

 **SWAN VALLEY SCHOOL DIVISION**

## **7. Trustee Telephone and Email Protocol**

Please note that all media requests should be referred to the Board Chair. The Chairperson, or in his/her absence the Vice-Chairperson, or designate, is the official public spokesperson for the whole Board.

### **Telephone**

- Trustees to log telephone calls, noting the following information and keeping the record for future reference: date, time, caller, content, response/action.
- Recipient decides whether the content of the call is controversial (if controversial, refer to Superintendent/CEO) or non-controversial (answered by the recipient and shared with Board Chair when appropriate).
- How to respond to anger? Listen, de-escalate if possible, make notes on the content, decide whether or not the content (not the emotion) is controversial and refer or respond as above.
- Superintendent/CEO determines (at times in consultation with the Board Chair) whether or not there is a need to inform the whole Board of the content of referred calls.

### **Email**

- Recipient decides whether or not email content is controversial. When appropriate, recipient seeks permission from sender to forward the email. If controversial, the email is referred by forwarding to the Superintendent/CEO and Board Chair. Recipient replies to sender indicating email has been forwarded to the Superintendent/CEO and Board Chair. If non-controversial the email is answered by the recipient and copied to the Superintendent/CEO and Board Chair.
- If broadcast email is received, then the Superintendent/CEO at times in consultation with the Board Chair makes a decision regarding the response. When the Superintendent/CEO is not copied on the broadcast email, the Board Chair forwards it to the Superintendent/CEO and in consultation makes a decision regarding the response. Superintendent/CEO or designate may need to clarify any misinformation and respond or act. Copies for information of referrals or responses can be supplied to the Board members when appropriate.

**Please refer to the Individual Inquiries Process Guide for examples.**