


## Communication

 <b>Saskatchewan Health Authority</b>  <b>WORK STANDARD</b>	<b>Title:</b> Communication <b>Role performing Activity:</b> Board Members	
	<b>Location:</b> Saskatoon City Hospital	<b>Department/Unit:</b> SHA Board Office
	<b>Document Owner:</b> Governance & Policy Portfolio	<b>Date Prepared:</b> September 11, 2017
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	<b>Related Policies/Documentation</b>	

**Work Standard Summary:**

This governance process provides Board members with direction and guidance on how to manage various communications issues.

**Principle:**

Communications about the Saskatchewan Health Authority (SHA) and its activities will be approved in advance and will be provided to Board members for information.

Essential Tasks:	
1.	<p>If Board members have questions or require information, they will contact the Chairperson for appropriate follow-up. The Chairperson may consult with the Chief Executive Officer, as appropriate.</p>
2.	<p>If Board members receive requests for media interviews, advertising or promotion they will direct those requests to the Communications &amp; Community Engagement portfolio at (306) 655-0080 and ensure the Chairperson is informed of the request (if applicable).</p>
3.	<p>Service concerns/complaints from patients, residents, clients, families and staff usually involve the quality of service delivery, but also can involve confidential patient/resident/client personal health information.</p> <p>Board members will not express their opinions on these matters directly to a health service recipient and/or the recipient's family member(s), friends or SHA staff/practitioners. Board members will refer any such concerns/complaints to the Chairperson and/or Chief Executive Officer for follow-up.</p>
4.	<p>When a Board spokesperson is necessary the spokesperson will be the Board Chairperson or Vice-Chairperson as delegate.</p>