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| Section: <b>C</b>                  | Policy Number: <b>C-007</b> | Approval Date: <b>March 18, 1998</b>   |
| Subject: <b>Communication Book</b> | Total Pages: <b>3</b>       | Revision Date(s) <b>April 21, 2021</b> |

## **COMMUNICATION POLICY**

Communication plays an integral role in the workplace. Effective, quality communication is an integral part of success in the workplace, it will increase overall productivity, promote better performance, create stronger teams and eliminate confusion and misunderstandings. The goal of Community Living-Central Huron's Communication Policy is to deliver, receive and understand information presented in a clear, comprehensive and respectful manner. All employees, volunteers and student placements are required to follow the Communication Policy; non-compliance with this Policy is subject to discipline, up to and including dismissal.

Community Living-Central Huron utilizes various methods of communication to communicate both internally and externally. Forms of communication include: written letters, memos, meeting minutes, protocols, emails, communication logs, binders, sign in/out logs, posters, newsletters, telephone, voice and text messages, Agency website and social media platforms as well as verbal, in person communication. Communication can be non-verbal, with messages being conveyed by sign language, voice tone, facial expression, hand gestures, body posturing, etc. Internal and external communication is an ongoing activity between employees, volunteers, placements, people supported, other services and supports, Agency partners and the community.

For the Office locations, staff who work from an Office location are required to record using the designated communication tool (e.g. Outlook calendar, Communication Book), noting:

- their arrival time for the day;
- out of the office appointments, location or name of meeting and expected time of return;
- vacation and return to work date

*Note: It may be necessary for Supervisors or Administrative Staff to report in the designated communication tool on behalf of an employee for schedule changes, inability to report to work, etc.*

Residential Services, staff that work at 'residential locations' are required to record in a Communications Log pertinent information related to people supported, the work location and other necessary information to relay to their co-workers and supervisor.

To ensure information is presented in a consistent, factual, comprehensive, relevant manner, the following guidelines will be adhered to for all Staff when entering information in the Communication Log. Provide a summary, identifying the following areas, each shift:

- a) Concerns, issues (e.g. medical, behavioural, injury, disagreement with roommate, etc.); note new or different behaviours;
- b) Brief summary of activities during shift pertaining to people supported;
- c) Appointments (overview of appointment, as detailed information will be entered in person's individual file, Medical File, MAR; change in medication; upcoming appointment dates/with whom);

- d) Changes in routine (e.g. family cancelled visit, excursion/activity with a friend);
- e) Note any additional information that may be of benefit to share with the Team (e.g. PRN administered).

The following guidelines will be adhered to for recording purposes:

- a) Information must be recorded in the Communication Log for each shift.
- b) Information recorded in the Communication Log cannot be deleted.
- c) Each entry must be dated, specifying the shift and signed by the person completing the entry.
- d) Information entered in the Communication Log is to be factual, not subjective.
- e) Information must be reported in a clear and concise manner, maintaining professionalism and respect.

Related Policies:

- Vision, Mission and Service Principles (A-001)
- Guiding Principles (A-002)
- Confidentiality (A-003)
- Privacy (A-004)
- Community Involvement (B-004)
- Social Media and Agency Equipment Usage Policy (B-006)
- Volunteer (B-007)
- Purchasing and Credit (B-008)
- Accessibility Policy (B-009)
- Duty of Care (B-010)
- Code of Conduct (B-011)
- Individual Welfare/Rights (C-001)
- Behavioural Support (C-002)
- Complaint/Feedback Policy and Procedures for Persons Supported (C-003)
- Abuse Policy - Prevention, Reporting and Managing (C-004)
- Use of Physical Restraints (C-005)
- Serious Occurrence (C-006)
- Finances of People Supported (C-008)
- Individual Support Policy for Persons Receiving Service (C-009)
- Pet Ownership, Visiting Pets and Service Animals (C-010)
- Orientation of People Supported (C-011)
- Medical Care of Persons Supported Policy (C-012)
- Inventory, Personal Belongings of Persons Supported (C-013)
- Bathing and Showering Supervision of Persons Supported Policy (C-014)
- Persons Supported Food and Nutrition Policy (C-015)
- Missing Person/Unknown Whereabouts Policy (C-016)
- Relationship with Law Enforcement Agencies (C-017)
- Health and Safety Policy Statement (D-001)
- Medication Policy Statement (D-002)
- Emergency Policy (D-003)
- Smoking (D-004)

- Critical Injury (D-006)
- Bullying, Harassment and Workplace Violence Policy and Procedures (D-007)
- Pandemic Policy (D-008)
- Preventative Maintenance Policy (D-009)
- Musculoskeletal Disorders Awareness Policy (D-010)
- First Aid Policy and Procedures (D-011)
- Working Alone Policy (D-012)
- Infection Control Policy and Procedures (D-013)
- Hazard/Risk Policy and Procedures (D-014)
- Health and Safety Orientation Policy (D-015)
- Location Health and Safety Representatives Policy (D-016)
- Ladder Safety Policy and Procedures (D-017)
- Sharps Policy and Procedures (D-018)
- Manual Handling Policy (D-019)
- Slips, Trips and Falls Prevention Policy (D-020)
- Workplace Infection Policy (D-021)
- Work Refusal Policy (D-022)
- Lifts, Transfers and Physical Assistance Policy (D-023)
- Incident/Accident Investigation Policy (D-024)
- Independent Contractor Policy & Procedures (D-025)
- Hiring Policy (E-002)
- Police Record Check, Vulnerable Sector Check Policy (E-003)
- Orientation Policy – Employees, Volunteers and Student Placements (E-005)
- Professional Development/Training Policy (E-006)
- Individual Consultation (E-007)
- Vehicle Use (E-009)
- Personal Property Damage Reimbursement (E-010)
- Employee Performance Standards (E-011)
- Disciplinary Policy (E-012)
- Early and Safe Return to Work (E-016)