

POLICY

<i>Policy Number:</i>	National Operating Policy #18
<i>Subject:</i>	Communications (Internal)
<i>Approved:</i>	November 18, 2011
<i>Last Revised:</i>	November 18, 2011

Objective and Rationale

Effective internal communication is critical to the success of CIPHI. It reinforces the vision, mission and values of the organization and connects members of the National Executive Council (NEC), Board of Certification (BOC), Council of Professional Experience (CoPE), and Environmental Health Foundation of Canada (EHFC), Branch Executives, CIPHI Committees and the National CIPHI office to the business activities of CIPHI. It also fosters process improvement, facilitates change and drives business results by influencing members of the NEC, BOC, CoPE, EHFC, Branch Executives and CIPHI Committees. An internal communications policy provides the framework upon which a solid internal communications strategy can be built.

Specific Operations

Definitions

- **BOC** - The Board of Certification refers to the Chairperson, Members of the Board of Certification, Secretary of the Board of Certification and Examiners as appointed by CIPHI Branches for the purpose of administering BOC exams.
- **CoPE** – The Council of Professional Experience refers to the internal governing body approved by the NEC to monitor, regulate, and evolve the Continuing Professional Competencies (CPC) Program.
- **EHFC** - The Environmental Health Foundation of Canada refers to the Board Members of the EHFC.
- **Internal** – Refers to all individuals within the structure of CIPHI. This includes members of the NEC, BOC, CoPE, EHFC, Branch Executives, CIPHI Committees and the National Office.
- **NEC** - The National Executive Council refers to the National President, President-Elect Executive Director/CIPHI Office, Administrative Assistant, Immediate Past President and Vice-Presidents for the purpose of this policy.

POLICY AND PROCEDURE

1. The purpose of this policy and procedure is to:
 - i. Ensure that internal communications are well coordinated, effectively managed and responsive to the information needs of the NEC, BOC, CoPE, EHFC, Branch Executives, CIPHI Committees and the National Office;
 - ii. Provide clear, regular and timely communication to the NEC, BOC, CoPE,

- EHFC, Branch Executives, CIPHI Committees and the National Office and invite feedback on strategic priorities and issues; and
- iii. Articulate that all communication by all members of CIPHI should reflect the values of CIPHI.
2. Policy statements:
 - i. All internal communications are guided by CIPHI's vision and mission, Code of Ethics, its core values and brand;
 - ii. Clear, concise, accurate and timely communication is a strategic necessity;
 - iii. All internal communication by members of the NEC, BOC, CoPE, EHFC, Branch Executives, CIPHI Committees and the National Office must adhere to additional policy requirements of CIPHI e.g. Producing and Distributing Media Releases, and Management of CIPHI National Listserv; and
 - iv. All internal communications should clearly identify the author or source of the message.
 3. The types of communication notices disseminated internally cover a comprehensive range of topics and includes but is not limited to the following:
 - i. Updates to the strategic plan;
 - ii. Updates on active projects and work plans
 - iii. Technological alerts related to email accounts, CIPHI website and CIPHI National Listserv;
 - iv. Retirements, promotions etc;
 - v. Success stories/accomplishments of NEC, BOC, CoPE, EHFC, Branch Executive and CIPHI Committee members;
 - vi. Corrective or disciplinary action;
 - vii. Organizational changes;
 - viii. Updates to existing policies, procedures;
 - ix. CIPHI media releases; and
 - x. Related news, information
 4. Communications is a shared responsibility involving all members of the NEC, BOC, CoPE, EHFC, Branch Executives, CIPHI Committee members and the National Office. All groups are accountable for regularly accessing the communication vehicles for messaging pertaining to them.
 5. The National President, and the Chair of the Communications portfolio are responsible for overseeing the strategic development of all CIPHI internal communications and are responsible for championing internal communications policy, process and procedures.
 6. The National President and Chairs of the BOC, CoPE, and EHFC are responsible for updating the contact information of their respective council and committee members annually or as required. Changes are to be forwarded to the Administrative Assistant of the National Office within 48 hours. The Administrative Assistant will update the contact directories as appropriate and disseminate it to the National President and the NEC and Chairs of the BOC, CoPE and EHFC for their reference.
 7. The National President and the Chair of the Communications portfolio will work to ensure that members of the NEC, BOC, CoPE, EHFC and the National Office are informed first before a Media Release or story is made public. In some cases where

time-sensitive information is involved, it may be released simultaneously.

8. The mailing address of the National Office is:

CIPHI - #720-999 West Broadway Ave
Vancouver BC
V5Z 1K5
Canada

Phone: 1-888-245-8180

Email: office@ciphi.ca

Office Hours: 8:30 am to 5:00 pm - Monday to Friday - Standard Pacific Time.

9. Email addresses:

National President	president@ciphi.ca
National Office	office@ciphi.ca
Questions	questions@ciphi.ca
CPC Program	cpcprogram@ciphi.ca
Webmaster	mike@ciphi.ca

10. The teleconference provider of CIPHI is Bell Canada. The dial in number is **1-866-613-5223** (toll free within North America). Conference access codes and confidential Chairperson Personal Identification Numbers (PINs) have been assigned by the National Office to the National President, all Branch Presidents, and Chairs of the BOC, CoPE and the EHFC. Any calls made to these accounts will automatically be billed and sent to the appropriate Chairperson of the Council or Committee they are representing. To obtain either the conference access code or confidential Chairperson PIN the Chairperson or designate must contact the Administrative Assistant at the National Office. Lost or misplaced PINs must be reported immediately to the National President and the Administrative Assistant at the National Office. Technical support can be obtained by contacting the service provider at 1-866-226-5566 or by calling the MPS office at (604) 732-3877.
11. All relevant and current information is disseminated via the National Executive Council distribution list and posted on the Member Service Centre. It includes but not limited to policies, meeting agenda's and minutes, internal news, environmental health related news, organizational changes, internal vacancies, articles and financial information. The importance of the National Executive Council distribution list and Member Service Centre is such, that it should be considered as the main source of information to members of the NEC, BOC, CoPE and the EHFC.
12. The organizational culture is characterized by open and trusting communication at all levels of the organization and between all groups. However, employees are bound by professional confidentiality with regard to all information that is for internal use. In the event of uncertainty regarding confidentiality issues, the National President must be contacted for verification.
13. All correspondence should be copied to the national office. This includes correspondence from NEC, BOC Chair, CoPE Chair, EHFC, and provincial branches.

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<i>Accountability</i>
The National President, members of the BOC, CoPE, EHFC, Branch Executive Councils, CIPHI Committees and the National Office shall ensure that the handling and transmission of information is managed in a manner which preserves the privacy and confidentiality of the author(s) and the information presented.

<i>Attachments</i>
None.

<i>Approving Officers</i>	
Phi Phan, National President ____(original signed)____ November 18, 2011	Gary Tam, President, BC Branch ____(original signed)____ November 18, 2011
Jason MacDonald, President, AB Branch ____(original signed)____ November 18, 2011	Ryan Philipation, President, SK Branch ____(original signed)____ November 18, 2011
Darcy Chrisp, President, MB Branch ____(original signed)____ November 18, 2011	Ken Diplock, President, ON Branch President ____(original signed)____ November 18, 2011
Oumar Ba, President, Quebec Branch ____(original signed)____ November 18, 2011	Mark Allen, President, NB Branch ____(original signed)____ November 18, 2011
Barry MacGregor, President, NS/PEI Branch ____(original signed)____ November 18, 2011	

<i>Document and Change History</i>
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