

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURES**

**POLICY TITLE:** Expectations for Volunteer Leadership and  
NAHU Staff  
**CLASSIFICATION:** Communications  
**POLICY NUMBER:** 13-08-C  
**DEPARTMENT COORDINATOR:** Executive  
**MOTION:** Bruce D. Benton, RHU  
**DATE APPROVED:** January 20, 2014  
**DATE AMENDED:** April 27, 2015, February 27, 2017  
**SUNSET:** 2020

**PURPOSE:** To establish a protocol to ensure understanding of structural efficiencies and effective communications between staff and volunteer leadership.

**POLICIES:** To promote good communication and knowledge with NAHU volunteer leadership and to ensure a culture of transparency and a process for collaboration, there is a shared responsibility between volunteer leaders and NAHU staff to share information about implementation of NAHU policies, programs and projects which directly involve or relate to the Board of Trustees, and, where applicable, Standing Committees, Advisory Groups, Working Groups, and Task Forces.

NAHU executive staff and the Board of Trustees will ensure proper training for effective leadership, training and communications with the Board of Trustees (BOT) and Chairpersons of any Standing Committee, Working Group, Task Force or Special Committee.

It is the responsibility of members of the Board of Trustees to review the materials provided prior to the meeting and to be prepared to discuss or contribute to the consideration of any matter to be considered in any regular or special meeting of the Board of Trustees.

**PROCEDURE(S):**

1. Training Requirements.
  - a. Each member of the Board of Trustees shall complete orientation and training (which may be conducted electronically) on an annual basis. The topics to be covered shall include but not be limited to the following:
    - i. Review of NAHU P&P 03-03-B (BOT Orientation).
    - ii. Review of NAHU P&P 03-02-B (BOT Decision Process).
    - iii. Review of BOT Information Central ([www.nahu.org/bot](http://www.nahu.org/bot)).
    - iv. Review of NAHU P&P 06-02-CMT (Structure and Operation of Special Committees) and to ensure adherence with the process of Ratification.
    - v. Distribution of [this] P&P 13-08-C (Structural Efficiencies between Staff and Volunteer Leadership) at BOT orientation, Regional Vice President (RVP) training and National Committee Orientation.

In addition, executive staff shall distribute a copy of P&Ps to BOT members to ensure that each understands the duties, responsibilities and procedures associated with service on the BOT. Each member of the Board of Trustees shall report the Secretary and his/her designee of the completion of this training.

- b. Each Regional Vice President shall complete orientation and training (which may be conducted electronically) before taking office. The topics to be covered shall include but not be limited to the following:
  - i. RVP manual, a comprehensive How-To Guide created and maintained by NAHU staff, including RVP job description, structure of regional leadership team (including job descriptions) and succession planning guidance.
  - ii. Regional Leadership Conference manual, a comprehensive How-To Guide created and maintained by NAHU staff which shall incorporate P&P 03-01-F (Regional Conference Revenues and Expenses).
  - iii. Comprehensive RVP training module, which shall be maintained by NAHU staff in partnership with the national committee leadership teams.
- c. Each Chairpersons of any Standing Committee, Working Group, Task Force, Advisory Group or Special Committee shall complete orientation and training (which may be conducted electronically) before taking office. The topics to be covered shall include but not be limited to the following:
  - i. Review of the job description for all standing or special committees, Tasks Forces, and working or advisory group chairs.
  - ii. Review of NAHU's strategic plan including updates from the most recent BOT-approved annual strategic plan review.

All national committee chairs and vice chairs are to be provided with a listing of national committee members. The NAHU president shall be included in the presentation of the aforementioned orientation. Incoming NAHU national committee chairs may conduct separate breakout sessions by committee, if desired; however, they shall not replace the combined orientation program.

- d. Failure to complete training by members of the BOT before the end of July may be considered by the Board of Trustees as reasonable cause for removal under the Bylaws. The NAHU Secretary shall report at the August Board of Trustees meeting on the status of completion of training by members of the Board of Trustees, and to take appropriate action to ensure compliance with this policy.
2. The NAHU strategic plan review shall be reviewed annually by the Board of Trustees at the Capitol Conference meeting. The NAHU CEO/EVP shall allocate time of the Board of Trustees for review of NAHU's strategic plan and the Board of Trustees is encouraged to make revisions to the strategic plan consistent with their annual review and current circumstances. NAHU staff will ensure communications and fulfillment of strategic direction to the Chairpersons of any Standing Committee, Working Group, Task Force, Advisory Group or Special Committee.

3. The policies outlined within this P&P shall be distributed as a special communication from the NAHU President and CEO/EVP to members of the Board of Trustees, Standing Committee, Working Group, Task Force, Advisory Group or Special Committee, and to NAHU staff by August 31 of each year.

**FINANCIAL IMPACT:** Additional staff and/or other methods of compensating existing staff may be required to fulfill the requirements set forth in this P&P.

**ADDITIONAL RECOMMENDATION:** This P&P is designed to memorialize a structural protocol and should be reviewed every three years. It distinguishes the roles and responsibilities between the NAHU volunteer leadership and NAHU staff. It establishes a method of understanding, communication, cooperation, and accountability.