



Team Name: Corporate Communications	Reference Number: ORG.1110.PL.006
Team Lead: Regional Director – Communications & FLS	Program Area: Corporate Communications/French Language Services
Approved by: Executive Director – Mid	Policy Section: Corporate Communications
Issue Date: December 3, 2014 Review Date: August 24, 2015 Revision Date: November 1, 2017	Subject: Public Consultation & Communication

POLICY SUBJECT:

Public Consultation & Communication

PURPOSE:

Southern Health-Santé Sud ensures that appropriate and cost-effective methods are used to inform and obtain feedback from communities, key stakeholders and interested parties. The method or combination of consultation methods to be used is determined according to intent, timeframes and resources.

BOARD POLICY REFERENCE:

Executive Limitation (EL-1) – Global Executive Restraint & Risk Management
 Executive Limitation (EL-2) – Treatment of Clients
 Executive Limitation (EL-10) – Public Relations

POLICY:

1. A site, program or service consults the appropriate Senior Leader who will inform the CEO prior to conducting public consultation or communication concerning potentially sensitive issues. Outcomes and follow-up strategies are documented as appropriate.
2. Southern Health-Santé Sud ensures that communication in both official languages (oral, written or electronic) is provided in a “pro-active manner” when the audience includes or targets geographic areas with higher French-speaking concentration. See French Language Services (FLS) - Communications in Official Languages (ORG.1111.PL.002).
3. All Southern Health-Santé Sud published material intended for public or external audience including pamphlets and surveys comply with the Graphic Design Support & Guidelines (ORG.1110.PL.002) and supporting documents.

REFERENCES:

[ORG.1110.PL.002](#)
[ORG.1111.PL.002](#)

Graphic Design Support & Guidelines
 French Language Services (FLS) - Communications in Official Languages