Summary of Roster Development Committee work to date

1. The national roster development committee (the "Committee" for purposes of this email) is getting close to making its first external contact with a view to growing roster opportunities across the country. We are going to be approaching ombudsmen offices across Canada, subject to the principles of engagement listed below. Barbara in the national office has generated the attached target list, and we intend to make an approach before the end of May. Would you mind circulating among the Presidents for any feedback they might have, extra names, etc., etc.?
2. You were good enough to invite me on a Presidents' Roundtable call not too long ago. Following that call, I would appreciate if each affiliate could contact me with the name and contact information for one of its members who will act as the affiliate liaison with the Committee. Our plan is to advise the liaison of any actions we intend to take that touch a potential roster client, so that each affiliate can say Yay or Nay, add names to our list, etc. Suzette has already been designated for ADRIO, and BCAMI's Bob Springer I believe has also indicated he will be the liaison. We still need liaison confirmations for Alberta, Sask., Manitoba, Quebec and Atlantic.
3. If the Presidents as a group prefer, the Committee will contact only the liaisons, rather than the liaisons and the Presidents.
4. I had a very helpful discussion a short time ago with ADRIO President Kathryn Munn, and these are principles we covered. Kathryn did an excellent job capturing the core messages, so much so that I reviewed them with the Committee yesterday on our regular conference call, and we are bringing them forward to the Presidents' Roundtable for its information. We propose as a Committee to follow them on a go-forward basis:

The Committee's plan is to work collaboratively with affiliates, with a primary principle of deference by ADRIC for the affiliates. Guiding principles are:

- The Committee will only approach prospective roster clients that carry on business across the boundaries of more than one affiliate.
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    - The Committee will not approach prospective roster clients that carry on business within the boundaries of one affiliate without the active participation of that affiliate.
    - The Committee will provide what support it can to an affiliate which wishes to pursue a prospective roster client within its boundaries – as requested by the affiliate and to the degree possible for the Committee
    - If the affiliate already has contact with the prospective roster client that carries on business across the boundaries of more than one affiliate, the Committee's role will be to complement collaboratively the work of the affiliate, with a view to growing the opportunity across the boundaries.

- ADRIC will inform the designated reps of the relevant affiliates before approaching a prospective roster client in the affiliates' region and will wait a reasonable time for a response before initiating contact with the prospect.

- Members of the Committee serve in their personal capacity, not with authority to commit the affiliate's board; and are not the designated affiliate rep(s). All Committee members are expected to have the best interests of the national membership in mind
- In addition to informing the designated reps of the affiliates, the ADRIC list of prospective roster clients will be sent to the Chair of the Presidents' Roundtable for distribution to the Presidents before action is taken by ADRIC. This is subject to the agreement of the Presidents Roundtable.

- Affiliates will not report to ADRIC their activities contacting prospective roster clients who do business only in their own jurisdiction. The Committee does, however, encourage information sharing.

    - Each affiliate is encouraged to notify the Committee if becomes aware of possible prospective roster clients which do business in more regions than its own jurisdiction, and the Committee will do likewise where it identifies an opportunity that could be helpful for an affiliate.

If you have any questions at all about the foregoing, please don't hesitate to contact me. I would also appreciate an invitation to the join a future Presidents' Roundtable call in order to update the Presidents on our process and how things are going.

My best,

Jim