

## **POLICY ON CONTACTING THE BOARD**

Board members have been receiving numerous non-emergency requests at all times of the day and night. Like others in the co-op, we are volunteers having chosen board membership as a way of helping to maintain and care for our community. The members of St. Georges Co-op all lead busy lives and are facing time constraints meeting the responsibilities of the co-op, as well as the demands of their personal lives. In order to ensure the members of the board are able to meet their administrative duties while maintaining and balancing their own lives, we need to abide by clear policies regarding board members availability. In the past, the board has had a policy on contacting board members and we would like to remind St. Georges' members of this policy.

A) Board members are the people to contact in case of emergency:

- Emergencies are considered those conditions which pose a threat to life or property, such as floods, fire, power failure in unit; access to the building damaged (i.e. the garage door will not open or close); the smell of smoke, gas or toxic fumes with an unknown source; threat of violence.
- Emergencies do not include things such as access to the office to photocopy or send and/or receive a fax; keys to access units (Leave a key with your neighbour or a friend); keys to gain entry into the workshop.

B) Please do not contact board members before 10:00 a.m. or after 7:00 p.m. if you are making non-emergency requests.

C) If you need to get into the office, contact the Housing Manager, during office hours.

D) Please respect the fact that the board member may not be able to comply with the non-emergency request that day and that either another board member will have to be found or other arrangements may need to be made.

This policy, with some understanding and common courtesy all around, will help to ensure smooth functioning of the co-op and meet the needs of all the members at St. Georges.