

NSIP Board of Directors  
PROTOCOL FOR BOARD MEMBER COMMUNICATION WITH THE EXECUTIVE DIRECTOR

1. Communication protocols are not only necessary, but must be established in order to maintain effective communication between the Executive Director, the Board and all constituent groups of the corporation.
2. The Executive Director will keep the Board fully informed so that it can effectively fulfill its responsibilities.
3. Communication will be provided at a minimum via the following methods:
  - a. The annual Board meeting, and any other official meetings of the Board held by bringing all Board members together either in person or electronically;
  - b. Written communications, including hard copies and/or emails;
  - c. Urgent phone calls or emails to alert Board members to critical and urgent events or information related to the corporation;
  - d. Media advisories and press releases;
  - e. Planning meetings with the Board President and/or Vice President;
  - f. Information requested by any Board member that will be distributed to all members; and
  - g. Concerns about Board member actions or inaction, which will be communicated only from the Executive Director or Board President.
4. Board members are expected to assist the Executive Director to perform the job effectively as follows:
  - a. Be a good listener to client or employee concerns.
  - b. Refer employee or client concerns or complaints to the Executive Director. Inform the Executive Director so that he/she can ensure that the issue is handled properly.
  - c. Communicate information requests to the office of the Executive Director.
  - d. Communicate concerns regarding actions of the Executive Director to the Executive Director, and if not resolved satisfactorily, to the Board President