



OPEN DOOR COMMUNICATION POLICY

PURPOSE

The purpose of this policy is to support, promote and preserve the employee and supervisor relationship. Our Core Competencies, which are in every Job Description of every position at LADD demonstrate the importance of open communication and LADD's commitment to this practice.

SCOPE

This policy applies to all employees of LADD.

POLICY

It is the policy of LADD that all employees will use their voice and speak up when they see or hear issues and have ideas on ways to improve services following the core value; empower by using S.O.U.L. and positive, open communication.

STANDARDS AND DEFINITIONS

The company's employee relations policies emphasize open-door practices whereby employees are encouraged to deal directly with their immediate supervisor and other members of management regarding complaints or perceived inequitable conditions of employment in an effort to preserve a positive work environment.

Open, honest communication between managers and employees is a day-to-day business practice. Employees may seek guidance, provide or solicit feedback, or raise concerns within the company.

Management holds the responsibility for creating a work environment where employees' input is welcome, advice is freely given, and issues are surfaced early and are candidly shared without the fear of retaliation when this input is shared in good faith. This is the foundation for continuous quality improvement.

PROCEDURE – Using Your Voice

1. Verbal: At any time, an employee feels a need to discuss concerns; the employee should contact their immediate manager/supervisor. The Human Resource Department is also available to discuss concerns.
2. Written: If the employee would prefer to put their concern in writing, they can email the Human Resource Department or may complete a Confidential Employee Complaint Form and follow the complaint procedure.
3. Employees may use a number of methods to make contact and review questions or concerns; these include;
 - Suggestion Box located in the office and online.
 - Email to Human Resources, CCO or a Director.
 - Call to speak with a Director using the phone numbers posted in locations where staffing supports are provided.
 - Walk in and/or call any LADD corporate office for an appointment to speak with a member of management
 - During question and answer time at training.
 - Through course evaluations.
 - Complaint Form available online.
 - Through Surveys
 - During Family Staff meetings
 - During Staff Council
 - Through Scomm message within Therap.
4. If any employee ever feels retaliated against then it is important to notify the Corporate Compliance Officer. See the Complaint Reporting Policy.