

## Preamble:

To guide Pride Winnipeg managing members on the standards and expectations in regards to internal and external communication protocols.

## Policy Statement:

Effective and efficient communication is key to the success of the Organization. With Pride Winnipeg being a fully volunteer organization with no commercial space to operate out of, electronic communication plays a pivotal role on the day-to-day management of the Organization. Additionally the majority of our stakeholders communicate with us through an electronic form of communication. It is critically important that all managing members follow the standards outlined in this policy to ensure that all internal and external communication is done effectively and efficiently.

## Procedure:

1. For the purpose of this policy “electronic communication” consists of any email, social media message or text that relates to legitimate Organizational business that has been received by a Managing Member of the Organization.
2. All Officers, Directors and Coordinators will be provided with a Pride Winnipeg email account.
  - a. Managers may receive an email account through a request by their supervisor.
3. All Managing Members with an email account are required to check their emails at least once every 24 hours.
  - a. This rule is waived if the Managing Member is on leave or on holiday.
  - b. Note this rule still applies when the Organization is on hiatus during the summer and winter break.
4. Pride email addresses are to be used only for Organizational business and emails are the property of the Organization.
5. All internal and external electronic communications must be responded to within 48 hours.
  - a. This rule is waived if the electronic communication is interrupted as not requiring a response from the recipient.
  - b. The 48 hours does not count Saturday or Sunday or statutory holidays.
6. If a Managing Member cannot access their email account for 48 hours or more or cannot respond to electronic communications for 48 hours or more they must notify their supervisor as soon as possible. Depending on the situation the supervisor (or a person designated by the supervisor) may take over the Managing Members communication accounts until the situation is resolved.
7. Managing Members that are away due to a leave of absence or holiday must set an out-of-office notification on their email. For other communication accounts a person must be designated to monitor them. The out-of-office notification must state the following:
  - a. That the Managing Member is away.
  - b. Whether they are checking their emails while they are away.
  - c. Whether that are responding to emails while they are away.
  - d. How long they are away till.
  - e. Who to contact if its an urgent matter.

- i. The person designated to handle urgent matters must agree to being designated this task.
8. In urgent, complex or potentially emotional matters, Managing Members are encouraged to avoid electronic communication and utilize either face-to-face communication or the telephone.
9. All electronic meeting requests must be responded to within 48 hours of the invite.
10. All communication must be done professionally and in a courteous and respectful tone.
  - a. Vulgar or disrespectful communication will result in disciplinary action.

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