

Policies & Procedures Manual Template

Heal Play Love
University

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Section One

Welcome & Introduction

Hello and welcome to the best,

most affordable, comprehensive, magnificent & amazing policies and procedures manual template for family service organizations!

At the time of publishing this Manual for public consumption in August 2023, this manual has been a work in progress for over 14 years.

While the first edition was written in 2017, research and development activities had been underway for years prior.

Hundreds of hours have gone into the creation of this Manual, and it is our heartfelt hope that you will find it amazingly useful.

As its name implies, this is a thorough, comprehensive manual that has been designed for businesses and agencies who offer family support services such as:

- Therapy
- Counseling
- Coaching
- Group Therapy
- Parenting and Life Skills Classes
- Supervised Visitation
- and the like.

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The Manual is completely editable.

You will be able to decide which policies and procedures you would like to keep, edit, or delete.

Family & Children's Counseling Services, Inc. is a 501(c)(3) non-profit organization that strives to provide compassionate, quality mental and behavioral health services and training programs to help families heal, play and love.



Tried and tested strategies, systems, and methodologies useful for managing a complex organization in a dynamic professional field.

Your blueprint for success.

The Manual includes more than 145 pages of tried and tested strategies, systems, and methodologies useful for managing a complex organization in a dynamic professional field... your blueprint for success.

The Manual Is NOT For In-Home or Residential Services

Due to laws outside the scope of our practice, this Manual is NOT recommended for those in, or wishing to join, the following professions:

- Home Health Aide
- Private Duty / Skilled Home Nurses
- Hospice Care
- Residential Care Homes
- Child and Adolescent Group Homes
- Inpatient Psychiatric Hospitals
- Disabled Adult Group Homes
- Inpatient Drug Rehabilitation Facilities
- And the like

Please do NOT use this Manual for any of the above-mentioned professions, as they have different laws and guidelines.

Editable

The Manual is completely editable. You will have the opportunity to change the basic things like business name, logo, contact information, etc. to make it clearly your own.

Solutions for Service Industries & Non-Profits

Not all family service agencies offer the same services, so some tweaking will be necessary. We suggest keeping an original copy on file in case you would like to refer to the policies and procedures that didn't apply to you when you first purchased the Manual but may apply to the growing future version of your organization.

Format

This Manual is downloadable in Microsoft Word, for the easiest and most accessible editing.

Once you finish your editing, you can choose to keep your Manual in Word, or follow our recommendation of converting it into a pdf before distributing to your team.

TOPICS

The topics presented in the Manual are for your agency, your employees, your clients, and the general public.

Like we said... comprehensive!



Laws

There are several state-specific laws mentioned throughout the Manual. If you will be using this Policies and Procedures Manual in the state of California, the laws listed may be just right for you and your business.

Since laws vary by state and profession, you will want to review your state's current laws for accuracy. Some states and accrediting agencies require appropriate legal citations, so make sure your edits are appropriate for your goals.

If you live in a state other than California, you can find the corresponding legal citations to add to your manual by doing an Internet search. Or you may choose to leave the policy in the manual, but remove the legal citation associated with it.

Photos

All photos included in the Manual were downloaded from pixabay, a free photo website you can find online at www.pixabay.com.

According to pixabay's license and use agreement, we have "significantly altered" the downloaded pixabay images...

- by incorporating them into a greater work (e.g., by adding it to this book...), *and*
- by adding the photos to a work "where the reason someone would buy it is because of what [we] have made, rather than the image[s]."

Retrieved from the pixabay website, License & Terms FAQs on 05/29/2023. <https://pixabay.com/service/faq/>

This means that all images in the Manual have been used with proper permission and may be used for their intended purpose by anyone who has purchased the Manual. One exception is our logo. Please do not use our company logo. You can find many logo creation tools online by doing an Internet search.

Needing a Business Loan?

Many lenders want to see your business baby in writing. In addition to your business plan, they may want to review your Policies & Procedures Manual before signing that fat check. This Manual will help prove your forethought and preparation.

Your Company's Size and Potential

Whether you are just starting out on your own, have been an established organization for years, or are hoping to hire employees and expand services, this Manual is for you. Not only will you have all your bases covered for now, but you will also have a map for future growth.

The earlier you are in the business development process, the better! This Manual can help you lay a solid foundation.

Late in the game? No worries! If you were lucky enough to get a business up and running without a Policies & Procedures Manual to guide you, congratulations! And, have no fear! This Manual will help you get systems in place with minimal time or pain.

This Course

This course is designed to review the information contained in the Manual. Each Section of the Manual will be discussed. This is done for two reasons:

- 1) to help you avoid overwhelm, and
- 2) to help you develop a strong understanding of what your Manual contains.

You can think of it as a crash course in business management. You'll even get a certificate at the end!

Don't worry, you won't have to create your Manual in piecemeal, chapter-by-chapter fashion. The last section of this course has a full manual download, along with a Notice of Policy or Procedure change form. You may use the form to provide official notice of any changes you make to the Manual over the years or decades that you are in business.

As a Bonus, we have included an editable Employee Handbook with the important information that all employees and volunteers will need to know as they enjoy a long career with your organization. The information has been taken from the Policies and Procedures Manual and put into one easy to manage and distribute Employee Handbook.

This will save you- or your Human Resources Department- a lot of time and effort.

Watch for Cheap Imitations

Don't settle for the generic manuals that are readily available online. Many of these were created by people who aren't in the helping professions, have never run a family services business, and do not have firsthand, behind-the-scenes knowledge of what actually goes into the day in and day out of running a highly regulated business or non-profit.



Legal Stuff

We are not attorneys.

We are licensed professionals in the helping field.

We have priced our Policies & Procedures Manual at an amazing bargain price so that anyone, at any current level of success, can afford a great start.

Legal Stuff

Our Limits- We are not attorneys. We are licensed professionals in the helping field. We have put this Manual together and used it to run our successful family services agency in possibly the most regulated state in the nation – or maybe even the world.

We are not entering into any contract with you or your business other than the exchange of goods (this manual) for payment (your enrollment fee for this course). This is not a franchise and you will not owe us any portion of profits you derive from the use of the systems and ideas presented in this Manual. Likewise, we are not offering a guarantee of business success, nor will you have a claim for reparations if your business does not flourish according to plan.

The attorneys, human resources consultants, and business consultants we have hired over the years have provided stellar, glowing feedback after reviewing our Manual, and we believe that we are absolutely providing the best and most comprehensive Policies & Procedures Manual on the market. Nevertheless, our attorneys won't allow us to make claims of accuracy for your particular state, profession, or license.

We suggest that you read through the manual carefully, that you edit it to fit your specific needs, and that you have it reviewed by an employment attorney in your state.

Not for Resale- Your purchase of this Manual is for your use in the normal operation of your business only. No part of this Manual may be copied, sold, or redistributed for other purposes without written permission from the author.

Congratulations!

You are on your way to an exciting adventure. We can't wait to hear from you as you start and/or grow your amazing company or agency.

Let's get started.