

Below are various CPM sections related to Communications. Please think about any changes or additions that would address the following board communication issues, including whether certain actions should be disallowed and if so whether they should be sanctioned. The sections below are not in any particular order and in some cases these issues may be addressed.

- Communicating with committees
- Communication between 1 member and 1 Director and vice versa
- Intra-board email discussions of Board Policy
- Other thoughts on Board communications

### **C. GVR email Administrator**

The CEO or CEO designee shall serve as GVR Email Administrator and shall have the following responsibilities with respect to email sent to the GVR Director Email Address:

1. Responding to member emails requesting general information or forwarding same to the appropriate GVR administrative staff member;
2. Acknowledging receipt of all other member emails and forwarding same to the GVR Board President for review and response; and
3. Archiving email messages.

### **A. MEMBER COMMUNICATIONS**

Communications with GVR members are intended to keep members informed of news and information, and shall be accurate, truthful, transparent and timely. Members are encouraged to attend GVR governance meetings to become and remain informed.

#### **1. Response to Member Communications Sent to Staff**

Any written, emailed, or telephone communications received by staff from members that are deemed to be of a serious nature shall be forwarded to the CEO who, at his/her discretion, may consult with the Board President prior to authorizing a response.

GVR will not respond to anonymous, obscene, harassing, belligerent or threatening communications received from any individual.

#### **2. Response to Member Communications Sent to the Board of Directors**

Member suggestions made at Board of Directors Meetings or sent to the Board via email or other means may be referred to the chair of an appropriate committee for consideration.

### **3. Member Comments at GVR Board of Director Meetings**

Members are welcome and encouraged to attend regular monthly meetings of the GVR Board of Directors and are permitted to address the Board at designated times during the meetings. (See *Section VI Board/Board Committees, Subsection 3 Board Meetings B. Protocol and Conduct for Board Meetings*).

### **4. Email Communications with Members**

GVR communicates via email with members to respond to inquiries and to provide news and information to the membership. The CEO or CEO's designee(s) shall serve as GVR Email Administrator and is responsible for responding to email correspondence from GVR members and/or forwarding the communication to the appropriate staff for response.

#### **a. General Email**

GVR has established and frequently monitors a general email box ([Hotline@gvrec.org](mailto:Hotline@gvrec.org)) for members to use to make comments or ask questions and which is posted on the GVR website and included in each eBlast and newsletter. The Email Administrator is responsible for monitoring this email box and responding to member emails or forwarding them to the appropriate employee for response. Emails received from members shall be saved and archived by staff as designated by the CEO.

#### **b. GVR Email Updates**

GVR has an electronic newsletter (e.g. eBlast) that is sent to subscribers who must "opt in" and agree to receive such email communications. GVR respects the privacy of its members and subscribers, and does not rent, sell, or share subscriber's names, information or contact information, including email addresses.

#### **c. GVR Board of Directors Email Policy**

To facilitate communications among GVR Board Directors, GVR's Board-approved "Email Policy" provides each member of the Board of Directors with an official GVR email address, which is to be used solely for governance-related communications between Board members and GVR staff only.

A generic email address for members to communicate electronically with the Board of Directors ([board@gvrec.org](mailto:board@gvrec.org)) is posted on the GVR website and published in each GVR Now! Newsletter. Emails addressed to the Board shall be reviewed by the CEO and the designated GVR Email Administrator who shall archive all such email messages, forward them to the Board President, and copy other Directors. Any director who receives a communication in a personal non-GVR email account that concerns GVR business and/or Board matters shall forward same to the CEO for review and if appropriate, archiving by the GVR Email Administrator.

It is the policy of the GVR Board of Directors that individual Board members shall not use email to discuss, debate, or make policy or operational practice statements related to GVR whether in response to a member's comments or for any other purpose except as may be specifically authorized by the Board.

**D. Board of Directors Email Policy – (updated September 25, 2018)**

GVR shall maintain a password-protected generic email account ("GVR Director Email Address") which shall serve as the sole means of email communication between members and GVR Directors relating to GVR business and/or operations. The GVR Director Email Address shall be posted on the GVR website and may be published in GVR publications and Members will be directed to communicate to Directors via the GVR Director Email Address.

Directors shall be assigned an email address by GVR which they shall use for all email communications relating to GVR business and/or operations between each other and/or GVR staff.

The Secretary of the Board of Directors is authorized to determine where the subject of an email should be dealt with, i.e., which committee or Board meeting, and to respond to member emails that request a response.

**5. Prohibited Email Communications**

The following email communications by GVR's Directors, members, employees, and volunteers are strictly prohibited:

- a. Messages containing offensive language, including, but not limited to, defamatory, racist or obscene remarks

- b. Messages intended to or that would cause a reasonable person to be alarmed, annoyed or harassed
- c. Messages containing an attachment that is from someone other than the member sending the email
- d. Any attempt to disguise the sender's identity or an email with an anonymous sender
- e. Potentially damaging messages, including but not limited to, mass or commercial messages, spam, and messages containing viruses
- f. Messages concerning GVR business and/or operations addressed from a GVR Director's personal email account
- g. Personal emails using a GVR email account