

## Policy Content Guidelines

1. Ensure the title is concise and accurately describes the policy content.
2. Provide a clear statement of purpose.
3. Ensure that definitions are clear, concise and consistent.
4. Use the active voice and present tense.
5. Use familiar, strong and short words.
6. Use single idea sentences and avoid complex sentence structures.
7. Avoid words that convey a point of view or can be open for interpretation.
8. Use the term “will” or “shall” when compliance is necessary.
9. Use the term “should” when discretion to adopt a different approach is permitted.
10. Use the term “may” when authority to exercise full discretion is permitted.
11. Avoid redundancies.
12. Avoid jargon.
13. Use gender-neutral language.
14. Make positive rather than negative statements.
15. Refer to titles, positions, and departments rather than individuals.
16. Use headings to group statements logically. Also consider adding sub-groups and lists to simplify text where appropriate.
17. Associated procedures, directives, guidelines may be referenced but refrain from embedding the content into policy.
18. Keep the policy as succinct as possible.