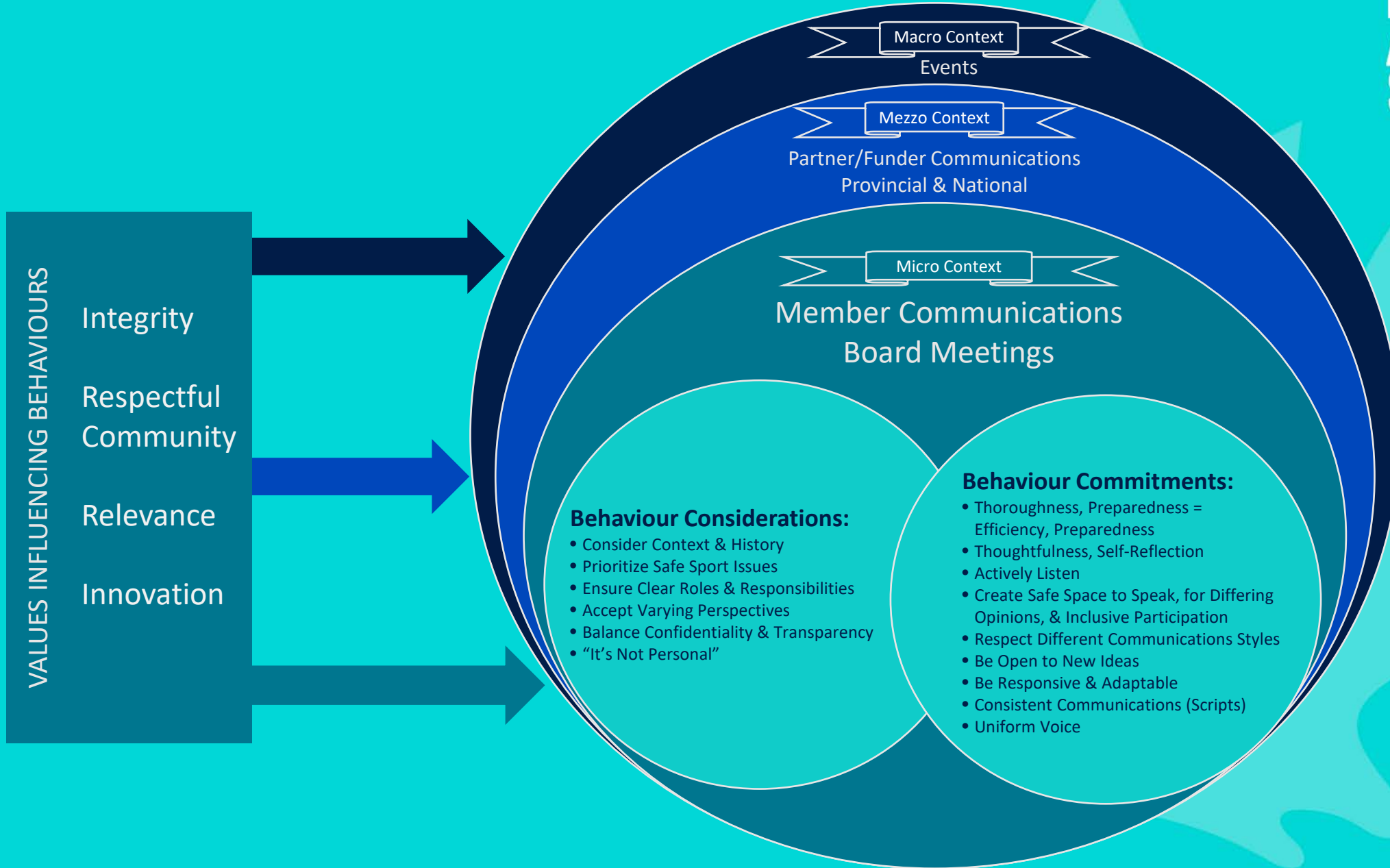


BCAS Communications Guidelines



BCAS Communications Guidelines



CONTEXT: Board Meetings Member Communications Partner Communications Funders Events

VALUES INFLUENCING BEHAVIOURS

Integrity

Accountability: Show up for the organization and your role in it
Trust: Demonstrate your trustworthiness and recognize it in others
Excellence: Be the best version of yourself

- Consider history/background supporting change so we don't repeat mistakes
- Be thoughtful and thorough when responding to safety issues
- Sessions for self-reflection and consideration of how can we be better
- Commitment to being more efficient, higher functioning
- Come to meetings prepared to increase productivity and efficiency
- Speak with one, uniform voice once decisions are made

Respectful Community

Empathy: Listen to, consider and accept different perspectives
Inclusion: Nurture a safe space for everyone
Flexibility: Recognize and accept different communication styles and differences of opinion
Community: We thrive when we support, listen, and understand one another

- Consider and accept different perspectives in decision making
- Scripted guidelines ensure clarity and confidentiality/transparency
- Scripted board member responses to questions directed at them individually
- Commit to active listen
- Create safe space to speak/share. Respect others time
- Create safe space for difference of opinion
- Recognize different communication styles
- Respect history without sitting in it. Use history for context in decision making

Relevance

Understand: Awareness of what you are doing and who you serve
Affirm: Respect history without sitting in it; rather learn from it
Focus: Remain true to organizational objectives

- Clarity on when board needs to be involved with issues
- Create conditions for members to raise issues and share ideas
- Facilitate meaningful working groups
- Share background/history with new members
- Avoid assuming different perspectives carry bias
- Strive to find balance between confidentiality and transparency
- Comprehensive public minutes
- Scripted written responses approved prior to sharing/posting

Innovation

Adaptability: Pivot and adjust to changing environments and needs
Creativity: Think differently; be brave enough to do things differently

- Continue to thrive through EVOLVE Initiative learnings
- Consider new ideas/ways of communication
- Be responsive to unforeseen issues (e.g., pandemic safety)
- Adjust governance and operations structures to respond to organizational needs