

OVA COMMENT RESPONSE PROCEDURE

This procedure is to be used to ensure that written inquiries or comments to the Board are replied to and/or acknowledged.

Written comments intended for the Board come from various sources. They are usually received in hardcopy in the OVA Office or come via e-mail.

1. Upon receipt of the written communication intended for the Board, the Executive Assistant in the OVA Office or the Manager is to forward copies to all the Board, with copies to the Manager unless confidentiality has been requested.
2. Messages clearly intended for one or more members of the Board, but not the whole Board, shall be distributed as intended. Such limited recipients may use their discretion in whether to share the information received and are not bound by this procedure as to how the matter is answered.
3. Board members, especially those who are committee chairs, should attempt the answer if they have special knowledge or the question/comment falls within the jurisdiction of their committee. Likewise, the Manager may at times respond on behalf of the Board. All replies under this paragraph should be copied via e-mail to the remainder of the Board and Manager.
4. One Board member, who shall be designated from time to time as monitor, shall review all messages (and replies by others) and ensure that each is answered. For unanswered messages, the monitor is expected to make the reply or solicit another member of the Board to do so. Such replies are to be copied to the rest of the Board and the Manager.

Oral comments are also received from residents by Board members and OVA employees. Such recipients are encouraged to use discretion and, when the matter is important enough, see that the comments are reduced to writing, at which time they would be treated in accordance with the above if intended for the Board.

Cc OVA Office Staff

Approved by Board of Directors: October 20, 2009