



## POLICY AND PROCEDURE MANUAL

|  |  |                             |                                |
|--|--|-----------------------------|--------------------------------|
| <b>Chapter:</b>                                    | Governance and General Administration  |                             |                                |
| <b>Title:</b>                                      | Policy and Procedure Management        |                             |                                |
| <b>Policy:</b> <input checked="" type="checkbox"/> | <b>Review Cycle:</b> Triennial         | <b>Adopted Date:</b> 3.2023 | <b>Related Policies:</b><br>NA |
| <b>Procedure:</b> <input type="checkbox"/>         | <b>Author:</b> Chief Executive Officer | <b>Review Date:</b> 3.2023  |                                |

### **Purpose:**

Hopeful Horizons' (HH) develops and maintains policies and procedures to support achievement of the organization's Mission, Vision and Values; to meet the changing needs of the organization; to achieve compliance with applicable laws, rules, and funding requirements, and; to assure responsiveness to customer/stakeholder needs. Policies and procedures are developed with consideration of best practices.

Policies that require approval are those that, if not followed, represent a risk to HH. The Board has authorized the Chief Executive Officer (CEO) to recommend policies necessary to carry out the Mission of the organization and to accomplish the objectives established by the Board. Policies and procedures shall be easy to understand, communicated broadly, and enforceable.

Procedures are established by HH staff/designees to assure effective and efficient implementation of Board approved policies and business practices. Procedures should provide adequate detail and step-by-step description of how specific tasks/actions are to be completed. Procedures should be developed in consultation with key stakeholders and community partners as necessary.

### **Scope:**

This policy applies to

- All HH Staff                       Selected HH Staff, as specified:  
 HH Board Members             HH Volunteers  
 Other: Sub-contract Providers

### **Policy:**

The HH CEO/designee shall manage the policy review process and shall provide for maintenance of an electronic policy and procedure manual. Policy review/edit process shall occur as needed not less than triennially. The process shall be led by a designated author with review and input being facilitated through regularly scheduled meetings of concerned internal and external stakeholders. Compliance and/or legal review shall be conducted as necessary. Policies shall be reviewed and approved by the HH CEO and Board of Directors.

### **Procedures:**

HH personnel shall maintain operating procedures for all important organizational processes. Procedures shall be reviewed at least triennially/as needed and approved by responsible department leader. Procedures shall be accessible and communicated to involved personnel, volunteers and other effected stakeholders as part of the regular professional development/training and contract management practices. Any changes in procedures shall be consistent with and supportive of associated HH policy.

**Formatting:**

- Century Gothic, Primary type face, 11pt. font; bold for headings
- Georgia, Secondary type face, 11 pt. font; bold for headings
- One-inch margins on all sides
- Paragraphs are fully justified
- Single spacing for paragraphs
- Use position titles (e.g., Chief Executive Officer/CEO) rather than names
- Acronyms should be used only after the full compound terms have been written out
- Policies submitted for approval of revisions shall be submitted in Microsoft Word, 'Track Changes' format

**Content:**

**Header:**

- ✓ HH Approved Logo
- ✓ Policy Manual Chapter
- ✓ Policy or Procedure Title
- ✓ Designation Policy or Procedure
- ✓ Review Cycle
- ✓ Author
- ✓ Date Adopted
- ✓ Latest Review Date
- ✓ Related Policies

**Body:**

- Purpose: The rationale for the policy
- Scope: To whom the policy applies
- Policy: The governing principle and/or leadership expectations, plan or understanding that guides the action. It states what we do, but not how.
- Procedure detail with step-by-step description of required actions (procedures only)
- Applies to: Specific individual or groups who must comply with the policy or to whom the policy pertains.
- Communication and Training: method, content and recipients
- Definitions: Explanation of key terms/phrases not obvious or otherwise self-explanatory.
- Other related materials: Other source documents that provide context of support the need for the policy.
- Reference(s)/Legal Authority: Provide a summary of related laws, regulations, and other institutional policies.

**Footer:**

Each policy shall reflect the following footer. The 'Change Log' provides a history of the policy/procedure, including evidence or regular review and rationale for related changes.

**Change Log:**

| Date of Change | Description of Change | Responsible Party |
|----------------|-----------------------|-------------------|
|                |                       |                   |

**Approval:**

Policies shall be established/reviewed by the responsible designated author; reviewed by the CEO/designee, designated departments/personnel/other stakeholders in the HH organizational structure (as appropriate). The CEO shall facilitate Board review through the approved committee structure or as committee of the whole. Policies are **not** effective until formal Board action has occurred, and the policy is posted to the “All Staff Policy and Procedure” file on Hopeful Horizons’ server. Procedures require stakeholder input and must be approved by the responsible department lead unless otherwise indicated.

**Accessibility and Storage:**

Approved policies shall be posted, in a noneditable portable document format (PDF) format, to the HHs’ website. Approved procedures shall be posted, in a noneditable portable document format (PDF) format, to the Employee and/or Board portal as appropriate. Original Word versions of all policies and procedures shall be maintained by the central policy manager, in a separate secure location.

**Communication and Training:**

Policies and procedures shall specify any required and/or recommended communication, education and/or training necessary to support policy/procedure adherence.

**Communication and Training:**

New employees and Board members shall receive an overview of HH policies, procedures and the policy management process during initial orientation. Employees shall receive a regular communication of new/reviewed policies and procedures including a link to the policy/procedure location on the server. Specific policy and procedure communication education requirements shall be defined within each policy or procedure document.

**Definitions:**

HH: Hopeful Horizons  
CEO: Chief Executive Officer

**Other Related Materials:**

Policy Management – Policy Template  
Policy Management – Procedure Template

**References/Legal Authority:**

[Guide to Writing Effective Policies and Procedures, HSC Office of Institutional Compliance and Integrity, May 2019.](#)

**Change Log:**

| Date of Change | Description of Change | Responsible Party       |
|----------------|-----------------------|-------------------------|
| 3.2023         | New Policy            | Chief Executive Officer |
|                |                       |                         |