


Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	Agency Written Instructions
Regulations	
Original Issue Date	08/21/2017
Latest Revision Date	06/08/2023
Number of Pages	2
Attachments	
Approved by: Paula Jubic, Executive Director	

Standard:

Catholic Charities Disabilities Services utilizes a number of written instructions to assist staff in their work. These instructions serve different purposes and need approvals from different levels of agency administration.

Definitions:

Standard: A controlling principle used to set direction for the agency.

Procedure: The steps or tasks to be followed as a consistent and repetitive approach to accomplish the direction set by the standard.

Protocol: A step-by-step explanation of how to perform a task, especially a task defined by a procedure.

Guideline: An agency approved commentary on an issue or topic for which the agency cannot set a clear direction, but which routinely presents itself in the course of our business. Examples include such issues as boundaries, the dignity of risk, individual choice, etc. The purpose of the commentary is to help staff make appropriate judgements when these types of issues present themselves in their day-to-day work.

Standards Workgroup

The agency will have a Standards Workgroup that will review agency standards, procedures, and guidelines on an ongoing basis to ensure they are current with OPWDD regulations, addendums, guidance, and the current terminology used in the field. The Standards Workgroup will meet on a monthly basis to discuss any changes/updates that are required to existing standards, procedures, and guidelines. After the group approves and makes any necessary changes, the standard, procedure, or guideline will be sent to the Executive Director, or designee for final review and approval.

Agency Approval Level

Standard: Executive Director or designee, upon the recommendation of the Standards Workgroup

Procedure: Executive Director or designee, upon the recommendation of the Standards Workgroup

Standard: *Agency Written Instructions, 2017.08.21.*

Protocol: Program Director or designee

Guideline: Executive Director or designee, upon the recommendation of the Standards Workgroup

Availability

Once approved, all standards, procedures, protocols and guidelines will be sent to the Corporate Compliance Officer and posted on the agency website.