

 STANISLAUS COUNTY COMMUNITY SERVICES AGENCY	Developed by/Date: Per Old DSS Manual Prior to 2002, Rev. 1/09	Page: 1 of 2	Number: 1.4
	Reviewed by/Reviewed Date: CSA Exec Team 2/09	Replaces:	Category: Employee Conduct/ Expectations Distribution: All Staff
Title: Communication Expectation		Approved: 2/23/09	

Policy

 Procedure

 Guideline

Purpose

Dissemination of information in an agency the size of CSA is a challenging task. The purpose of this policy is to explain the various methods of communication used by the Community Services Agency to disseminate information.

Definition

Understanding the difference between mandatory and non-mandatory communication and identifying the employee’s responsibility for information contained in these communications.

Procedure

CSA Today E-mail - Mandatory

“CSA Today” is an e-mail communication sent to all staff. The purpose is to publish primarily non-program related business information affecting a cross-section of the employee population. This includes, but is not limited to, information about: Recruitments and Benefits, General Inquiries Requiring Staff Response (i.e., cellular phone inventory), Service Awards, All Staff Meetings and/or Surveys, Staff Drop By Days, Workplace Wellness Classes (on site), etc. CSA TODAY is issued daily if there is information to publish. If there is nothing to publish, CSA TODAY will not be issued that particular day. Please review all mandated correspondence as soon as possible after its release. This ensures all staff is informed of important changes to our business operations timely.

All Staff E-mails - Mandatory

All staff e-mails are sent out when approved by the Director or Assistant Director. All staff e-mails are sent when critical information needs to be disseminated immediately.

CSA All Staff Quarterly Staff Meetings – Non-mandatory (i.e. Shop talk or Staff Recognition)

The purpose of this meeting is to share current information of general interest with employees from all divisions. Subject matter can include budget information, division reports, director’s report, and other subjects of global interest. It gives staff an opportunity to ask questions about what is important to them. Notification of Quarterly Staff Meetings is posted on the Video Information Board and in CSA TODAY.

Announcements E-mails - Non-mandatory

Announcements are meant for non-business items, such as morale events and other activities that employees may want to participate in voluntarily. These are issued weekly (Monday).

Video Information Board – Non-mandatory

The video information or message board hangs in the staff street leading into the building at the employee entrance. Information posted will be of general interest and is changed daily.