

SOP - Taking Action Outside of Board Mtg.

New Mexico Emergency Nurses Association Conducting ENA Board Business Via E-mail

- E-mail has become an essential aspect of both inbound and outbound communication of the Emergency Nurses Association, and a policy is needed to regulate the use of e-mail communication when conducting ENA Board business.
- E-mail enables the Board and allows ENA to quickly respond to and vote on issues as they come up.
- An electronic vote is often required to resolve routine matters for which additional debate is unnecessary and/or facilitate the voting process when timing is critical.

Standards/Criteria

ENA Board Members are required to maintain a computer, and have internet service. They must have e-mail access and check it frequently, preferably at least once a day. If a Board Member will be unavailable via e-mail, the President will be notified in advance.

Operational Procedure

E-mail Voting and Action:

1. When Board Members are asked to vote via e-mail, they are asked to observe specified deadlines.
2. To be official, e-mail votes must be initiated from the President and distributed to board members
3. A Board Member is required to notify the President if he or she will not be

available to respond to a call for an electronic vote when more than a 24-hour absence is anticipated.

4. A unanimous vote must occur when voting by e-mail. A vote is not unanimous if there are abstentions or wording changes.
 5. When responding to an e-mail vote, Board Members are to “reply to all” when submitting their vote so each Director receives every vote.
 6. Use subject lines to properly identify the topic and specify, “vote requested” or “response requested” as well as the deadline.
 7. Results of a Board vote via e-mail will be reported and recorded at the next meeting and included in the minutes.
- E-mail users are to follow the acceptable behaviors or norms and customs for Internet traffic, or Netiquette. Guidelines include the following:
 - Keep messages brief using proper spelling and grammar. An e-mail message is a business communication and should be written as such.
 - The use of capitalization should be limited to appropriate use in spelling and syntax.
 - Bolding phrases should be limited to action items.
 - Use “Reply to all” only when voting or to share essential information. It should not be used for replies of a casual or congratulatory nature to prevent inundating board colleagues with unnecessary e-mail.
 - Use caution when using elements of humor or sarcasm as they might be misinterpreted.
 - Never send spam.
 - Refrain from writing content that could be considered to be defamatory, offensive, harassing, disruptive, or derogatory. Sexual comments or images,

racial or ethnic slurs,
and comments/images that would offend on the basis of race,
gender, national origin,
sexual orientation, religion, political beliefs or disability are
unacceptable.

- When a vote or response is needed in a timely manner, the e-mail message will be

- flagged as high importance.

- No punctuation of any kind should be used in the subject line.

- Use care in creating electronic communications inasmuch as they reflect on ENA's

- reputation and may someday have to be produced in connection with a lawsuit.

- Remember that electronic and print media are both subject to legal discover results.

- E-mail messages should be discarded when their immediate use is finished.

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