

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 concerns to the point of the problem. Inform the Executive Director so that he/she can ensure that the issue is handled properly.
 - c. Refer client concerns or complaints to the point of the problem and, through the appropriate chain of command, to the Executive Director's office if necessary.
 - d. Inform the Executive Director immediately if a Board member believes that a concern raised by a client or employee is of a potentially serious nature or may require a Board policy change.
 - e. Communicate information requests to the office of the Executive Director or designated staff.
 - f. Concerns regarding actions of the Executive Director will be communicated to the Executive Director or Board President.
 - g. Maintain fidelity to fellow Board members and Board policies and standards of practice in all communications, including those with clients, the media and others outside of the corporation.