

Area: Management Systems

Subject: MS02 – Communications

Reference: 1304.51 (b)

Policy: Program information will be communicated to parents, policy groups, staff and the general community in a timely manner.

Procedure:

1. Parents, policy groups, staff and the general community will receive timely, accurate, relevant and/or pertinent program information pertaining to:
 - a. Procedures (new and/or revised)
 - b. Timetables for program planning
 - c. Communication from funding agencies including regulations, policies, legislation, and advocacy
 - d. Program and financial reports
 - e. Program operations, plans and policies
2. Information is distributed to parents, policy groups, staff and the general community via:
 - a. Written (including but not limited to memos, letters, agendas, minutes, flyers, reports, summaries, plans)
 - b. Verbal (telephone, face-to-face, voice mail, meetings, videoconference, teleconference)
 - c. Electronic (email, Internet)
3. Information to be communicated to parents, policy groups, staff and the general community is completed within 10 business days upon receipt and/or completion of items 1a – 1e.
4. Administrative staff distribute copies of written communication to parents, policy groups, staff and the general community and ensure that a copy is filed in the centrally located filing system.
5. Division staff follow up verbal communication with written and/or electronic communication to summarize information shared.
6. If follow-up communication is written, copy(ies) are distributed to appropriate and/or applicable clients/staff and filed in a centrally located filing system.
7. Division Management staff can schedule meetings on an as needed basis depending on importance of information to be shared and notify parents, policy groups, staff and the general community that their attendance is required.
8. Division staff prepare agendas, sign-in sheets and have copies of discussion materials if necessary for meetings.
9. Division staff prepare summaries and/or minutes, distribute to all attendees and absent staff and ensure that a copy is filed with the sign in sheet in a centrally located filing system.

Supervised by: Division Administrator, Director II

Performed by: Division staff

Forms needed: Memos, letters, agendas, sign-in sheets, minutes, flyers, program summaries

Frequency: As needed.