

WEST CONTRA COSTA HEALTHCARE DISTRICT

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Board Interactions	Approved By:

The Board of Directors of the West Contra Costa Healthcare District is committed to providing excellence in legislative leadership that results in the provision of the highest quality of services to its constituents. In order to assist in the government of the behavior between and among members of the Board of Directors and its Committee, the following rules shall be observed:

1. The dignity, style, values and opinions of each Director shall be respected.
2. Responsiveness and attentive listening in communication is encouraged.
3. The needs of the District's constituents should be the priority of the Board of Directors and all Committees.
4. The primary responsibility of the Board of Directors and its Committees is the formulation and evaluation of policy. Routine matters concerning the operational aspects of the District are to be delegated to professional staff members of the District.
5. Directors and Committee Members should commit themselves to emphasizing the positive, avoiding double talk, hidden agendas, gossip, backbiting and other negative forms of interaction.
6. Directors and Committee Members should commit themselves to focusing on issues and not personalities. The presentation of the opinions of others should be encouraged. Cliques and voting blocks based on personalities rather than issues should be avoided.
7. Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions, but without being disagreeable. Once the Board of Directors and Committees takes action, Directors and Committee Members should commit to supporting said action and not to create barriers to the implementation of said action.

Directors and Committee Members should practice the following procedures:

1. In seeking clarification on informational items, Directors and Committee Members may approach the CEO to obtain information needed to supplement, upgrade or enhance their knowledge.

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2. In handling complaints from District staff and community served by the District, the complaints should be referred directly to the CEO.
3. In handling items related to safety, concerns for safety or hazards should be reported to the CEO. Emergency situations should be dealt with immediately.
4. In seeking clarification for policy-related concerns, especially those involving personnel, legal action, land acquisition and development, finances and programming, said concerns should be referred directly to the CEO.
5. When approached by District staff employees, contractors or constituents concerning complaints or specific District policy, Directors and Committee Members should refer inquiries to Administration. Directors and Committee Members should refrain from making specific comments on these matters.
6. The work of the District is a team effort. All individuals should work together in the collaborative process, assisting each other in conducting the affairs of the District.
7. When responding to constituent requests and concerns, Directors and Committee Members should be courteous, responding to individuals in a positive manner and directing their questions to Administration or appropriate channels.
8. Directors and Committee Members should develop a working relationship with the CEO where in current issues, concerns and District projects can be discussed comfortably and openly.
9. Directors and Committee Members should function as a part of a whole. Issues should be brought to the attention of the Board or Committee as a whole, rather to individual members selectively.
10. Directors and Committee Members are responsible for monitoring the District's progress in attaining its goals and objectives, while pursuing its mission.