



STATE OF OHIO BOARD OF EMBALMERS AND FUNERAL DIRECTORS

BOARD MEETING AGENDA POLICY

EFFECTIVE 6/1/2018

POLICY

This policy applies to Board meeting items. Legislative changes and/or any other conditions that may affect the provisions in this policy will be tracked, implemented, and communicated to the necessary employees. This policy may be revised to reflect the current best practices in providing exceptional service to the Board members.

Purpose and Scope

This document establishes the deadline to submit Board meeting materials to be included on the agenda for the monthly Board meeting.

Policy Statement

We are committed to providing exceptional customer service and set clear standards for customer care. In an effort to efficiently conduct Board business and provide exceptional customer care, there is hereby established a ten (10) day deadline for submission or receipt of items for the regularly scheduled Board meeting. If the deadline falls on a weekend or a holiday observed by the state, the deadline will be extended to the following business day.

The deadline is established to provide adequate time for Board members to receive documents and materials in advance of the meeting. The policy will ensure the Board members will have ample time to review the documents and materials and prepare for the meeting.

Communication

Each staff member will receive communication via email that includes a reminder of the date of the deadline.

Compliance

Board staff shall comply with this policy in the following manner:

- Documents shall be uploaded into the Board meeting folder on the shared drive or sent via email.

Implementation and Training

Compliance with the policy will be regularly monitored. We will review our performance and seek feedback from the Board members on our effectiveness in an effort to improve the services we provide.

- We will provide training to all employees, contract employees, volunteers, interns and third parties vested with the authority to act on behalf of the agency.
- Compliance with the policy will be included as a measurement of performance for the annual employee evaluation.