



PRINCE GEORGE FIRE AND EMS

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Date: October 1, 2012

**Title: Organizational Communications
Policy**

Authorized By:

I. General

Prince George Fire and Emergency Medical Services understands that effective communications is a vital component to our success as an organization. Our communications must be accurate, thorough, and timely for us to be successful in conducting business. Our members must be empowered to do their job, supported with the appropriate information, methodology, and processes.

II. Our Philosophy

We value effective communications. We recognize a communications “loop” exists consisting of both a “sender” and “receiver” for any communications. We recognize that to ensure effective communications, all members must be accountable to do their part and the “loop” must be closed. We communicate only factual information realizing that non-factual information and rumors will only hinder our success. We will provide and solicit constructive and honest feedback. We will prioritize our communications and conscientiously decide what medium will be the most effective in our communications. We recognize that success in our organizational communications is a continual effort and we are committed to striving toward making Prince George Fire and Emergency Medical Services an effective and informed organization.

III. Focus of Our Communications Effort

- To support county government and its leaders assisting in fulfilling its mission
- To be a successful public safety organization accomplishing our mission, goals, and objectives
- To empower our members so they can effectively and efficiently perform their job

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III. Focus of Our Communications Effort (cont'd)

- To inform our members of the on-going issues within the organization
- To properly institute change, improvements, policies and procedures
- To clarify requirements, expectations, and behaviors
- To provide an avenue to train, instruct, or inform our members
- To provide a channel for feedback and an opportunity for input

IV. Qualities of Effective Communication

- It has PURPOSE – workplace appropriate and clear
- It is USEFUL – provides information that assists us in performing our tasks
- It is ACCURATE – we get it right the first time so as not to create “rework” or mistakes
- It is TIMELY – not necessarily fast but at the appropriate time
- It is CONCISE – direct, to the point, and brief
- It is ACCESSIBLE – properly filed, categorized, easily retrieved

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V. Methodology

- Face-to-face communication is the preferred method of communicating in Prince George Fire & EMS.
- Where face-to-face communication may not be feasible, the telephone or radio (if appropriate) should be utilized which provides for 'live' exchange.

V. Methodology (Cont'd)

- Electronic messaging (e-mails and texting) will be the next preferred method recognizing the evolution in electronic communications. (Note: e-mails and text messages are public record under the Freedom of Information Act. Content and appropriateness should always be considered.)
- The departments' website will be the official posting and storage location of organizational policies, procedures, and communications.
- Written communication (letters, memorandums, bulletins, reports, policies, procedures) should be considered as the last alternative, utilizing the department's website. (Note: written communication does provide documentation and can support/substantiate the previous methods.)

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VI. Conclusion

Effective communications in any organization is paramount to its success. No organization including Prince George Fire & EMS, will ever reach its full potential until it is committed to effectively communicating. Effective communications does not happen by chance. To achieve effective communications in an organization requires learning new skills, committing to continual improvement, and making a concentrated effort. Leaders at all levels should refrain from filtering information they deem to be 'unimportant'. Members of an organization view themselves as shareholders/owners of that organization. They have the right to decide for themselves what is or isn't important.

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