



Dignity 4 Patients

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2019 - Board – Stakeholder Access & Engagement Policy

Policy Statement

The Dignity4Patients Stakeholder Access & Engagement Policy aims to establish who is a stakeholder in relation to Dignity4Patients’ service and how actions and decisions by the Board of Management may affect them. With the establishment of who is a Stakeholder, this policy intends to address the procedures of how and when the stakeholders should be informed.

Who does this policy apply to?

Primarily the responsibility for engaging with stakeholders is the **board of management** of Dignity4Patients. However, engagement with certain stakeholders may be delegated to the management of Dignity4Patients by the board.

Who are Dignity4Patients Stakeholders?

While this list is not exhaustive and requires regular reviewing, this list is intended to be a guide to the **main stakeholders** of Dignity4Patients.

Internal Stakeholders	External Stakeholders
Other Board Members Management Employees & CE Staff Volunteers Clients	Funders (HSE, CSVC, Court Service Donations) Referral Organisations Landlord & Other Tenants Sponsor of CE Staff Louth Volunteer Centre Revenue Commissioners Charities Regulatory Authority Local Politicians Suppliers Public

When should the procedure be applied?

The timeframe for engaging with stakeholders will be dependent on the Board decision made and its effect on the relevant stakeholders. While this policy does not intend to cover every scenario of shareholder engagement, the following examples are a guide to situations that **require** stakeholder engagement and **when** engagement should take place.

Situation	Stakeholder Effected	Timeframe
Changes to Board of Management	Other Board Members: Management: Staff: Funders: Charities Regulatory Authority:	Within 2 week of the change taking place

Changes To Management & Staff	Other Board Members Staff	As soon as possible
Changes to Service	Management Employees & CE Staff Clients	1 Month from decision to implement changes
Resources or Asset depletion	Management Staff Clients Funders (HSE, CSVC, Court Service) Local Politicians	Within 2 weeks of critical funding crisis
Impending Closure of Service	Management Employees & CE Staff Clients Funders (HSE, CSVC, Court Service) Landlord & Other Tenants Sponsor of CE Staff Charities Regulatory Authority Local Politicians Public	With Immediate Effect

Agreed methods of Communicating with Stakeholders

All communication with stakeholders should be carried out within reasonable timeframes like those listed above, with the intention of being as informative and transparent as possible. It is the Board of Management's proposal, that as a general rule, the following **communication methods** are followed. These communication methods are a guide for communicating with stakeholders but the Board of Management will determine the most appropriate dependent on the urgency and seriousness of the message being conveyed.

Stakeholders	Communication Importance	Method
Other Board Members	General Significant	Email or Text Message Phone Call or EGM Board Meeting
Management	General Significant	Email or Text Message Phone Call
Employees & CE Staff	General Significant	Email or Face to Face Meeting
Volunteers	General Significant	Email Phone Call
Clients	General Significant	Website, Social Media Posting, Text Phone Call, Letter, Email, SMS
Funders	General Significant	Email or Phone Call Phone Call – Followed by Meeting
Referral Organisations	General Significant	Email Phone Call
Landlord & Other Tenants	General Significant	Email Phone Call
Sponsor of CE Staff	General Significant	Email or Phone Call Phone Call
Louth Volunteer Centre	General Significant	Email Phone Call
Revenue Commissioners	General Significant	ROS Submission or Email Phone Call
Charities Regulatory Authority	General Significant	Portal Submission or Email Phone Call

Local Politicians	General Significant	Email or Text Message Phone Call – Followed by Meeting
Suppliers	General Significant	Email Phone Call
Public	General Significant	Website, Social Media Press Statement – Press Release

Stakeholder Contact Information.

To ensure timely and efficient communication takes place, the board of management of Dignity4Patients has instructed the management team to main a database of stakeholder contact information on the CRM Salesforce. Access to this database of information, controlled by the management of Dignity4Patients, will be granted to Board Members when intending to communicate with Dignity4Patients stakeholders.

Communication Best Practice.

Effective communication is the process of sending a message in such a way that the message received is as close in meaning as possible to the message Dignity4Patients board intended to convey. Based on this, the Board of Dignity4Patients will endeavour to communicate in a **clear, concise and transparent** manner, for the message to be understood and acted upon in the appropriate manner by the receiver of the communication.

Policy	Stakeholder Access & Engagement Policy		
	Approved?	Date Approved?	Notes.
Aine McDonough			
Brendan Kerin			
Gemma Byrne			
Grainne Rafferty			
Paul Farrell			
Paul Murphy			
Policy Approved by Minimum Quorum of 3?:		No	
Policy Adopted On Date Of:		00.00.2019	