

West Neighbourhood House	
Policy Title:	Policy on Policies
Approved by:	West Neighbourhood House Board of Directors
Approval date:	February 2014
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Policy

The purpose of this policy is to provide overall guidelines for the development, approval, review, and application of policies and procedures for West Neighbourhood House.

Applicability

- Board members
- All staff

General Principles

1. All West Neighbourhood House policies and procedures (“**Policies**” and “**Procedures**”, respectively) shall be drafted and updated with the goal of
 - a) Complying with all applicable municipal, provincial and federal laws and regulations;
 - b) Being consistent with contracts, to which West Neighbourhood House is a party; and
 - c) Maintaining a high standard of professional responsibility and ethical behaviour.

2. Policies are intended to guide appropriate responses in common or predictable situations. Policies should be read through the lens of reason, good judgement, common sense, ethical considerations and integrity.

3. When there is no policy in place to address a specific situation, or if one of the Policies is ambiguous, staff are expected to:
 - consult with their supervisor or any management team member on how to address the situation, and
 - use reason, good judgment, common sense, ethical considerations and integrity to address the situation.

Development and approval of policies

New Policies are developed when a need arises, such as new legislative or regulatory requirements or when new, ongoing problems emerge. It is a good practice to research and

compare Policies with those of other organizations. Input is welcome from staff, volunteers, participants and others who may be affected.

Many Policies overlap. Policies should describe the overlaps or links to other Policies.

Some Policies will require a sign-off by staff or Board members, acknowledging that they have read and understood the policy.

West Neighbourhood House acknowledges that there cannot be a policy for every situation.

Policies are not intended to replace the use of good judgment and common sense.

The Board of Directors approves all Policies that affect the overall impact of West Neighbourhood House in the community or the organization's governance, in accordance with the Board's role. The Board's Governance Committee has lead responsibility for developing new Policies as needed and for regularly reviewing and revising policies that require Board approval. Other Board Committees may, from time to time, develop or review a Policy that requires Board approval. It is recommended, as often as possible, that any policy created by another Board Committee be reviewed by the Governance Committee before going to the Board for approval in order to maintain a centrally coordinated set of Policies.

The Executive Director, or designate, is responsible for developing and approving operational Policies and Procedures and ensuring that they are in place and regularly reviewed with staff.

Unit Directors and Managers, or their designate(s), are responsible for developing and approving program-specific Policies and Procedures.

The management team is responsible for ensuring that program-specific Policies and Procedures are coordinated and complementary to all other Policies.

Supervisors are responsible for ensuring that appropriate orientation of new staff and regular training of staff takes place in relation to all applicable Policies and Procedures.

Changes to existing policies

Those responsible for an existing policy should regularly review it and related procedures, to assess its continued effectiveness, relevance and appropriateness. West Neighbourhood House will review all Policies every three years unless required by law, including applicable regulations, require otherwise or unless there is significant need for change.