

Commissioner's Editorial

Making a Commitment to Effective Communications

One of the foundation pieces that binds us all together is the fact that we are involved in activities that focus on people. On any given day we are engaged in thousands of interactions. Whether it is our direct interactions with offenders and their families, our criminal justice partners, politicians, non-governmental organizations or volunteers, community service providers, the public, or with each other, we are an organization that must develop and sustain effective communications and relationships.

While it is easy to point out that we should enhance our communications efforts, it is, unfortunately, one of the things that is quickly forgotten when we are inundated with our day-to-day tasks. While we strive to ensure that we are communicating with those that have a need to know, we collectively need to find ways to continually improve the timeliness, accuracy and completeness of our communications. This is a primary accountability for each of us and we must constantly attend to our part in this process in order to move to a discussion about relationships.

Building and sustaining meaningful working relationships is as critical as providing security, case management or programming opportunities within the Service. If we do not have effective

working relationships with a wide array of people and groups, we cannot provide the level of correctional services that Canadians expect and deserve. It is through a commitment to enhance our relationships that we are able to build awareness, trust, and confidence in every aspect of our work.

If we each commit to enhancing communications with those we interact with on a daily basis and to strengthening our various working relationships, we will continue to advance our overall agenda in a way that allows each of us to continue to be proud of being part of the Service.

Don Head
Acting Commissioner
Correctional Service of Canada



**Safety,
Respect
and
Dignity
for All**



**La sécurité,
le respect
et la
dignité
pour tous**