

Resource Development, Production, Supply Management and Ordering

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Introduction

The use of standardized design, production, and ordering processes supports a consistent corporate identity and ensures resources produced by the agency are accurate, accessible, high quality, and cost-effective.

Purpose

To inform health unit employees, students, volunteers and contractors regarding the standards and procedures for the development, production, supply management, and ordering of agency resources.

Legislative Authority

Copyright Act R.S., c. C-30, s.1

Policy Definitions and Interpretation

Resources are defined as publicly distributed print and digital materials developed to educate, inform, promote, or support public awareness of health unit programs, services, or initiatives. Resources may include reports, posters, brochures, displays, promotional items, educational materials, social media graphics, and campaign materials.

Resources do not include routine correspondence, administrative documents, internal working documents, meeting materials, or standard email communications.

Policy

Resource and information materials produced and/or distributed by the agency will reflect evidence informed public health practice related to the subject and will adhere to graphic design best practices and the SMDHU logo and editorial guidelines.

Procedures

A. Development of a New Resource, Including Adaption or Reproduction

1. When a new resource for external distribution is required, including for special projects or separately funded initiatives, the program team will submit a CHASE Help Desk ticket to request consultation and production support from the health unit graphic designer and attach draft content, if available.
2. When resources are designed outside of SMDHU and planned for external distribution, the program team will submit a CHASE Help Desk ticket to request logo files and graphic design standards review, including review of required

- funding acknowledgement statements where applicable.
3. When resources include photos, images, illustrations, or graphs, permissions and copyright requirements must be confirmed. Refer to PR0102 Copyright Policy.
 4. Before using or adapting resources produced by other companies or agencies, written permission will be obtained and the original source acknowledged, as appropriate. Refer to PR0102 Copyright Policy.
 5. Where appropriate, resources will include a copyright notice and reproduction statement.
 6. The program manager is responsible for content approval and overall oversight before resources are released, including ensuring alignment with department, partner agency, or funding agreement requirements.
 7. All resources produced by the health unit for external distribution must be created or reviewed by the health unit graphic designer for graphic design standards and approved by the CHASE program manager from a communications perspective.
 8. All resources approved for use by health unit employees will be added to the central inventory by the Supervisor Office Support for tracking and reordering purposes.

B. External Production

1. The graphic designer is responsible for obtaining quotes for external production of all new resources and adhering to [FI0107 Procurement Policy](#) to fulfill the order.
2. The program assistant of the program who owns the resource is responsible for all subsequent purchase reorders of the resource and purchase fulfillment of the order.
3. If a resource is three years old or older and requires reordering, the program team will submit a CHASE Help Desk ticket for graphic design review and include a copy of the resource.
4. No more than a year's supply will be ordered at one time to ensure use of relevant and timely content.

C. Internal Production

1. Requests for internal printing of card stock and legal format and tabloid sized resources are submitted through CHASE Help Desk ticket to the graphic designer for production.
2. Each health unit office has access to a colour printer and the Branch Office Program Assistant can print internal resources in small quantities such as door signs or printouts for meetings.

D. Resource Inventory Management and Ordering for Distribution

1. Once the resources are received by the program assistant for the program, a Resource Master List Change Form is prepared and sent to the appropriate manager.

2. The manager will forward the approved Resource Master List Change to the Supervisor Office Support, Corporate Services. The manager will identify the anticipated stock requirements and a minimum quantity of stock (maintaining less than a year's stock) to be available.
3. When additional stock is required, the program assistant will notify the program manager to obtain reordering instructions and approval.
4. Each program will audit its resources annually to confirm they remain current, accurate, relevant, and aligned with graphic standards. When a resource is no longer required, the manager will forward a removal request to the Supervisor Office Support, Corporate Services, to update the central inventory.
5. A master file of approved and removed resources will be maintained in the central inventory system.
6. Ordering resources for distribution is completed by the department's program assistant, using the [Process for Ordering AV and Paper Resources](#).

Related Policies

PR0102 Copyright
PR0103 Use of Health Unit Logo
FI0107 Procurement Policy

Related Forms

Review/Revision History

Approved: July 2, 1999
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