

# Communication Policy (1.10)

Good Days Adolescent Special Needs Center, LLC – Fort Myers, FL

## Purpose

The purpose of this Communication Policy is to establish clear and consistent standards for communication within Good Days Adolescent Special Needs Center and between the Center, families, and the community. Effective communication promotes trust, professionalism, and alignment with the Center's mission and values.

## Section 1: Scope

This policy applies to all staff, administrators, and volunteers of Good Days Adolescent Special Needs Center and governs both internal and external communication. It includes verbal, written, electronic, and digital communications conducted on behalf of the organization.

## Section 2: Internal Communication

Professional communication among staff and administration is essential to maintaining an efficient and supportive workplace. All staff are expected to adhere to the following guidelines:

- **Respect and Professionalism** – Communicate courteously with colleagues, students, and supervisors at all times.
- **Accuracy** – Ensure that information shared internally is factual and current.
- **Confidentiality** – Do not discuss student or personnel matters in public areas or with unauthorized individuals.
- **Chain of Command** – Follow the established organizational hierarchy when addressing concerns or making requests.
- **Email and Messaging** – Use professional tone and approved communication platforms for all internal correspondence.

## Section 3: External Communication

External communication includes any interaction with families, partners, agencies, or the general public. All communication must reflect the values and professionalism of Good Days Center. The following standards apply:

- **Representation** – Only authorized personnel may represent the organization in official matters.
- **Family Communication** – Maintain open, respectful, and timely communication with parents and guardians. Confidential information should only be shared through secure and approved methods.
- **Public Statements** – All media inquiries and public comments must be directed to the Director or President/Owner.
- **Documentation** – Maintain records of significant communications with families or

agencies when relevant to student care or safety.

#### **Section 4: Digital and Electronic Communication**

Staff using electronic communication (email, text, or digital platforms) must ensure that all content is professional, concise, and free from personal opinions. Confidential student information should never be transmitted through unsecured channels.

#### **Section 5: Communication Hierarchy and Escalation**

Issues, questions, or concerns should be communicated according to the following hierarchy:

1. Trainer → Director
2. Director → CFO
3. CFO → President/Owner

All staff should attempt to resolve matters at the lowest appropriate level before escalating to higher leadership. Emergency concerns involving health, safety, or legal issues must be reported immediately to the Director or President/Owner.

#### **Section 6: Acknowledgment**

All staff and volunteers are required to read and understand this policy. Acknowledgment of understanding and agreement is documented through the Policy Acknowledgment Form (E1).

Approved: December 2025

Next Review: December 2026