
Policy: Internal Communications**Adopted by Board of Park Commissioners:** October 2022

BPRYCS leadership strives to ensure department staff receive timely and up-to-date communications regarding department happenings, policy changes, and general expectations. Supervisors engage in a variety of means of internal communication on a regular basis. The communication matrix demonstrates how internal communications are managed within the agency.

Communications Matrix

Communication	From	To	Frequency	Delivery Media
General Updates & Highlights	Superintendent Deputy Superintendent Community Engagement Coordinator	City Officials, Board Members, & All Staff	Once a week Monthly report	Weekly Emails Monthly Report Document Weekly newsletter Monthly division updates at leadership meeting
Important Documents & Forms	Superintendent Deputy Superintendent Community Engagement Coordinator Assistant to the Superintendent Division Supervisors	All Staff	As needed	City Intranet, MyREC employee classroom, Shared "O" Drive, Marketing Toolkit
Urgent Issues	Front end administrative staff, Superintendent, Deputy Superintendent, Division Supervisors/Coordinators	Division Supervisors, coordinators or appropriate front line staff member	As needed	Verbal (phone/radio/face-to-face), with follow-up email as needed
Policy Changes	Superintendent Deputy Superintendent	Leadership Team & full time employees	As needed	Formal Memo circulated by email, information boards, and face-to-face at leadership meetings
Budget Usage	Superintendent Deputy Superintendent Asst. to the Superintendent	Leadership Team	Monthly & as needed	Email, & Munis report at leadership team meetings
Special Presentations	Superintendent Deputy Superintendent Community Engagement Coordinator	Boards & Commissions (Parks, Youth, Arts & Culture),	Annually & as needed	PowerPoint presentations, posted on website for

	Division Supervisors	Board of Finance, City Council, Commission of Persons with Disabilities		internal/external access
Skill Building & Professional Development	Leadership Team External facilitator	All staff	Quarterly, monthly & as needed	In-person division specific trainings, webinars,

General Updates & Highlights: The Superintendent compiles weekly updates on department happenings and sends them to all commissioners (Board of Park Commissioners, Youth Commission, and Arts & Culture Commission) as well as City Councilors and department staff. The emails highlight major staff work accomplishments, upcoming events and important dates. Additionally, Division Supervisors prepare a monthly report that includes qualitative and quantitative data on their programs, events, and services. The monthly report is included in commission board packets as part of the agenda. Division updates are also shared by the supervisors at the monthly Leadership Team meetings as a means to communicate important happenings and upcoming dates with colleagues. Finally, the Community Engagement Coordinator prepares a weekly newsletter that is emailed to our external users through Constant Contact; department staff are also signed up for the newsletters as another means of receiving general information on department happenings.

Important Documents & Forms: Staff utilize a shared “O” Drive for storing, sharing and updating work files and important documents. Staff also have access to a City Intranet where general human resources/benefits/access forms are stored. The Community Engagement Coordinator also maintains a marketing toolkit through the “O” drive where department programming staff can access templates for press releases, flyers, and other marketing materials to aid in the marketing of their programs, events and services. Finally, an internal employee classroom is maintained by Division Supervisors for part time/seasonal staff to access various forms, paperwork and training materials associated with their position.

Urgent Issues: In the event of an urgent or pressing issue, the department staff member receiving the issue will inform the appropriate supervisor or staff member in person, over the phone, or via the Parks radio system depending on the nature of the situation. Follow-up emails are also sent in the event further action is needed. For critical issues staff members inform the Superintendent and/or Deputy Superintendent as soon as possible.

Policy Changes: Policies are reviewed on a regular basis and are added, modified and adopted by the Board of Park Commissioners. The Superintendent and/or Deputy Superintendent may consult appropriate staff members for policy input depending on the nature of the policy. Once the policy has been formally adopted by the Board of Park Commissioners the policy is introduced to impacted department staff through a formal memo. Memos are sent via email, posted in staff common areas on information boards, and communicated in person at leadership meetings.

Budget Usage: Financials are tracked on a regular basis by the Superintendent, Deputy Superintendent, Assistant to the Superintendent and division supervisors. Year to date financials are reviewed monthly as a standing agenda item in the Leadership Team meeting. The Year-to-date financials are also presented by the Superintendent monthly at the regular Parks, Youth & Arts & Culture commission

meetings. Issues with budget usage are communicated to the appropriate supervisor face-to-face, over the phone and/or via email depending on the nature of the issue. The Superintendent provides updates on the fiscal year budget process during the Leadership Team meetings.

Special Presentations: Leadership team members deliver special presentations to the various boards and commissions upon request and as needed. The Superintendent presents the Annual Year in Review presentation which highlights department accomplishments and goals for the year, the Deputy Superintendent presents the Annual CAPRA Update to inform Park Commissioners of the accreditation status, and the Community Engagement Coordinator presents the Annual Fundraising Strategy which highlights fundraising events, amounts, and strategy. The plan is endorsed by the Fund Development Committee of the Board of Park Commissioners. Various department staff are called on to present updates, and special informative sessions on various topics as needed.

Skill Building & Professional Development: Department staff engage in regular professional development opportunities as appropriate to their position in the department. Full time staff attend annual conferences (state and nationally), quarterly trainings, webinars, and other trainings as professional development budgets permit. In addition, in-service trainings, orientations and other staff meetings are held by Supervisors to review expectations and build division specific skills. Quarterly Diversity, Equity and Inclusion trainings are organized by the DEI committee of the department and are mandatory for all full-time staff.