

## GENERAL COMMUNICATIONS POLICY

### Executive Summary:

The present document is designed to facilitate the HPYO's Board of Directors, Management, Staff (Executive, Administrative and Artistic), Volunteers, Stakeholders, Members and Members' families ongoing communications needs by offering guidelines for communications between any combination of the aforementioned.

Unless otherwise specified, this document is intended to encompass all verbal and written (including email, social media and electronic platforms) interaction mediums.

Last revised: June 15<sup>th</sup>, 2017

Board approval: June 19<sup>th</sup>, 2017 (draft subject to revision)

### Content

All communications must have meaningful content relating to operations, management and HPYO business affairs. Personal business should be conducted outside of official channels. Personal communications must be held on platforms not supported or sponsored by the HPYO. All communications should clearly identify to and about whom, what, when, where, why and how.

While errors and typos occur, it is to be impressed upon HPYO agents to use proper language, appropriate grammar and sentence structure both in written and oral forms.

*\*\*\*All communications content should respect and reflect the HPYO's declared values and stay within ethical business practices.\*\*\**

### Form

While humour and personality are subjectively enjoyed, professional tone and style of communication are to be used in all dealings. In many cases, formal communications style and tone are to be considered the norm (e.g. in response to a formal complaint, when confirming reception of legal transmissions).

### Degree of importance or urgency

Communications may, from time to time, vary in their degree of importance. Appropriate labeling of the degree of urgency both in the title and body of written communications is imperative.



### Impact

In consideration of the above paragraph, the sender must consider receiver's state of mind when labeling communications with headings of IMPORTANT or URGENT. Before labeling, sender should also self-evaluate and consider state of mind and factual importance level to avoid putting a receiver in a false-alarm scenario.

Communications outside of HPYO circles; all must note that any communication involving the HPYO outside of its Board, Staff and Members may impact the organization as a whole and not simply the sender and receiver.

*\*\*\*Use of HPYO logo, corporate letterhead, trademark or legally/commercially binding information or wording must be pre-authorized by accountable roles' authority.\*\*\**

### Timeliness

While the HPYO's Executive philosophy be in line with "no business before 9:00am and no business past 5:00pm", the alignment of various schedules and work cycles preclude implementing this policy.

In light of the previous paragraph's intent, it is possible and certainly common-practice and sometimes a necessity to send materials electronically outside of office hours. Please consider response times accordingly.

### Response

Normal response time for all communications should be, unless otherwise indicated, no more than one full business day for inter-organizational and incoming business communications. Expected response time from members receiving HPYO communications is outlined in the Musician's code of conduct.

### Platform

All communications should be via the appropriate platform.

*Until publication date on this policy, regular blanket communications have been sent via email. This choice of platform is currently under revision.*

Outside of regular and electronic mail sent, consideration by the sender for the receiver's availability to respond to immediate communications (text message or phone call) must be exercised.

When possible, HPYO business should be conducted via telephone to avoid delays or endless email streams.

### Traceability and accountability

In many cases, a documented written and recorded version of information is necessary to protect the sender or receiver. At any time, Staff may request a written version of work orders should they feel that said work causes vulnerability on any level.

*\*\*\* All important communications must include the date of transmission and (when necessary) the time.\*\*\**

*\*\*\* All important communications must be signed by the sender.\*\*\**



#### Internal dissemination

All outside (including registered present and passed Members) communications, publicity, announcements, invitations and presentations to be disseminated to Members, must receive approval of Sr. Management (Executive Director or Artistic Director) prior to dissemination.

#### Responsibility

It is the sender's responsibility to ensure that communications respect the entirety of the above guidelines and not include or disseminate confidential information that the receiver not be privy to.

**Failure to comply with all parts of this policy will result in disciplinary action that may include, reprimands (written or verbal), censure and/or expulsion from the membership base at the discretion of Sr. Management or Board level authorities.**

**Respect of all principles as described above will result in meaningful, pleasant and productive communications.**