

Speech and Hearing BC Policy Statement and Procedures

III.4

AREA: Operations

SUBJECT: Treatment of Members and Treatment of the Public

POLICY:

Information provided by Speech and Hearing BC to members and the public will be given in a professional, objective and timely fashion. When providing information, the Speech and Hearing BC staff will respect confidentiality by following the procedures outlined in the Privacy Manual.

Staff will conduct themselves in a manner that is professional, dignified, respectful, ethical and prompt at all times when interacting with current, former, and potential members of the Association, as well as members of the general public. Staff will elicit only required information and will avoid unnecessarily intrusive questioning, and will not divulge personal details that are not relevant to the staff's role and position. This will be accomplished in a manner that is polite and professional. Staff will respect confidentiality and privacy of information, and will ensure the appropriate safeguarding of information obtained in the course of their interactions.

PROCEDURE:

- Staff will make every effort to respond in a timely manner in their interactions with others. Telephone calls and emails will be returned within 48 hours. Mail will be forwarded to appropriate individuals on either Executive Committee or Provincial Council within 48 hours.
- When dealing with non-members, staff will clarify the role of Speech and Hearing BC, and what expectation can be placed on the Association, and will provide literature to support this as necessary (e.g. Private Practice Listings, Membership Information, etc.) Staff will refer requests outside their area of expertise to the President or where appropriate, to a member of the Executive Committee, Provincial Council, Standing or Ad Hoc Committee.
- Staff will follow appropriate procedures related to the collection of data, transmission and storage of information, and security of information as outlined in the Privacy Manual.
- Staff will inform their immediate superior of workload or other barriers to being able to fulfill these obligations or respond in a timely manner to requests.