

#### 1. Context & Assumptions

Information sharing and communicating to Southern Health-Santé Sud staff is based on a culture of shared responsibility where Senior Leaders, Directors and Managers are expected to cascade and share relevant and pertinent information throughout their area of responsibility. This process coupled with the site, program and service's commitment to integrate communications within their portfolios is the crux of how information sharing occurs in our region, it is our culture.

Southern Health-Santé Sud has four main regional mediums to communicate with staff in writing:

- a) STAFF Communiqué
- b) ADMIN Update
- c) Clinical Update
- d) Regional Leadership Team (RLT) email
- e) All-Staff Email

#### 2. Parameters to help determine the best Method to Use

a) *STAFF Communiqué:*

- **Audience:** All staff
- **Content:** articles are relevant for staff in general
- **Logistics:** information is gathered by Executive Assistants (EAs) and vetted to Corporate Communications; complete online version is stored on HPS; condensed version also printed and made available in staffrooms where appropriate; published monthly; information is semi-secure (public domain vs. stored on our network)
- **Access:** there is option for staff to subscribe (subscription is prompted at Regional Orientation); subscribers receive an email to access the STAFF Communiqué; alternatively, the current and previous communiqués are available on the HPS

b) *ADMIN Update:*

- **Audience:** Senior Leadership Team (SLT); Regional Leadership Team (RLT); Managers; Chiefs of Staff
- **Content:** more administrative; topics are not relevant for staff in general; excludes Policy Updates
- **Logistics:** information is gathered and inputted by Executive Assistant using Health Providers' Site (HPS) Content Management System (CMS); information is semi-secure (public domain vs. stored on our network); weekly update is stored on HPS and published automatically on Wednesdays that provides regularly scheduled information updates, a repository and mitigates e-mail volume.
- **Access:** intended audience is mandatorily subscribed (subscription is prompted per Manager's Hiring Checklist); subscribers receive an automated weekly email to access ADMIN Update; alternatively, the current and previous updates are available on the HPS; expectations regarding information sharing may be included when relevant

c) *Clinical Update:*

- **Audience:** Health care providers; Senior Leadership Team (SLT); Regional Leadership Team (RLT); Managers; Chiefs of Staff

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- **Content:** content is clinical in nature and relevant for Health care Providers/Clinical Staff
  - **Logistics:** information is gathered and inputted by Executive Assistant using Health Providers' Site (HPS) Content Management System (CMS) or submitted to HPScontent@southernhealth.ca; information is semi-secure (public domain vs. stored on our network); weekly update is stored on HPS and published automatically on Wednesdays that provides regularly scheduled information updates, a repository and mitigates e-mail volume.
  - **Access:** there is option for staff to subscribe; subscribers receive an email to access the Clinical Update; alternatively, a link to the current and previous posts are available on the HPS

*d) RLT Email:*

- **Audience:** Senior Leadership Team (SLT) and Regional Leadership Team (RLT)
- **Content:** information that should not be sent out or accessible to all staff
- **Logistics:** information is gathered and sent to Kyla McCallum or Auralee Winterburn; emails are stored on our network and considered secure. They are of urgent nature that cannot wait for the regularly scheduled Admin Update. There is no repository outside of outlook e-mail for reference.
- **Access:** Only staff that receive the email have access to the content; expectations regarding information sharing are included.

*e) ALL-STAFF EMAIL:*

*The option of all-staff emails is used sparingly*

- **Audience:** All-Staff
- **Content:** reserved for specific circumstances including ICT alerts, sharing of urgent or confidential information and/or at the discretion of the CEO
- **Logistics:** Information is gathered and sent to Kyla McCallum or Auralee Winterburn; emails are stored on our network and considered secure
- **Access:** Only staff that receive the email have access to the content; there are no expectations to share information with others

### 3. Determining the best method to use

The best method to determine which communication method to use is by first determining your audience, and urgency of actions required.

- If information is to be shared with and is relevant for staff in general, a request to submit an article to the Staff Communiqué is sent.
- If information is for SLT/RLT and there is no urgency and sensitivity within semi-secure domain, then the document is to be sent via Admin Update.
- If information is intended for SLT/RLT and is sensitive in nature and/or is urgent, then an email to RLT is to be sent.