

# Big Bend Community Based Care Policy & Procedure

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**Series:** 800: Quality Assurance and Improvement

**Policy Name:** Media Policy

**Policy Number:** 803

**Origination Date:** 02/02/2009

**Revised:** Board Meeting of 12/13/2018

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## Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to be transparent by responding to information requests from the general public and media as allowed by law and according to statute, while protecting the privacy of children and families in our system of care.

## Procedure

- A.** The CEO or designee will speak for BBCBC when approached by the media regarding specific issues or cases, activities, emergency processes, and operations/management.
- B.** All staff of BBCBC and its CMOs who are approached by the media on such matters will refer the reporter to the CEO or designee and will contact the CEO to make them aware of the inquiry.
- C.** Public requests for information regarding specific issues, processes or policies and for statistical data on the BBCBC system of care will also be handled by the BBCBC CEO or the CEO's designee for agency communications.
- D.** Any employee of BBCBC or its CMOs who receives a request for public information will refer the request to the CEO or designee and will contact the CEO or designee by email or telephone to make them aware of the inquiry.
- E.** Employees of BBCBC and its CMOs or contracted providers will not discuss or venture an opinion about other staff, children/clients, service plans, treatment plans, or BBCBC with anyone in the media or public, according to the confidentiality agreement signed upon employment.
- F.** Employee comments to persons requesting information shall be limited to general items, such as the types of services provided by BBCBC and its CMOs.
- G.** The CEO or designee will notify the appropriate DCF Circuit office when BBCBC has been contacted by members of the media about matters that may result in the reporter contacting the Circuit office.