

	BOARD OF DIRECTORS
Policy	Email Protocol
Developed during Board Governance Session	October, 2013

The use of electronic mail (email) to conduct business is a common practice. The Doctors Nova Scotia Board of Directors has created the following guidelines for email use. Email will be used primarily to share information, but only in extenuating circumstances should it be used to conduct Board business.

Email is primarily used to:

- provide information about Board meetings (logistics);
- request that items be placed on the agenda;
- distribute information for meetings; and
- share information/updates between meetings.

Email is not used to discuss or make decisions on items/issues that should or would usually be addressed at a meeting of the Board.

To address substantive issues between regularly scheduled meetings, the Board Chair may call a special or emergency meeting to be attended by teleconference or in person.

The following are some generally-accepted practices and etiquette considerations when using email that should be followed by Board members and staff:

- Messages should be professional, courteous and respectful at all times;
- Unless in extenuating circumstances, don't respond using 'reply all';
- Do not use caps lock for emphasis as it can be regarded as shouting or yelling;
- Any emails a Board member receives by nature of his/her position on the Board should not be forwarded to a non-Board member unless directed by the Board Chair or staff; and
- Remember... emails are a permanent record.

Any questions about the Board's email protocol can be directed to:

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