Communication Procedure

GENERAL POLICY

The Cedar Rapids/Linn County Solid Waste Agency (Agency) provides information about its activities including the Environmental Management System (EMS), specifically as it relates to the Agency's environmental performance, to internal and external audiences.

Internal audiences include employees, members of the Board of Directors, contractors and consulting engineers.

External audiences include members of the public, customers, environmental groups, students, member communities, news media, and regulatory agencies.

SPECIFIC PROVISIONS

Information regarding Agency activities, including EMS, is provided in a variety of ways to ensure effective communication with interested parties, internal and external.

Internal communication methods include but are not limited to: monthly field staff safety meetings, employee health & safety training, biweekly administrative staff meetings and bulletin board postings. Communications Director also makes weekly visits with field staff to discuss what is happening in the field and to solicit questions and ideas for discussion during biweekly administrative meetings.

External communication methods include: news releases, website updates, community events participation (farmers' markets, etc.), as well as environmental & health fairs and social media (Facebook, Twitter, etc.). Additional communication outlets consist of Board of Director monthly meetings, presentations to clubs, groups, organizations and community city councils, as well as print, radio and television advertisements. News is periodically emailed to registered users of the Agency website.

Students are reached through school presentations, site tours, special website content, science fairs and one-on-one interaction.

ENFORCEMENT

The Communications Director generates and/or reviews communications both internal and external. Communication Director and authorized staff log external inquiries regarding substantive issues (including complaints) and Agency response into an Excel sheet for tracking, resolution, and retention.

RELATED DOCUMENTS
-Communication Methods matrix
-External inquiries excel sheet Z:\COMMUNICATIONS\COMMENTS&COMPLAINTS