

**CITY OF CASTLEGAR
EMPLOYEE POLICY AND PROCEDURE MANUAL**

Correspondence Policy		
Section:	Administration	Resolution No. R306-20
Policy Number:	1-14	Amended by:
Effective Date:	September 14, 2020	

GENERAL STATEMENT:

This document sets out the City of Castlegar policy regarding the process of handling electronic and paper correspondence addressed to: Mayor and/or Council; and specific people or departments within the City of Castlegar.

This policy is to ensure that electronic and paper correspondence received by the City of Castlegar is distributed to its intended recipients so that it is acted upon in a timely manner and appropriate record keeping policies are applied.

OBJECTIVE:

Policy objectives involve establishing a consistent, understandable, transparent, documented procedure for managing correspondence so that Council, staff and the public understand the process and all items of correspondence are managed accordingly.

DEFINITIONS:

“City” means the Corporation of the City of Castlegar located in the Province of British Columbia.

“Correspondence” means letters or requests sent to the City from someone outside of the organization via paper, fax or electronically.

“Request” means an item of correspondence regarding business of the City that requests or requires action or response from the City (Council or staff action or response).

“Records and Information Management Program (RIM)” – means organizational procedures for the management and retention of records and information throughout its life cycle, from the time of creation, retention and/or disposition.

“Official Records” means records that document and provide evidence of business transactions. Examples of official records: policies, directives, business deliverables, accounting working papers, agendas and minutes of meetings, and legal agreements and contracts of any kind.

“Transitory Records” means records in any format that are of short-term value, with no further use beyond an immediate transaction. Examples of transitory records: advertising materials, for information notices on meetings, holidays, etc., duplicate copies or photocopies, publications, newsletters, draft documents, working materials used in preparation for a final version.

POLICY APPLICATION:

1. All correspondence shall be circulated to the intended recipient(s). This Policy must be followed for all correspondence addressed to Council, a specific position or department, or an individual.

2. All correspondence received by the City will be date stamped, tracked and filed in accordance with City's RIM Program. Official records will be filed and managed and transitory records will be securely disposed.
3. Correspondence received by the City and Council is public and subject to the requirements under the *Freedom of Information and Protection of Privacy Act*.
4. When email correspondence is received from members of the general public, Corporate Services will respond to the sender's email informing them to whom their inquiry has been directed, including contact information.

PROCEDURES:

Correspondence addressed to Council

1. Electronic and paper correspondence received by the City that is addressed to the Mayor, a Councillor, or Mayor and Council together, will be date stamped, logged in the incoming mail spreadsheet, processed by Corporate Services and reviewed by the Chief Administrative Officer (CAO), Director of Corporate Services and the Director of Finance.
2. All correspondence received by the City that is addressed to the Mayor, a Councillor, or Mayor and Council will be distributed to all members of Council and the CAO.
3. Should a request be sent directly to a member of Council regarding City business that requires action or response from either Council or staff, it is the responsibility of that member of Council to forward the correspondence to Corporate Services for processing and distribution through the internal mail system.
4. The CAO, Director of Corporate Services and Director of Finance will determine whether the correspondence must be circulated to other managers/directors/departments. The Director of Corporate Services will consult the CAO as to whether an item is added to a Council Meeting Agenda.
5. Items that reference confidential information that currently remains In-Camera as per *Community Charter, Part 4, Division 3, Section 90* will not be placed on a public agenda until all information related to the item has been formally released from In-Camera to the public.
6. A member of Council may request in writing to the Director of Corporate Services, CAO and Mayor, to have a correspondence item placed on an upcoming agenda. The member of Council is required to consult with the Director of Corporate Services in advance to determine if this item is best placed on the agenda as general correspondence or if the notice of motion procedure should be utilized. The provision of notice of motion will be exercised on correspondence related to matters of policy. Examples of matters of policy: items related to potential policy or bylaw changes, budget considerations, decisions that affect a large segment of the community. Examples of general items: letters of appreciation, one-time minor/simple requests, items for information.
7. Corporate Services will circulate correspondence to Council, CAO and any additional recipients and file a copy in accordance with the City's RIM Program.

General correspondence sent to the City of Castlegar

1. Electronic and paper correspondence that is not addressed to Council will be date stamped logged in the incoming mail spreadsheet, processed by Corporate Services and reviewed by the CAO, Director of Corporate Services and the Director of Finance.
2. The Director of Corporate Services will consult the CAO whether an item should be added to a Council Meeting Agenda.
3. Items that reference confidential information that currently remains In-Camera as per *Community Charter, Part 4, Division 3, Section 90* will not be placed on a public agenda until all information related to the item has been formally released from In-Camera to the public.
4. Corporate Services will circulate correspondence to recipients and file a copy in accordance with the City's RIM Program.
5. Once email correspondence has been forwarded to recipients, Corporate Services will respond to the sender's email informing them to whom their inquiry has been directed, including contact information.

Correspondence Received by a Department, Director or Manager

The Department, Director or Manager will forward the correspondence to Corporate Services with direction to process through the internal mail and file in accordance with the City's RIM Program.