



BOARD OF HEALTH PROCEDURE

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

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

SUBJECT: **Communications**

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

1. PURPOSE

- 1.1. The purpose of this procedure is to establish clear and consistent processes to ensure effective communication between and with the Board of Health, Administration, staff and the general public.
- 1.2. This procedure supports Policy No. BH-02-19 Communications.

2. PROCEDURE

General Communications

- 2.1. To keep the Board informed of current issues involving the organization, the Medical Officer of Health and Chief Executive Officer or designate, will ensure the Board receives relevant media releases and other communication on the activities of the organization in advance of publication.
- 2.2. If a Board member requests information from Administration that is not readily available and involves staff hours to compile, the request will be directed to the Board Chair. The Chair, in consultation with the Medical Officer of Health and Chief Executive Officer, will determine the appropriate response to the request.
- 2.3. Board members should direct all enquiries regarding the Board of Health to the Board Chair, or designate. This applies to event invitations, media requests, questions from the general public, and any other type of stakeholder requests and communications.
- 2.4. Board members should direct all enquiries regarding programs, services or operations of the Thunder Bay District Health Unit (TBDHU) to the Medical Officer of Health and Chief Executive Officer or designate. This applies to event invitations, media requests, questions from the general public, and any other type of stakeholder requests and communications.
- 2.5. Board members may legitimately interact with staff or stakeholders of the organization in their capacity as members of other councils, boards or committees. In these instances,

Board members should be explicitly clear that they are communicating in a personal capacity and not as a representative of the Board of Health.

Complaints

- 2.6. In their role, Board members may from time to time receive complaints from members of the public, including Health Unit staff, either formally or informally, verbally or written.

Board members should not attempt to redress the situation with the complainant themselves but should forward the complaint to the appropriate Designate:

- 2.6.1. Complaints received about the Board in general or about individual Board members should be directed to the Board Chair, or designate.
 - 2.6.2. Complaints received about the Board Chair should be directed to the Medical Officer of Health and Chief Executive Officer, or designate.
 - 2.6.3. Complaints received about the Medical Officer of Health and Chief Executive Officer should be directed to the Board Chair, or designate.
 - 2.6.4. Complaints received about TBDHU programs, services, operational procedures, or individual staff should be directed to the Medical Officer of Health and Chief Executive Officer, or designate.
- 2.7 The Designate will assess the situation and take suitable actions to resolve the matter in accordance with Health Unit policies, formal complaint processes, and/or collective agreements, to be reported back to the Board, if appropriate.

3. SCOPE

- 3.1. This procedure applies to all members of the Board of Health for the Thunder Bay District Health Unit.

4. RESPONSIBILITY

- 4.1. The **Board Chair** or designate is responsible to speak on behalf of the Board of Health and to address complaints about the Board, Board members, or the Medical Officer of Health and Chief Executive Officer.
- 4.2. The **Medical Officer of Health and Chief Executive Officer** or designate is responsible to speak on behalf of the organization and to address complaints about the Board of Health Chair, or about programs, services, operations or staff at the Thunder Bay District Health Unit.

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- 4.3. Individual **Board members** are responsible to direct all enquiries or complaints to the appropriate spokesperson or designate.

5. DEFINITIONS

- 5.1. A **complaint** is any expression of dissatisfaction about the programs, services, operational procedures, staff or Board of Health members of the Thunder Bay District Health Unit, or the lack of action taken regarding programs, services or operations of the Thunder Bay District Health Unit or by a person or body acting on behalf of the Thunder Bay District Health Unit.
- 5.2. The **organization** means the Thunder Bay District Health Unit

6. REFERENCES

There are no references with this procedure.

7. APPENDICES/LINKS AND ATTACHMENTS

- 7.1 [Policy Number BH-02-19 Communications](#)