

## Schedule “A” to Bylaw 10-941

### INCOMING / OUTGOING MAIL PROCESSING – POLICY AND PROCEDURE

#### POLICY

All official correspondence received or sent by the Municipality of Temagami that meets the criteria of “incoming mail” or “outgoing mail” and does not meet the criteria of “confidential mail” as set forth in this policy is to be considered public information. The contents of the binders containing these public documents shall be available for viewing upon request by residents of the Municipality during regular Municipal Office hours. Copies of such documents may be made by staff, upon request by residents, at a cost of \$1.00 per page plus any applicable tax.

#### INCOMING MAIL

Regular mail is picked up daily from the post office box by Municipal staff. Items that are dropped off in person at the municipal office, or that are sent by electronic means will also be considered to be mail.

Mail that is delivered to the Municipal Office is processed as per the steps laid out in the procedure section of this document.

Faxes and emails that are considered “incoming mail” are to be logged on the incoming mail register and processed as per the regular procedure. Faxes and emails will be considered “incoming mail” if they meet the following criteria:

- It comes into the main office fax or email, or to the fax or email of municipal staff or Councillors; AND
- It requires the attention of the Mayor and/or Council, the CAO, or multiple departments; AND/OR
- It is an item of which a permanent record should be kept at the Municipal Office for future reference or archival purposes.

Items received by mail, fax or email will be considered to be confidential if they meet any of the criteria which permit them to be discussed “in camera” by council. Confidential items that meet the criteria for “incoming mail” should still be logged on the incoming mail register with the date, source, general description, and distribution only, and NOT placed in the Incoming Mail binder. They should be kept in a confidential file in the appropriate area and this should be noted on the register.

Items received by mail, fax or email from residents regarding municipal matters that will be placed on a Council agenda, will be responded to by staff upon receipt, advising the writer that the Correspondence has been received and advise them of the date of the Council agenda on which it will be placed.

## **OUTGOING MAIL**

Mail that is considered to be municipal “Outgoing Mail” is to be logged in the outgoing mail register and processed as per the steps laid out in the procedure section of this document.

A letter, fax or email is considered “outgoing mail” if it meets the following criteria:

- It is sent from the Mayor, Council, a committee, or municipal staff; AND
- It is an official response to business that has been dealt with by the Mayor and/or Council, a committee of Council, the CAO, or municipal staff; AND/OR
- It is correspondence that deals with a matter of which the Mayor, Council, Committee or staff, other than the writer, should be kept apprised; AND/OR
- It is an item of which a permanent record should be kept at the Municipal Office for future reference or archival purposes; AND
- It is not a confidential document. Items to be sent by mail, fax or email will be considered to be confidential if they meet any of the criteria which permit them to be discussed “in camera” by council.

Confidential items for which a permanent record should be kept at the Municipal Office for future reference or archival purposes shall be copied and the copy kept in a confidential file in the appropriate area.

All outgoing letters shall be printed on letterhead (either pre-printed stationery or computer printed letterhead) of the Municipality of Temagami. All outgoing emails shall include the contact information for the Municipality of Temagami.

All outgoing letters, faxes and emails shall be copied to other persons - including members of Council, Committees, or staff - who the writer can reasonably suppose will be affected by or need to be aware of the correspondence.

## **PROCEDURE**

### **INCOMING MAIL**

All mail that is delivered to the Municipal Office is processed as follows:

The Administrative Assistant/Receptionist first sorts the mail, and distributes those items that do not need to be opened. These include:

- Library books, magazines, general mail for the library (but not utility bills or invoices)
- All Ambulance mail
- Items such as magazines, newspapers, flyers, etc. addressed to individuals or departments.
- Items marked as “Confidential” on the envelope to the CAO, Treasurer, or individuals.

- All mail received for non-municipal entities delivered to this address, i.e. Police Services Board, Medical Centre, Chamber of Commerce, Resource Centre, etc.

The remaining mail is opened and everything except tax payments is date stamped. The mail is then sorted between items to be distributed directly and items to be listed on the incoming mail register. Items that are distributed directly include:

- All supplier invoices and statements and utility bills etc., and requests for tax certificates, property information updates from MPAC, etc., which go to the Accounting / Tax Clerk.
- Bank statements, payroll and government remittance forms and statements, pension and benefits items go to the Treasurer.
- Items designated particular to one department that do not require the attention of Council or CAO go directly to that department. An example would be planning applications or copies of septic approval certificates from the T.H.U. would go directly to planning.

Regular mail, along with any faxes or emails that requires the attention of the Mayor and/or Council, the CAO, or multiple departments also gets stamped with the distribution stamp and listed on the Incoming Mail Register. It is then given to the CAO in a folder along with the current log sheet(s) of the register. Examples of this type of mail are:

- Letters to Mayor and Council
- Correspondence from Governments or related bodies requiring action from the Municipality
- Information items from Governments or related bodies
- Funding applications/agreements
- General correspondence that is of importance to more than one department.

The CAO reviews the mail and marks the stamp to designate the required distribution for each item. The CAO then returns the marked mail and the register log sheet(s) to the Administrative Assistant/Receptionist. The register is then completed. If the correspondence is to be filed in the public Incoming Binder, the next sequential number is marked on the mail item in the top right hand corner and also in the “Page” column on the register log sheet. Some items are public documents, but due to the volume and/or thickness of frequent correspondence from certain entities, it is filed in a public folder instead of the Incoming Binder. In these cases the name of the folder (i.e. AMO, DNSSAB, THU, etc.) is noted in the page number column instead of the next sequential number. Items that are not considered public documents, (i.e. items such as legal matters or containing personal information) are NOT to be filed in the public binder or files. These should be put in a separate binder and kept in the vault or other appropriate place. These documents will be listed on the incoming register pages if they have been opened by or given to the Administrative Assistant/Receptionist to record. For these items, the incoming register page will show a line through the page number section. The Administrative Assistant/Receptionist also checks off the squares in the Distribution column on the right hand side of the register log to show the individuals, departments or committees to whom the document has been distributed.

Once the log has been completed, the Administrative Assistant/Receptionist scans and sends copies of documents to the appropriate staff and council. If the Correspondence is an email the administrative assistant will print a copy for routing and filing and forward the email to the

appropriate staff and Council members. If an email is originally received by someone other than the Administrative Assistant/Receptionist, the recipient will forward the original email to be printed for the binder and distributed by email.

The original document goes into the Incoming Binder or appropriate file, unless the original document needs to be completed/signed and returned, in which case a good copy will go into the incoming binder.

## OUTGOING MAIL

For letters considered “outgoing mail”, prior to the original signed document being mailed out, good, clear photocopies of the signed document are to be made for any person or group copied on the letter and one good copy of the signed document is to be made for the outgoing binder.

For faxes, where the original is not being sent out in the mail, the original document and the printed confirmation of successful fax transmission will be placed in the outgoing binder. If the original is to be mailed out, then a good clear copy of the signed document may be filed in its place.

For emails, a copy will be printed for the outgoing binder once the email has been sent.

All outgoing mail items will be recorded on the outgoing mail register. Each item will be assigned the next consecutive number on the register, and the following information will be recorded on the register: the date of mailing, the name of the recipient and a short description of the subject of the letter, fax or email. The file copy of the correspondence will have the assigned register number recorded on the top right-hand corner and will be filed sequentially in the binder, with the most recent correspondence on the top.

Copies of outgoing correspondence shall be sent by email.