



# North Fork Valley Chamber of Commerce

## Communications Policy

The North Fork Valley Chamber of Commerce communicates with its members and other interested parties in the course of its day-to-day operations. This Policy provides general guidelines for such communications.

**Methods of communication** include, but may not be limited to:

- Telephone
- Email
- Periodic Chamber E-newsletter
- Social Media
- Mailed Solicitations Invitations or Notices
- Town Entry Sign Message Boards
- Print or Radio advertising
- Press Releases
- Visitor Center Materials
- New Neighbor Welcome Bags

**Types of information communicated:**

- ***Chamber Meeting & Event Invitations.*** A calendar of monthly member meetings will be scheduled each December for the coming year. Announcements of these meetings and other events will be shared via electronic communication with members and all others who have subscribed to receive such notification, no less than three days prior to meeting or event being promoted. Meeting & event notifications will include date, time and location of meeting or event, and will list any relevant requirements or restrictions. Meeting notifications will include an attached or linked agenda.
- ***Chamber Meeting Minutes.*** The Chamber will post Member Meeting minutes in an archive on the Chamber's website, following approval of the Board, and will post a link to the most recent meeting minutes in the Chamber's periodic e-newsletter. Posted meeting minutes will reside on the Chamber website for a minimum of 12 months.
- ***Chamber Member Contact List.*** Chamber Member contact lists will be available to any member, upon request, and will include all contact information provided to the Chamber. Individual member information will not be shared. Non-members will not be provided Member contact lists without prior Board approval, however, member information is publicly available on the Chamber website Business Directory.
- ***Commercial Messages from Members and Non-Members.*** The Chamber may, at its discretion, forward commercial messages from our members to other members, or subscribers to our contact list. Member commercial messages will be limited to inclusion in the periodic chamber e-newsletter, New Neighbor Welcome Bags and visitor center materials. Non-member commercial messages will not be relayed via Chamber communications mediums.
- ***Non-Commercial Messages from Members and Non-Members.*** The Chamber may, at its discretion, forward non-commercial messages from our members, or non-members, to other members, or subscribers to our contact list. Member non-commercial messages will be limited to inclusion in the periodic Chamber e-newsletter, New Neighbor Welcome Bags, town entry signs, and visitor center materials.

**Limits of Communication:**

- The Chamber will promptly honor any opt-out request by any recipient of Chamber communications.

- The Chamber, when communicating electronically to more than one recipient, will use the BCC (Blind Carbon Copy) feature to preserve the privacy of all recipients.
- The Chamber will not communicate any information or announcement which might conflict with any provision of the Chamber by-laws, including, but not limited to, announcements which directly or indirectly show religious or political preference or endorsement. Events or activities, even if not overtly political or religious, may be declined promotion by the Chamber if, in the opinion of the Board, or its designated representative, might be interpreted by other members as having a political or religious undertone.
- When communicating to a member or the general public in an official Chamber capacity, Board member or Officer must use the official Chamber email address, to assure proper flow of communication and recordkeeping.
- Chamber representative responsible for monitoring the official Chamber email address will forward relevant inquiries from Members or the general public to the appropriate Board Member. Board recipient will be responsible for replying to any such inquiry using the official Chamber email address.
- Chamber Board members may use their personal email addresses to communicate with other Board members in the course of day-to-day communication.
- Communication strings between the Chamber and Members of the general public will be limited to the original parties to the message. Chamber representative shall not add others to replies without first receiving permission from the sender of the original message. Should sending party add recipients to an ongoing email string, Chamber representative will ask sender to desist from such action. If appropriate, Chamber representative may decline to respond to a non-compliant party.

For additional information on methods of communication, please refer to the following Policies:

- Visitor Center Policy
- Sign Board Policy
- Newsletter Policy
- Social Media Policy
- New Neighbor Welcome Bag Policy

*Adopted: 03/04/2024*