

# DEVELOPING A STRONG INTERNAL COMMUNICATIONS PLAN

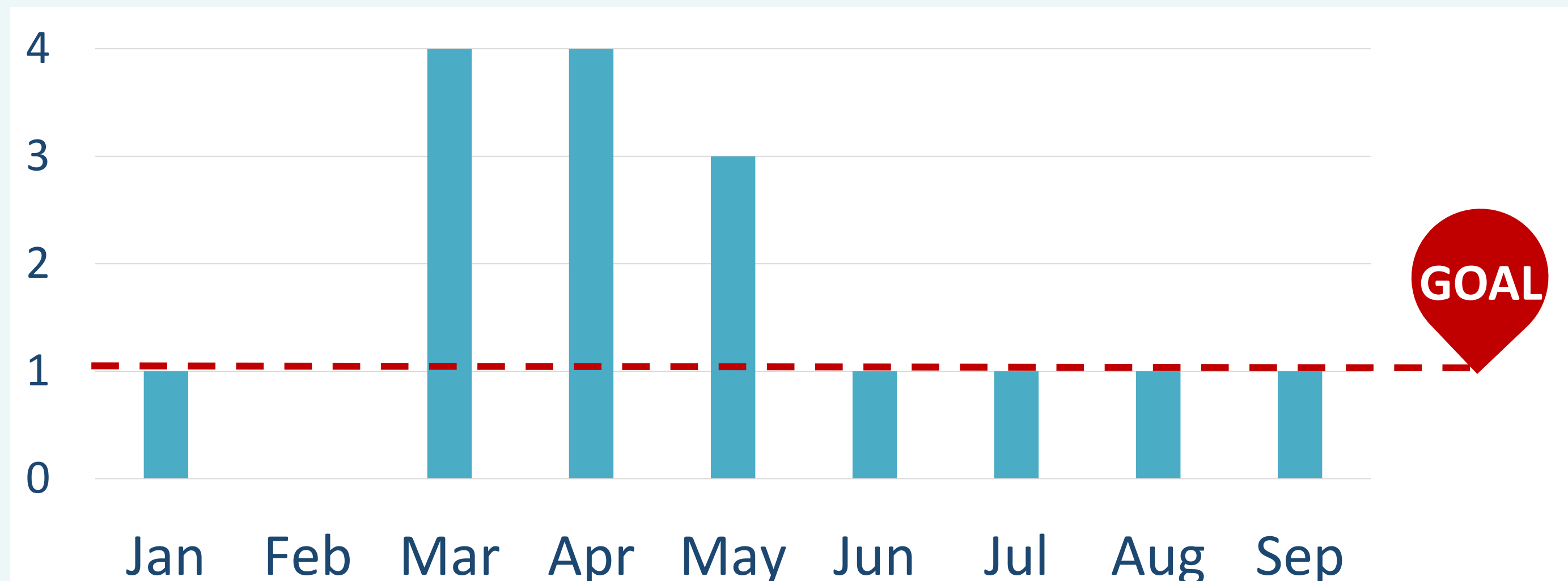
**SCOPE:** Improve internal communications across the department so that our team feels more connected to the department and the role they play.

## IMPROVEMENT PLAN

- ✓ Monthly Director's Updates
- ✓ Establish Monthly Engage Themes
- ✓ Redesign Snapshot Newsletter
- ✓ Communicate Placemat
- 🌟 Update DSS Intranet Homepage
- 🌟 Create a Team Member Training

## MORE DIRECTOR UPDATES

In 2020, our goal is to send one director's update every month.



## DSS NEWSLETTER UPDATE

Based off survey results, we redesigned Snapshot & updated content to cover topics of interest (ex. Capital updates, giving back, success stories & department initiatives).

### BEFORE



### AFTER



## TEAM MEMBER TRAINING

Due to COVID-19, we had to put the Cross-Divisional Training plan on hold. We are now creating an online training to teach staff how to report suspected child abuse and neglect.