

Policy & Procedure Manual

These are documents that we need to create into a Policy & Procedure Manual – not organized in any particular order:

- How to write regulations
 - Does this even exist? Apparently it does. Would have been nice to have received this as a board member. Should function as an on-boarding document. How does one even know how to google search for this when you just learn the difference between regulation and statute?
- Onboarding links
 - [Administrative Rule Making](#)
 - [Board & Commissions Manual](#)
 - [Open Meeting Law Manual](#)
- How to sign up as a board member
 - It is pretty obscure as to how to sign up for the board position or what the ACTUAL board position entails. We need a task analysis on how to sign up for the job (as I attached in the supporting documentation) and we need to give a brief summary of what we are looking for and what the job demands (how many hours do you devote to the position).
- A document that clearly outlines different duties
 - In Shane's research, he found this to be a bit unclear amongst some board members. They didn't know, per statute, what was Division, what was Board, and what was Board but delegated to Division. We should have that clearly outlined.
- Communication Guidelines
 - What are expectations for
 - Communication amongst board members
 - Communication between staff and board members
 - Communication with constituents
 - Timeliness for replies, doodle polls, returns of texts/phone calls
 - What modality of communication to use
 - Tone
- Meeting Agenda Guidelines
 - How it is formed
 - Who gets to provide input
 - Who gives final approval of content
 - How is it decided how content is on the agenda if submitted by someone outside of the board or just regular board member (not voted on)
 - Who gives final approval legally
 - Timeline to submit content
 - Timeline of approval
 - Timeline of legal approval – DAG

- How it is posted – OML
- Licensing & Registration Report Guidelines
 - What data are included
 - What data can be pulled from Certemy
 - Can it be delivered via a paper document and not verbal?
 - What about graphs?
 - How frequently is the report given?
- Guidelines Delivering Performance Feedback
 - Who can deliver the feedback – to whom
 - About what kinds of performance (meeting attendance, board member participation in discussion, board staff performance, email correspondence/tone)
 - How frequently feedback is given
 - Modality of feedback
 - Formal/Informal
 - Subjective/Objective
- ABA Board / Division Letter Guidelines
 - What letterhead to use and when
 - Signature
 - When is it sent – based on the type of letter (e.g., need to renew, stale application, complaint, etc.)
 - How it is sent (e.g., paper, electronic)
 - Text included – tone
- Meeting Minutes Guidelines
 - What is audibly recorded vs. note taking
 - How and where is the audible recording stored and accessed
 - Where is the summary notes recorded
 - What is summarized from the live meeting or audible recording?
 - What is written verbatim?
 - When are the notes sent for approval?
- Guidelines for Holding a Board Meeting
 - Difference between all types of board meetings
 - Included in all of them...
 - When are they scheduled
 - When do they need public posting for the meeting
 - Where is a good place to hold them
 - Does size matter? Location – consider rural?
 - Do we need virtual – can we just do virtual?
- Guidelines for a Financial Report
 - Difference between Division/Fiscal report and one functional for Board uses
 - How to read them
 - What each header means
 - Which column is projected

- Which column is actual
- What calculations were used
- Itemized