

Riverside Community Care

Leading the Way in Behavioral Healthcare & Human Services

Standard Operating Procedure (SOP)

Title: Announcement & Information Dissemination SOP
SOP #: DCS-OPS-COMMANNOUNCE-010A
Applies To: Site Supervisors, Program Directors, Regional Directors, DTC, AVPs, VP
Effective Date: 10.13.2025
Update Date: 2.7.2026
Created By: Sarah Macri, VP of DCS
Review Schedule: Reviewed annually

Purpose

To ensure that all DCS announcements and updates, whether division-wide or program-specific, are communicated in a consistent, timely, person-centered, and accessible manner that supports organizational transparency, staff engagement, and alignment with PBS, DDS and Riverside standards.

Scope

This SOP applies to all non-directive communications, including but not limited to:

- Leadership announcements
- Policy updates or revisions
- Staffing changes, promotions, or new hires
- Program successes, celebrations, and recognitions
- Licensing results and learning highlights
- General reminders or awareness updates
- Newsletters

Core Principles

Principle	Description
Consistency	Announcements should be accurate, unified, and free from conflicting messaging.
Accessibility	Information must be delivered through multiple methods so all staff receive it (email, meeting, supervision, intranet, When to Work).
Transparency	Share both the “what” and the “why” to build trust and engagement.
Tone	All messaging should reflect Riverside’s person-centered, respectful, and strengths-based values.
Inclusion	Recognize contributions of individuals and teams; use announcements to foster belonging.

Roles & Responsibilities

Role	Key Functions in Announcement Workflow
Vice President (VP)	Approves division-wide communications; issues major organizational or leadership updates.
Assistant Vice Presidents (AVPs)	Draft and distribute operational and clinical announcements; ensure accuracy and alignment with Riverside and DDS guidance.

Role	Key Functions in Announcement Workflow
Director of Training & Compliance (DTC)	Tracks announcements requiring acknowledgment or follow-up; ensures posting on intranet and inclusion in meeting agendas.
Regional Directors (RDs)	Disseminate announcements to PDs; ensure discussion in cluster meetings.
Program Directors (PDs)	Share announcements with Site Supervisors and program staff at meetings and ensure understanding; track acknowledgments for major updates.
Site Supervisors	Reinforce announcements in daily practice and ensure new or relief staff are aware.

Types of Announcements

Type	Examples	Distribution Level
Policy/Procedure Update	New DDS regulation, Riverside protocol, revised form, or updated SOP.	VP → AVP/DTC → RDs/PDs → All Staff
Staffing Announcement	Promotion, new hire, retirement, role change.	VP/AVP/RD → Division/Programs
Event or Initiative	Training, celebration, campaign.	VP/AVP → All Staff
Recognition	Staff awards, milestones, licensing achievements.	VP/AVP/RD/DTC → All Staff
General Awareness	Seasonal reminders, operational office hours, technology updates.	AVP/DTC/RD → All Staff

Communication Channels

1. Email:

- Primary method for written division-wide announcements.
- Use clear subject lines (e.g., “Update: New Medication Procedure – Effective 10/15”).
- Include “Action Required” only if there is a specific task (otherwise belongs under Task SOP).

2. Meetings:

- Leadership, cluster, or staff meetings reinforce key messages.
- Announcements should be placed at the top of the agenda or under “Division Updates.”
- Supervisors review major announcements in staff meetings and ensure absent staff receive the same information.

3. Intranet / SharePoint:

- Used for formal policy postings, procedure updates, and shared resources.
- DTC ensures timely upload and archive management.

4. Signage and Visuals:

- For health and safety, critical and/or time sensitive updates (e.g., safety reminders, contact info changes).
- Posted by Site Supervisors and confirmed by PD.

5. Supervision:

- Used to confirm understanding for staff who missed meetings or need clarification.
- Supervisors document these follow-ups in supervision notes.

PBS Leadership Team Communications

The PBS Leadership Team will issue periodic informational updates in alignment with this Announcement & Information Dissemination SOP.

Purpose of PBS Communications:

To provide division-wide updates related to PBS implementation, data trends, fidelity monitoring, training opportunities, and system improvement efforts.

Content May Include:

- Division-wide PBS data summaries
- Fidelity metrics and trend analysis
- Implementation milestones or system updates
- Training opportunities and required learning
- Emerging best practices
- Cross-program learning themes

Distribution Process:

- Distributed via division-wide email when appropriate
- Reinforced in Leadership, Cluster, and Staff Meetings
- Posted to the intranet when documentation or resources are included
- Reviewed in supervision when clarification or reinforcement is needed

External-Facing Communications:

Periodic PBS newsletters may be distributed to staff, families, and partners. These will be approved by the VP or AVP prior to dissemination.

Acknowledgment & Tracking

Scenario	Acknowledgment Method	Tracked By
Policy or Procedure Update	Staff Sign-off Sheet or Acknowledgment Form	DTC
Announcement Discussed in Meeting	Meeting Minutes with attendance	PD/RD
Individual Follow-Up (missed meeting)	Supervision Note	Supervisor
Division-Wide Distribution	Email confirmation log (IT) if needed	AVP/DTC

Template: Announcement Email Format

Subject: *Update: [Topic]*

Body:

1. **Summary of Update** – one clear paragraph explaining what’s new or important.
2. **Rationale/Context** – why it matters, what it supports, or how it aligns with PBS/DDS/DCS expectations.
3. **Who It Impacts** – specify roles or programs.
4. **Effective Date** – when the change or event takes place.
5. **Attachments/Links** – policy, flyer, or SOP reference.
6. **Questions/Contact** – point person for clarification.

Tone: Person-centered, clear, and professional. Reinforce team values and shared purpose.

Best Practice Reminders

- Use multiple pathways — don't rely solely on email.
- When in doubt, clarify intent (Is it FYI or Action Required?).
- Announcements are not complete until acknowledged or discussed.
- Keep tone professional, warm, and grounded in mission language.
- Always confirm that materials are accessible (language, literacy, visibility).

Related Documents

- DCS-OPS-COMMTASK-010: *Directive & Task-Based Communication SOP*