

Dodgeball Manitoba	
Policy Name	Formal Contact with Individual Members
Date Written	August 19 th 2019
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1.0 Preamble

From time to time, Dodgeball Manitoba may need to formally contact individual members directly via email or phone to resolve organizational matters. The organization recognizes that there can be issues with technology and telecommunications equipment that can hinder this communication. These guidelines have been written to ensure clear and transparent communication when contacting members directly. These guidelines do not apply to casual conversations and solely guide official, formal communications between the organization and its members.

2.0 Situations for Individual Member Contact

2.1) Situations where Dodgeball Manitoba may need to contact an individual member may include but are not limited to:

- 2.1.1) Resolving disciplinary issues
- 2.1.2) Addressing member complaints
- 2.1.3) Following up on other policies which require direct contact with an individual member

3.0 Procedures for Individual Member Contact

3.1) When the contact is via email, the following procedure shall be followed:

- 3.1.1) The email shall request the member acknowledge its receipt within 5 business days
- 3.1.2) The email will outline any clear timelines or deadlines associated with the reason for contact

3.2) If the member fails to respond within 5 business days, the following procedures shall be followed

- 3.2.1) The board member who sent the original email will email again, requesting acknowledgement of receipt within 5 additional business days
- 3.2.2) If after this second period of 5 business days, the board member will call the member on any phone numbers associated with their membership
- 3.2.3) The board member will try to call all numbers associated with the member once per day for 5 days
- 3.2.4) If after these measures have been completed without contact from the member, the board shall proceed to resolve the situation without the input of the member
- 3.2.5) The member will be provided with an emailed record of all attempts to contact them and notification that the issue will be resolved without their input

4.0 Exceptions

- 4.1) Exceptions to this policy can be made at the board's discretion, especially in situations where:
 - 4.1.1) The member is traveling, working or otherwise out of an area where they would be expected to have regular access to phone or internet services