

Provincial Standards of Practice

Glossary of Terms

Policies and Procedures are specific, enforceable things developed by staff/Board, and reviewed/approved by a Board, for use in its own agency. A policy on one topic in one agency will be written differently by another agency because of differing circumstances, context, etc.

Best practices are things developed by "a field" of work to identify and clarify quality methods of working for everyone in that field - i.e. "*what does good work look like...*" H

Guidelines: are suggested ways to do something.

Guiding principles: represent a more elaborate definition of what a family support program is. They translate the definition into actual practice by describing the underlying value foundation for work in this field.

Policy: provides direction for an organization to be managed in a manner consistent with the purpose and principles and with legal and regulatory requirements. Policy is established by the Board of Directors, who govern the society.

Principles: guide practice. What family support programs aim for in their work is neither practice that is 'effective' in a narrow sense nor quality by some external standard or benchmark. Family Support Programs try to achieve valued practices that are effective, of good quality, but also have a clear and direct connection back to guiding principles.

Procedures: Are the required methods or steps involved in operationalizing policy. Procedures are determined by the ED and may be altered by that person as needed.

Standards are something an overseer/funder can require or set out as *models*.

Standards (for practice) are informed by:

- existing principles and best practices in the field, and, *Standards (for governance and administration)* are informed by:
- existing policies of admin and governance in an agency Standards (as exemplified by CARF and COA) do **not** say "You must do X exactly this way". Instead, they say "this is the quality level desired, describe how you meet this."

Standard (From COA): is a practice goal for a field or industry that is widely recognized or employed as a model of excellence. A standard is not a regulation. While a regulation is generally set as a minimum requirement for a field, a standard represents a higher level of practice. The standards represent a set of practices that support, collectively, strong organizational performance and positive service delivery outcomes. (COA standards include admin and management, service delivery administration, and service standards.)

Standards are organized thus:

- **Purpose standard:** states achievable outcomes for the area of practice and expresses the overall aim of the practice included in a section.
- **Core concept standard:** every section is composed of several sub-sections that begin with a core concept standard describing in measurable terms, program components that support the program's purpose. The organization's implementation of all core concepts contribute to **the achievement of the purpose standard**.
- **Practice standard:** contain detailed practices that contribute to meeting the core concept standards and thus the purpose standards.