



RIVERGROVE WATER DISTRICT

BOARD POLICY HANDBOOK

ADOPTED, 2019

With changes incorporated in March 2022

Article 1, Sections 1.2 and 1.11

Article 2, Section 2.1

RIVERGROVE WATER DISTRICT

TABLE OF CONTENTS

GENERAL INFORMATION

ARTICLE 1	Powers and Procedures
1.1	Definitions
1.2	Powers of the Board
1.3	Functions of the Board
1.4	Orientation
1.5	Board Education Development
1.6	Compensation for Services and Reimbursement for Expenses
1.7	Formulation of Policies
1.8	Public Meetings
1.9	Agenda Preparation
1.10	Preparation for Board Meetings
1.11	Procedure During Board Meetings

Added 1.12 Board Relations and Managing Conflicts

ARTICLE 2	BY-LAWS OF THE BOARD
2.1	Number of Positions and Terms
2.2	Officers
2.3	Duties of the Chair
2.4	Duties of the Secretary/Treasurer
2.5	Duties of the General Manager as Clerk of the Board
2.6	Selection and Duties of Legal Counsel
2.7	Selection and Duties of the Auditor

ARTICLE 3	BUDGET AND FINANCE
3.1	Formulation of Budget Documents
3.2	Budget Committee – Membership
3.3	Budget Administration

Added

Section 1.12 Board Relations and Managing Conflicts

- A. Boards are composed of individuals with a wide variety of backgrounds, personalities, values, opinions, and goals. Despite this diversity, each Board member has chosen to serve in public office in order to preserve and protect the present and the future of the District. This common goal should be acknowledged even as Board members may “agree to disagree” on contentious issues.
- B. Each Board member will practice civility and decorum in discussions and debate. Difficult questions, tough challenges to a particular point of view, and criticism of ideas and information are legitimate elements of a free democracy in action. This does not allow, however, Board members to make belligerent, personal, impertinent, slanderous, threatening, abusive, or disparaging comments. No shouting or physical actions that could be construed as threatening will be tolerated.
- C. Each Board member will honor the role of the Board Chair in maintaining order. It is the responsibility of the Board Chair to keep the comments of the Board members on track during all meetings. Board members shall honor efforts by the Board Chair to focus discussion on current agenda items. If there is a disagreement about the agenda or the Board Chair’s actions, those objections should be voiced politely and with reason, following procedures outlined in parliamentary procedures.
- D. Each Board member shall conduct themselves professionally and with respect toward each other, employees, customers, the community, and the public. Refrain from personal comments that could offend other Board members. If a Board member is personally offended by remarks of another Board member, the offended Board member will make notes of the actual words used and call of a “point of personal privilege” that challenges the other Board member to justify or apologize for the language used. The Board Chair will maintain control of this discussion. If the Board Chair is challenged, the Board member acting as process observer shall step in to control the discussion.
- E. Each Board member will demonstrate effective problem solving approaches. Board members have a public state to show how individuals with disparate points of view can find common ground and seek a compromise that benefits the community as a whole.
- F. Each Board member will continue respectful behavior in private. The same level of respect and consideration of differing points of view that is deemed appropriate for public discussions should be maintained in private conversations.
- G. Each Board member will practice communication discipline and be aware of the insecurity (non-confidentiality) of written notes, voicemail, and email. Technology allows words written or said without much forethought to be distributed wide and far. Written notes, voicemail messages, and email should be treated as potentially “public”

communication.

- H. Each Board member is always on display; public presence is constant. There shall be no personal attacks of any kind, under any circumstances. Board members should be aware their body language and tone of voice, as well as the words they use, can appear to be intimidating or aggressive.
- I. Each Board member will make no personal comments about other Board members. It is acceptable to publicly disagree about an issue, but it is unacceptable to make derogatory comments about other Board members, their opinions, and their actions. Honesty and respect for the dignity of each individual should be reflected in every work and action taken by Board member. This is a serious and continuous responsibility.
- J. Each Board member will speak with one voice. Board members will be frequently asked to explain a Board action or to give their opinion about an issue as they meet and talk with constituents in the community. While it is appropriate to give a brief overview of the facts or District policies as they relate to Board action, it is not acceptable to undermine the Board. Even when you may not agree, you shall objectively present the Board's collective decision or direction. If you feel the need to express your own opinion, state it in terms such as: "I would have preferred "x" but the Board wanted "y" so that is what we will be doing." Explaining Board decisions, without giving your personal criticism of the Board's actions, will serve to strengthen the community's image of the District Board.

- 3.4 Banking Services
- 3.5 Purchase, Acquisition by Donation, & Disposition of Real Property
- 3.6 Investment of Funds
- 3.7 Acknowledgment of Payment
- 3.8 Accounting Policy
- 3.9 Audit

ARTICLE 4 PERSONNEL

- 4.1 Personnel
- 4.2 Preparation and Modification of Personnel Policies
- 4.3 Employment Classification of Commissioners

ARTICLE 5 ASSET AND RISK MANAGEMENT

- 5.1 Safeguarding Assets
- 5.2 Risk Management and Insurance Program
- 5.3 Insurance Agent of Record
- 5.4 Property Appraisal
- 5.5 Disposal of Surplus or Outdated Equipment and Property
- 5.6 Records Management

ARTICLE 6 ADMINISTRATION

- 6.1 General Manager as Administrator of the District
- 6.2 Appointment and Terms of Employment for General Manager

Added 6.3 Board Member Conduct with General Manager

ARTICLE 7 GENERAL MATTERS

- 7.1 Purchasing
- 7.2 Responsibility, Authority, Standardization
- 7.3 Intergovernmental Cooperation
- 7.4 Communications with the Public
- 7.5 Gifts and Donations
- 7.6 Public Records

ARTICLE 8 CUSTOMER SERVICE

- 8.1 Billing and Collection

Added

Section 6.3 Board Member Conduct with the General Manager

- A. The General Manager is the only employee of the Board. The Board shall treat their employee as a professional. Clear, honest communication that respects the abilities, experience, and dignity of the General Manager is expected. Poor behavior towards an employee is not acceptable.
- B. Board members shall never publicly criticize or express concerns about the performance of the General Manager in any public forum. Comments about performance shall only be made to the General Manager through private correspondence or conversation. If a Board member feels they cannot communicate directly with the General Manager, they should forward their concerns to the Board Chair in a written statement.
- C. Board members have no individual powers separate from the powers of the Board and have no authority to act individually to take disciplinary or corrective action against the General Manager. Since the General Manager is the only employee of the Board, all Board members will discuss and decide if disciplinary or corrective action is appropriate. The Rivergrove Water District's Employee Handbook, Chapter 7.1, Disciplinary Action Guidelines, will be referred to as a guide for progressive discipline. The Board will provide the General Manager an opportunity to hear and discuss any charge or complaint levied.
- D. Prior to any action by the Board to reprimand, suspend, demote, place on leave, or terminate the General Manager, the Board will consult with legal counsel, and with counsel provided by the District's insurance carrier, if any.
- E. The Board shall formally evaluate the General Manager on an annual basis in a performance evaluation. In evaluating the General Manager, the Board shall consider the abilities of the General Manager:
 - a. to manage the District effectively and efficiently;
 - b. to lead the District at all times;
 - c. to inspire confidence in the District's employees;
 - d. to work harmoniously with Board members, employees, and ratepayers;
 - e. to follow the Board's directives;
 - f. to achieve the goals set forth by the Board;
 - g. to implement policies that the Board creates; and
 - h. to achieve success for the District as defined by the Board in its strategic plan.
- F. The Board shall foster a workplace culture and environment in which an employee who in good faith reports or discloses fraud, waste, abuse, or any other improper, unethical, or unlawful conduct within the District are valued for their contributions.
- G. The Board may remove the General Manager by majority vote in a resolution. In the event of a vacant Manager position, whether by absence, disability, or removal, the Board shall promptly designate an individual to serve as acting General Manager.