

Communications CFHPC Policy-*TBD*

<i>Bylaws Reference</i>	N/a
<i>Scope</i>	Ryan White HIV/AIDS Program (RWHAP) Part A Recipient, RWHAP Part B Lead Agency, CFHPC Regular & Associate Members
<i>Effective</i>	<i>TBD</i>
<i>Revised</i>	N/a

Purpose

To encourage streamlined and effective communication between the RWHAP Part A Recipient, Part B Lead Agency, and CFHPC members.

Policy

The Planning Council shall work with the Part A Recipient and Part B Lead Agency to carry out the CFHPC’s responsibilities. To ensure that communication between all parties is productive and respectful, the following best practices are outlined in the procedure below.

Procedure

1. *Approved Methods of Communication*
 - a. Members are encouraged to use email as the primary method for non-urgent communication. Emails sent to cfhpc@hfuw.org will facilitate a coordinated and timely response.
 - b. Phone calls should be reserved for urgent or time-sensitive matters and must include a voicemail if the call is not answered.
 - c. Messages should clearly state the purpose of the communication and any action being requested.
 - d. Members are asked to contact staff during normal business hours (e.g., Monday–Friday, 8:00 a.m.–5:00 p.m.), unless otherwise authorized for evening meetings.
 - e. Calls or messages outside of these hours will not be returned unless there is a documented emergency.
2. *Limits on Repeated Contact*
 - a. Placing multiple back-to-back calls, texts, or messages is not acceptable.



- b. Members should allow a reasonable response time (1–2 business days) before following up.
3. *Sunshine Law Compliance*
 - a. Members must not discuss Planning Council business outside of properly noticed public meetings. Any attempt to deliberate, poll opinions, or influence decisions outside of meetings is strictly prohibited.
 - b. Questions or concerns related to agenda items must be submitted in writing for public comment during a noticed meeting.
 - c. Communication should remain focused on official Council business only.
 - d. Members may not share or discuss personal information about other volunteers or community members.
 - e. Members must follow the established procedures for filing complaints and/or grievances related to member conduct and Planning Council business, including submitting required forms to PCS as outlined in the policies.
4. *Standards of Professional Conduct*
 - a. All communication must be respectful, professional, and courteous.
 - b. Disagreements should be expressed constructively and without personal attacks.
5. *Staff Authority and Boundaries*
 - a. Members may not direct, supervise, or assign work to staff.
 - b. Staff are responsible for managing workflows and priorities in accordance with Council policies and applicable law.
6. *Enforcement and Consequences*
 - a. Failure to comply with these communication standards may result in referral to Council leadership or the Executive Committee for Violations of Member Conduct.