



**APPENDIX 1: CARMICHAEL OUTREACH COMMUNICATIONS PROTOCOL**  
**Revised February 2, 2018**

**Purpose:** This document serves to provide a framework with regards to points of contact within Carmichael Outreach regarding various programs, services, events and facilities.

In an effort to streamline communications channels with our neighbours (the residents of Regina's Heritage Neighbourhood), Carmichael Outreach provides the following points of contact for resident inquiries:

- 1) For a daily administrative inquiries about programs, services or events, please call our office receptionist at (306) 757-2235 ext. 221.
- 2) For inquiries or concerns regarding Carmichael's facilities and their use, please call our Programs and Volunteer Coordinator at (306) 757-2235 ext. 222.
  - In the event the Programs and Volunteer Coordinator is not available, please leave a message or contact the receptionist at (306) 757-2235 ext. 221.
- 3) For the purposes of a meeting or scheduling a tour, please contact the Communications, Projects and Advocacy Officer at (306) 757-2235 ext. 225.
  - The Communication, Projects and Advocacy Officer will liaise with the Executive Director to arrange tours and meetings.
- 4) In case of an emergency, please call the relevant authorities:
  - For all health emergencies call 911
  - For a crime in progress call 911
  - For non-urgent police service, please call the Regina Police Service at (306)777-6500.

We also welcome visitors. Residents are welcome and encouraged to drop in and visit. Should anyone have a particular inquiry or concern, we are often able to work to help resolve those concerns with our frontline staff in the building.

We desire to have a strong and open relationship with each of our neighbours, and have produced the above points of contact for residents to have streamlined access to the appropriate organizational contact.

Cora Gajari, Executive Director, Carmichael Outreach