

## **GOVERNANCE PROCESS**

For board members to be effective, it is important that they know what is expected of them. When individual members are committed and have clear responsibilities, the work of the board as a whole can only benefit.

In the interests of individual and board effectiveness, and to foster a positive group spirit, board members are expected to adhere to these expectations<sup>3</sup>

1. Attendance and participation at meetings
  - A. Attend regularly and on time.
  - B. Be well informed on all agenda items.
  - C. Contribute knowledge and express points of view based on experience.
  
2. Decision-making
  - A. Display a forward-looking attitude based on a confident expectation of growth and development in the organization and its programs.
  - B. Accept other board members with an appreciation of their strengths and a tolerance of their quirks and weaknesses.
  - C. Respect the right of other board members and staff to disagree and give a fair hearing to their points of view.
  - D. Endeavour to keep disagreements and controversies impersonal and to promote unity.
  - E. Contribute to conflict resolution, keeping it in perspective in terms of the larger purposes of the organization.
  - F. Accept that decisions must be made by consensus or majority vote and will at times go against one or more members. Support all decisions made by the board.
  
3. Mission
  - A. Share a clear understanding of and commitment to the mission of the organization.
  - B. Approach board responsibilities in the spirit of a trustee on behalf of consumers, funders, and the public at large.

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<sup>3</sup>If a member of the board fails to meet one or more of these expectations, the Board Governance Committee may review the situation and ask the Board President to make contact to discuss a plan for improvement.

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4. Programs and services
  - A. Keep well informed about the organization's programs and services.
  - B. Be aware of the needs of consumers, the community, and society.
  
5. Fundraising
  - A. Contribute personally and annually.
  - B. Participate in the identification, cultivation, and solicitation, when appropriate, of prospective supporters.