

Policy Number: 4000  
Policy Title: CSB Board Member  
Communication  
Date Adopted: August 26, 2020

Purpose:

Provide clear, timely and accurate information to the public, individuals receiving services, and interested parties regarding the Fairfax-Falls Church Community Services Board (CSB) and its operations, facilities, planning, programs, services, and other issues of interest. Commit CSB Board to open and transparent processes, community engagement, informing and educating local constituencies and timely utilization of appropriate means and technologies to facilitate effective two-way communication.

Policy

The Fairfax-Falls Church Community Services Board (CSB) shall communicate with residents and other stakeholders in order to inform and engage the public regarding the CSB and its operations, facilities, planning, programs, services, and other issues of interest. Public engagement shall be encouraged and facilitated. Input from both the community and public entities shall be encouraged.

CSB Board members may and are encouraged to advocate and inform the public of CSB matters. The role for CSB staff is different. While CSB staff may inform, educate, and engage, they may not advocate.

When representing the CSB Board during interactions with the public, information will first be coordinated with the CSB Board Chair and CSB Executive Director or designee to ensure accuracy. Members, when engaging in personal communication with the public about the CSB or its services, are not required to coordinate with the CSB Board Chair or CSB Executive Director or designee but must make clear that their opinion may not reflect the opinion of the CSB Board or the CSB.

Communication on behalf of the CSB Board is the responsibility of the CSB Board Chair, or the Chair's designee.

Communication on behalf of the CSB is the responsibility of the CSB Executive Director, or the Executive Director's designee.

CSB staff are available for consultation to Board members concerning outreach to, or interaction with, news media, social media, blogs, or other online public forums.

Approved \_\_\_\_\_  
*Sheila Jonas*  
CSB Board Secretary

\_\_\_\_\_ August 26, 2020  
Date

References

Fairfax County Social Media Policy: [Fairfax County Social Media Policy & Guidelines for Official Accounts](#)

Policy Adopted: October 25, 2017

Policy Revised: August 26, 2020