



THE MUNICIPALITY OF THE VILLAGE OF LIONS BAY

Type:	POLICY	Policy No.:	POL-1405
Title:	Correspondence Policy		
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PURPOSE

To establish a protocol for receipt of and response to Village correspondence and to ensure such correspondence will be handled in a consistent manner.

CORRESPONDENCE DEFINED

Correspondence includes any request for information, request for clarification, conveyance of information or a complaint pertaining to corporate service delivery, received by the Village via any one or more of mail, electronic mail, facsimile, or hand delivered letter, and may include responses thereto.

The following types of correspondence are excluded from the definition of correspondence in this policy with respect to inclusion on Council Agendas:

- a) routine service requests directed to individual departments;
- b) service repairs and disruptions requiring emergency action;
- c) all matters handled by Human Resources and Payroll Services;
- d) all matters pertaining to litigation or potential litigation or bylaw enforcement;
- e) all matters protected under the *Freedom of Information and Protection of Privacy Act* (FOIPPA); and
- f) all matters related to the grounds for closing a Council or Committee meeting to the public;
- g) correspondence that is deemed by the Mayor and Council or the CAO, or his/her delegate, to be or to include parts that are or may be defamatory, threatening, deliberately repetitious, vexatious or grossly inappropriate.

POLICY

1.0 Incoming Correspondence

1.1 Submissions to Village Office and/or Village Staff

Incoming correspondence received by staff from external sources will be compiled in accordance with the terms of this policy. Where appropriate, the terms of other related policies and/or bylaws will also be followed.

1.2 Submissions to Members of Council

Incoming correspondence received by a majority of Council from external sources will be forwarded to staff for appropriate handling as noted in section 2.0 of this policy.

2.0 Processing of Incoming Correspondence

Incoming Correspondence will:

- be acknowledged by staff to confirm receipt;
- be date stamped on the date received or, in the case of information received outside of business hours, on the next business day;
- be filed in the general filing system; and
- be referred for further action as follows:
 - when addressed to Council, be circulated to Council as soon as possible and a copy forwarded for inclusion in the next Council Agenda package, subject to the terms of this Policy
 - when operational in nature: be referred to appropriate staff members to review and respond accordingly.

3.0 Council Agenda Package

Correspondence to be included in a Council Agenda package must:

- Contain the name and, preferably, the civic address of the correspondent;
- Be addressed to Mayor and Council, or a majority of Council;
- Pertain to matters that are within the purview of Village of Lions Bay Council;
- Be received prior to the deadline established by the Council Procedure Bylaw.

All personal information, other than telephone numbers and email addresses, will be published with correspondence submissions unless the author requests in writing for their personal information to be severed under section 22 of the Freedom of Information and Protection of Privacy Act.

4.0 Outgoing Correspondence

4.1 Correspondence from Council

Correspondence sent with direction from Council shall be sent by the person designated and may be included in the regular Council Agenda package subject to CAO approval.

In the interests of providing residents with timely responses, emails addressed to a majority of Council may be responded to by the Mayor prior to the next Council meeting. Such email responses must be copied to all of Council and the CAO, shall not contradict current Council policies, and must note they are subject to Council approval, correction, clarification or further comment. Such responses will be attached to the incoming correspondence on the next Agenda, subject to Agenda cut-off dates and considerations of confidentiality or other aspects of this policy.

4.2 Correspondence from Staff

Correspondence sent in response to operational requests shall have responses signed by the CAO or the appropriate staff member. Responses to incoming correspondence may be included in the regular Council Agenda package subject to CAO approval.

4.3 Public Notifications by ePost (Village Update)

Information to be circulated by ePost or Village Update will be compiled and sent by Village staff once per week on Fridays, or Thursday where the Friday falls on a holiday. In cases where information relates specifically to health and safety matters, legislative requirements or where time constraints exist, ePosts may be sent more than once per week. No advertising is permitted in the Village Update, the content of which is intended to reflect the following:

- Mayor’s message
- Council and Committee Info
- Lions Bay Volunteer Committees
- Grants
- Coastal Fire Centre Newsletters
- Emergency Information
- Public Works Notices
- Lions Bay Fire Rescue Information
- Village Office Notices
- Village Hall Programs/Info
- Similar types of information to be disseminated to the community at large

SEE ALSO:

- POL-1401: Electronic Communications Policy
- Council Procedures Bylaw

Corporate Officer

Mayor or Delegate

Adopted by Council:	January 24, 2017
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