



## Policy: Communications Manual

**ChildNet Number:** CN 001.004

**Original Approved Date:** June 18, 2003

**Policy Revised Date(s):** December 2003, December 2008, June 22, 2010

**Policy Sunset Date:**

**COA Standard(s):** ETH 1.01, ETH 1.02,

### Statement of Policy:

Clear and consistent communication both within the agency and between ChildNet and its network of service providers and community stakeholders is essential to the success of ChildNet and the local child welfare system that it administers. The types of information that need to be communicated are several and varied and the methods for their communication must be multiple, current and of high quality. Efficient and effective communication is, therefore, sufficiently important and complex to require dedicated staff to develop, implement, monitor and regularly update a Communication Manual that thoroughly describes the types of information to be shared, with whom it will be shared with and how.

**Board Chair Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

10/29/10



## Procedure: Communications Manual

**ChildNet Number: CN 001.004**

**Original Approved Date: June 18, 2003**

**Procedure Revised Date(s): December 2003, December 2008, June 22, 2010,  
May 14, 2014**

**Procedure Sunset Date:**

**COA Standard(s): ETH 1.01, ETH 1.02**

### Statement of Procedure:

The Director of Community Relations or designee prepares a ChildNet Communication Manual that is reviewed annually and updated as needed. The Manual describes the types of information ChildNet shares within the agency and with community stakeholders, contractors and other partners. It delineates who the targets of such communication shall be and describe the methods for development and distribution of that information. The Manual is considered an essential agency document whose initial receipt and subsequent updates will be annually acknowledged by all ChildNet staff.

**President's Signature:**

**Date:**

05-27-14