

Group Care Facilities Policy and Procedure Tip Sheet

Overview

Policies and procedures guide employee job functions, providing clear work rules and guidance when employees are providing care.

Policy

A policy sets the main rules, expectations, and goals for the organization.

- A good policy is easy to understand and clearly states the agency's purpose.
- The policy should use simple language so that anyone reading it can understand it.
- The policy explains the exact duties related to the rules or goals of the agency.
- Make sure to follow the Washington Administrative Code (WAC).

Procedure

Procedures are instructions that tell you exactly what to do, step by step, to carry out a policy in everyday work. They outline tasks and who is responsible for them. This could be a person or a department. For example, a "Procedure for incident report" would explain the steps to take after an incident.

- The procedure helps put the policy statement into action by teaching staff how to do job tasks.
- Procedures explain who is responsible for each task

Policy and Procedure Manual

A policy and procedure manual is a document that explains the rules and instructions for activities and operations in an organization. It is the main resource for employees and volunteers. It helps them understand what is expected of them, the standards they should follow, and how to do tasks correctly. It also makes sure staff follow laws and regulations.

Note: Review of policy and procedure is required as part of the 16 hours of preservice training.



Washington State Department of
CHILDREN, YOUTH & FAMILIES

Original Date: Sept. 3, 2025 |

Division | Approved for distribution by Ron Effland, Foster Care Licensing Senior Administrator

Formatting Tips

Formatting is important for policies and procedures so that staff can review them easily and update them when necessary. Having clear formatting helps licensors review and approve items faster during the licensing process. Formatting should include:

1. Program Description
2. Clear titles
3. Page numbers
4. Table of contents
5. Clear Policy statements
6. Clear procedure explaining what steps are needed to follow the stated policy.
7. Responsibilities
8. Review Cycle
9. References

Helpful Tips

- Follow the checklist(s) from DCYF to help you out.
- You can use online resources or hire someone to help you make a neat and professional document.
- Don't just copy a WAC and call it your policy and/or procedure. The WAC is there to help you create a policy and procedure that fits your agency and the people you serve.
- Regular updates need to be made to make sure that the policy and procedures match any changes in laws, rules, or regulations.
- Make sure that what is written in the manual is consistent across sections.
- The manual should be easy to access for all employees.
- Be sure to communicate when updates are made to the manual and provide training to staff.
- Make sure you have an organized way to submit the manual to your Group Care Licensors.
- Review and update your policy and procedure manual with your team before submitting it to your Group Care licensor.

KEVIN'S PLACE

Volunteer Policy

Policy: *Statement of the policy around qualifications and expectations.*

EXAMPLE- DO NOT COPY: In accordance with DCYF WAC 110-145-1475, Kevin's Place will offer volunteer opportunities within the program. Kevin's Place serves children and youth in a short-term, group receiving format. Volunteer opportunities include recreational activities on site with youth, educational tutoring, various fundraising activities to support the facility, and other projects as needed to support the ongoing mission of the program.

Procedure: *Explain volunteer roles and responsibilities*

EXAMPLE DO NOT COPY: All potential volunteers will be at least 18 years of age and complete the required DCYF background clearance prior to any volunteer role within Kevin's Place. Potential volunteers will complete necessary pre-service training and meet the qualifications within WAC 110-145-1475.

Volunteers will meet with the program manager to design a schedule based on their mutual interest, program need, and current projects that align with the need for active volunteer assistance.

Volunteers will adhere to their agreed-upon schedule and will notify the program manager of the need to make changes within 48 hours if necessary to reduce potential disruption to programming.

Note: WAC may be referenced in either section but should be in the agency's own words unless that notation needs WAC reference for clarification.

Table of contents should include the policy name and lead the reviewer to this page