

## CVS POLICY & PROCEDURE MANUAL

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**Policy Area:** **Operational Policies - General**

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**Policy # &  
Policy Name:** **3.1 Communications**

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**Group:** Executive Director; All Staff; Volunteers

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**Purpose:**

To create and foster an atmosphere of openness and mutual communication between CVS and the consumers, families, contractors, stakeholders and partners we work with, as well as the broader community.

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**Policy Statement:**

CVS regularly provides information to, and receives input from, consumers, families and others regarding our programs and supports. We use this input to assist in decision making, program improvements and planning.

CVS responds in a timely and appropriate manner to complaints from the community about consumers, staff, volunteers, programs and services and/or facilities.

CVS seeks out and uses communications opportunities to increase the level of understanding and awareness about CVS supports, services, philosophy and benefits among consumers, families and the broader community. We respond promptly to requests for information from the media and other interested parties.

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**Practice Standards:**

Prepare, update and provide information about programs and services, including availability, organization, philosophy, vision, mission, strategic plan, outcome results and cost effectiveness. This includes responses to requests for information regarding the programs accredited by CARF.

Respond in an accurate, timely and appropriate way to media requests regarding the activities of the organization, and to complaints or concerns from the community regarding consumers, staff, volunteers, programs and services and facilities.

Direct public requests for information to the Executive Director or designate.

Safeguard consumer rights to confidentiality and consent when responding to information requests.

In preparing communications material, use accessible methods and formats, provide fair representation of the issues, and use appropriate language to describe our consumers and their needs.

Keep and update a list of stakeholders and update them annually.

Input may be provided to several ways. It includes feedback on general operations, concerns or complaints, suggestions for improvements or other issues pertinent to the improvement of the organization. Input may be received from internal stakeholders such as consumers and staff and volunteers. Input may also be received from external stakeholders, through Managers, the Executive Director and/or the Board of Directors and the CVS website. Key stakeholders are regularly asked for feedback, through meetings and/or

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surveys facilitated by the Executive Director or designate.

The Executive Director reviews and follows up on input provided. Input specific to the organization's service delivery is directed to Program Managers for follow up. Individuals or groups who provide input to the organization may inquire as to the actions taken with regards to their input. Wherever possible, specific responses are provided to the stakeholder(s).

### **Best Practices:**

Make communication formats for the website, newsletter, consumer guides/handbooks and brochures available in audio, large print and other methods and alternative languages when needed and possible.

Arrange visits to CVS programs to learn about the individuals involved with the organization, the programs and services, facilities available for community use, and volunteering.

Individuals receiving services may provide input to staff and to the self advocates group. Presentations, letters or written reports may be submitted to the staff, Managers, Executive Director or the Board of Directors. Staff may provide input to the Labour Management Committee, Health and Safety Committee and to their immediate supervisor or the manager who is responsible for their program area. Volunteers may provide input to the Volunteer Coordinator or to any of the Managers.

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**Policy Audit:** March annually

**Date Issued:** March 2004

**Date Revised:**

### **Position**

**Responsible:** Executive Director or designate

**References:**

- ☞ CVS Program Brochures and Handbooks
- ☞ SD 5.8.A - Complaint Form
- ☞ Satisfaction Surveys

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