

Procedure 4-10-4
Replaces Procedure 4-10-4

Revised: 09-25-23
Issued: 09-01-93

SUBJECT: Information Management/Input from Stakeholders

PURPOSE: To establish an information and communication system to promote the effective and efficient management of the organization and to promote increased understanding between employees and management about organization objectives, policies, procedures, problems and other matters of mutual interest and to carry out the mandate of the Office of Human Resources Policy No. 4.

PRINCIPLE: The organization is committed to developing an information and communication system that is designed to promote good lines of communication with, and among, its employees at all levels and will use a variety of communication channels and methods to assure that workers are kept informed and have appropriate channels for their concerns to be heard.

- I. **Communication Methodologies** – There are a number of methodologies for communication to occur within the organization.
 - a. Standard procedures established following the appropriate chain of command within the table of organization both upwards and downwards.
 1. The Employee Relations Committee
 2. The Organization Employee Newsletter
 3. The Organization Suggestion Box
 4. The Organization's Communication Bulletin Boards
 5. Home Meetings
 6. Regular Management Meetings At All Levels
 7. Annual Work Culture Surveys
 8. Consumer Satisfaction Surveys, at Least Annually
 9. Established Policies Within the Office of Human Resources For Confidentiality But Access to Personnel Records (Procedure No. 4-10-9)
 10. Procedure No. 2-6-1 for Confidentiality and Procedure No. 2-6-2 for Record Retention
 11. Leaders Embracing Advocacy and Diversity (LEAD) Council. (Person Served)
 12. Strategic Planning Committee
- II. **Staff Meetings** – Managers and supervisors are expected to hold, at a minimum, monthly staff meetings to discuss goals, systems, progress being made towards the achievement of established goals, mission, values, commitments and visions and other areas of concern within the departments and/or units. At these meetings, the employee should have the opportunity for free interchange of ideas with the ultimate objective of problem solving. Also, employees should be encouraged to come up with ideas for self-motivation, improving morale and most importantly, improving the quality of services to the individuals being served.

Chain of Command – The organization requires all employees to present concerns and recommendations that they may have to their immediate supervisor prior to following the chain of command. When applicable, employees should always allow their immediate supervisor the opportunity to address their specific concerns that pertain to their specific units prior to going up to the next level in the chain of command.

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Employees are expected to follow the chain of command to resolve issues of concern, but should the immediate supervisor fail to respond to an employee's concern within an acceptable timeframe, then it is appropriate for the employee to communicate his/her concerns to the next level supervisor in their chain of command.

- III. **Human Resources Newsletter** – The Human Resources Newsletter issued by the organization can be accessed on the MyWoodhaven SpeakAp and through the Human Resources Information System. The Human Resources Newsletter will feature pertinent information on various items about the organization thought to be of interest to employees. The general goal of the newsletter is to promote achievements of the organization, to keep employees informed, to offer a medium for employees to participate in the sharing of information and concerns, offering an outlet for recognition of employees, to correct erroneous information, and to dispel rumors.
- IV. **MyWoodhaven SpeakAp** – This service is used to promote communication among all staff, to increase employee engagement, and to provide staff with links to other frequently used websites and forms.
- V. **Bulletin Boards** – To keep workers informed, the organization provides bulletin boards strategically located in accessible areas throughout the workplace. Material that may be posted on bulletin boards should be limited to official organization notices, general communications, legally required posters, safety notices, employee notices which should be approved in advance by the Office of Human Resources, or other upper management level persons, which should be typed or legibly written.

Bulletin boards shall be cleared of all non-pertinent notices on a regular basis.
- VI. **Consumer Satisfaction Surveys** – At least annually, satisfaction surveys will be sent to parents and guardians of individuals being supported and/or the individuals themselves if felt to be appropriate and applicable in order to receive input to provide a higher quality of services to those we serve.
- VII. **Work Culture Surveys** - A work culture survey is conducted annually by the Human Resources Department to obtain input from all employees regarding their thoughts on how Woodhaven can improve the work environment for its employees.
- VIII. **Employee Relations Committee** – The Employee Relations Committee serves as an advisory team to the Chief Executive Officer and the Chief Operating Officer for the purpose of assisting in keeping the Chief Executive Officer and the Chief Operating Officer informed of employee concerns.
- IX. **Suggestion Box** – Employees may choose to communicate with the Chief Executive Officer or the Chief Operating Officer by putting signed or unsigned notes in the Suggestion Box located in the Administration Building or electronically at <https://woodhaventeam.org>. Responses to general suggestions will be posted on the MyWoodhaven SpeakAp, or in person as appropriate and possible. The Chief Executive Officer and the Chief Operating Officer are committed to maintaining confidentiality of the person bringing the suggestion, if that is the employee's wish.

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- X. **Employee Forums** – The CEO and COO meet with staff at a minimum of semi-annually to share information and obtain input from staff.
- XI. **Strategic Planning Committee** – All staff are invited to participate in a process to discuss organizational goals. Staff are given assignments to achieve these goals.
- XII. **Safeguards** – The organization is committed to the confidentiality of administrative and personnel information that is collected for management purposes. The access to records is limited by procedure and only authorized individuals are allowed access to the same.

The organization maintains essentially four groupings of records. These are:

- a. Financial records which are stored and controlled by the Chief Financial Officer and/or Controller in the Accounting department.
- b. Personnel records are stored electronically and controlled in the Office of Human Resources.
- c. Medical records for employees are stored electronically and maintained by the Office of Human Resources.
- d. Records of individuals served are stored in the individual living environment (home, apartment, unit), in Therap, and at the main office in the Records Room.

All records are stored with controlled access, with procedures controlling accessibility which can include being stored in locked metal file cabinets and/or computer access codes.

- XIII. The organization has continual review of the adequacy and relevance of information collected and the effectiveness of systems that are in place.

Approved by: _____
Human Resources Manager

Date: _____