policy shall contain at least the following three headings:

**Policy Statement** is an expression of the intent, or a description of what we are doing:

- Summary of people's actions.
- Who should follow policy.
- When policy applies.
- Major conditions or restrictions.

**Reason for Policy** refers to why we are doing it:

- Legal or regulatory reasons.
- Description of conflict or problem the policy will resolve.
- Recognizes the legitimate interests of all parties.
- Overall benefits.

**End of Policy** is self-explanatory.

In addition to the basic headings required above, a policy may include one or more of the following headings:

**Related Information** will list only information that is in the policy, such as:

- Related Town policies.
- Documents required to complete the procedures.
- Documents that provide helpful, relevant information.
- Provincial statutes, regulations or bylaws.

**Exclusions** list any locations, organizations, funding sources or job classifications that are excluded from the policy.

**Definitions** will only be used to describe unique terms that, by being defined, will add to the reader's misunderstanding of the basic policy.

- Define unfamiliar terms or technical terms.
- Define terms with special meaning.
- List terms in alphabetical order.

**Special Situations** contain information about important circumstances that affect only a few people or circumstances that occur infrequently. These items will be listed in order of importance and, if applicable, they may include procedures relative to the special situation.

**Responsibilities** will summarize the duties of any person, group or organization participating in the given policy. It will also refer to the scope of the authority vested in a group or individual.




**Appendices** will contain lengthy or complex reference information that would otherwise disrupt the flow of other sections.

### 3. Procedure

#### 3.1 Title Block

Each procedure will include the following Title Block:

	<h2>Town of Vegreville Procedure</h2>
<b>Policy No.:</b> <b>Policy Title:</b> <b>Approval Date:</b> <b>Revision Date:</b> <b>Department:</b>	

#### 3.2 Content

Procedure describes a chronological series of interrelated steps and will:

- List steps to follow in order to comply with the policy.
- Usually be divided into sections marked by indented headings.
- Use an introductory section for complex procedures or those with options.
- Clearly identify cautions or warnings.
- Refer the reader to:
  - Related documents;
  - Related appendix entries;
  - Relevant Special Situations.

#### 3.3 Approval

Procedures must be submitted to the C.A.O. for approval following a policy being approved by Council.

Procedures require a signature line for the C.A.O. as follows:

\_\_\_\_\_  
Jody Quickstad, Town Manager

#### 4. Policy/Procedure Development Process

1. Need for Policy/Procedure: *Anyone can identify issues that may require a policy and procedure, but every policy should fall within the jurisdiction of one specific department.*

2. Responsible Department	Evaluates proposed policy to determine necessity. Drafts policy and related procedures.
3. Senior Staff	Draft policies and procedures will be reviewed by Senior Staff.
4. Council	Approves Policy Statement.
5. Responsible Department	Within 30 days of policy approval, finalize procedures with input from the organization and stakeholders.
6. C.A.O.	Approves Procedures.
7. Executive Assistant	Notifies the organization of the approved policy and procedures. Includes approved policy and procedures in central management system.
8. Responsible Department	Implements procedures and facilitates any related training. Conducts periodic review of policy and procedures.

## 5. Writing Tips

Because policies are written for a diverse audience, they must be complete yet simple and easy to read. A policy is NOT a law and a lawyer should not be needed to interpret it.

Select your words carefully. Words like should and may imply a choice. For example,  
*"Staff should not smoke in the Town Hall"*

This means they should not smoke but it is acceptable if they do.

Always attempt to use as few words as possible to state a case. For example,  
*"All staff must..."*

The word "all" is redundant. Simply using "staff" implies all unless an explanation is given.

Do not use long words when short words will do.

### **Don't Use**

accomplish  
attempt  
utilize  
construct  
deficiency  
equitable  
infrequent  
occurrence  
terminate  
requisite

### **Use**

do  
try  
use  
build  
lack  
fair  
rare  
event  
end  
required

Do not use extra syllables.

### **Don't Use**

discontentment  
experimentalize  
irregardless  
orientated  
preventative  
administrate

### **Use**

discontent  
experiment  
regardless  
oriented  
prevent  
administer

Use compact substitutes for wordy phrases.

**Don't Use**

in the nature of  
in view of the fact of  
give encouragement to  
make an adjustment in  
is equipped with  
a majority of  
large number of

**Use**

like  
since  
encourage  
adjust  
has  
most  
many

Avoid the use of words that duplicate the meaning of a word or words already used.


**Don't Use**

basic principles  
mutual cooperation  
personal opinion  
consensus of opinion  
past history  
ask the question

**Use**

principles  
cooperation  
opinion  
consensus  
history  
ask

Schedule "A"  
Sample

	<h2>Town of Vegreville Policy</h2>
<p><b>Policy No.:</b> <b>Policy Title:</b> <b>Approval Date:</b> <b>Revision Dates:</b> <b>Department:</b></p>	

**1. Reason for Policy**

**1.1.**

**1.1.1.**

**2. Related Information**

**2.1.**

**3. Definitions**

**3.1.**

**4. Responsibilities**

**4.1. Town Council to:**

4.1.1. Approve by resolution this policy and any amendments.

4.1.2. Consider the allocation of resources for successful implementation of this policy in the annual budget process.

4.1.3.

**4.2. Town Manager to:**

4.2.1. Implement this policy and approve procedures.

4.2.2. Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.

4.2.3.

**4.3. Director of the Department to:**

- 4.3.1. Ensure implementation of this policy and procedure.
- 4.3.2. Ensure that this policy and procedure is reviewed every three years.
- 4.3.3. Make recommendations to the Town Manager of necessary policy or procedure amendments.

**4.4. Supervisor to:**

- 4.4.1. Understand, and adhere to this policy and procedure.
- 4.4.2. Ensure employees are aware of this policy and procedure.

**4.5. All Employees to:**

- 4.5.1. Understand and adhere to this policy and procedure.
- 4.5.2.

**5. Exclusions**

**5.1.**

5.1.1.

**6. Special Situations**

**6.1.**

6.1.1.

**7. Appendix**

**7.1.**

7.1.1.

**8. End of Policy**

  
\_\_\_\_\_  
Mayor Myron Hayduk

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Jody Quickstad, Town Manager