



Attachment 7

Lambton Outdoor Club

Event Information Notification Procedures (EINP)

If a member wants to inform the LOC members of an important upcoming event, they must:

1. Determine if all members need to know about this and if a phone call is necessary for all. Will just sending this information to only those with e-mail addresses suffice, especially if time is of the essence?

2. Create a simple text document that would be readable by Microsoft Word detailing all the Event Information about the announcement. Please include:

- Contact name, phone number, and e-mail address (if they have one)
- Will contacting only e-mail addresses suffice, or are phoning the members necessary?
- What part of the club should receive this notification (All, Hiking, Canoe, etc.)
- What specific date must this information be relayed by?
- Event Details

3. Send this document to the Communication Committee Chair, preferably by e-mailing the account LambtonOutdoorClub@gmail.com. If the member doesn't have e-mail, please call the Communication Committee Chair to make arrangements.

The process continues as follows:

4. The **Communication Committee Chair** will send a request to the Membership Chair for an updated version of the membership database and any other reports that may be required.

5. The **Membership Chair** will:

- Create a check box field in the Membership Database and flag members who wish a phone call by the Communication Committee when we do an "All Call" to all members.
- Produce reports for the Communication Committee Chair of those who need a phone call, divided up in appropriate groupings for each volunteer on the Communication Committee.
- Send the Communication Committee Chair an up-to-date membership database.

6. The **Communication Committee Chair** will distribute the phone lists and the Event Information document to the volunteers on that committee.

A deadline should be set for each notification as to when the complete list must be notified by.

Acceptable notifications are:

- Spoke with a member of the household
- Left a voice mail message
- Sent an e-mail to the member's given e-mail address and no "bounce back" has been received 3 days following the original sent date

7. **Communication Committee members** shall phone those members on their lists. If a reply is needed from the member, it shall be duly noted. The names of any members who have not been notified by the deadline should be given to the Communication Committee Chair, who will try to contact them one more time and ensure that we have the correct contact information.

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8. The **Communication Committee Chair** will take on the role of GMail Administrator unless delegated to a willing member.

9. The **GMail Administrator** will:

- Create a report from the membership database that produces an import file to update the GMail Contacts list.
 - This report will create a code(s) (for example, "**Hiking"), that will show in the Notes as being interested in this section or sections. It could even have other codes like "**Executive".
- This report must be sent back to the Membership Chair so that he can copy it into the database so that it is available when he sends the database out again.
- If an update to the GMail Contacts is necessary, run this report and import the file into GMail Contacts.
- Select the appropriate group(s) that should receive the e-mail (or select All Contacts).
- Compose the e-mail by pasting in the document. If necessary it could also contain attachments, but we should try to make it easy for everyone to read by inserting simple text. If necessary, the document could be converted into a ".pdf" file that can be read by the free Adobe Reader, which most people should have on their PC.
- If a reply is necessary, the e-mail must contain the contact that the recipient should reply to. It should be replied back to originating member of the Event Information document. If the GMail account receives any e-mails, the Administrator will forward these on to the appropriate person.
- It is important to **put the e-mail addresses in the BCC** field so that the actual addresses are not visible to the recipients, for privacy concerns.
- **The whole process should take only 15 minutes** to send to everyone on the list, once the GMail Administrator opens the e-mail regarding the notification. Sending replies is up to each recipient. A deadline should be given for replies.
- If some e-mail addresses fail to be sent due to issues with that recipient's account, the GMail Administrator should check with the Membership Chair if we have the correct address. If necessary contact the individual by phone to get the correct e-mail address. If this person no longer uses e-mail, then the Administrator should contact the Membership Chair, who will remove the e-mail address and check the "Phone call necessary" checkbox in the database.

Revision Log

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