TITLE	TCSA Policy Management Policy
POLICY NUMBER	2.32
PROGRAM NAME	Administration
NEXT REVIEW DATE	**14 September 2022**
DATE OF APPROVAL	14 September 2019
ISSUING AUTHORITY	Tłı̨chǫ Community Services Agency
ACCREDITATION STANDARD	N / A

POLICY AND GUIDING PRINCIPLE:

- Support TCSA staff in their decision-making through standardized practices within TCSA
- Adopt clearly defined policy management and approval processes across the TCSA
- Ensure consistency and clarity of actions
- Define roles and responsibilities in policy management
- Facilitate effective administration of operations
- This policy should be interpreted in conjunction with the Northwest Territories Health and Social Services Authority's (NTHSSA) policy NTHSSA Policy Management Policy 01-01-V1 when appropriate
- This policy does not give up any rights or responsibilities as negotiated within the Tłı̨chǫ Agreement.

PURPOSE/RATIONALE:

This TCSA-wide policy requires TCSA staff to develop and manage policy documents in accordance with the principles set out above.

While recognizing the TCSA is a separate agency/authority from the NTHSSA there will be times the TCSA uses NTHSSA policy if TCSA policy is deemed to be out of date or non-existent. Before acceptance, the NTHSSA policies will be reviewed by TCSA management to ensure they are suitable and applicable for use by the TCSA until appropriate policy can be developed by the TCSA for the TCSA.

DEFINITIONS:

Guideline: policy document which establishes best practice in relation to clinical and non-clinical activities and functions.

TCSA Policy Framework: describes how policy/standard operating procedure (SOP) will be organized, classified, developed, approved and disseminated to all staff within the TCSA / NTHSSA.

TCSA-wide Policy: policy document that must be complied with and implemented as a part of ongoing TCSA operations.

Protocol: policy document with focus on process, assessment, intervention and evaluation.

Standard Operating Procedure: policy document that must be complied with and implemented as a part of ongoing TCSA operations that describe step-by-step processes to carry out complex routines in order to achieve efficiency, quality output and uniformity of performance.

Policy / SOP Approver: Has formal authority to establish policy or SOP (TCSA Board chair, CEO)

Policy Document Owner: Has functional responsibility for implementation and accountability in the area covered by the policy. Is responsible for carrying out the process for obtaining policy approval.

SCOPE/APPLICABILITY:

All TCSA staff who are required to develop, revise or rescind policy/SOP and/or who are the owner of regional, facility or program specific SOP.

PROCEDURE:

1. Determine the need for a policy/SOP
2. Consult with those impacted by the policy/SOP
3. Complete Request for policy/SOP Development/Update/Rescindment Form
4. Submit request for approval
5. Develop/update/rescind the policy/SOP
6. Submit draft policy/SOP for approval
7. Policy/SOP approval
8. Policy distribution and implementation
9. Policy/SOP review and evaluation
10. Rescission of obsolete policy/SOP
11. If unable to develop TCSA policy in a timely manner consult NTHSSA policies for interim adoption if appropriate

Mandatory requirements

All TCSA staff:

- Are required to comply with all approved policy documents.
- When developing and managing policy documents, must comply with the templates, including obtaining the relevant approvals.

Implementation and Review

It is responsibility of the Senior Management Team to:

- Ensure that approved policy documents are disseminated to all staff.
- Distribute approved policy documents to the policy/SOP owner.
- Ensure that staff are able to access resources and information related to the policy management process, new and rescinded policy / SOP.
- Take timely action and inform a policy document owner about the upcoming revision date(s).

It is responsibility of the policy document owner to:

- Monitor the implementation of policy documents authored by them and provide advice and assistance regarding their implementation.
- Take timely action to rescind obsolete policy/SOP through a formal process as defined above.

PERFORMANCE MEASURES:

Each developed policy and/or SOP are regularly checked for compliance with the TCSA Policy Management Policy.

CROSS-REFERENCE: N / A

ATTACHMENTS:

- Request for Policy and / or SOP (development/update/rescindment) Template
- TCSA-wide Policy Checklist and Template
- Facility Standard Operating Procedure Checklist and Template
- Program Standard Operating Procedure Checklist and Template
- Regional Standard Operating Procedure Checklist and Template
- Roles and Responsibilities Table
- NTHSSA Policy Domains Overview
- NTHSSA Policy Management Framework

REFERENCES:

Northwest Territories Health and Social Services (2019). *NTHSSA policy management policy.* 01-01-V1. Retrieved from: https://ournthssa.ca/wp-content/uploads/2019/06/01-01-V1-Policy-NTHSSA-Policy-Management-Policy.pdf

APPROVAL:

Reviewed and Approved By: _____ Sept 16, 2019
(Chairperson, Date)

Reviewed and Approved By: _____ Sept 16, 2019
(Chief Executive Officer, Date)