

BOARD OF HEALTH POLICY

APPROVALS	DATE APPROVED	INITIALS
BOH:	Res. No.: 11-2021	
SMT:		
MCC:		
IF APPLICABLE		
DIRECTOR		
JOHSC:		
PPL:		

SECTION: BOARD OF HEALTH **POLICY NO.:** BH-02-19

SUBJECT: Communications

APPROVED BY: Board of Health **POLICY DATE:** January 2021

1. PURPOSE

- 1.1. The purpose of this policy is to provide the Board of Health with a clear plan to successfully manage internal and external communications. Communication is an integral part of Board of Health function and directly contributes to public trust in the organization.
- 1.2. The consistent application of this policy will demonstrate accountability and transparency to organizational staff, community partners and members of the public.

2. POLICY

- 2.1. This policy applies to all members of the Board of Health for the Thunder Bay District Health Unit.
- 2.2. Board of Health members are expected to comply with the Code of Conduct policy with respect to all communications, whether verbal or written, both at and away from the Thunder Bay District Health Unit.
- 2.3. Board of Health communications, both internal and external, must be objective, factual and non-partisan. It is important that the Board of Health communicates only on issues within the scope or authority of the Board.

Internal communications

- 2.4. To enable informed decision making, the Board of Health will receive for consideration, reports and recommendations from Senior Management at their regular session Board of Health meetings.
- 2.5. Information relating to operational issues will be communicated to the Board of Health by the Medical Officer of Health and Chief Executive Officer, or designate.
- 2.6. Critical, sensitive or risk communications will be communicated to the Board Chair, or designate, by the Medical Officer of Health and Chief Executive Officer, or designate.

- 2.7. Communication between the Board of Health and the staff of the Thunder Bay District Health Unit shall only be through the Medical Officer of Health and Chief Executive Officer, or designate.

Media and External communications

- 2.8 The Board of Health Chair, or designate, is the official spokesperson for all Board-related matters.
- 2.9 The Medical Officer of Health and Chief Executive Officer, or designate, is the official spokesperson for all operational, population health, or public health risk communications.
- 2.10 The Thunder Bay District Health Unit Communications Department is the main contact point for all media calls, interviews, advisories and releases.

Board Meetings

- 2.11 The public shall be made aware of the dates and times of Board of Health meetings, in accordance with By-Law Number 2021-01
- 2.12 The approved Minutes of Regular Board of Health meetings shall be posted on the Thunder Bay District Health Unit website.
- 2.13 Public attendance, deputations, or other presentations from outside organizations will be in accordance with Policy Number BH-02-22 Public Attendance at Board of Health Meetings.

Complaints

- 2.14 All complaints directed towards or about the Board of Health, whether external or internal, shall be taken seriously and acted upon promptly, impartially and professionally.

All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal.

- 2.15 All complaints will be addressed in accordance with Procedure Number BH-02-19 Communications.

3. APPLICABLE PROCEDURES

- 3.1 Procedure No. BH-02-19 Communications applies to this policy.

4. DEFINITIONS

There are no definitions with this policy.

5. REFERENCES

- 5.1 BH-02-20 Code of Conduct Policy
- 5.2 BH-02-22 Public Attendance at Board of Health Meetings Procedure

6. APPENDICES/LINKS AND ATTACHMENTS

- 6.1 [Procedure Number BH-02-19 Communications](#)