



# BOARD OF HEALTH POLICY

APPROVALS	DATE APPROVED	INITIALS
BOH:	Res. No.: 54-2024	
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:** May 2024

## 1. PURPOSE

- 1.1. The purpose of this policy is to ensure effective practices for communications, including internal and external communications, which are related to, or done on behalf of, the Board of Health. 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 the public and community partners, and to management and staff of the organization.

## 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, verbal or written, whether they are acting in the capacity as a Board member at Board or TBDHU-related events or proceedings, or outside of these.
- 2.3. The Board of Health should only communicate on issues within the role or authority of the Board. Board of Health communications, both internal and external, should be objective, factual and non-partisan.

### *Internal Communications*

- 2.4. To enable informed decision-making, the Board of Health will receive for consideration, reports and recommendations from Administration at the regular Board of Health meetings.
- 2.5. Information relating to strategic, governance, or operational issues will be communicated to the Board of Health by the Medical Officer of Health and Chief Executive Officer, or designate.
- 2.6. If a Board member receives a communication, or wishes to raise an issue for consideration by the Board at a Board meeting, this will be brought forward as described in the procedure.

2.7. Critical, sensitive or risk-related issues that arise between Board meetings will be communicated as needed to the Board Chair or designate. Further communication to the Board that is deemed necessary shall be done as directed by the Board Chair or designate.

2.8. 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 program is the main contact point for all media calls, interviews, advisories, and releases.

*Board Meetings*

2.11 The public, including media, shall be made aware of the dates and times of Board of Health meetings, in accordance with the Board of Health By-Law.

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 No. 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 The procedure associated with the policy will outline the approach to addressing complaints.

**3. APPLICABLE PROCEDURES**

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

**BOARD OF HEALTH**

**POLICY NO.:** BH-02-19

**SECTION:** BOARD OF HEALTH

**POLICY DATE:** May 2024

**SUBJECT:** Communications

**PAGE:** 3 OF 3

---

#### **4. DEFINITIONS**

4.1 **Designate for the Board Chair** would generally be the Vice Chair of the Board. The designate can be another member of the Board for a particular event or activity as assigned by the Board or by the Board Chair, including for times when the Chair and Vice Chair are absent or unavailable.

4.2 **Designate for the MOH/CEO** would generally be the Director of Corporate Services for all administrative matters. The MOH/CEO may assign other members of the TBDHU Senior Leadership Team to be the designate, when needed, for their areas of responsibility.

#### **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 No. BH-02-19 Communications](#)