**Council Direction:**
In October 2006, the Board of Health approved the Communication Policy for Medical Officer of Health and Board of Health Communication in Report PH06038.

**Information:**
The policy included three broad groups of communications:
- Orientation
- Program updates
- Specific issue communications

Since the inception of the policy there have been 20 updates or overviews of Public Health Services’ (PHS) programs, regular quarterly reports on communicable diseases and health hazard investigations, and numerous reports on changes to finances, staffing or service levels.

During the Fall of 2007 staff conducted an internal review of the process of completing Board of Health Reports as part of our commitment to improving internal communications as identified as an area for improvement in the 2006 employee satisfaction survey. Focus group sessions were conducted with key staff from each division as well as senior management within PHS.

One emergent theme from these groups, was whether or not the annual Program Updates were the most effective way of communicating routine information about PHS programs to the Board of Health. The reports require a significant amount of staff time and resources to create, however, we have not yet assessed whether the reports are utilized by members of the Board of Health or provide the information required by the Board to provide stewardship. With an aim to continuously improve our
communications, we are asking for your feedback about these reports.

During the May 27 meeting, staff will facilitate a discussion among Board of Health members to gain input on the following questions:

1. Should the current program updates continue?
2. What do you like or dislike about the current annual program update format?
3. How do presentations with the program updates add value for you?
4. How might we improve the annual program updates and make them more relevant to you?
5. Can you suggest other ways you would like to receive routine annual program information?
6. Do you have any further general feedback regarding the reports you receive as a Board of Health?

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Medical Officer of Health
Public Health Services