

JUVENILE COURT HEALTH SERVICES

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Subject: COMMUNICATION	Original Issue Date: 12/31/07	Policy #: A-302
	Supersedes: 6/2/2017	Effective Date: 3/2/2021
Departments Consulted:	Approved By: (Signature on File) Health Services Administrator (Signature on File) Nursing Director	Approved by: (Signature on File) Medical Director

PURPOSE

To establish guidelines for internal communications within Juvenile Court Health Services (JCHS) and external communications with outside entities.

To establish uniform guidelines for JCHS responses to inquiries from the Board of Supervisors, outside agencies, and the general public.

POLICY

The JCHS Administration shall keep Department of Health Services Administration, Board of Supervisors, Department of Probation Administration, employees, the public, and regulatory agencies informed on matters of significant interest.

PROCEDURE

JCHS employees are expected to be accurate, courteous, constructive, informative, and concise in all communications. All employees shall accurately and clearly identify their public statements either as official departmental position or personal opinion.

Employee Responsibility

It is the responsibility of every employee to keep his or her supervisor fully informed on all business matters, but particularly:

- Any matters on which his or her supervisor may be held accountable;
- Any matters in disagreement or which are likely to become controversial;
- Any matters requiring either advice by the supervisor or coordination by the supervisor with other operations.
- Any matters involving recommendations for change in, or variance from, JCHS policies or procedures; and
- Any problem or situation that might disrupt JCHS operational, component departments', or Probation facility functions.

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Supervisor Responsibility

It is the responsibility of every supervisor to:

- Interpret or relay information to each employee regarding the employee's duties or matters of concern to JCHS Administration which may affect the employee's work;
- Facilitate communication between the employee and JCHS management by forwarding (with comments when appropriate) information regarding the employee's operational problems, suggestions, sentiments, and opinions relating to matters which lie within the concern of JCHS; and
- When appropriate, coordinate and communicate information with supervisory level staff in other halls, camps, JCHS departments, DHS facilities, and with on-site Probation supervision staff.

Communication with employees shall be informative, instructional, and/or be designated to improve JCHS communication with all employees.

JCHS will circulate documents which:

- Delineate departmental policy;
- Specify methods and procedures for accomplishing particular tasks;
- Relate general information regarding duties and responsibilities of the employee; and
- Provide announcements of specific interest to JCHS staff.

Communications with Other Departments or Agencies

Operating communications with other departments or agencies shall follow established and approved channels.

The JCHS Administrator and Medical Director must approve all communications that request a major change in policy, procedure, or service. Additionally, letters of complaint or criticism of outside agencies or other County departments must be directed through the JCHS Administrator and Medical Director.

Communications with the Board of Supervisors, Individual Member of the Board, or Member of their Staffs

All communication from JCHS employees to the Board of Supervisors, individual members of the Board, or members of their staffs regarding JCHS activities, procedures, policies, or matters that directly or indirectly affect JCHS must be channeled through the JCHS Medical Director.

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Medical Director's Initials:

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The JCHS Medical Director shall expedite inquiries received by JCHS from the Board or its staff. In order to increase the speed of response, the JCHS Medical Director will relay the inquiry by telephone and/or email to the initiator of the inquiry. For information and control purposes, written confirmation of the telephone call and a copy of the inquiry will be sent to the initiator of the inquiry and to the JCHS Medical Director's superior(s). All internal written communications related to such inquiries will be expedited.

In any case, where a full response cannot be given the same day as the inquiry, a response giving the fact, the reason, and the expected time of response will be given the same day.

Communications from News Media

JCHS staff will immediately telephone the JCHS Medical Director, or his or her designee, of any news media inquiries. Inquiries from the news media will be referred to the Los Angeles County Public Information Office.

REFERENCES

DHS Policy #s 150, Public Information; 151, Relations with The Public; 440, Handling of Complaints; and 745, Contacts with Members of The Board

REVIEW DATES

October 20, 1998; April 9, 2002; December 31, 2007; October 15, 2010; January 3, 2013; June 2, 2017; March 2, 2021