



Information and Assistance Team Charter

Date: May 10, 2013

Team Purpose:

The Eagle Country I&A team will work together to achieve optimal customer satisfaction. We will consult and collaborate to tap our collective experience, resources and creativity to solve problems and provide accurate and useful information for our constituents.

Team Commitments:

ATTENDANCE

Show up. Be engaged and involved in the process.

OPENNESS

Be open to listening to new ideas and approaches.

COMMITMENT

Commit to being 100% engaged when attending meetings in person or live meetings. Complete all tasks or assignments required on time.

HONESTY

Be truthful, sincere and candid. Be true to your word.

RECOGNIZE THE VALUE OF THE REGION

By working together in regional collaboration, we will provide the highest quality service to our customers.

Our Plan to Keep This Charter Alive:

- *Share the team charter with customers*
- *Reach out to other staff members in the region. Ask them for input and to sign on.*
- *Include a copy of the charter when distributing materials about challenges/problems to ensure they are referenced when discussing solutions.*
- *Make discussion of the charter a standing agenda item at regional staff meetings*

ADRC of Eagle Country

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