

Policy – Handling of Written Communication / Correspondence directed to the Board of Directors

Policy Owner: National Board of Directors

Policy Approver: National Board of Directors

Effective date: June 1 2021

Review date: Annual Spring Meeting

1. Policy Purpose:

The CSIA encourages and welcomes correspondence from members & industry partners.

This policy ensures that communications are documented, discussed, and responded to in a timely manner.

This policy establishes the timeline(s) for attention to correspondence.

2. Standard Responses:

This response shall be sent whenever the National Board as a whole is addressed:

The National Board of Directors of the CSIA would like to thank you for your correspondence. The Secretary of the Board will present it during our next monthly meeting to be accepted as “New correspondence” and the appropriate actions will be taken.

This response shall be sent whenever a single National Board member is addressed:

As a CSIA National Board Member I would like to thank you for your correspondence. I will forward your email to the rest of National Board. In the future please address any board correspondence to nationalboard@snowpro.com so that the Secretary of the Board can present it during our next monthly meeting as “New correspondence” and the appropriate actions will be taken.

Verbal Communication:

All Board, Committee, & Staff members will conduct themselves in a professional manner and will not state personal beliefs as if they are speaking on behalf of the organization. They will encourage members and partners to express their concerns by email to nationalboard@snowpro.com.

Appropriate Actions:

- a) When communications are received the above statement shall be set as an automated response in both official languages of Canada English and French. (See standard responses)
- b) Only individual emails will get a response. Generic emails will be considered junk mail.
- c) On occasion more time may be required in order to properly deal with the subject of the email. In that case the Chair of the Board or directed representative shall respond to the sender of the email with an update and an approximate timeline for next steps.
- d) Communications that cannot be dealt with due to logistics or subject matter will be “Filed” so they can be looked at during a more appropriate time. In that case the Chair of the Board will send an appropriate response.

3. Flow Chart

See appendix A

4. Scope

This policy applies to all Board members, Committees of the Board and may be adopted by Regional Boards when contacted regarding any issue that merits National Board discussion. Members of all committees and boards are expected to have an auto-response directing members through this process.

5. Communication Process

All communications shall be sent to nationalboard@snowpro.com (for complete transparency). All correspondence must be received 7 days prior to the monthly meeting. Any correspondence received after that time will be added to the following months meeting and will become public record.

6. Compliance

All National Board members, staff and committee members of the Board shall comply with this policy throughout their term(s).

7. Review

This policy can be reviewed annually during our spring meetings.

Appendix A

Address all correspondence to nationalboard@snowpro.com



Correspondence must be received 7 days prior to monthly meeting (if later, it will be added to the following months meeting). The letter becomes public record.



The item will be added to the next monthly meeting agenda to be received by the entire Board. No anonymous correspondence will be received.



During the meeting between the board and the MD, any items that can be addressed will be directed to the staff to follow up. Staff will provide an update at the next meeting.



Given the nature of an issue, i.e. financial implication, the item at hand may be deferred to either the Strat. Plan review or the annual budget and operational plan or, sent back for further clarification or, the staff may be directed to do further research and report back.