



Policy:	7.4.2
Approved By:	Islands Trust Council
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Policy Holder:	Legislative Services Manager

CHAIR & EXECUTIVE COMMITTEE CORRESPONDENCE

Purpose

To establish guidelines for processing incoming correspondence addressed to and outgoing correspondence sent from the Islands Trust Chair & Executive Committee in a consistent, efficient and transparent manner.

Scope

This policy addresses how to process incoming correspondence to the Islands Trust Chair and Executive Committee and outgoing correspondence from the Islands Trust Chair and Executive Committee.

The Legislative Services Manager is authorized to make minor, non-substantive amendments to this policy to maintain its currency, such as updates to references to legislation and position titles. A log of such minor amendments will be maintained as an attachment to the policy.

The Legislative Services Manager and other staff may develop administrative procedures and tools to implement this policy.

Principles

1. The Islands Trust Chair and Executive Committee should receive correspondence addressed to them in an expeditious manner.
2. Correspondence should be received in an open and transparent manner, so that those with interests in the topic have an opportunity to hear and respond to all information considered by the Executive Committee that has been received within the relevant time limits for decision-making.
3. Despite the principles of openness and transparency expressed in Principle 2, Islands Trust bodies should not consider correspondence from anonymous sources and should not consider or publish written materials that are defamatory, profane or otherwise inappropriate for general circulation. Senders of such correspondence should have the opportunity to have their views considered by the Islands Trust Chair and Executive Committee, by being informed of the necessary amendments that would make their correspondence eligible for receipt and circulation on an open public agenda.

A. Definitions

1. "**Defamatory**" means false statements communicated to other people about a person which could hurt that person's reputation.
2. "**Executive Committee**" means the Chair and Vice Chairs of the Islands Trust, as elected by the Trust Council.

3. **"Incoming Correspondence"** means any written communication received by mail, courier, facsimile transmission, email, webmail or other electronic format, or in person by Islands Trust.
4. **"Outgoing Correspondence"** means any written communication prepared by staff for Chair or Executive Committee member(s)' signature for external circulation.

B. Guidelines

1. Incoming Chair and Executive Committee Correspondence

- 1.1** The Islands Trust offers the public the ability to access the Executive Committee through email addresses posted on the Islands Trust website. Any correspondence sent to the Executive Committee email group will be acknowledged by the Executive Coordinator through a pre-approved standard reply message.
- 1.2** All incoming correspondence received in an Islands Trust office that is addressed to the Chair or Executive Committee will be forwarded to the Executive Coordinator. The Executive Coordinator will acknowledge receipt through a pre-approved standard reply message and forward correspondence electronically to appropriate recipient(s), with the exception of correspondence marked private and/or confidential, correspondence that is misaddressed, or unsolicited commercial correspondence unrelated to Islands Trust business.
- 1.3** If individual Executive Committee members or a quorum of the Executive Committee receive correspondence related to the business of the Executive Committee, including via email, they will forward it immediately to the Executive Coordinator who will ensure the correspondence is distributed accordingly.
- 1.4** Provided the subject of such correspondence falls within the jurisdiction of the Executive Committee, the Executive Coordinator will process the correspondence in accordance with the appropriate follow-up actions:
 - 1.4.1** When correspondence requires Executive Committee action, and a staff report is not essential for consideration, the correspondence is brought forward on the next Executive Committee agenda, provided it has been received before the agenda deadline.
 - 1.4.2** When correspondence requires Executive Committee action and a staff report is essential for consideration, the matter is brought forward on the next Executive Committee agenda with the relevant staff report, if it can be prepared in time. If a staff report is not prepared for the next agenda, the correspondence will be brought forward on the next agenda with an update from the responsible Manager.
 - 1.4.3** With the exception of correspondence referenced in sections 1.6 and 1.7 where the Executive Coordinator determines that correspondence should be received by the Executive Committee for information, and it is received prior to the agenda deadline for a meeting, it is placed on the next Executive Committee agenda. Correspondence received after the agenda deadline will be placed on the following agenda unless the

Executive Committee agrees to consider it as a late agenda item, because it is of an urgent nature.

- 1.4.4** Misaddressed correspondence, for example to "Islands Trust" or to staff but is, in the opinion of the Executive Coordinator, intended for the Executive Committee is handled in accordance with section 1.4 (1.4.1 - 1.4.3).
- 1.4.5** Correspondence of a general operational nature, including general inquiries and routine requests for information, where a decision or action of the Executive Committee is not required, is answered directly by staff. The staff response is copied to the Executive Committee for information, if the incoming correspondence was addressed to the Executive Committee.
- 1.4.6** Correspondence received by Islands Trust as part of a mass mailing, such as notifications and newsletters sent to all members of the Union of BC Municipalities, Association of Vancouver Island and Coastal Communities, Federation of Canadian Municipalities and other similar associations will be circulated to Executive Committee members.
- 1.4.7** A person who wants to appear before the Executive Committee at a regular meeting shall, at least eight full calendar days prior to the meeting, deliver the request in writing to the Executive Coordinator. The request must include the name of each petitioner, his or her residential address and a copy of the presentation. The subject of the petition or delegation must be related to a matter that is within the jurisdiction of the Executive Committee. At the discretion of the Chair, following consultation with other members of the Executive Committee, the petitioner or delegation may be given a space on the agenda. Priority will be given to petitions or delegations related to matters on the agenda of the Executive Committee meeting. The Executive Committee may consider requests for delegations after the deadline at the discretion of the Chair.
- 1.5** Further to section 1.4, where there is a question about whether the subject of correspondence falls under the terms of reference for the Executive Committee, or the appropriate course of action in relation to the correspondence is not clear, the Executive Coordinator will consult with the Chief Administrative Officer, or designate, for a decision.
- 1.6** The Executive Committee will not formally accept anonymous correspondence, or correspondence marked private or confidential unless it could be considered in a closed meeting in accordance with Sec. 90 of the *Community Charter*. In the case of private, personal or confidential correspondence, the Executive Coordinator will receive instructions from the addressee before opening or processing further.
- 1.7** Correspondence that is defamatory toward an individual or that contains profanities or language that the Legislative Services Manager (or designate) deems to be inappropriate will not be placed on an Executive Committee agenda that is open to the public.

- 1.8** Senders of correspondence referenced in section 1.7 that does not qualify for receipt by the Executive Committee will be notified by staff explaining the reasons and what would be necessary to have the correspondence received, if applicable.
- 1.9** Hard copy correspondence qualifying for inclusion on an agenda must include the first and last name of the sender as well as their address, including postal code. Email correspondence qualifying for inclusion on an agenda must include the first and last name of the sender and their email address.
- 1.10** With the exception of correspondence referenced in sections 1.6 and 1.7 correspondence submitted to the Executive Committee is a public record and may be published in a meeting agenda that is available for viewing by the public in hard copy and on the Islands Trust website.
- 1.11** Incoming correspondence that has been received as a CC (courtesy copy) will be circulated to the Executive Committee for information but will not be placed on the meeting agenda unless specifically requested by an Executive Committee member.
- 1.12** Personal information supplied by the sender in correspondence to the Executive Committee is also part of the public record and may have contact information (email address, street name, house number, phone number) and signature severed before being included in an open meeting agenda package.

2. Outgoing Chair and Executive Committee Correspondence

- 2.1** Upon direction from the Executive Committee, by resolution or by general consent at a meeting, staff will prepare outgoing correspondence for the Chair or Executive Committee member(s) signature in relation to Executive Committee matters.
- 2.2** Once prepared, the draft correspondence will be circulated to the Chair for approval and application of the Chair's electronic signature.
- 2.3** Once the outgoing correspondence has been approved and signed, the Executive Coordinator will process and make necessary file copies, one for the Chair Day Copies file and one for the subject file.
- 2.4** Where correspondence is distributed as an attachment to email, the original will not be sent by mail.
- 2.5** Copies of all outgoing correspondence signed by the Chair or Executive Committee member(s) shall be distributed by email to all members of the Executive Committee, the Chief Administrative Officer, relevant Committees, the responsible staff, and/or other applicable parties as directed.

3. Correspondence Log

- 3.1** The Executive Coordinator will track incoming correspondence addressed to the Chair or Executive Committee as well as outgoing correspondence under the signature of the Chair or Executive Committee member(s) in a correspondence log to ensure that it is responded to or acted upon in a timely manner.

C. Legislated References

1. *Community Charter*
2. *Freedom of Information and Protection of Privacy Act*

D. Attachments/Links to Supporting Forms, Documents, Websites, Related Policies and Procedures

1. Policy Manual: Incoming Local Trust Committee Correspondence: General (7.4.1)
<http://www.islandstrust.bc.ca/media/246778/74iincomingtccorrespondence.pdf>
2. Policy Manual: Communications Policy (6.10.2)
<http://www.islandstrust.bc.ca/media/58357/6.10.ii%20communications.pdf>
3. Policy Manual: Executive Committee Terms of Reference (2.4.1)
<http://www.islandstrust.bc.ca/media/276184/24iectermsreference.pdf>