



## **COMMUNICATIONS PROTOCOL**

## **Responsibility:**

Purpose of protocol: To ensure services of the district are coordinated and effectively delivered to the clubs. Protocol recognizes that AGs are responsible to the DG that each club assigned to AG is performing effectively. Protocol should not be interpreted in such a way as to create a barrier to effective activity or significantly interfere with club activities.

### **Definitions**

Communications: Includes written, electronic, and verbal.

Committee: Any committee organized by district to administer the district or to assist clubs including standing and special committees.

DG to Clubs: DG shall keep AGs fully informed as to all communications to the clubs on a timely basis. General communications to all clubs shall go directly from DG to club president with a copy to each AG. Any communication involving a specific club or group of clubs shall go directly to the clubs involved with a copy to the pertinent AG. DG may ask AG to communicate with club on a specified issue and to follow up on DG communications to clubs as the DG may determine.

Clubs to DG: Any communication from a club in response to a request by the DG shall go as directed by the DG in the original request with a copy to the AG. Any communication initiated by the club should initially go to the AG. The AG shall determine whether the communication needs to be passed on to the DG. All communications to the AG shall be by the club president or designee (president should be aware of the communication and approve it.).

DG to Committees: AGs shall receive a copy of all communications as deemed appropriate by the DG.

Committees to Clubs: All general communications to clubs from committees shall be approved by DG and sent directly to the clubs with a copy to all AGs. Communications relative to specific clubs and groups of clubs shall be shared with the pertinent AG.

AG responsibilities on Committee requests to clubs: Unless otherwise agreed between the committee and AGs, all general requests to clubs for action or information (i.e. RYLA candidates, Scholar candidates, GSE/VTT team candidates, membership reports etc.,) is the responsibility of the AG to follow up with the club. If the committee wants to do the follow up it shall so advise the AGs and keep the AGs advised of the results. Reporting through the AG should not limit the contact of the committee with the club but recognizes that the AG is the responsible district official to monitor, coordinates, and encourages club activities in all areas of service. Having all information flow through the AG should also reduce the number of individual contacts received by the clubs rendering the communications more efficient.

Clubs to Committees: If the club is responding to a district committee it shall respond directly to the committee with a copy to the AG. If the club is affirmatively seeking district assistance or information, it may contact a committee directly, but clubs are encouraged to contact their AG for assistance in contacting the appropriate district committee or representative. This should help the club get the help it needs faster than having to undertake a search on its own.

District Events: The District shall provide the opportunity for the deaf and hard of hearing to actively participate in all discussions at District events.