



POLICY AND PROCEDURE MANUAL

Chapter:	Governance and General Administration		
Title:	Board Member Orientation, Development and Review		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: CEO/Designee	Adopted Date: 05.2023 Review Date: 05.2023	Related Policies: Delegation to the CEO and Executive Limitations Policy and Procedure Management

Purpose:

To assure newly appointed Board members may cast informed votes and function effectively as Hopeful Horizons’ (HHs’) Board members, the Board and Chief Executive Officer (CEO) will extend to them the fullest measures of courtesy and cooperation and will make every reasonable effort to orient newly appointed Board members to the organization’s purpose, strategic direction and Board functions, policies, procedures and current issues.

Scope:

This policy applies to

- All HH Staff Selected HH Staff, as specified: Chief Executive Officer
- HH Board Members HH Volunteers
- Other: Sub-contract Providers

Policy:

A. Orientation Phase I: Orientation to the HHs’ Board of Directors shall commence once an individual is approved to join the Board and has passed required background checks. HHs’ CEO shall meet with new Board member(s) one-on-one or in small groups, ideally prior to their first Board meeting.

New Board Members are introduced to the Board Portal provided with a “Board Binder” including:

- Board bylaws, including the Conflict of Interest Policy
- Individual Conflict of Interest Attestation
- HHs’ organizational chart
- The current Strategic plan and related dashboard
- IRS form 990 and/or the most recent fiscal audit
- Board member list
- The roles, responsibilities and conduct of the Board and individual members
 - ✓ New Board members are also asked to read and sign the “Board Member Expectations”

The CEO shall review the content of the “Board Binder” with new members, answers any questions and provides them with a tour of the shelter and/or other office location(s). Referenced documents are available through the Board of Directors portal on HHs’ website.

- B. Orientation Phase II: Within two months of joining the Board new Board members are provided with a more detailed presentation providing and overview of the organization with an opportunity to ask clarifying questions, including:
- Authorities and Limitations of the CEO
 - The Board fiduciary responsibility and integrity obligations
 - Board role in policy approval
 - Basic operational procedures of the Board
 - ✓ Agenda planning and consent agenda
 - ✓ Committee structure
 - Appropriate responses when a request or complaint is made directly to a Board member by an employee, client or community stakeholder/member
 - How Board members, in fulfilling their duties, may request information concerning the organizations operations, finances and personnel
 - Protocols for interacting with the media and handling complaints/grievances from employees or key stakeholders
 - Current organizational issues and related talking points
- C. Board Development: Board members are provided ongoing educational opportunities through HH and through related associations and networks. Additionally, each Board meeting includes a “Mission Moment” that spotlights a different program or service that encourages Board members to interact with and ask questions of different program staff.
- D. Annual Board Review: The Board of Directors shall conduct an annual self-assessment of effectiveness. The assessment shall be administered by the Board Chairperson/designee. Results shall be compiled and shared at a meeting of the full Board. The Board shall determine goals for the coming year including any necessary Board development.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process.

Definitions:

1. Bylaws: Bylaws are the legally binding rules that outline how the board of a nonprofit will operate.
2. IRS form 990: Internal Revenues Services - Return of Organizations Exempt from Income Tax.

Other Related Materials:

Board Bylaws
HHs’ Strategic Plan
HHs’ Policies and Procedures
Conflict of Interest Statement
Board Member Expectations Statement

References/Legal Authority:

[Board Orientation, BoardSource, 2023.](#)
[Board Orientation, National Council of Nonprofits, 2023.](#)

Change Log:

Date of Change	Description of Change	Responsible Party
5.2023	New policy	N. Miller, Prog Eval. Consultant