



TOWN OF HINTON

POLICY TITLE: Exit Interview Policy for Town of Hinton Board and Committee Members

POLICY #: 083

EFFECTIVE DATE: February 16, 2010

**ADOPTED BY
COUNCIL ON:** February 16, 2010

POLICY STATEMENT

To better meet and understand the goals, expectations and overall experience volunteers have in serving on Town Boards & Committees and to continue to improve the functionality and effectiveness of the boards in order to maintain and attract community volunteers for the future.

1. REASON FOR POLICY

- Good way to thank an outgoing Board or Committee member for their contributions and get their ideas on what worked and what didn't
- Help members have a positive closure with the Board or Committee and add to their positive experiences
- Determine why the member is leaving and identify issues that need to be addressed
- Evaluate the effectiveness of the Board or Committee from the perspective of a member

2. DEFINITIONS

Exit Interview Form – see Schedule "A" attached

Independent Body – The Director of Corporate Services (or their designate)

3. RESPONSIBILITIES

The independent body shall ensure that the departing member (whether by resignation or term expiration) completes the attached Exit Interview Form in the manner outlined in the procedures.

4. PROCEDURES

All board member resignations will be immediately forwarded to the Corporate Services Administrative Assistant upon notification.

The independent body shall:

- Ensure the interview is conducted so as to promote candid comments and discussion
- Documentation shall be treated confidentially
- Thank members for their time and indicate how the information will be used

The independent body shall appoint Town administration (Director or their designate not connected with the departing member's board or committee) to have the departing member (whether by resignation or term expiration) complete the attached Exit Interview Form within 1 week of their departure from the Board or Committee.

The appointed Director or their designated will return the completed exit interview form to the independent body. The completed Exit Interview Form will be submitted by the independent body to Council for review, In Camera.

SCHEDULE "A"

EXIT INTERVIEW FORM

This form shall be filled out by the departing Board or Committee volunteer (particularly if he or she has resigned).

Volunteer's Name: _____

Name of Town Board or Committee: _____

The Town of Hinton respectfully requests that you take the time to answer the questions below. Your honesty is appreciated, and all responses will be held in confidence.

1. What length of time did you serve on the Board or Committee?

2. What are your reasons for leaving? (Please check all that apply)

<input type="checkbox"/> Job accomplished	<input type="checkbox"/> Moving to a new location
<input type="checkbox"/> Need a change / lost interest	<input type="checkbox"/> Health
<input type="checkbox"/> Family commitment/changes	<input type="checkbox"/> Didn't like volunteer role
<input type="checkbox"/> Didn't feel welcome	<input type="checkbox"/> Didn't feel well utilized
<input type="checkbox"/> Disciplinary action	<input type="checkbox"/> New job / transfer
<input type="checkbox"/> Didn't feel appreciated	<input type="checkbox"/> Role/commitment too demanding

Other _____

3. What did you like about serving on this Board or Committee?
(Please check all that apply)

<input type="checkbox"/> Action / excitement related to role	<input type="checkbox"/> Training / achievement
<input type="checkbox"/> Team work / camaraderie in program area	<input type="checkbox"/> Helping people
<input type="checkbox"/> Pride / recognition	<input type="checkbox"/> Self-satisfaction/personal fulfillment
<input type="checkbox"/> Service to the community	<input type="checkbox"/> Fringe benefits
<input type="checkbox"/> Making friends	<input type="checkbox"/> Getting to know community
<input type="checkbox"/> Being a part of the Town of Hinton	

Other _____

Exit Interview Form

4. What did you dislike about serving on this Board or Committee?

<input type="checkbox"/> Internal conflict	<input type="checkbox"/> Time commitment / hours
<input type="checkbox"/> Lack of support / supervision	<input type="checkbox"/> Financial
<input type="checkbox"/> Training requirements	<input type="checkbox"/> Lack of recognition
<input type="checkbox"/> Lack of respect	<input type="checkbox"/> Demands of role
<input type="checkbox"/> Stress	<input type="checkbox"/> Lack of facilities or resources
<input type="checkbox"/> Other _____	

5. How would you describe your overall Board or Committee experience?

6. What things about the Board or Committee could use improvement? Do you have any suggestions for how to make these improvements?

7. Do you think the Board or Committee is addressing the right issues? Are you comfortable with the direction of the Board or Committee?

8. If you had some advice for Town support staff, what would it be?

9. What could the Board/staff/Council have done to improve your experience?

Exit Interview Form

10. Do you have any other comments that you wish to make?

Date of Departure: _____

Town Administration Representative: _____