



Connecting with Clients

*The art of conversation
is the art of hearing as
well as of being heard.*

William Hazlitt

Good communication is the cornerstone of any healthy relationship, whether that relationship be professional or social. Bellwoods Community Living Inc. strives to support good communication, and opportunities for networking and exchange of ideas and information with all of its clients. Following are some of the common methods of communication used to connect with clients.

Verbal/Face-to-Face Communication



The most important form of communication is **day-to-day** dialogue between clients and staff and clients and their family, friends and support system. This communication can be one-on-one with your service provider, in person with a Supervisor, or having a conversation on the phone. Although face-to-face communication is usually a preferred method of communication it is not realistic all the time, especially in our organization where programs and services are delivered across a number of housing sites and in the community.

Written Communication



Bellwoods uses a number of modes of written communication to relay information to clients. These include a **bi-monthly newsletter** for clients and memorandums from staff regarding issues impacting on service delivery, programs or policies.

Website



Our website includes general information about Bellwoods, its Board of Directors and programs and services. The **website also includes links to our key publications** including the Client Handbook, the Annual Report to the Community, general information about our programs and services, and updates on recent activities.

 <https://bellwoodscentres.org/>

Email Communication



Email communication in many organizations has become very common and is a highly essential tool for sharing information with individual clients, clients residing at a specific site and/or all clients across the organization. When written memorandums are distributed to clients we usually also send an email to individuals who have provided Bellwoods with their email address. **We are hoping to communicate more frequently with clients through email so if you have an email address please let a Clerical Assistant or your Supervisor know.**



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**“Communication works
for those who work
at it.”**

John Powell

Social Media



Bellwoods has LinkedIn and Twitter accounts. However, these are not used to communicate with clients, rather to share general information about the organization and/or issues impacting on the supportive housing and attendant outreach sector.



Bellwoods Centres for Community Living



@BellwoodsCntrs

Digital Monitors at Dundas and Shaw



Our Dundas and Shaw supportive housing sites have digital monitors in the front foyer areas. These monitors relay general information and updates about the organization and the specific sites.

Communication During Internet/Phone Outages



In July 2022, one of the major telecom companies experienced a Canada-wide outage that disrupted mobile and internet service and also impacted debit transactions and 911 access. In situations like these, Bellwoods will work with Supervisors to **ensure that important information related to services at Bellwoods is communicated to clients in a timely fashion.**

Meetings



Bellwoods hosts Community Council and Town Hall meetings on a regular basis. For some of these meetings it is now possible to use tools of technology which allow the participants in the community to participate in the discussions, although they are not present physically at the location of the meeting.