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A. Title: Manual of Operations & Policy Development

B. Purpose:
1. Manual of Operations (MOO):
   - To support the vision, mission, and values of First Presbyterian Church of Conroe and to comply with the *Book of Order* and applicable laws and regulations.
   - To implement the Session Long-Range Planning Committee's recommendation.
2. This Operations Policy Statement (OPS):
   - To provide umbrella *policy* statements that apply to all Operations OPS in the MOO, unless a specific OPS makes a statement to the contrary.
   - To establish the standard method for developing, revising, and approving policies, processes, and related forms.

C. Policy:
1. The Operations Policy Statements (OPS) of the First Presbyterian Church of Conroe (FPCC) are documented in the *Manual of Operations* (MOO).
2. The Administration Committee is responsible for the MOO, which is maintained by the Policy Coordinator, a member of the Administration Committee.
3. The MOO is kept in the Church Office and on its website, accessible to the congregation, church officers, and staff.
4. OPS policies and processes are to be consistent with the *Book of Order* and applicable laws and regulations, and they are to support FPCC's vision, mission, and values.
5. The Session approves OPS *policy* statements (as distinguished from other parts of an OPS such as processes and forms).
6. The Administration Committee's Policy Coordinator approves OPS *processes* and forms that have been developed and approved by the responsible Committee/Ministry.
7. Policy and process statements are expressions of faith and effort. They do not form a contract of employment or establish contractual rights.
8. Unless otherwise stated, MOO policies, processes, and forms apply to FPCC operations and not to Day School operations.
9. Detailed administrative *procedures*, both written and verbal, are outside the scope of the MOO, but these may not conflict with the MOO. The Senior Pastor, Head of Staff is responsible for approving such procedures.

D. Definitions: See MOO Glossary for definitions of italicized underlined terms in this OPS.

E. References:
1. The *Book of Order*, Section G-9.0400.
2. The Long-Range Planning Committee's recommendation number 2.3 of the *Interim Report: Priority Recommendations* (October 22, 2010).

F. Process: **Process Effective Date: 11/18/2018**
1. Each Ministry or Committee develops OPS within its area of responsibility, including proposed policies, processes, and related OPS forms. The OPS developer consults with the Policy Coordinator as needed to initiate the process. The Administration Committee's Policy Coordinator provides guidelines and standard formats.
   - Appendix A provides instructions for writing and revising OPS.
   - Appendix B provides a cover sheet to accompany proposed new and revised OPS.
   - Appendix C provides a summary of the process flow and a checklist.
2. Proposed or revised OPS should be discussed with affected church staff, officers, and subject matter experts prior to presenting it to the sponsoring organization for approval.
3. The Policy Coordinator reviews proposed OPS and revisions before they are submitted to Session (for policy approval) and before they are published as completed OPS, including policy, definitions, process, and OPS forms. (OPS forms do not need to be included within the OPS but are assigned a form number and published under Forms.)
4. The committee/ministry chair conducts a vote by its organization in support of the proposed OPS, with the result reflected in its minutes.
5. The sponsoring committee or ministry chair: (1) submits proposed **policies** or **policy revisions** to the Stated Clerk of the Session, (2) explains the purpose, and (3) answers questions of Session members, who are expected to review the proposal before the Session vote. Session normally requires 30 days to review a proposed policy or policy revision prior to approval
6. When Session approves a proposed policy, its minutes are to reflect such approval.
7. The sponsoring chair submits the entire OPS (including associated processes and forms) to the Policy Coordinator for approval of the non-policy items. **If no new policy or policy changes are proposed**, only the Policy Coordinator needs to approve the revised OPS.
8. The Policy Coordinator's records reflect approval of the OPS document and its non-policy items.

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9. The responsible committee/ministry chair electronically provides the approved document and the OPS Cover Sheet to the Policy Coordinator, who prepares the final OPS document for publication.
10. The Policy Coordinator assigns an OPS number if none exists in the MOO's Table of Contents, updates effective and revision dates, secures the document from unauthorized changes, coordinates OPS electronic publication, and maintains the master MOO database including any OPS distribution list.
11. The sponsoring committee/ministry chair ensures the new or revised OPS is communicated to all who need to know about it.
12. At any point in this process, a reviewing or approving body may require revisions. The developer ensures such revisions are reflected in the proposed document and re-routed for approvals as needed.
13. Policies, processes, and associated forms can be approved or revised at any time by the responsible and approving entities, although they are typically reviewed at least every three years.
14. Notice is not required prior to implementation of a new or revised policy, process, or form. Communication of changes is done electronically by posting the OPS on the church website, although other forms of communication also may occur.

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APPPENDIX A: OPS DEVELOPMENT GUIDELINES

Along with the OPS template, these guidelines provide a standardized format
and style that will make OPS: (1) more consistent, (2) easier for church members
and staff to read and understand, and (3) writing and revising easier.

I. Template:
Developers should use the electronic Microsoft Word OPS template available
from the Administration Committee's Policy Coordinator. The template provides a
fillable OPS format.

II. Format:
Each section of the OPS should be lettered consecutively with capital letters,
starting with A, and using the same topic title and order shown.

Title:
The title must be the same as the MOO's Table of Contents. The policy title is the
primary means of identifying, locating, and referring to a policy. Questions to
consider:
1. Does it accurately reflect the main contents of the policy?
2. Is it easily understood by people not familiar with the policy?
3. Is it short?

Purpose:
State the rationale and objective for the policy, including appropriate references
to external requirements and other OPS. Questions to consider:
1. Does it clearly and concisely state the objective(s)?
2. Does it reflect the mission, values, and strategic directions of the church?
3. What applicable *Book of Order*, legal, and regulatory mandates are
   addressed?
4. What conflicts or problems are addressed? What programmatic, financial,
   operational or technological needs are addressed?

Policy:
State the individual policies. Use numbered sentences to facilitate referencing. A
policy statement is the governing principle, plan, rule, or understanding that
guides action: what we are committed to do, but not the process or how it is
done. Questions to consider:
1. Does it accomplish the stated purpose?
2. Does it clearly and concisely say what the policy is and what it is to
   accomplish?
3. Is the statement within the policy's scope?
4. Does this section contain only policy (not process or procedures)?

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5. Are responsibilities clear?
6. Is the policy consistent with applicable *Book of Order* requirements, laws, regulations, and policies in the references?
7. Are references to related policies in other parts of the MOO included (if any exist)?

Applicability:
Specify circumstances for which the policy may or may not apply, if different from OPS 05.01 policy statement, "Unless otherwise stated, MOO policies, processes, and forms apply to the First Presbyterian Church operations and not to Day School operations." *Do not include this section if the standard applicability language applies.*

Definitions:
Define key policy terms. When drafting a proposed policy, check the MOO Glossary for specific terms and follow the meaning of the terms as defined in the Glossary when possible. Questions to consider:
1. Does it define new, uncommon, and/or specialized terms?
2. Does it define terms that can have different meanings in different contexts?
3. Does it list terms in alphabetical order?
4. Are terms italicized, underlined, followed by a colon, and clearly described? (E.g. *Term*: the definition of the terms goes here.)
5. Was the defined term italicized and underlined the first time it was used in the OPS? (This helps to ensure important terms are defined and the reader knows it is contained in the MOO Glossary.)

When the OPS is finalized for publication, the Policy Coordinator places defined terms and definitions in the MOO Glossary, inserting the following statement in this section instead: "See MOO Glossary for definitions of italicized underlined terms in this OPS."

References:
List related policies or background information regarding the policy. Questions to consider:
1. Does it cite applicable authority (*Book of Order'*s reference numbers, Presbyterian publications such as the Presbytery's *Personnel Guidelines*, federal and state laws)?
2. What other FPCC policies should be read in conjunction with this OPS? Are these policy references cited with OPS number and full title?
3. Are legal references cited with the full name of the law, volume number, page number, and year?

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Process:
State the actions required for achieving/carrying out the policy. Use a series of numbered actions *in the same sequential order that the process is performed or accomplished.* Include the process effective date. Questions to consider:
1. Is it consistent with the policy section?
2. Does it contain specific actions or steps needed to implement or comply with policy?
3. Are steps reasonable and efficient?
4. Does this section contain only process steps (not policy)?
5. Is each step consistent with applicable requirements in the listed references?

III. <u>Specifications</u>:
1. <u>Header content:</u> The header is the same as used in the MOO Table of Contents.
2. The Policy Number in the header is the same as in the Table of Contents.
3. Normally the "Effective Date" in the header is the date that Session approves the policy. It is a different date if the policy is to become effective other than the Session's approval date. If the Policy Coordinator is approving the revised OPS because there are no policy revisions, the process effective date is added to the Process section.
4. A "Revised: Date" is inserted under an Effective Date when there is a revision.
5. <u>Footer:</u> The footer has the page number and number of pages in the OPS. The Policy number appears above the page numbers.

IV. Formatting Policy Documents
Revision Marks
For revisions to current policies, use ~~strikethrough~~ for deletions and <u>underline</u> for additions. In extensive revisions where ~~strikethrough~~ and <u>underline</u> would be overly cumbersome, two separate documents are needed. One document will be the proposed policy without revision marks. The other document will be the current policy with ~~strikethrough~~ and <u>underline</u> notations.

Do not use Microsoft Word "Track Changes" to indicate additions or deletions. Do not use colored text or highlighting to indicate additions or deletions. A reviewer should use red font when inserting a comment.

Fonts, Margins, Spacing, etc.
1. Use Arial, 12pt font, bold for headings. Use Arial, 12pt font for text.
2. Use a single space after punctuation.

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3. Paragraphs are left justified (i.e. left aligned with a ragged right edge.) Use single spacing for paragraphs. Paragraphs should be set for a .25 hanging indentation.
4. Use organization titles rather than personal names.
5. Acronyms should be used only after the full compound terms have been written out.
6. The standard for a bullet symbol is a dot (●).
7. Policies should be written in the third person.

MOO Table of Contents and Formatting.
The MOO's Table of Contents (TOC) uses the following numbering system:
    XX.YY, where
    XX is a section number in the TOC,
    YY is a number for a subsection of a section for related policies.

Thus, a policy's number would be policy number XX.YY and referred to as FPCC Policy XX.YY.

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APPENDIX B: OPS COVER SHEET (for proposed policies and revisions)

Instructions: *Except items indicated as Policy Coordinator responsibilities, the OPS sponsor or developer completes this document and provides it with the OPS to the Policy Coordinator as a record of its development.*

OPS Number and Title:

Sponsoring organization:

Developer's name:

This is a proposed new OPS ____ *or* this is a revision of the OPS _____

The following steps/dates reflect the corresponding "Process" section F steps:

1.   Proposed OPS draft initiated on [date]:

2.   Consultation and edits: affected staff and subject experts completed on [date]:

3.   OPS reviewed by Policy Coordinator for guidelines compliance on [date]:

4.   Sponsoring organization's approval and inclusion in minutes on [date]:

5.   **Policies only**: OPS sponsor coordinated with Stated Clerk for Session meeting agenda on [date of]:

6.   **Policies only**: Session approved proposed or revised OPS policy on [date]:

7.   Sponsor submitted OPS to Policy Coordinator on [date]:

8.   Policy Coordinator approved OPS on [date]:

9.   Sponsoring committee chair or developer provided an electronic copy of the final approved OPS to the Policy Coordinator on [date]:

10.   Policy Coordinator completed electronic distribution, updated MOO Index and Glossary, and inserted a copy in the master Manual of Operations on [date]:

11.   Sponsoring chair communicated change to affected groups/individuals on [date]:

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APPENDIX C: OPS PROCESS FLOW, CHECKLIST SUMMARY

👍	3. Policy Coordinator approval (OPS documents, forms)
👍	2. Session approval (policies only)
👍	1. Sponsor: Develop & preliminarily approve proposed OPS

Quick Checklist:

1. Does a policy already exist? How/why does it need to change?
2. Do we need a *new* policy? Why?
3. Which organization should sponsor the new or revised OPS?
4. Who in that organization should draft the OPS?
5. Who needs to be consulted: Staff? Other committees/missions? Content expert(s)?
6. Policy Coordinator consultation and review.
7. Sponsoring organization approval.
8. If new policies or policy revisions: Session approval (30 days advance review before approval vote), followed by Policy Coordinator approval of final OPS document (including process) and related OPS forms.
9. If no policies involved, Policy Coordinator approval only.
10. After final approval, developer provides OPS to Policy Coordinator, who publishes electronically.
11. OPS sponsor communicates change to those who need to know.