



Document Control

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1.0 POLICY:

This policy is to be applied for

- Sunbeam House Services, its Board and Management

2.0 SCOPE:

This Policy applies to all individuals supported by Sunbeam House Services, their families, advocates and staff of Sunbeam House Services

3.0 ROLES & RESPONSIBILITIES:

All staff working in SHS are responsible for complying with this policy. It is the responsibility of the Senior Management Team to ensure compliance with this policy.

4.0 COMMUNICATION & INFORMATION

The assessment of communication needs of an individual requiring support from Sunbeam House Services should be carried out at time of referral, following this assessment an understanding of the methods of communication and devices required, electronic or otherwise is achieved. A clear plan of action is then developed by the individual's support worker in order to obtain or train the person being supported and staff in the use of same. Peoples' communication requirements/needs are to be reviewed continually.

SHS utilises the following as methods of communication:

- Sunbeam times;
- SHS website;
- SHS blog;
- Social Media Channels.

Documentation for use by the people we support is produced in consultation with the Service Users Forum and the Keep It Simple Sunbeam (KISS) working group in order to ensure that communication is carried out in the most appropriate format and manner.

5.0 FURTHER INFORMATION

Further information on the communication and information process within Sunbeam House Services can be obtained in the following policies.

3rd Party Access to SHS Network & Data Policy

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All in SHS e-mail Policy
Data Breach Management Policy
Data Management
[Data Protection](#)
Electronic Communications
Electronic Media Destruction Policy
Information Technology Acceptable Usage Policy
Internet Content Filtering Policy
Internet Privacy Policy
Mobile Devices
[Record Management Policy](#)
Social Media Policy
[Freedom of Information Policy](#)