

OUR ROAD TO EXCELLENCE
"JOIN THE JOURNEY"

DOMAIN #3

EFFECTIVE COMMUNICATION

Guiding Principles:

People flourish where positive communication is fostered. The organization develops, maintains and supports clear and positive communication amongst and with external and internal stakeholders.

Explanation:

Good communication leads to fewer misunderstandings and a better grasp of what others think, believe and understand. People communicate using different methods. In order to understand one another more effectively, it is important to adapt to various forms, mediums and styles of communication. This may require the consistent use of adaptive equipment, skill acquisition through training or developing information in a variety of formats.

People using services should be assisted in the development of their own communication skills. People using services also should be supported by staff who themselves have developed their communication skills in a manner which can promote understanding of and for people using services. Equally important in good communication is an easily accessible means of 'being heard' where people using services can voice problems, complaints, compliments or a need for a change in their lives.

DOMAIN #3 Standards:

3.1 People using services are encouraged and/or supported to develop their communication skills.

- What steps does the organization take to support people using services who communicate using speech to develop their communication skills?
- What steps does the organization take to support people using services who do not communicate using speech to develop their communication skills?
- Who is involved in the development of communication skills and how are they involved?
- What types of training or communication aids are provided to staff? Which staff receive this training and how often does it occur?

3.2 The communication methods of people using services are documented and known to staff.

- How does the organization identify the preferred methods of communication of people using services?
- Where is documentation about communication kept? Who is it available to?
- How does the organization take to verify that the documentation about the way people communicate is current and accurate?
- How often is this information reviewed, to verify that it continues to be accurate?

3.3 Staff learn about and make efforts to understand and respond to people's communication methods and styles.

- What steps does the organization take to ensure that staff learn about and make efforts to understand and respond to the communication styles, and methods of people using services?
- How does the organization demonstrate that staff are continuously updated on new or improved communication methods, systems or services?
- Give examples of ways in which staff have responded to the communication methods and styles of people using services.

3.4 Staff assist other people who interact with the person using services, to understand their communication styles and strategies.

- Provide examples of strategies staff use to assist other people who interact with a person using services to understand the communication styles of that person:
- Describe the ways the organization can demonstrate that, in helping other people to communicate with people using services, they are not simply speaking on behalf of the person.

3.5 Staff are trained in the use of alternative communication methods, as needed.

- What training is provided to staff in the use of alternative communication methods? Please list the training.

- When people use equipment or alternative methods to speak, what steps are taken to educate staff and others who interact with the person about how to use the equipment or method?
- How does the organization demonstrate that strategies for understanding the alternative way for communication are consistently supported by staff? List the ways.

3.6 Information and supports are offered in French, to people using services whose first language is French. Efforts are made to accommodate other languages

- What steps does the organization take to check what language people using services prefer to communicate in?
- Are there any people using services with the organization whose preference is to communicate in French?
- Does the organization have staff who can communicate in both official languages with people using services?
- Have challenges arisen with regard to the organization not having staff available to communicate with a person using service whose first language is French? How did the organization respond?
- Are there any people using services with the organization whose preference is to communicate in a language other than French or English?
- What efforts are made by the organization to accommodate this preference?

3.7 People using services are supported to develop communication skills needed to resolve problems.

- What steps does the organization take to assess if people using services have developed the communication skills necessary to resolve problems?
- What steps does the organization take to support people using services in developing problem resolution skills?
- What types of training does the organization provide to resolve problems? List the training.

Quality Improvement Reflection ~ Please help!

We are committed to learning and continually seeking ways to improve our services. With the above seven standards in mind, reflect on the progress the organization has made in the area of Effective Communication over the past three years. **Your feedback in this area would be greatly appreciated.** If you can take a moment to identify successes experienced and innovations, note where there is room for improvement and the steps the organization can take to make and sustain improvements in these areas; then forward this information to Michelle.