

Policy Title: COUNCIL CORRESPONDENCE POLICY

Policy #: F-013

ADMINISTRATIVE PROCEDURES

Effective Date: August 18, 2020

Date approved by the CAO: August 18, 2020



SCOPE

These procedures apply to all correspondence addressed to Mayor and Council, including emails, correspondence received by mail, hand-delivered correspondence and faxes. This does not include correspondence items sent to individual Council members, or sent to some but not all Council members, unless that item was also sent or forwarded to the Mayor's Office for response.

ROLES AND RESPONSIBILITIES

Mayor and Councillors

- Confirm with the sender whether individually received correspondence items should be forwarded to the Mayor's Office for corporate response, and potential inclusion in an upcoming Council meeting agenda.
- Respond to correspondence addressed to an individual Council member or several but not all Council members, sharing the decision of the collective Council, and/or explaining that an alternate opinion provided is that of the individual Council member.
- Individual members of Council shall not express opinions on behalf of Council.

Chief Administrative Officer (CAO)

- Determine routing of correspondence to staff, Council agendas, Council calendars or other.

Mayor's Office (Legislative Services Department)

- Respond to enquiries that need further review and response. Ensure responses are cc'd to the Mayor, Council and CAO.
- Ensure responses are accurate and align with corporate policies and Council decisions.
- Ensure best records management practices for correspondence items.

CORRESPONDENCE

Correspondence items, addressed to 'Mayor and Council', should be submitted to the Mayor's Office by:

- emailing submissions to info@town.jasper.ab.ca;
- emailing all individual Council members; or
- submitting a Feedback Form on the municipal website (www.jasper-alberta.com/feedback).

Members of the public can also submit paper correspondence, by mail, fax or hand delivery to the Municipality of Jasper's Administration Office. Hard copies of correspondence items will be scanned and circulated to Council.

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Official correspondence does not include comments or direct messages to municipal social media accounts.

Upon receipt of correspondence addressed to Mayor and Council, the CAO may:

- Forward correspondence that is not an administrative or operational matter to Mayor and Council electronically, for information;
- Include the correspondence on an upcoming Council agenda for information, consideration or action;
- Follow up with the sender to request a clarification; and/or
- Refer the item to Administration for reply.

Correspondence containing inappropriate language, threats, libel, personal attacks, slander or defamatory remarks will not be acknowledged or circulated, at the discretion of the CAO.

Correspondence containing statements of facts that are deemed to be inaccurate, incomplete or misleading by the CAO will be followed up on with the sender for clarification. The sender will be encouraged to re-submit their edited correspondence for further consideration by the CAO to be included in an upcoming Council agenda.

The CAO may, at their discretion, forward correspondence that does not meet the criteria outlined in the policy statement to Council by email.

Writers who submit correspondence to Council will receive acknowledgement upon receipt, along with an indication of next steps, as deemed appropriate. Response times will vary based on the detail of response required. Responses from staff on items originally addressed to 'Mayor and Council' will be cc'd to the Mayor, Council and CAO.

Members of the public who wish to speak to a correspondence item that was added to a Council meeting agenda should refer to the Procedure Bylaw for details on that process.

RECORDS MANAGEMENT

All correspondence to Council is public and subject to the requirements under the *Freedom of Information and Protection of Privacy Act* (FOIP).

All email correspondence, paper correspondence and respective responses will be saved as corporate records for a length determined by municipal records retention best practices.