Section:	Legislative Services	BRD-0340-50
Title:	Policy and Procedure Framework	001

1. PURPOSE

1.1 The Policy and Procedure Framework provides guidance for developing policy documents for the Sunshine Coast Regional District (SCRD). This document is intended to provide a framework that will ensure consistency in the development, approval, and review process associated with SCRD policies and associated procedures.

2. SCOPE

2.1 The Policy Framework applies to all Board and Operational Policies and Procedures.

3. DEFINITIONS

3.1 "**Policy**" means a plan or course of action, intended to influence, and determine decisions, actions, and other matters that inform service levels and resource allocation. A policy must be consistent with the overall goals of the Board and the organization.

3.2 "**Board Policy**" means a policy that directs staff in making consistent decisions on a recurring issue affecting members of the public and/or more than one department which usually has an external focus. Board policies are developed by the Policy Owner (subject matter expert).
　3.2.1 Board Policies:
　　a) Are approved by the Board and within the Board's jurisdiction.
　　b) Guide and inform Board decision-making to achieve consistent outcomes, and common interpretation.
　　c) Convey a common understanding of the Board's strategic direction.
　　d) Are related to SCRD governance, programs and/or services.
　　e) Impact the community.

3.3 "**Operational Policy**" means a policy that governs staff with consistent standards and practices on a recurring issue that may affect one or more departments. Operational Policies are developed by the Policy Owner (subject matter expert).
　3.3.1 Operational Policies:
　　a) Are reviewed by the Senior Leadership Team (SLT) and given final approval by the Chief Administrative Officer (CAO).
　　b) Focus on internal administration and operations of the organization.
　　c) Primarily informs and/or impacts employees and contractors.
　　d) Provide consistency and clarity of interpretation.
　　e) Direct and/or guides management and staff for consistent outcomes.

3.4 "**Policy Owner**" means the Division or Department head Subject Matter Expert who has functional responsibility and accountability for the policy once it has been approved. The Policy Owner recommends, develops, drafts and proposes amendments to Policy documents, and is responsible for ensuring the policy is implemented and enforced once approved or adopted.

3.5 "**Policy Control Officer**" means the Corporate Officer, or designate, who is responsible for the system of policies, including development and maintenance of the SCRD's Policy Register. The Policy Control Officer's role is to ensure policy consistency, legislative compliance, and alignment with Policy and Procedure Framework prior to submission for approval.

3.6 "**Procedure**" means a specific set of instructions that guides who, when, and how to complete a specific task or process. Procedures supplement Board and operational policies by documenting the methods, actions and steps required to support or apply a particular policy. Procedures associated with a policy are developed by the Policy Owner (subject matter expert).

    3.6.1   Procedures:

        a) Are considered workplace specific related to a certain function or task.

        b) Are related to an internal corporate activity.

        c) Provide a higher degree of certainty to an outcome.

        d) Ensure consistent behavior and action.

4. POLICY

4.1 A policy is a deliberate system of principles to guide decisions and achieve rational outcomes in an open, transparent, and accountable way. It describes what is to be done and must be consistent with the overall goals and strategic direction of the organization. A policy is a statement of intent and is implemented as a procedure or protocol. The SCRD has two types of policies: Board and Operational.

4.2 A Procedure is a specific set of instructions that guide who, when, and how to complete a specific task or process.

4.3 The need for a new or revised Policy may be required by legislation or identified by a department or subject matter expert. A policy is required whenever there is a need to direct, control or inform.

4.4 Types of issues which commonly require a Policy include:

    4.4.1   Equity in services provided.

    4.4.2   Adherence to established standards and statutory requirements.

    4.4.3   Board governance.

    4.4.4   Safeguarding corporate assets.

    4.4.5   The fair and equitable treatment of employees.

    4.4.6   The health and safety of employees.

4.5 Policies must comply with all relevant legislation (e.g. Community Charter, Local Government Act, Occupational Health and Safety Regulations, Freedom of Information and Protection of Privacy Act).

4.6 Terminology used in the policy should reflect that used in the legislation, if appropriate, be inclusive and equitable, and ensure consistency of format, content, and process.

4.7 All policies will contain plain, clear, concise wording, enabling a wide range of users to understand the content. Where prescribed terminology is used (e.g. extracted from legislation) a clear description of the terminology should be contained in the definitions section of the policy.

4.8 The Policy Owner is responsible for researching the issues, which may include liaising and receiving feedback from internal and external interested parties, benchmarking, legal research, and financial impact analysis. The Policy Owner is also responsible for regular review of all policies to assess any areas of overlap, contradiction, or integration with other existing Policies, and to discuss these issues with the departments of the affected Policy.

4.9 Prior to developing or revising a Policy, the Policy Owner is responsible for describing the issue to be addressed, seeking authority to proceed, identifying the policy gap or root cause of the problem that has been identified.

4.10 The Policy Control Officer will provide support to Policy Owners to ensure conformity to the requirements of this framework including policy interpretation when needed.

4.11 Policy and Procedure templates have been created and must be used in the development of all Policies.

5. Minor Revisions

5.1 Minor housekeeping revisions, such as those to reflect changes in organizational structure and/or administrative corrections such as spelling and grammar, may be done by the Policy Control Officer, or designate.

6. Policy Review

6.1 Board Policy Review

6.1.1 The Policy Control Officer is responsible for initiating the annual review process for all Board Policies per the Board Policy Review Committee Terms of Reference.

6.1.2 Policy Owners may bring forward new or revised policies to any Standing Committee meeting of the Board as needed.

6.2 Operational Policy Review

6.2.1 The CAO is responsible for initiating an annual review for all operational policies.

6.2.2 Policy Owners may bring forward new or revised policies as needed for review by SLT prior to obtaining CAO approval.

7. Policy Access

7.1 All Policies will be electronically available and accessible by all staff. All Board Policies will be made available to the public on the SCRD's website.

8. REFERENCES (Bylaws, Procedures, Guiding documents)

8.1 Appendix A – Operational Policy Template
8.2 Appendix B – Board Policy Template
8.3 Appendix C – Procedure Template
8.4 Board Policy Review Committee Terms of Reference

Approval Date:		Resolution No.	
Amendment Date:		Resolution No.	
Amendment Date:		Resolution No.	
Amendment Date:		Resolution No.	

OPERATIONAL POLICY

Section:	Choose an item.	OP-0340-30
Title:	[Enter title of Policy]	xxx

1 PURPOSE

1.1 Describe the purpose on why the SCRD is issuing this policy and the desired effect or outcome.

2 SCOPE

2.1 Describe who or what the policy applies to. For example, does the policy apply to all employees, volunteers, credit card payments or participants of a camp program?

3 DEFINITIONS

3.1 Describe the word or term that requires a defined and clear definition. Capitalize words and terms throughout the procedure to signify they have been defined here.

4 POLICY

5 EXCEPTIONS

6 RESPONSIBILITIES/AUTHORITY TO ACT

6.1 Employees

6.2 Management

6.3 Human Resources

6.4 Chief Administrative Officer

7 REFERENCE

7.1 Reference any relevant legislation, department reports, Bylaws, applications, forms, or templates here. Each one should be numbered separately (i.e., 7.1, 7.2, 7.3 etc.).

SLT Review Date:	
CAO Approval Date:	
CAO Signature	

BOARD POLICY

Section:	Choose an item.	BRD-0340-50
Title:	[Enter title of Policy]	xxx

1 PURPOSE

1.1 Brief statement on why – eg. …to establish guidelines/requirements/standards

2 SCOPE

2.1 Identify persons/departments affected – focus on those who might have influence or those who support the policy.

3 DEFINITIONS

3.1 Define key terms to assist with interpretation

4 POLICY

4.1 General policy statement/goal/vision/direction, including high-level guidelines, requirements, and standards if applicable.

5 EXCEPTIONS

5.1 Identify general exceptions to the policy or guidance that is out of scope.

6 AUTHORITY TO ACT

6.1 Legislation

6.2 Board

6.3 Delegated Authority

7 REFERENCES (BYLAWS, PROCEDURES, GUIDING DOCUMENTS)

7.1 Attach or refer to related documents ((Bylaws, Procedures, Guiding Documents)

Approval Date:		Resolution No.	
Amendment Date:		Resolution No.	
Amendment Date:		Resolution No.	
Amendment Date:		Resolution No.	

**OPERATIONAL
PROCEDURE**

Department:	Name of Department
Division:	Name of Division
Title:	Title of Procedure

1   INTRODUCTION

   1.1   Describe the overall purpose of the procedure in one to two sentences. It should be a simple statement of what the procedure intends to outline.

2   SCOPE

   2.1   Describe who or what the procedure applies to. For example, does the procedure apply to programs, volunteers, credit card payments or participants of a camp program?

3   PROCEDURE

Effective Date:	
General/Senior Manager Approval	