

## DELAWARE COUNTY

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Subject	Effective	Supersedes	This Sheet	Total
<b>Effective Communications Policy</b>	10/23/14	1/1/97 5/2/13	1	2

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### 1.0 Purpose

The purpose of this policy is:

- A) To improve communications within the departments in order to improve efficiency, accuracy, and timeliness, and
- B) To ensure that all information necessary for employees to perform most effectively is received by those employees, and
- C) To ensure that all privileges, benefits, responsibilities, and other factors of employment with Delaware County are received and understood by employees, supervisors, and directors.

### 2.0 Scope

All departments under the direction of the Board of County Commissioners.

### 3.0 Distribution

All departments under the direction of the Board of County Commissioners and the Board of County Commissioners.

### 4.0 Definitions

Communication - Communication is any message (verbal or written), letter, memorandum, or other information sent from one party to another party, either directly or indirectly.

Reasonable time frame - A period of time as soon as possible so as not to reduce effectiveness and/or usefulness.

### 5.0 Policy

In order to be highly effective and efficient, it is in the best interest to have accurate and timely communications among departments and employees. All employees, supervisors, directors, and other managers will be held accountable for the following:

- A. Sending all requested public information to the requesting party within a reasonable time frame,
- B. Distributing communications to employees listed on the communications as the receiving party within a reasonable time frame, and

- C. Reading, understanding, and acting upon communications within a reasonable time frame.

In the interest of promoting open and honest communication, it is a violation of the Effective Communications policy to record conversations, whether audio or video, with an electronic device, including but not limited to digital or tape recorders, cameras, or cellular phones, or any other recording device or service without written consent of all parties to the conversation. Human Resources may record investigative meetings and disciplinary proceedings without written consent, however all parties will be made aware of the recording prior to the meeting.

The purpose of this policy is to eliminate a chilling effect on the expression of views that may exist when one person is concerned that his or her conversation with another is being secretly recorded. This concern can inhibit spontaneous and honest dialogue, especially when sensitive, confidential or medical matters are being discussed.

Violation of this policy will result in disciplinary action, up to and including immediate termination.