Communication Guidelines for Volunteer Units (VU)

Guidelines for Chairpersons

1. Obtain the current role description or charter, strategic plan, goals and objectives pertinent to your VU and the most recent board report.
2. Ensure that the roster of the VU is current and has up-to-date contact information. Make sure the list includes the board and staff liaisons.
3. Maintain at least monthly communication with the board and staff liaisons, outside of other VU communication to discuss process, information required, concerns, status, next steps, etc. When possible, the board and staff liaisons also participate in VU conference calls/meetings.
4. Obtain instructions for conducting conference calls-including phone numbers and participant PIN numbers from the staff liaison. Include time zones in any call arrangement emails. Know that conference calls can be recorded for listening later when one or two members are unable to participate.
5. Discuss the agenda with the board and staff liaisons prior to a VU conference call/meeting. Send VU members the selected date, agenda and any documents to be discussed at least four days prior to allow review time prior to the call/meeting.
6. After the first call, assign call/meeting minutes to another member of the VU. Staff liaison may take minutes for the first call. Minutes may be informal but should record action items.
7. Minutes/action items should be sent to all VU members within two to three weeks.
8. Communicate with other VU members at least once a month.
9. Establish and communicate reasonable due dates for work delegated to members of the VU.
10. Prior to submission of VU board reports, the chair will work collaboratively with the board and staff liaisons for suggestions and comments. Submit final board reports to staff liaison four weeks prior to the three annual in-person board meetings.
11. Send in any agenda items that need board approval at least six weeks before scheduled board meetings. Collaborate with board and staff liaisons.
12. Respond to board liaison questions or concerns in a timely manner, within 48 hours, and no longer than 72 hours.
13. Confirm that you receive messages from the board liaison and inform him/her you will be responding to the concerns at a later date, if unable to do so at that time.
14. Inform the VU members, the board and staff liaisons if you are going to be out of town or unavailable for any significant period (i.e. vacation, travel, surgery, etc.)
15. Call members at home if they do not respond to your e-mail after 72 hours.
16. If you are unable to fulfill your role, for any reason, notify the board liaison as soon as possible.

*****A Chairperson is appointed by the President. Chairpersons of a volunteer unit not meeting these expectations may be relieved of their position based on the recommendation from the board liaison and with approval of the AMSN Board of Directors. After a period of twelve months, this person is again eligible to serve on a volunteer unit, as a member and may be reappointed as a Chairperson or Co-chair in the future******

Guidelines for Volunteer Unit Members

1. Complete all assignments/tasks assigned by the chair in a timely matter or communicate with chair regarding when they will be completed.
2. Participate in all email discussions. If a VU member is unable to fully participate upon receiving an email, inform the chair that the email was received and that a response will be sent at a later time.
3. Read all emails at least every 48 hours and no longer than every 72 hours.
4. If you have not received a response to an inquiry to the chair within two weeks, attempt to contact the chairperson via all methods of communication available and advise staff liaison.
5. Participate in all conference calls/meetings. If a VU member is unable to participate upon receiving notification, inform the chair that notice was received, that you are unable to participate and what the plan is for obtaining the information at a later date.
6. Review the agenda and documents sent for review prior to conference call/meeting and be prepared to discuss this information.
7. Members who take conference call/meeting minutes should send draft within two weeks and collaborate with chair and staff liaison to finalize. Staff liaison or chair may send to all VU members.
8. Inform the chair if you are going to be out of town or unavailable for any significant period (i.e. vacation, travel, surgery, etc.)
9. If you are unable to fulfill your role, for any reason, notify the chair as soon as possible.

****Volunteer Unit Members not meeting these expectations may be relieved of their positions based on the recommendation from the VU Chair and with the approval of the Board Liaison. After a period of twelve months, this person is again eligible to serve on a VU, as a member and may be appointed as a Chairperson or Co-chair in the future****