


Policy Name:	BOARD AND STAFF COMMUNICATION		
Policy Number:	GOV-409		
 West Elgin Community Health Centre	Creation Date: February 2000	Reviewed Date: August 2019	Approved by: Board of Directors

SUMMARY

The West Elgin Community Health Centre (the “Centre”) recognizes the importance of ensuring that there is an open line of communication between the Board of Directors (the “Board”) and all staff and volunteers of the Centre.

POLICY

The Centre shall maintain a system of communications that ensures that the Board and staff members and volunteers have access to each other on a timely basis while still maintaining appropriate lines of authority.

PROCEDURES

Opportunities for staff and Board interaction to promote harmony will be encouraged while maintaining lines of authority.

Upon the Board’s request or approval, staff who are knowledgeable about any particular issue being considered by the Board will be invited to attend that portion of a Board meeting that deals with such issue and to address the Board on such issue.

In most cases the Board will make inquiries of the Executive Director to clarify information. However, nothing shall restrict the Board from having direct access to any staff member to such clarification.

There may be circumstances where a staff or volunteer directly contacts the Chair of the Board. In such circumstances the Chair shall exercise his or her discretion as to how such matter or issue shall be dealt with. This may involve referring the matter to the Executive Director where the Chair is not satisfied that the matter or issue has gone through the proper reporting system (e.g. Problem and Conflict Resolution (ORG-106) and/or Workplace Violence and Harassment (OHS-303/GOV-411)). In some circumstances this may require a discussion or decision of the Board. Where required such matters will be dealt with in-camera to the exclusion of all persons other than Directors and/or the Executive Director and/or Human Resources.

Where appropriate that Board may create Task Groups which consist of Directors, staff and/or volunteers to review and discuss any particular issue or issues and make recommendations to the Board.

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No individual Director shall have any direct authority over any individual staff member or volunteer.

In the event that an individual Director other than the Chair is approached by any individual staff member or volunteer with any matter or issue, then unless such matter or issue involves an act or omission by the Executive Director or the Chair, such Director shall refrain from discussing such matter or issue with such person and shall advise such person of the proper channels to deal with such matter or issue.