

## Policy and Procedure Requirements

All policies and procedures must incorporate all the Department of Developmental Services (DDS) requirements. They must be specific to your agency and the services you plan to offer, as well as contain the required minimum requirements found in the Supports and Services Policy and Procedure Guide.

### Format

Each policy must be a separate document and include:

- Agency name
- Effective date of the procedures: date you implemented the procedure
- Date of last revision, if applicable
- Any forms, worksheets, checklists, etc. that are referenced as a requirement in the DDS Supports and Services Policy & Procedure Guide

### Content

- Purpose – The need to have written policies and procedures. The main requirement should be consistency and access to answers when questions arise. The agency's intent should be outlined in the purpose.
  - What is the policy for?
- Policy Statement – Brief descriptive statement articulating the policy. Outlines and defines the ways an organization will conduct business during routine and unusual conditions as well as the person responsible for specific information regarding a particular issue.
  - Why are we doing it?
- Procedure – The steps should be in a sequence to be followed each time by an employee to obtain the same results. The policy should outline what person or department will be responsible for handling which functions.
  - How will we implement?
  - What are the communication and notification methods?
  - What are the consequences for not following(if applicable)?
  - What are the roles and responsibilities?
    - Explanation of policy and expectations of personnel who implements the policy.
- Applicability – Who does this apply to?
- Glossary of terms or definitions