

## **Board to Member Communications Policy**

- **Policy Accountable Owner:** Board BOD
- **Policy Name:** Board to Member Communications Policy
- **Purpose for Policy:**
  - a. The manner in which the Genesee Foundation Board receives and responds to communications from community Members is as follows:
- **Policy Details:**
  - a. The Board email address that Members should use to communicate with the Board is [board@geneseefoundation.org](mailto:board@geneseefoundation.org). This email will be published and readily available for Member use.
  - b. This email will be monitored by the President of the Board, another member of the Board or another responsible person designated by the President.
  - c. If a Member requests confidentiality, the President or designated person shall notify all persons who receive the email to remove all references to that person's identity in email or hard copy format and to otherwise respect the Member's request for confidentiality.
  - d. A short email of acknowledgement of receipt will be sent to the Members as soon as practicable but in all cases within one (1) working day.
  - e. The President may delegate the responsibility for drafting a response to a Board member or to the Community Manager. The draft response will be distributed within four (4) days of original receipt to all board members for review and changes.
  - f. After appropriate review and general agreement a response email will be sent to the Member with in ten (10) days of original receipt and signed by the Genesee Foundation Board of Directors.
  - g. If the Board cannot come to agreement on the response, the Member will be notified and the topic will be placed on the agenda for the next Board meeting.
  - h. If the President determines that there should be additional follow up such as a phone call or an in person meeting, the President may designate an appropriate representative from the Board, Foundation Staff or a committee member of one of the Board committees to respond to the Member within four (4) days and the Member shall be so notified.
  - i. The person who coordinates the response will provide a brief summary of the transaction and send it to the Board using the board email address.
  - j. The Board President will review and confirm that the transaction has been completed.

**Approved By:** Board of Directors  
**Supersedes:** None  
**Approval Date:** October 9, 2013  
**Review Date:** 2018 (5 years)