

Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	Media Relations/Inquiries
Regulations	
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Approved by: Paula Warika, Executive Director	

Standard:

All media inquiries from any source on any subject are responded to by the Catholic Charities Disabilities Services (CCDS) agency spokesperson. The CCDS agency spokesperson is the Catholic Charities Diocese of Albany (CCDA) Director of Advancement and Communications.

Procedure:

1. No CCDS board member, employee, contractor or volunteer shall respond to any media inquiry in their capacity as a board member, employee, contractor or volunteer except at the explicit direction of the CCDS agency spokesperson.
2. All media inquiries from any source directed to any CCDS board member, employee, contractor or volunteer concerning CCDS, Catholic Charities of the Diocese of Albany or the Roman Catholic Diocese of Albany on any matter which falls within the scope of the board members, employees, contractors or volunteers professional relationship with CCDS will be referred to the CCDS Executive Director to elevate to the CCDS agency spokesperson.
3. If the CCDA Director of Advancement and Communications is unavailable to respond to a media inquiry, CCDS staff will advise the media that the agency spokesperson is unavailable but someone will respond to their inquiry shortly. CCDA will be consulted, and if a response is deemed appropriate, the CCDS Executive Director shall serve as the CCDS spokesperson.
4. The CCDS agency spokesperson will determine what information is being sought and who in the agency will respond to a media inquiry and coordinate the response.
5. CCDA shall be consulted prior to responding to any media inquiry if the inquiry is not routine or could lead to negative coverage for CCDS, Catholic Charities of the Diocese of Albany or the Roman Catholic Diocese of Albany, in which case, any response shall be approved by the Chief Executive Officer (CEO) of Catholic Charities. Any media inquiry which requires a response from a trustee or board member shall be coordinated by the CEO and the CCDS Executive Director.