P029 - Policies and Procedures

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| Version | Approved: | Comments | Next review date |
| 1.0 | 25/05/2018 |  | 01/09/2017 |
| 2.0  3.0 | 14/5/2018  12/05/2020 | Added variations and employee acknowledgement section.  Word changes and requirements | 12/05/2023 |

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| Applies to: |
| All staff |

# PURPOSE

First Call Nursing needs a clear process for creating, passing, and implementing policy. Policy documents should be based on a uniform template, and policy documents should be gathered in one folder. This is held in G drive FC P&P

The purpose of this policy is to

* Lay down a template for all policies and procedures.
* Outline a standard procedure for policies and procedures to be taken from their first drafts through to implementation.

# POLICY

Fundamental decisions as to the aims, goals and mission of First Call Nursing must be approved by the management.

Policies, which are designed to serve the company’s mission by ensuring that day-to-day decisions are informed by deliberation and consultation, must be approved by the management. The management may delegate responsibility for designing procedures to put those policies into effect.

Policies, which lay down broad principles, should be differentiated from procedures, which provide mechanisms appropriate to circumstances.

# PROCEDURE

## Responsibilities

The managing director is responsible for ensuring that proper procedures for the development, consultation, acceptance, recording, and implementation of every policy are designed and adhered to.

## Procedures

Stakeholders, staff, and management at staff/office meetings will identify the need for a policy document, or for the revision of an existing policy document, and management will then identify an author or authors.

The author/s will consult with interested members, clients, relevant staff, and persons knowledgeable in the area. Consultation may take the form of casual conversations, feedback from clients, formal meetings, policy development workshops, email forums, etc.

The draft policy is circulated to interested parties and relevant stakeholders for comment.

The author/s will consider any feedback received and will create a final draft for presentation. This can be accompanied with notes on any feedback that was unable to be incorporated, to allow consideration of other issues raised but not included.

Management will accept the policy, defer it, reject it, return it to the authors for amendment, or assign revision to other authors.

Following acceptance of the policy, it is added to the FC P & P and a sequential number is used to identify it. All subsequent revisions shall be numbered accordingly (e.g. V2, V3, etc.

All Polices are saved to FC P & P – Policies folder G drive

All Procedures are saved to FC P& P – Procedures folder G drive

## Policy and Procedure Format

All policy documents will be written in the Arial typeface (varying sizes are acceptable)

Policy documents will have a header and footer which include:

* Hyperlink – file name pathway
* Implementation date
* Review date
* Next review date (where applicable)
* Controlled document number e.g. P001
* Printed copy uncontrolled
* Indentation use is either dot or numeric 1, 1.1, 1.2

All policy documents will adhere to a standard policy template (which this document is based on), and so will have the same “look and feel” as this document.

## Variations

The Company reserves the right to vary, replace or terminate this Policy from time to time.

## Employee acknowledgment

I acknowledge that I have received and understood First Call Nursing’s policies and procedures and that I agree to comply with them:

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| --- | --- |
| Your name: |  |
| Signed: |  |
| Date: |  |