



Town of Chapel Hill, NC

Policy Development and Review

Policy Number: PP 1-1

Effective Date: February 1, 2018

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Approved By:

Roger L. Stancil, Town Manager

## Policy Development and Review

### I. POLICY

The Town Manager shall maintain a timely process to create, review, and amend all Town-wide and departmental policies and procedures.

### II. PURPOSE

This policy supports our shared values of Equity, Teamwork, and Communication. By providing a process to create and amend policies, we create an opportunity to test assumptions about the policies, learn from our experiences, keep them updated, and address changing or unique conditions.

RESPECT

**Equity:** Although we may hold different roles in the organization, we all work toward the common goal of serving the Town and the Town's residents and customers. Therefore, we seek and support policies and actions that are administered consistently and fairly to everyone regardless of rank, tenure or personal background.

RESPECT

**Teamwork:** We participate in a cooperative work environment in order to support each other in our service to the community. We encourage an environment that fosters innovation and creativity.

RESPECT

**Communication:** We take part in constructive dialogues and set clear goals and expectations so we may better understand our roles in the workplace. Our organizational values serve as a common language when discussing each other's decisions and actions.

The Town Manager is authorized to issue procedures consistent with this policy.

### III. Policy Development and Review Procedures

**These procedures are issued by the Town Manager to implement the Policy Development and Review Policy, PP 1-1. These procedures may be periodically updated.**

A. Policy Development and Review Process:

1. The Town Manager is responsible for the ongoing management and maintenance of policies and procedures governing Town operations. Departments may not implement their own policies and procedures without explicit authorization from the Town Manager.
2. To administer the Town's policies and procedures, the Town Manager will organize a Policy Review Committee and provide them with a committee charge which may be revised and updated by the Town Manager to reflect current expectations or specific tasks for the Committee.
3. The Town Manager may develop new policies at any time. The Policy Review committee is responsible for assuring that appropriate procedures are developed in support of Policies.
  - a) Information will be provided to affected employees prior to the effective date of any new policy whenever possible.
  - b) The Town will provide training, if necessary, prior to policy implementation or in support of policies.
4. Any Town employee may submit a suggestion for consideration regarding new or existing policies and procedures.
5. Suggestions are submitted to the Policy Review Committee through the [Request for Policy or Procedural Consideration](#) FORM 1-1 A.
6. The Policy Review Committee will review the request and make a recommendation to the Town Manager for responding. The Committee may consult with other Town employees or outside consultants if desired when developing their recommendation.
7. If the recommendation is approved by the Town Manager, the appropriate department will draft the requested policy or procedure changes and submit it to the Policy Review Committee for review and recommendation to the Town Manager. If the request is to adopt a specific departmental policy, then the Department Head will draft the policy and procedures and submit it to the committee for review and recommendation to the Town Manager.



8. The Town Manager must approve the new policy and/or revisions. The appropriate Department Head and the Policy Committee must approve the procedures.
9. The Policy Review Committee is responsible for assuring that affected Town employees receive information about new or updated policies in a timely fashion before policy or procedures take effect. If necessary, the Town will provide appropriate training prior to the effective date of any change.

B. Departmental Policy Review:

1. A Department Head must submit any proposed departmental policies to the Policy Review Committee for consideration. Such policies are not effective unless approved by the Town Manager. Departmental policies may be more restrictive than a related Town policy, but not less restrictive. Departmental policies and procedures will follow the same process outlined above for review and approval.

C. Ongoing Policy Review and Update:

1. The Town Manager will periodically review and update Town policies and procedures to align with best practices, organizational needs, and to support clarity, consistency, and equity throughout the Town.
2. Employees will be notified of any changes to existing policies and procedures and provided appropriate training, if necessary, prior to the effective date of any changes.

#### IV. FORMS/INSTRUCTIONS:

- A. [FORM 1-1 A Request for Policy or Procedural Consideration](#)

#### V. ADDITIONAL CONTACTS:

Town Manager's Office 919-968-2743 [manager@townofchapelhill.org](mailto:manager@townofchapelhill.org)  
 Human Resource Development 919-968-2700 or [HR@townofchapelhill.org](mailto:HR@townofchapelhill.org)  
 Ombuds office 919-265-0806 or [Ombuds@townofchapelhill.org](mailto:Ombuds@townofchapelhill.org)  
 Employee Assistance Program 1-800-326-3864

#### VI. DEFINITIONS

- A. Policy: A **policy** is a deliberate system of principles, founded on the Towns Values, to guide decisions and achieve rational outcomes. A policy is a statement of intent, and is implemented as a procedure or protocol.
- B. Procedure: an established or official way of doing something.



## VII. RESPONSIBILITIES

### **All Employees are expected to:**

- a) Be aware of how they can make suggestions for policy development or review.
- b) Follow the established procedure when making suggestions.

## VIII. APPENDICES

## IX. FREQUENTLY ASKED QUESTIONS: None

## X. SCOPE: This policy and procedure applies to new and existing policy/procedure development updates.

## XI. RELATED INFORMATION : None

## XII: POLICY HISTORY:

This policy was developed in February 2018 to guide future policy development and review.

This policy replaces and supersedes any previous Town policies, departmental policies, handbooks, or unwritten policies or practices covering the same subject. In the event of any conflict between the policy and applicable local, state, or federal law, the law will prevail.



# Form 1-1 A

## Request for Policy or Procedural Consideration

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Name and Contact Information of Person Making Request

Date

Please designate the nature of the request below:

- New policy proposal
- Changes to an existing policy or procedure

Name of Policy

Please answer the following questions:

1. Why are you requesting this policy (or change)?
  
  
  
  
  
  
  
  
  
  
2. How will this request improve, clarify, or support Town/Departmental policies or procedures currently in effect?
  
  
  
  
  
  
  
  
  
  
3. If this request is not approved, what do you think will be the impact to Town/Departmental operations or employees?
  
  
  
  
  
  
  
  
  
  
4. If this request is approved, what do you think will be the impact to Town/Departmental operations or employees?
  
  
  
  
  
  
  
  
  
  
5. Is there any other information you want the Committee to know when considering your request?

The form can be returned to [manager@townofchapelhill.org](mailto:manager@townofchapelhill.org) or sent via interdepartmental mail to the Town Manager.