

<b>CHAPTER</b> Administrative	<b>CHAPTER</b> 01	<b>SECTION</b> 001	<b>SUBJECT</b> 15
<b>SECTION</b> Governance/Leadership		<b>DESCRIPTION</b> Channels of Internal Communication	
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**APPLICATION:**

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input type="checkbox"/> Persons Served		

**POLICY:**

Lapeer County Community Mental Health (LCCMH) has internal communication channels to promote transparency, efficiency, and collaboration among staff.

**STANDARD:**

- A. The Chief Executive Officer (CEO) has established a Management Team of clinical and administrative departments. The CEO determines Management Team membership and meeting schedules. The CEO invites additional participants as needed for specific topics.

**PROCEDURES:**

- A. LCCMH maintains an Organizational Chart outlining supervisory lines of authority and flow of information.
- B. The CEO and Management Team disseminate information using:
- Emails or other electronic communication
  - Supervision and staff meetings
  - Training sessions
  - Bulletin boards
  - Staff newsletter

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- Board meeting updates (available on our website)
  - Town Hall meetings
- C. Staff are encouraged to provide input and feedback via:
- Supervision and staff meetings
  - Anonymous surveys and suggestion box
  - Town Hall meetings
- D. Staff follow the chain of command and bring concerns to their immediate supervisor first. If the issue is not resolved, it is escalated to the next level of management.
- E. Non-exempt employees have access to and receive communication from the collective bargaining unit.
- F. Staff are responsible for reporting concerns to the appropriate departments. Reports can be made confidentially.
1. Human Resources (HR): workplace policies, benefits, harassment, or personnel issues. See LCCMH Policy 05.001.25 Human Resource Services and LCCMH Policy 05.001.55 Harassment in the Workplace.
  2. Recipient Rights: violation of person served rights or concerns about care. See LCCMH Policy 04.001.15 Investigation of Complaints/Appeal Process.
  3. Corporate Compliance: fraud, unethical behavior, or legal concerns. See LCCMH Policy 01.002.05 Corporate Compliance Complaint, Investigation and Reporting Process.

#### **DEFINITION:**

**Non-exempt employees:** employees who are governed by the Fair Labor Standards Act (FLSA) and the collective bargaining agreement (CBA) negotiated between the union and the employer.

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## REFERENCES:

LCCMH Policy 01.002.05 Corporate Compliance Compliant, Investigation and Reporting Process

LCCMH Policy 04.001.15 Investigation of Complaints/Appeal Process

LCCMH Policy 05.001.25 Human Resource Services

LCCMH Policy 05.001.55 Harassment in the Workplace

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**Supersedes:** #01/04002 dated 01/12/2004