



Rideau Lakes

**Corporate Services
Department**

<u>Policy Name:</u>	Council Correspondence Policy	
Developed By:	Shellee Fournier, Chief Administrative Officer	
Date:	February 26, 2024	
Reviewed By:	Municipal Services Committee (MSC)	Date: February 26, 2024
Approved By:	Council – By-Law 2024-21	Date: March 4, 2024

Purpose:

The Council Correspondence Policy is meant to cover all communications / correspondence received by the Township of Rideau Lakes addressed to Council and/or any correspondence requested to be included on a Council agenda. This Policy is to ensure that the communications are dealt with in an efficient and consistent manner.

Scope:

This policy applies to all communications/correspondence received by direct mail, hand delivery, fax, courier, or electronic means.

Procedures:

Communications shall be processed as soon as possible after they are received. Once received, the communications shall be date stamped (if not already provided for electronically).

Any communication that contains defamatory statements, allegations, inferences, disrespectful or improper matters shall not be forwarded to Council or staff and shall be handed over to the CAO for review and returned to the sender.

General correspondence from the public shall not be included on the Council agenda; unless:

1. specifically requested by a member of Council; or
2. used as supporting information to a staff report; or
3. it is the topic for a scheduled delegation as per the procedural by-law; or
4. included as supporting information to a Notice of Motion by Council.

Communications shall be distributed as follows:

General Communication:

Any communication received by the Township through the Clerk's office or the information email account and directed to Council, shall be forwarded to all members of

Council, and appropriate staff, at the same time. If received via email, a reply email shall be provided stating that the email was forwarded on for Council's information and filed accordingly. Current or past communication items may be pulled from the files and placed on an upcoming agenda either through the consent agenda or as an attachment to a staff report as required.

Inquiries or Complaints:

Any communications in relation to an inquiry or a complaint shall be dealt with, or forwarded to, the appropriate department for first consideration.

Resolutions from other municipalities:

Any communications from other municipalities requesting support shall be forwarded to all of the Council for their information. Should any Council member or staff wish to support the recommendation, they shall contact the Clerk to ask for inclusion on the next available agenda under Notice of Motion with the motion of support. Council members are requested to provide the information on the appropriate template for inclusion on the agenda.

Updates from ministries, associations or organizations:

Correspondence provided for Council and public update (i.e. association update newsletters, ministries, or minutes from meetings) shall be placed on the Council agenda and received for information only.

Proclamations:

All requests for proclamation endorsement shall be placed on the agenda of a Council meeting close to the date requested for proclamation. Once approved, the Mayor shall sign the proclamation and a signed copy of the proclamation shall be forwarded to the requesting organization and placed on the Township website.

Funding Requests:

All requests for funding shall be forwarded to the treasurer for consideration as per the associated policy. Communications requesting funds after the deadline for applications has closed may be brought forward to Council through a staff report process.

Individuals who submit communications and other information to Council and its Committees or Boards should be aware that any personal information contained within their communications including name, email and/or mailing address or phone number, may become part of the public record, and may be made available through the agenda process which includes publication on the Township's website.