Improving Buy-in to IM Policies
How Satisfied Are You Currently with the Level of Buy-in?

- 0 Not at all
- 1 Somewhat dissatisfied
- 2 Neither satisfied nor dissatisfied
- 3 Somewhat satisfied
- 4 Totally satisfied
RUDE AND AGGRESSIVE BEHAVIOUR
WILL NOT BE TOLERATED
You will be asked to leave, if you do not leave the authorities will be called. No exceptions.
Thank you for your cooperation in this matter.

Our Policies:
● You must present your health card at every visit.
● There will be a charge for missed appointments.
● Referrals and all tests will be done at the Physician's discretion only.
● Travel and third party visits are not covered by OHIP and therefore fees will apply.
● Absolutely no food or drink in the clinic.
● No cell phones in clinic.

ActiveCare Medical CENTRE
RUDE AND AGGRESSIVE BEHAVIOUR WILL NOT BE TOLERATED

You will be asked to leave. If you do not leave, the authorities will be called. *No exceptions.*
Experience

Lawyer
IT Consultant
Information Management Specialist
Government Policy Writer

Running Policy Drafting Workshops since 2015.
Social Media Policy

Poor wording

It is prohibited for any [blurred text] employee to use or manage a social media account that is not approved by the Vice-President, Communications.
What can we do to increase the alignment between our policies and the kind of corporate culture we want in the organization?
Requests for vacation are considered when submitted at least one week in advance.

All employees must submit vacation requests at least one week in advance. Any request not submitted on time may be refused.
Office Policy

Good wording

Working hours are from 9:00 to 17:00.
Any person who willfully and unlawfully, by fire or explosion, damages any structure...is guilty of arson in the second degree.
§22-33-9.1

Any person who starts a fire or causes an explosion with the intent to destroy any occupied structure of another is guilty of first degree arson.

First degree arson is a Class 2 felony.
RCW 9A.48.020

Arson in the first degree

(1) A person is guilty of arson in the first degree if he or she knowingly and maliciously:

   (a) Causes a fire or explosion which is manifestly dangerous to any human life…

(2) Arson in the first degree is a class A felony.
§240  An assault is an unlawful attempt, coupled with a present ability, to commit a violent injury on the person of another.

§241 (a) An assault is punishable by a fine not exceeding one thousand dollars ($1,000), or by imprisonment in the county jail not exceeding six months, or by both the fine and imprisonment.
IMPORTANT!

You must be 65 years of age or older to apply for this benefit.

Good news!

Individuals 65 years of age or older are eligible to apply for this benefit.

This benefit is available to individuals 65 years of age or older.

You qualify for this benefit when you are 65 years of age or older.
Producing the Kindle® Version
Policy on Acceptable Colours

Poor wording

You must use one of the following RGB colours to highlight text.

- #B97DA0
- #C455F2
- #6698F5
- #907F01
- #20B7C4
Good wording

When choosing colours for e-books, we conform to W3C recommendations for maintaining a readable contrast ratio between text and background colours.
Technical Explanation

Use the following formula to determine whether a highlight colour is compliant with the policy.

\[ Y = (0.2126 \times R) + (0.7152 \times G) + (0.0722 \times B). \]

Acceptable values of \( Y \) range from 102 to 153.
Here are some examples of colours you can use:

- #B97DA0
- #C455F2
- #6698F5
- #907F01
- #20B7C4
Inclusiveness over Aesthetics / Preference

We adopt W3C contrast standards.

\[ Y = (0.2126 \times R) + (0.7152 \times G) + (0.0722 \times B) \]
EDRMS Policy

Dates used in metadata and data fields must be entered in the YYYY-MM-DD format.
We use a single standard date format in our systems: **YYYY-MM-DD**.

Use the standard format to enter the date.

Recommendations
Best Practices
Examples: **2021-10-26**
Training Material
Social Media Policy

Poor wording

It is prohibited for any employee to use or manage a social media account that is not approved by the Vice-President, Communications.
We train people to handle our social media accounts.

Curriculum for social media training

Application for an account and training
  — submit application to VPC for approval

It is prohibited for any employee to use or manage a social media account that is not approved by the VPC.
We standardize the experience offered to the public.

Elements of the public experience

Application to be a POS
— submit application to VPC for approval

It is prohibited for any employee to use or manage a social media account that is not approved by the VPC.

VALUES

Trustworthiness
Principles
Strategies

Maintain consistency of experience

POLICIES

We standardize the experience offered to the public.

Elements of the public experience

Application to be a POS
— submit application to VPC for approval

AUTHORITIES

Recommnedations
Customer service points

Best Practices
Practice scripts

Examples

Guidance

Training Material
It is prohibited for any employee to use or manage a social media account that is not approved by the VPC.
June 14-16, 2022 - Live Online Workshop with Lewis Eisen

Lewis Eisen’s Advanced Policy Drafting Techniques

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https://www.infogov.net/courses/lewis-eisens-advanced-policy-drafting-techniques-june-14-to-16-2022