



**Telepsychiatry Research
and Innovation Network**

Communication Policy

Telepsychiatry Research and Innovation Network Ltd. (TRIN) is working in the mental health and research with the view to ensure community positive mental health. To do so TRIN follows international standards including ethical adherence to service implementations, safeguarding rights to all, producing responsive care and standard labor policies. It is an important that these policies are communicated with the employees for proper facilitation of services.

TRIN shall incorporate a communication method that will allow employees to implement the procedures easily and have an opportunity to ask questions about the policy.

Meaningful Exchange

Communicating in an effective manner in both formal and informal setting is vital to TRIN's environment. It applies to communication up, down and across the organization. TRIN's staff and its affiliated members are accountable for their own communication.

Open Communication

Open communication shall be practiced at TRIN. Confidential communication must be done openly with any party involved.

Communication about significant matters needs to be thoroughly planned. Inadequate or ineffective communication at a formal setting shall not be tolerated.

Manual

The presence of a manual in both paper and electronic form is important. This will enable employees to check the policies whenever they deem necessary. It is important to ensure policies are easy to find.

Training

A quarterly training shall be conducted by TRIN to facilitate review of policy and to receive feedback from team members. An employee sign-off sheet shall be passed at the end of the meeting where each member acknowledges receiving training on the policies.

Communication training may encompass any number of topics, including:

- Organization policies.
- Effective communication.
- Team work and departmental goals.

Upon Recruitment

Enacted policies shall be explained in brief to the new recruited employees upon hiring is confirmed. Copies of all policies shall be emailed with appointment letter. Furthermore, acknowledgement of receiving the policies shall be added to the appointment letter.

Update in Policy

Policies should be reviewed on a regular basis to ensure they continue to comply with laws and align with the needs of TRIN.

Any update in policy shall be followed by a training to facilitate letting employees know of the changes. This training session shall be conducted within 21 days of the policy change.

Use of social media:

TRIN imposes no restriction in using social media by its employees as a part of its stand for the freedom of speech and opinion.

Feedback

Members of the staff are encouraged to express their opinions and concerns openly.

Feedback from employees will allow incorporation of different ideas and omit any limitations of the policies.

TRIN committed to acting on feedback, either with open communication or relevant action.



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Chief Psychiatrist

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