

Title: **Template and Instructions**

Index: 101-D

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Owner: Technical Working Group (TWG) or Operations Working Group (OWG)

1. Purpose

- a. The purpose of this document is to provide a template for creating new policies and procedures

2. Background

- a. PCWIN policies and procedures have gone through several iterations of format, structure and purpose. There has been some confusion over the delineation between policy and procedure
- b. The former Agency Handbook and Policy Handbook had separate formats and nomenclature making standardization impossible

3. Procedure or Policy Statement (pick one)

- a. General guidelines
 - i. Each policy or procedure should be filed under a specific category
 - ii. Filing will be accomplished by numbering the document INDEX with the appropriate category number (Policies for example):
 101. Administrative (i.e. 101-D. Agency Handbook-Template and Instructions)
 102. Operations
 103. Maintenance
 104. Voice Radio Management
 105. Training
 106. DR and Business Continuity
 - iii. Procedures will follow suit with 200 series indexes and forms with 300 series.
 - iv. Use the headings included in this template to form the text of each policy or procedure.
 1. Purpose should be a 1-2 sentence statement explaining what the document should provide
 2. Background should explain the context of the policy or procedure and answer "why" the document was created
 3. Procedure/Policy Statement is the substance of the document and should provide all of the necessary details for compliance with the document

4. Applies to simply lists the parties that must be in compliance with the guidance of the policy or procedure
 - a. In general all policies and procedures will apply to all participants and members of the PCWIN cooperative.
 - b. There are some cases where a policy or procedure will apply to non-members or non-participants (such as the media). In those cases the document applies to all users of the PCWIN 800 MHZ trunked radio system.
 5. Supporting Rules should be those policies or related procedures that the reader should be familiar with in order to effectively execute the drafted policy or procedure
 6. Conditions for exemption or waiver should explain what process and approval authority must be sought to waive the restrictions of the policy or procedure
- b. Policy specific guidance
 - i. A policy document should concisely explain a PCWIN Board of Directors or Executive Director given policy. It should be a short (1 page or less) statement explaining guidance on a specific topic.
 - c. Procedure specific guidance
 - i. A procedure document is a detailed description of services or processes that a PCWIN agency must follow for compliance with a PCWIN policy.
 - ii. The Procedure Statement should be written in a reader friendly (if possible-checklist) format

4. Applies to

- a. All users of the 800 MHZ trunked radio system

5. Supporting Rules

- a. None

6. Conditions for Exemption or Waiver

- a. None