Protocol for Utilizing the Suggestion Box System

1.0 Protocol Statement / Rationale
This document establishes guidelines and defines procedures for submitting suggestions to the Northern Ontario School of Medicine (NOSM) Suggestion Box Program.

The Communications Unit is responsible for retrieving suggestions (from the suggestion boxes located on each campus, or via the suggestion box email, or via the suggestion telephone line), and forwarding received suggestions to the appropriate Unit for a draft response. That response, along with the suggestion, will then be submitted to NOSM’s Executive Group for review.

Once the response is approved, it will be sent to all NOSM staff and faculty in a broadcast email and subsequently posted in the Suggestion Box area of NormedNet. In addition, once approved by Executive Group, the designated Unit will be responsible for ensuring that any required action referred to in the response, is acted upon in a timely manner.

2.0 Applicability
The Protocol for Utilizing the Suggestion Box System applies to the Communications Unit. All faculty, staff and contract personnel engaged in the business of the organization must be aware of the protocol which ensures the confidential submission of suggestions and recommendations for consideration by NOSM’s Executive Group.

Submitting a Suggestion
The Communications Unit is responsible for retrieving suggestions submitted confidentially through any of the following three methods:
- By dropping a written suggestion into one of two labelled, locked Suggestion Boxes, located in the lunchrooms and near libraries at both campuses.
- By calling the confidential suggestion hotline, 705-675-1151 x8888.
- By emailing the suggestion to suggestions@normed.ca.

3.0 Responsibilities

The Communications Unit is responsible for:
- ensuring the system is widely accessible to employees of NOSM.
- checking Suggestion Boxes for submissions each Monday, as well as retrieving confidential voicemail and email suggestions.
- determining which Unit is appropriate to act on and draft a response to the suggestion.
- submitting the Unit’s draft response to Executive Group for their review and directive.
- acquiring proper approvals before posting the suggestion and its answer on normedNET (under the buttonbanner “Employee Relations”)

In effect: September 1, 2006
Responsible Office: Communications
Supervisors are responsible for:

- encouraging employees to submit suggestions that will improve NOSM’s effectiveness in day-to-day operations, work environment and cost efficiency.

Employees and Students are responsible for:

- Respecting the Suggestion Box System by submitting reasonable recommendations that have the best interests of the organization in mind. Issues/comments/suggestions of a personal nature should not be submitted to the Suggestion Box Program. Rather, such issues should be raised with an individual’s supervisor to ensure a timely and most effective response.

Cognizant Office / Getting Help

- Those who have questions about the Suggestion Box System should contact the Communications Unit at 705-662-7243.

- Queries regarding interpretations of this document and resolution of issues should be directed to the Senior Communications Officer, Northern Ontario School of Medicine by calling 705-??-???? or via fax 705-675-4858.

Authority

This protocol delegates to the Communications Unit the authority to receive and process suggestions in a confidential, caring and professional manner.