



## Board Correspondence and Referral Process

The Board Correspondence and Referral Process is intended to provide guidelines for Board members in the event that correspondence or verbal referrals are received from members of the public and other stakeholders.

### Process for Correspondence

1. Board member receives written correspondence via letter or email.
2. Board member refers correspondence to Board Relations Coordinator.
3. Board Relations Coordinator actions:
  - a. Notify the President and CEO's office.
  - b. Print and date stamp correspondence.
  - c. Send correspondence to Government Relations Specialist.
4. Government Relations Specialist actions:
  - a. Review and determine appropriate business area and response type.
  - b. Provide correspondence to business area responsible with a one-week deadline for draft response and provide assistance with drafting as needed.
  - c. Send response through approval and edit process in order of:  
Vice-President of area responsible; Manager, Government Relations; Director, Corporate Relations & Communications; and President and CEO.
  - d. Send final, approved correspondence to Board Relations Coordinator.
5. Board Relations Coordinator actions:
  - a. Send correspondence to Board member.
  - b. Receive signature from Board member (if required).
  - c. Send response to member of public or stakeholder.

## Process for Verbal Referrals

1. Board member receives verbal referral from member of public or stakeholder.
2. Board member communicates referral to Board Relations Coordinator.
3. Board Relations Coordinator actions:
  - a. Notify the President and CEO
  - b. Refer issue in writing to Government Relations Specialist.
4. Government Relations Specialist actions:
  - a. Review and determine appropriate business area and response type.
  - b. Correspond with business area to provide response with a one-week deadline for response.
  - c. If verbal response required, determine Subject Matter Expert to converse with member of public or stakeholder.
    - i. Provide written summary of conversation between Subject Matter Expert and member of public or stakeholder to Vice-President responsible for area; Manager, Government Relations; Director, Corporate Relations & Communications; President and CEO; and Board Relations Coordinator.
  - d. If written response required, send response for approvals/edits in order of: VP of area responsible; Manager, Government Relations; Director, Corporate Relations & Communications; and President and CEO.
  - e. Send final, approved written response to Board Relations Coordinator.
5. Board Relations Coordinator actions:
  - a. Provide summary of verbal communication between Subject Matter Expert and member of public or stakeholder to President and CEO and Board member and/or send draft of written response to member of public or stakeholder to President and CEO and Board member, as applicable.
  - b. Send written response to member of public or stakeholder.