	COUNTY OF SAN BERNARDINO PRESCHOOL SERVICES DEPARTMENT POLICY AND PROCEDURES	NO. 01 ISSUE 2 PAGE 1 of 4 EFFECTIVE: 05-12-10 Updated
SUBJECT: COMMUNICATION SYSTEM POLICY AND PROCEDURES		APPROVED: 05-12-10 BY: Ron Griffin, Director

PURPOSE

To establish an effective communication system that ensures timely and accurate information flows to and from staff, parents, families, governing bodies, policy groups, community partners, delegate agencies and the general public/community.

POLICY

The Preschool Services Department (PSD) has a communication system that will provide ongoing exchange of information that will allow individuals to become fully involved in program activities, goals and philosophy.

REFERENCE

Head Start Act – Section 644 (Administrative Requirements and Standards); Performance Standards – Management Systems and Procedures 1304.51(b), 1304.51(c)(1) & (2), 1304.51(d), 1304.51(e), 1304.51(f); California Department of Education – 5 CA ADC 18277 (B); California Public Records Act – Government Code, Section 6250-6270 County of San Bernardino (1975).

PROCEDURE

I. Communication with the Media, Radio or Press

a. To ensure that information when provided to the Media, Radio or Press is accurate, comprehensive and complete and that reporters have appropriate access to the best sources of information, all Media, Radio and Press inquiries and contacts are to be coordinated through the PSD Program Design and Management Unit (PDMU).

b. In the event of any Media, Radio or Press contact who is seeking information regarding an enrolled child or parent, PSD facility or PSD in general, PSD staff must direct the media/press representative to the PDMU who will respond.

c. When the PDMU cannot respond or attend a function to where the media, radio or press will be present, PDMU will be available prior to the event to provide information and/or develop scripts that can be utilized at the event.

d. PSD employees may contact the PDMU when additional support or assistance is needed to ensure that accurate, comprehensive and complete information is given to all Media, Radio and Press.

II. Coordination of Outreach Events (health fairs, job fairs, conferences)

a. Outreach event participation or coordination (if event is taking place at a PSD site or another location) is to be coordinated through the PDMU to ensure that all information that will be disseminated to the public or event attendees is accurate, comprehensive and complete.

b. PSD employees may contact the PDMU when additional support or assistance is needed with materials, etc. for any outreach event PSD will be attending or coordinating.

c. The PDMU will maintain a log that will contain and track PSD's participation and recruitment efforts at all outreach events.

d. PSD employees who are to participate in outreach events must fill out the "Outreach Event Tracking Form" and mail or fax to the PDMU one month prior to attending an event or coordination of an event on site.

III. Promotional, Educational and/or Informational Materials and Event Flyers

a. To ensure that accurate and appropriate information is disseminated at all times, all printed materials must be approved by the PDMU prior to reproduction or dissemination to staff, parents, families, governing bodies, policy groups, community partners, delegate agencies and the general public/community.

b. PSD staff will email or fax draft copies of promotional, educational, and/or informational materials and event flyers to the PDMU for assistance and approval.

c. The PDMU will maintain copies of all approved promotional, educational and/or informational materials and event flyers at the administrative office.

d. It is the responsibility of PSD staff to update the PDMU of any changes and/or updates that are made to any approved promotional, educational, and/or informational materials to maintain consistency of information throughout the department, staff, parents, families, governing bodies, policy groups, community partners, delegate agencies and the general public/community.

IV. Communication - General

a. To ensure that timely and accurate information flows to and from staff, parents, families, governing bodies, policy groups, community partners, delegate agencies and the general public/community, PSD will continue to exchange information through the following mechanisms:

i. Shared Governance Board Meetings, Agendas and Minutes
ii. Policy Council Meetings, Agendas and Minutes
iii. Parent Advisory Committee Meetings, Agendas and Minutes
iv. Management Team Meetings and Minutes
v. Planning and Communication Meetings, Agendas and Minutes
vi. Community Events and Job and/or Health Fairs
vii. Informational Flyers, Brochures and Materials

viii. Emails
ix. Departmental Memo's
x. Video Mail
xi. News and Press Releases
xii. Radio Announcements/Public Service Announcements
xiii. Trainings and Classes
xiv. Administrative Visits

V. Communication – Families

a. To ensure that timely and accurate information flows to and from families, PSD will continue to exchange information through the following mechanisms:
   i. Parent Handbooks
   ii. Parent Boards
   iii. Parent Newsletters
   iv. Parent Advisory Committee Meetings, Agendas and Minutes
   v. Policy Council Meetings, Agendas and Minutes

VI. Communication – Governing Bodies and Policy Groups

a. To ensure that timely and accurate information flows to and from Governing Bodies and Policy Groups, PSD will continue to exchange information through the following mechanisms:
   i. Department Planning Calendars
   ii. Department Policies and Procedures
   iii. Governing Board and Policy Council Meetings, Agendas and Minutes
   iv. Program and Financial Reports

VII. Communication – Staff

a. To ensure that timely and accurate information flows to and form staff, PSD will continue to exchange information through the following mechanisms:
   i. Staff Meetings, Agendas and Minutes
   ii. Sign In Sheets
   iii. Email Correspondence
   iv. Written Correspondence
   v. Departmental Memorandums
   vi. Site Visit and Field Visit Reports
   vii. Video Emails
   viii. Director Memorandums
   ix. Planning and Communication Meetings, Agendas and Minutes

VIII. Communication – Delegate Agencies

a. To ensure that timely and accurate information flows to and form Delegate Agencies, PSD will continue to exchange information through the following mechanisms:
   i. Delegate Agency Communication Procedures

ii. Email Correspondence
iii. Delegate Agency Meetings, Agendas and Minutes
iv. Delegate Agency Binders
v. County of San Bernardino Administration and Agency Monitoring Correspondence

County of San Bernardino – Preschool Services Department
Outreach Event Tracking Form

Type of Event (mark only one)	Start Time of Event
☐ Presentation/Training/In-service/Workshop ☐ Health Fair/Community Event ☐ Site visit to distribute materials ☐ Other (specify):	**End Time of Event**
Event Name (for Presentations, Health Fairs, Community Events)	**Date of Event**
Address of Event (include street number, city and zip)	
Contact Person for the Event	**Contact Phone #**

Fax completed form to 909-383-2086 or email to: Denisse.GuiebRuiz@hss.sbcounty.gov