

LOWER MINNESOTA RIVER WATERSHED DISTRICT

Executive Summary for Action

Lower Minnesota River Watershed District Board of Managers Meeting Wednesday, March 20, 2024

Agenda Item Item 7. E. – LMRWD Communication Policy

Prepared By

Linda Loomis, Administrator

Summary

This item was tabled at the February 21, 2024, Board of Managers meeting.

Since the February 21, 2024, meeting the three documents have been rolled into one policy. A redlined version of all documents is attached and also a clean copy of each document.

After incorporating major portions of the Communication policy drafted by President Barisonzi into the General Communication Policy, much of what was left was either unnecessary or redundant, so there is not a clean copy of that document.

There are couple of large gaps in two of the documents, so be careful when reviewing.

Attachments

- Draft LMRWD Communication Policy redlined version_03202024
- Draft LMRWD Communication clean copy_03202024
- Draft Communication Policy (as suggested by President Barisonzi) redlined_03202024
- Draft Advocacy Policy (as suggested by President Bariosonzi) redlined_03242024
- Draft Advocacy Policy clean copy_03202024

Recommended Action

Motion to adopt Communication Policy (Advocacy Policy will become part of the Communication Policy)

Draft Communications, Social Media, Email and Text Message Guidelines

March 20, 2024

PURPOSE

The Lower Minnesota River Watershed District (LMRWD) strives to provide the public with accurate and timely information, communicated in a professional manner, and in accordance with laws regarding public information and data practices.

This policy provides guidelines for all external communications from the LMRWD using various mediums including:

- Printed materials such as newsletters, articles, and brochures.
- Electronic materials, such as email, postings to web sites or social media sites.
- Media relations such as requests interviews, news releases, and media inquiries
- LMRWD owned signs.

The LMRWD recognizes that appointed officials, representatives, or consulting professionals hereinafter ("LMRWD Representatives") may sometimes comment on LMRWD matters outside of official roles. Therefore, this policy provides guidelines for LMRWD representatives when commenting as a private citizen on matters pertaining to LMRWD business.

GENERAL GUIDELINES FOR ALL COMMUNICATIONS (OFFICIAL AND PERSONAL)

All LMRWD Representatives have a responsibility to help communicate accurate and timely information to the public in a professional manner. If any mistakes are noticed or suspected in the information communicated to the public, such mistakes shall be brought to the attention of the LMRWD Administrator. Regardless of whether the communication is in the LMRWD Representatives' official role or in a personal capacity, LMRWD Representatives must comply with all laws related to trademark, copyright, software use, etc. Examples include:

- Mission Alignment. Communications should align with the mission, goals, and strategies of the LMRWD Comprehensive Watershed Management Plan, focusing on protecting and enhancing water resources within the District or other communications approved by the Board of Managers.
- Data Practices Policy. LMRWD Representatives cannot disclose private or confidential information and must route data practices requests to the responsible authority. LMRWD Representatives are also bound by the LMRWD Data Practices Policy with respect to access to data in the LMRWD's Possession. This policy should be reviewed and complied with in full.
- **Respectful Workplace.** LMRWD <u>R</u>representatives cannot publish information that is discriminatory, harassing, threatening or sexually explicit.
- Political Activity Policy. <u>The LMRWD Board shall remain non-partisan in its communication</u> <u>efforts.</u> LMRWD <u>R</u>+epresentatives cannot participate in personal political activity while discharging LMRWD responsibilities. No LMRWD Representative may act in a manner that

suggests that the LMRWD either supports or opposes a particular candidate or political issue, orissue or endorses the personal political opinions of the LMRWD Representative.

 Transparency. LMRWD Representatives will report on communications that have been made, when communications did not receive prior approval by the Board of Managers at the following meeting of the LMRWD Board of Managers. Discussions of positions of the LMRWD will take place at public meetings, with opportunities for public input. LMRWD Representatives making communications without prior approval of the Board will notify the LMRWD Administrator of the communication before it is released publicly.

This policy will be periodically reviewed, at least once every two years, to ensure its effectiveness and relevance. Amendments may be proposed and adopted as needed to adapt to changing circumstances or community needs.

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ADDITIONAL GUIDELINES FOR OFFICIAL LMRWD COMMUNICATIONS

LMRWD Website

All Submissions for the LMRWD website must be directly related to a program or project of the LMRWD or promote LMRWD activities, public information and LMRWD sponsored events. Submission must be approved by the LMRWD Administrator. Outside groups or agencies requesting submissions into the LMRWD website may only be allowed to do so if the request is directly related to a current LMRWD program or project.

Handling General Requests

All LMRWD Representatives are responsible for communicating basic and routine information to the public in relation to their specific duties. Requests for private data or information outside the scope of an individual's job duties should be routed to the data practices compliance official.

Handling Media Requests

Except for routine events and basic information that is readily available to the public, all requests for interviews or information from the media shall be routed through the LMRWD Administrator. Media requests include anything intended to be published or viewable to others in some form such as television, radio, newspapers, newsletters, and websites. When responding to media requests LMRWD Representatives should follow these steps:

- 1. If the request is for routine or public information (such as meeting time or agenda) provide the information and notify the LMRWD Administrator of the request.
- 2. If the request is regarding information about LMRWD personnel, potential litigation, controversial issues, an opinion on a LMRWD matter or if you are unsure if it is a "routine" question, forward the request to the LMRWD Administrator. An appropriate response would be "I'm sorry, I don't have the full information regarding that issue. Let me take some basic information and submit your request to the appropriate person who will get back to you as soon as he/she can."
- 3. Ask the media representative's name, questions deadline and contact information. Then share the information with the LMRWD Administrator.

Communicating on behalf of the LMRWD

The LMRWD Administrator is to communicate on behalf of the LMRWD in interviews, publications, news releases, on social media sites and related communications. Other LMRWD Representatives may represent the LMRWD if approved by the Board of Managers to communicate on a specific topic. When speaking on behalf of the LMRWD:

- The person speaking must identify themselves as representing the LMRWD. Account names on social media sites must clearly be connected to the LMRWD and approved by the LMRWD Board of Managers.
- All information must be respectful, professional, and truthful. Corrections must be issued when needed.
- Personal opinions generally do not belong in official statements. One exception is communications related to promoting a LMRWD project, or initiative. LMRWD Representatives

who have been approved to use social media sites on behalf of the LMRWD should seek assistance from the LMRWD Administrator on this topic.

- The Board of Managers must be informed of communications made on behalf of the LMRWD.
 <u>LMRWD Representatives will report on communications that have been made, when
 communications did not receive prior approval by the Board of Managers at the following
 meeting of the LMRWD Board of Managers.
 </u>
- LMRWD Representatives should be aware that data transmitted or stored using personal technology (cell phones, home computers, cameras, <u>etcetc.</u>) for LMRWD business should be aware that data transmitted or stored may be subject to the data practices act.

The LMRWD Board of Managers may choose to speak collectively on the following types of issues:

- Issues that Have Followed the Board Process: Issues that have been brought before the
 Board and followed the established process as defined by the Advocacy Policy.
- Issues in Alignment with Board Actions: Communications in alignment with actions taken by
 the Board, such as supporting projects funded by the Board or advocating for legislation within
 the legislative agenda.
- Immediate Situations Response: Emergency communications will defer to the appropriate public emergency agency. The LMRWD will endeavor to reinforce the messaging of public safety officials, such as reposting of communications from public safety officials. LMRWD may issue communications in response to immediate situations, such as the impacts from a flood event that has breached a levee or caused other damages.
- <u>General Business and News: Communications about the appointments, actions, or general</u>
 <u>business of the Board.</u>

ADDITIONAL GUIDELINES FOR PERSONAL COMMUNICATIONS

It is important for LMRWD representatives to remember that the personal communications of LMRWD Representatives may reflect on the LMRWD especially if LMRWD Representatives are commenting on LMRWD business. The following guidelines apply to personal communications including various forms such as social media (Facebook X, Blogs, YouTube, Instagram, TikTok, etc.) letter to the editor of newspaper, and personal endorsements.

- Remember that what you write is public and will be so for a long time. It may also be spread to
 large audiences. Use common sense when using email or social media sites. It is a good idea to
 refrain from sending or posting information that you would not want your boss or other LMRWD
 Representative to read, or that you would be embarrassed to see in the newspaper.
- The LMRWD expects LMRWD Representatives to be truthful, <u>courteouscourteous</u>, and respectful towards other Managers, citizens, consultants, partners, state agencies and others associated with the LMRWD. Do not engage in name-calling or personal attacks.
- While every individual has a right to speak out on the issues facing the community, state, and nation, LMRWD Representatives must take great care to make it clear that their personal opinions are their own and do not represent the official policy position of the LMRWD.
- LMRWD resources, working time or official LMRWD positions cannot be used for personal profit or business interests, or to participate in personal political activity.

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Personal social media account names or email names should not be tied to the LMRWD.

LMRWD SOCIAL MEDIA SITES

To comply with the Data Practices Act, LMRWD Social Media Sites should be set up by an authorized LMRWD Representative. Comments and replies may be deactivated. This eliminates the need for constant monitoring of offensive or negative comments and provides easier compliance with data practices regulations. All accounts shall provide a contact email where comments and questions are to be directed.

All posts, comments and replies on any official social media account of the LMRWD are subject to the data practices and records retention policies.

EMAIL RETENTION GUIDELINES

Emails may contain information that qualifies as an official government record. These emails and any attached electronic documents must be kept in accordance with the LMRWD's record retention schedule. For example, an email from a citizen to the LMRWD Administrator complaining about violations of LMRWD rules on a neighbor's property is a government record. Pursuant to the General Records Retention Schedule for Minnesota Cities, it must be maintained for 7 years. However, the subject matter of most LMRWD emails does not qualify as a government record. Transitory or personal emails should generally be deleted when they are no longer needed. Duplicate copies generally do not qualify as official government records.

Emails that do not qualify as government records do not need to be retained according to a record retention schedule. There are good reasons to dispose of emails and other electronic documents when they are no longer needed. Emails take up memory and affect the efficient operations of computers. Even if emails are not government records, they are still considered data under the Minnesota Government Data Practices Act and would have to be produced in response to a data practices request. Emails not qualifying as official government records should be deleted on a regular basis.

TEXT MESSAGING GUIDELINES

If LMRWD officials use text messages for official government business, their text messages may be official government records subject to records management laws. Text messages are also government data and subject to the Minnesota Government Data Practices Act.

QUESTIONS

Questions related to this policy should be directed to the LMRWD Administrator.

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QUESTIONS

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Communications Policy

I. Purpose

The purpose of this policy is to <u>further set establish</u>-guidelines for <u>for communications by</u> <u>Representatives of</u> the Lower Minnesota River Watershed District (LMRWD) Board to thoughtfully and responsibly-communicate news and <u>stance-LMRWD positions</u> on issues. The policy aims to define the criteria for determining when it is appropriate for the Board to speak collectively on behalf of an <u>issue</u>.

II. Principles

The LMRWD Board acknowledges the importance of representing the interests and concerns of the community within the watershed. The following principles will guide the Board's communication efforts:

- 1. Mission Alignment: Communication efforts should primarily align with the mission and goals of the LMRWD, focusing on protecting and enhancing the water resources within the district. However, the Board may also consider communicating on news or issuesoutside of the district that significantly impact the water resources within the district.
- 2. Transparency: For the communications aspect, transparency means reporting on the communications that have been made. All discussions of the positions that the Board-has taken have happened at public meetings with opportunities for public input. This policy authorizes the Board, via the President and Administrator, to act in alignment with Board direction between meetings.
- Informed Decision-Making: Decisions to advocate for or against an issue should bebased on thorough research, consideration of relevant facts, and understanding of potential impacts.
- 4. Non-Partisanship: The LMRWD Board shall remain non-partisan in its communicationofforts, prioritizing the well-being of the watershed above political affiliations.

III. Types of Communications

The Board may choose to speak collectively on four types of issues:

 Issues that Have Followed the Board Process: Issues that have been brought before the Board and followed the established process as defined by the Advocacy Policy. **Commented [LL1]:** It seems this is not necessary as most of this document has been incorporated into the General Communication Policy and other parts are either not necessary or are redundant.

Commented [LL2]: This is covered by the general guidelines

Commented [LL3]: This has been incorporated to the general guidelines

Commented [LL4]: This is an advocacy issue

Commented [LL5]: This is covered and additional wording has been added to the general guidelines

Commented [LL6]: This has all been added to the general communications policy

2. Issues in Alignment with Board Actions: Communications in alignment with actions taken by the Board, such as supporting projects funded by the Board or advocating for legislation within the legislative agenda.

3. Immediate Situations Response: Communications in response to immediate situations, such as the newsworthy nature of a flood that has breached a levee, consistent with our plan and policies.

4. General Business and News: Communications about the appointments, actions, or general business of the Board.

V. Communication Strategies

When the Board determines to communicate, tailored strategies will be developed to effectivelyconvey the stance on different types of issues to the public, stakeholders, and relevantauthorities. The choice of communication channels will depend on the nature of the messageand the type of communication. Strategies may encompass, but are not limited to, the following:

1. Issues that Have Followed the Board Process

For communications related to issues that have followed the established Board process, consider utilizing detailed newsletters, press releases, and targeted social media posts. These channels provide an in-depth exploration of the process and outcomes.

2. Issues in Alignment with Board Actions

Communications aligned with Board actions, such as support for funded projects or legislative advocacy, may benefit from press releases, editorials, and engaging socialmedia posts. These channels help highlight the impact and significance of Board-supported initiatives.

3. Immediate Situations Response

In response to immediate situations, such as floods or emergencies, prioritize timely and concise communication. Utilize rapid press releases, urgent social media updates, and direct community engagement through newsletters to ensure swift dissemination of critical information.

4. General Business and News

Communications related to general business and news about the Board can be effectively conveyed through regular newsletters, press releases, and ongoing socialmedia updates. These channels maintain transparency and keep the communityinformed about the Board's activities.

Regardless of the type of communication, all information will be promptly posted on the LMRWDwebsite at www.lmrwd.org. The Board will carefully consider the nature of each issue and select communication channels that are most suitable for delivering themessage effectively and ensuring community ongagement. **Commented [LL7]:** This section is largely redundant and repeats the above section which has been incorporated into the General Communication Policy

Commented [LL8]: This is not necessary. It seems targeted to a certain situation and suggests that previous communications have not been carefully considered.

VI.V. Authorized Communication

The President and the Administrator, by mutual decision, are authorized to communicate on behalf of the Board on issues in accordance with this policy. All communications must be drafted in accordance with the Open Meeting Law and will be shared with the full board at the next public meeting. Open Meeting Law requires the President and Administrator to inform the Board of all ongoing communications at the official monthly meeting.

VII.VI. Review and Revision

This policy will be periodically reviewed, at least once every two years, to ensure itseffectiveness and relevance. Amendments may be proposed and adopted as needed to adaptto changing circumstances or community needs.

VIII. Adoption

This Communications Policy shall be adopted by the LMRWD Board through a majority vote and will become effective upon adoption.

Commented [LL9]: Not sure that this is necessary. It seems the General Communication Policy provides enough lee-way for this to happen.

Commented [LL10]: This has been added to the General Policy

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Advocacy Policy

I. Purpose

The purpose of this policy is to establish guidelines for the Lower Minnesota River Watershed District (LMRWD) Board <u>of Managers</u> to take a <u>stand-position</u> on specific issues<u>thoughtfully</u> and responsibly. The policy aims to define the criteria for determining when it is appropriate for the <u>LMRWD</u> Board<u>of Managers</u> to speak collectively on behalf of an issue.

II. Principles

The LMRWD Board <u>of Managers</u> acknowledges the importance of representing the interests and concerns of the community within the watershed. The following principles will guide the <u>LMRWD's</u> Board's <u>of Managers</u> advocacy <u>and communication</u> efforts:

- Mission Alignment: Advocacy efforts should primarily align with the mission and goals of the LMRWD 2018-2027 Comprehensive Watershed Management Plan as amended, focusing on protecting and enhancing the water resources within the districtLMRWD. However, the Board may also consider taking a stand-position on broader issues outside of the district that that significantly impact the LMRWD's operations and water resources within the districtLMRWD.
- 2. Transparency and Open Meeting Law Compliance: The process of taking a standAdvocacy positions must be adopted on an issue shall be conducted with full transparency, adhering to all Open Meeting Law requirements. This involves clear communication with stakeholders and the community, ensuring that all discussions and decisions related to advocacy efforts are conducted in accordance with applicable legal standards.
- **3.** Informed Decision-Making: Decisions to advocate for or against an issue should be based on thorough research, consideration of relevant facts, and understanding of potential impacts.
- Non-Partisanship: The LMRWD Board <u>of Managers</u> shall remain non-partisan in its advocacy efforts, prioritizing the well-being of the <u>LMRWD</u> watershed above political <u>affiliations</u>.

III. Criteria for Advocacy

The <u>LMRWD</u> Board <u>of Managers</u> will consider the following criteria before taking a collective standposition on an issue:

1. Direct Relevance: The issue must directly impact the water resources or overall

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environmental health of the Lower Minnesota River Watershed District.

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2. Consensus: The <u>LMRWD</u> Board of <u>Managers</u> will seek to reach a consensus on whether to advocate for or against an issue. If consensus is not achievable, the <u>LMRWD</u> Board of <u>Managers</u> may choose will to remain neutral.

- **3. Legal and Ethical Considerations:** The proposed advocacy stance should comply with all relevant laws and ethical standards.
- Community Impact: The <u>LMRWD</u> Board of <u>Managers</u> will assess the potential impact of the advocacy stance on the community and stakeholders within the <u>watershedLMRWD</u>.

IV. Advocacy Process

The Board recognizes the importance of a systematic process for advocating on <u>behalf of</u> specific issues. The following steps will be followed when engaging in advocacy:

- Initiation: Any Board-member of the LMRWD Board of Managers or stakeholder can propose an advocacy initiative. Proposals should-will be submitted in writing to the LMRWD Board of Managers and include relevant information about the issue.
- 2. Review and Research: The <u>LMRWD</u> Board of <u>Managers</u> will conduct a thorough review and <u>research processinvestigation</u>—to understand the issue, its implications, and potential courses of action.
- 3. Public Input: The LMRWD Board of Managers will seek input from the community and stakeholders through public forums, hearings, or other <u>public</u> engagement methods. The timeframe for public input should be specified for each advocacy initiative.
- **4. Decision-Making:** The <u>LMRWD</u> Board <u>of Managers</u> will decide on whether to advocate for or against the issue based on the information gathered, consensus reached, and alignment with the established criteria.

V. Public Input Strategies

Public input is crucial in shaping the Board's advocacy efforts. The following strategies may be employed to gather public input:

- 1. **Public Forums:** Organize public forums to allow community members to express their opinions and concerns on the advocacy issue. Specify the timeframe for public forums.
- **2. Surveys:** Utilize surveys to collect feedback from a wider audience and ensure diverse perspectives are considered.

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3. Stakeholder Meetings: Engage with key stakeholders through targeted meetings to gather input from groups directly affected by the advocacy issue.

VI. Authorized Communication Process

Communication of a Board position approved under this policy must be done in accordance with the Board Communications Policy. Provide details on the steps involved in the Authorized Communication Process, including responsibilities, collaboration between the President and Administrator, and the approval process.

VII. Review and Revision

This policy will be periodically reviewed, at least once every two years, to ensure itseffectiveness and relevance. Amendments may be proposed and adopted as needed toadapt to changing circumstances or community needs.

VIII. Adoption

This Advocacy Policy shall be adopted by the LMRWD Board through a majority voteand will become effective upon adoption.

Commented [LL2]: The Advocacy Policy is a subpolicy of the Communications Policy and these items are covered under that policy, Leave this is, if the Advocacy Policy will be a stand alone policy.

Advocacy Policy

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The purpose of this policy is to establish guidelines for the Lower Minnesota River Watershed District (LMRWD) Board of Managers to take a position on specific issues. The policy aims to define the criteria for determining when it is appropriate for the LMRWD Board of Managers to speak collectively on behalf of an issue.

II. Principles

The LMRWD Board of Managers acknowledges the importance of representing the interests and concerns of the community within the watershed. The following principles will guide the LMRWD's Board of Managers advocacy efforts:

- 1. Mission Alignment: Advocacy efforts should primarily align with the mission and goals of the LMRWD 2018-2027 Comprehensive Watershed Management Plan as amended, focusing on protecting and enhancing the water resources within the LMRWD. However, the Board may also consider taking a position on broader issues that significantly impact the LMRWD's operations and water resources within the LMRWD.
- 2. Transparency and Open Meeting Law Compliance: Advocacy positions must be adopted with full transparency, adhering to all Open Meeting Law requirements. This involves clear communication with stakeholders and the community, ensuring that all discussions and decisions related to advocacy efforts are conducted in accordance with applicable legal standards.
- **3. Informed Decision-Making:** Decisions to advocate for or against an issue should be based on thorough research, consideration of relevant facts, and understanding of potential impacts.
- **4. Non-Partisanship:** The LMRWD Board of Managers shall remain non-partisan in its advocacy efforts, prioritizing the well-being of the LMRWD watershed above political affiliations.

III. Criteria for Advocacy

The LMRWD Board of Managers will consider the following before taking a position on an issue:

- I. Direct Relevance: The issue must directly impact the water resources or overall environmental health of the Lower Minnesota River Watershed District.
- 2. Consensus: The LMRWD Board of Managers will seek to reach a consensus on whether to advocate for or against an issue. If consensus is not achievable, the LMRWD Board of Managers will remain neutral.
- **3. Legal and Ethical Considerations:** The proposed advocacy stance should comply with all relevant laws and ethical standards.
- **4. Community Impact:** The LMRWD Board of Managers will assess the potential impact of the advocacy stance on the community and stakeholders within the LMRWD.

IV. Advocacy Process

The Board recognizes the importance of a systematic process for advocating on behalf of specific issues. The following steps will be followed when engaging in advocacy:

- 1. Initiation: Any member of the LMRWD Board of Managers or stakeholder can propose an advocacy initiative. Proposals will be submitted in writing to the LMRWD Board of Managers and include relevant information about the issue.
- 2. Review and Research: The LMRWD Board of Managers will conduct a thorough review and investigation to understand the issue, its implications, and potential courses of action.
- **3. Public Input:** The LMRWD Board of Managers will seek input from the community and stakeholders through public forums, hearings, or other public engagement methods. The timeframe for public input should be specified for each advocacy initiative.
- **4. Decision-Making:** The LMRWD Board of Managers will decide on whether to advocate for or against the issue based on the information gathered, consensus reached, and alignment with the established criteria.

V. Public Input Strategies

Public input is crucial in shaping the Board's advocacy efforts. The following strategies may be employed to gather public input:

I. Public Forums: Organize public forums to allow community members to express

their opinions and concerns on the advocacy issue. Specify the timeframe for public forums.

- **2. Surveys:** Utilize surveys to collect feedback from a wider audience and ensure diverse perspectives are considered.
- **3. Stakeholder Meetings:** Engage with key stakeholders through targeted meetings to gather input from groups directly affected by the advocacy issue.

VI. Authorized Communication Process

Communication of a Board position approved under this policy must be done in accordance with the Board Communications Policy. Provide details on the steps involved in the Authorized Communication Process, including responsibilities, collaboration between the President and Administrator, and the approval process.