



<b>POLICY TITLE:</b> Communications to Council	<b>POLICY #:</b> 0100-036
<b>AUTHORITY:</b> Administrative	<b>EFFECTIVE DATE:</b> September 21, 2010
	<b>REVIEW SCHEDULE:</b> 3 – 5 years
<b>ISSUED BY:</b> Chief Administrative Officer	<b>APPROVED BY:</b> Council C-138-10
<b>DATE ISSUED:</b> September 14, 2010	<b>DATE APPROVED:</b> September 21, 2010

**PURPOSE:**

To establish a protocol for the receipt of and response to correspondence addressed to the Council of the Town of View Royal.

**DEFINITION:**

“Correspondence” means communications to Council received via mail, courier, facsimile or email.

“Correspondence”, for purposes of this Policy, does not mean general subscription emails/publications (such as from Federation of Canadian Municipalities, Union of British Columbia Municipalities, Westshore Chamber of Commerce, etc.) or any type of spam/unaddressed ad mail.

**POLICY:**

- 1.0 All correspondence received at Town Hall addressed to Mayor and Council or an individual member of Council will go directly to the Chief Administrative Officer (CAO) and the Executive Assistant (EA).
- 2.0 The EA will enter the correspondence into the Communications Log for tracking purposes.
- 3.0 At the CAO’s discretion, if the subject of the correspondence requires Council consideration, it will be sent to the next meeting of Council provided that receipt is prior to 4:00 p.m. on the Wednesday preceding the Council meeting.
  - 3.1. Staff will notify originators of communications placed on an agenda prior to publication of the agenda.
  - 3.2. Response to correspondence that requires Council consideration will be made within two weeks of the Council meeting at which the correspondence is considered.

<b>RECORD OF AMENDMENTS</b>	<b>REVIEW DATE</b>	<b>AMENDED</b>	<b>OUTCOME</b>	<b>MOTION #</b>
	July 10, 2012 September, 2018	February 5, 2019	See report	C-13-19

- 4.0 If the subject of the correspondence is administrative and can be dealt with in accordance with Town bylaws or policies, staff will respond directly, in the same manner as a Departmental inquiry.
- 5.0 If the correspondence addressed to an individual member of Council requires neither Council consideration nor is administrative in nature, it will be forwarded to all members of Council via email.
- 6.0 In some instances and at the CAO's discretion, correspondence may be of interest to Council but does not require Council consideration. In these instances, the CAO or EA may forward correspondence, and staff responses, if applicable, to Council via email.
- 7.0 If any Council member advises the CAO within ten (10) days of the circulation described in Section 6.0 above that they wish to place that correspondence on a Council meeting agenda, it will be considered an item for Council information only and staff will notify the originator of the communication prior to publication of the agenda.
- 8.0 All correspondence and responses, regardless of format, are subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

**DISTRIBUTION:** Electronic file Y:\Administration\0340 Policies\50 - Final\0100 – Administration.

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	July 10, 2012 September, 2018	February 5, 2019	See report	C-13-19