

**How to Write Effective  
Policies and Procedures**

Presented by:  
Judge Mitzi French, Kerr County, Justice of the Peace Pct. 1  
Tammy Jenkins, Chief Clerk, Chambers County Justice Court  
Pct. 6

1

---

---

---

---

---

---

---

---

**Why have Policies  
and  
Procedures?**

2

---

---

---

---

---

---

---

---

- Promotes consistency in the workplace
- Ensures compliance with laws and regulations
- Provides guidelines for daily operations

3

---

---

---

---

---

---

---

---

What is a policy?

4

---

---

---

---

---

---

---

---

A set of ideas or a plan of what to do in particular situations that has officially been agreed to by a group of people, a business, organization, government or political party.

*Cambridge Dictionary (www.dictionary.Cambridge.org)*

5

---

---

---

---

---

---

---

---

A policy may address:

- What employees can expect from the organization
- What the organization can expect from the employee
- What customers and the community can expect from the organization.

6

---

---

---

---

---

---

---

---

What makes a good policy?

7

---

---

---

---

---

---

---

---

Examples of policies that are **not** clear:

- “Dress appropriately”
- “Arrive on time”
- “Communicate professionally”

8

---

---

---

---

---

---

---

---

**COMPANY POLICIES**

**SICK DAYS**  
We no longer accept a doctor's note as proof of sickness. If you are able to go to the doctor you are able to come to work.

**PERSONAL DAYS**  
Each employee will receive 104 personal days a year. They are called Saturday and Sunday.

**VACATION DAYS**  
All employees will take their vacation at the same time every year. Vacation days are as follows: January 1, Memorial Day, July 4, Labor Day, December 25.

THANK YOU  
MANAGEMENT

9

---

---

---

---

---

---

---

---



Title: DRESS/ATTIRE POLICY	Policy Number: JP1-001
Effective Date: 01/01/2020	Revision Date: 01/01/2021
Prepared by: TAMMY JENKINS	
Approved by: MITZI FRENCH	

13

---

---

---

---

---

---

---

---

**PURPOSE:**  
 To maintain a professional workplace environment that functions well and is free from unnecessary distractions.

14

---

---

---

---

---

---

---

---

**POLICY:**  
**COURT DAYS:** On days of court trials and/or hearings the Office of the Justice of the Peace, Pct. 1, will practice professional business attire. Appropriate attire includes:  
 \*Dress Shirts  
 \*Ties  
 \*Sport Coats or Blazers  
 \*Tailored Pantsuits or Dress Suits  
 \*Coordinated Separates  
 \*Closed toe shoes  
**NON-COURT DAYS:** On days where there are no scheduled trials or hearings, employees may dress in business casual attire. Appropriate attire includes:  
 \*Khakis or Corduroys  
 \*Jeans  
 \*Skorts or Capris  
 \*Polo (collar knit) or Golf Shirts  
 \*Oxford Shirts  
 \*Approved Court Logo Wear  
 \*Short sleeved blouses or shirts  
 \*Blazers or Sport Coats  
 \*Jackets or Sweaters  
 \*Boating or Deck Shoes  
 \*Casual, low heel, open back shoes

15

---

---

---

---

---

---

---

---

**SCOPE:**  
 All clothing must be free of frays, rips, holes and tears.  
 Skirts should be of modest length. Shirts and blouses should cover the back and midriff.  
 Inappropriate attire includes: sweatpants, leggings, exercise wear, shorts, low rise pants or jeans, shirts with writing other than approved court logo, T-shirts, sweat shirts, crop tops, spaghetti straps, sandals, flip flops, open toed shoes and tennis shoes.

16

---

---

---

---

---

---

---

---

**DEFINITIONS: (OPTIONAL)**  
 You could use this section to define terms like "spaghetti straps" or "midriff".

**REFERENCES: (OPTIONAL)**  
 Your county's employee manual might be a reference you would use here.

17

---

---

---

---

---

---

---

---

**PROCEDURE:**  
 If a staff member comes to work in inappropriate attire, the department supervisor will require them to return home to change into appropriate attire and return to work. In the event of multiple infractions of this policy, the department supervisor will follow the county's corrective actions process, which can be found in the county's employee handbook.

18

---

---

---

---

---

---

---

---

What are some examples of policies you have implemented in your office??

19

---

---

---

---

---

---

---

---

What is a procedure?

20

---

---

---

---

---

---

---

---

A procedure is a set of step-by-step instructions for a specific routine or task.  
*Cambridge Dictionary (www.dictionary.Cambridge.org)*

21

---

---

---

---

---

---

---

---

**Sausage Crescents**

1 lb pork sausage (hot)                      1 - 8 oz pkg cream cheese  
2 cans crescent rolls

Brown pork sausage in pan. Remove from heat, drain grease, and add package of cream cheese, softened. Stir until mixed well. Tear crescent rolls apart into triangles. Spoon approximately 1 tbsp sausage and cream cheese mixture onto large end of crescent triangle. Roll towards small end and place on cookie sheet. Bake at 350 until done, approx. 15 minutes.

---

---

---

---

---

---

---

---

22

A procedure should outline:

- Who is responsible for the task
- What steps need to be taken
- Who the responsible party reports to

---

---

---

---

---

---

---

---

23

Examples of procedures that are **not** clear:

- “Enter the case”
- “Assist members of the public”

---

---

---

---

---

---

---

---

24



Title: CIVIL CASE FILING PROCEDURE	Procedure Number: JP1-002
Effective Date: 01/01/2020	Revision Date: 01/01/2021
Prepared by: TAMMY JENKINS	
Approved by: MITZI FRENCH	

28

---

---

---

---

---

---

---

---

**PURPOSE:**  
 The purpose of this procedure is to maintain a standard, uniform consistency in filing procedures from the beginning of the case through the generating and issuance of the citation.

29

---

---

---

---

---

---

---

---

-----  
**POLICY:**  
 The policy of the Justice of the Peace, Pct. 1 office is to provide the highest level of customer service without giving legal advice or participating in ex-parte communication.  
 -----

30

---

---

---

---

---

---

---

---

**SCOPE:**  
 The scope of this procedure includes the step by step process from assisting the public with the initial filing process, to the actual administrative process of filing the case, in the case management system, through the issuance of the citation.

31

---

---

---

---

---

---

---

---

**DEFINITIONS: (OPTIONAL)**  
 -----  
**REFERENCES: (OPTIONAL)**  
 -----

32

---

---

---

---

---

---

---

---

**PROCEDURE:**

1. Assist the public by providing general information. When necessary, provide the public with forms and self-represented litigants packets. When you are in need of assistance, see your immediate supervisor, or refer to the tools available to you from the Texas Justice Court Training Center Website, such as forms, the Desk Books, the Legal Question Board, and handouts (including Legal Information vs. Legal Advice). REMEMBER: DO NOT GIVE LEGAL ADVICE OR ENGAGE IN EX-PARTE COMMUNICATION.
2. File stamp the Petition.
3. Enter the case. Follow the process for entering the case found in the software manual. (NOTE: YOU COULD INCLUDE SCREENSHOTS OF YOUR SOFTWARE OPERATING MANUAL HERE OR INCLUDE STEP BY STEP DIRECTIONS OF YOUR SOFTWARE.)
4. Receipt the payment. Provide a copy of the receipt to the payer. This office accepts payment by cash, check, money order or bank card.

  

5. Scan your Petition and any included documents into the case file.
6. Immediately generate the citation and present to the judge for signature.
7. Scan the citation into the case file.
8. Create a copy of the citation for the defendant.
9. Attach a copy of the Petition and any documents filed with the Petition to the defendants copy of the Citation and forward this, along with the original Citation to:
  - a. The constable, if being served by the constable,
  - b. The Plaintiff, if being served by private process, or
  - c. Mail, by registered or certified mail, restricted delivery, with return receipt or electronic return receipt requested, if service was requested by certified mail.

33

---

---

---

---

---

---

---

---

What are some examples of procedures you have implemented in your office??

34

---

---

---

---

---

---

---

---

Other resources could include:

- Software manual
- TJCTC website (deskbooks, handouts, etc)
- Rules and Statutes
- County employee handbook
- Other offices policy and procedures

35

---

---

---

---

---

---

---

---

- 1. Define your policy or procedure
- 2. Create your basic framework, including step-by-step directions or instructions
- 3. Meet with other stakeholders for their input.
- 4. Make any reasonable additions or revisions.
- 5. Present the final draft to your judge/supervisor for final approval.

36

---

---

---

---

---

---

---

---

If any questions, have  
your County Attorney  
review your office  
policies and procedures  
to avoid any conflicts.

---

---

---

---

---

---

---

---

37

Activity: Designing a Social Distancing Policy

---

---

---

---

---

---

---

---

38