

Town of Portugal Cove-St. Philip's

Processing Correspondence Policy

Pursuant to the authority vested in the Town Council of Portugal Cove-St. Philip's the following policy has been adopted on the 3 day of September, 2024.

1.0 TITLE

1.1 This document shall be known and cited as the *Processing Correspondence Policy*.

2.0 DEFINITIONS

2.1 “**Council**” shall mean the Town Council of Portugal Cove – St. Philip's.

2.2 “**Town**” shall mean the Town of Portugal Cove – St. Philip's.

2.3 “**Council Correspondence**” shall mean any and all written correspondence (including email) addressed to the Mayor, a Councillor and/or Council concerning matters for Council's information, Council action, Council decision or an issue relevant to a large portion of the town. It is understood that Standing Committees of Council likely have discussions prior to the whole of Council.

Note: Correspondence does not include items such as cards, solicitations, catalogues, acknowledgement of correspondence receipts, emails from membership associations, general interest, etc.

2.4 “**Town Correspondence**” shall mean any and all written correspondence (including email) addressed to the Town concerning operational matters.

2.5 “**Logging Correspondence**” shall include

- open, date stamp, and scan hardcopy mail
- create a record in the Town's Electronic Document Management System (EDMS) capturing the title, date received, a short summary of the item with an attachment of the electronic file.

POLICY CLAUSES

3.0 TOWN CORRESPONDENCE

3.1 Town Correspondence will be distributed to staff in the format received. Staff will send a timely response to the sender, or send an acknowledgment of receipt if a response will be delayed.

4.0 COUNCIL CORRESPONDENCE

4.1 Receipt

Council Correspondence shall be forwarded to Administrative Staff for applying redaction, distribution to a committee, logging into the Document Management System and filing.

Note: Council Correspondence received marked private, confidential, secret, etc., will remain with the intended recipient(s). However, if the correspondence is needed by a committee to make a recommendation or it is needed by the whole Council for decision or action, it will be managed in accordance with the Access to Information and Protection of Privacy Act, 2015 (ATIPPA, 2015).

4.2 Acknowledgement

The recipient (Staff, Councillor or addressee) of the correspondence should reply as an acknowledgment of receipt.

Note: Where correspondence is addressed to a group, the Mayor or a designated representative, or the most suitable individual as determined by the Mayor, will be responsible for sending the acknowledgment

4.3 Document Management

Administrative Staff will update the Document Management System with where the correspondence was assigned and replace the e- file with a redacted copy, if applicable.

4.4 Distribution

The committee's staff liaison will be electronically notified that correspondence was assigned to their committee and the e-file is in the Document Management System.

4.5 Committee/Council meeting

Administrative staff will add the Council Correspondence to the committee agenda to be shared with Council. In accordance with ATIPPA's standard to release the minimum amount of information necessary, the correspondence may be tabled with applicable redaction in accordance with ATIPPA, 2015.

Council correspondence is listed on the Council agenda package as referred to the specific committee.

4.5 Response

A timely response should be returned on behalf of the Council and the Document Management System to be updated with the outcome.

Where correspondence requires responses from multiple departments the committee designated with primary responsibility will generate a unified response via the staff liaison person for that committee.

5.0 AMENDMENTS

March 2, 2010, Motion #2010-062

September 12, 2012, Motion # 2012-301

April 25, 2017, Motion #2017-234

September 3, 2024, Motion #2024-357

6.0 REPEALS None

7.0 DATE EFFECTIVE June 20, 2006, Motion #06-246.