

CATHOLIC DIOCESE OF SUPERIOR

Communication Policy

The communication policy for the Diocese of Superior is based on the Morals and Ethics Policies for the Diocese of Superior.

1. Callers both on the phone and in person are to be treated with an attitude of willingness to help, courtesy and respect.
2. Libel and defamation of character laws are respected at all times.
3. Diocesan and parish staff/volunteers are expected to strive for accuracy, openness, transparency and fairness in all their communications unless there is a serious or compelling reason to maintain confidentiality. Matters under litigation, unsubstantiated allegations, and information which an individual has asked the diocese and/or parish to keep private would all qualify as possible exemptions. The prevailing attitude is that information is shared unless there are compelling reasons to the contrary.
4. In the event that an individual is upset over a position of the Church or some ecclesial communication, staff are to listen respectfully and, when appropriate, refer the individual to the proper staff person. In the event the person becomes abusive, the employee or volunteer has a right to discontinue the communication.
5. It is essential to promote accurate perceptions through the media and to rebut misimpressions.

Dated: December 1, 2004
Revised: June 19, 2008