

Department:	<u>Council</u>	Policy No.:	<u>COU-013</u>
Sub-department:	<u>Corporate & Legislative</u>	Created By:	<u>Ethan Fredeen</u>
Approved By:	<u>Council</u>	Amended By:	<u></u>
Approved Date:	<u>17 October 2023</u>	Amendment:	<u></u>
Meeting No.:	<u>1588</u>	Meeting No.:	<u></u>

POLICY PURPOSE

To establish a protocol for receipt of and response to Village correspondence and to ensure such correspondence will be handled in a consistent manner.

DEFINITIONS

Correspondence means all letters or requests sent to the Village of Pemberton from someone outside of the organization addressed to "Mayor"; "Council"; "Mayor and Council", "Village Council"; or "Councillors" either via paper, or electronically (email)

Council Meeting means any Regular Council meeting scheduled on the annual Council Meeting Schedule.

Corporate Officer means the person appointed to this role by Council or their delegate.

REFERENCES

This Policy makes reference to the *Community Charter*, the *Freedom of Information and Protection of Privacy Act*, and Village of Pemberton Council Procedure Bylaw No. 788, 2015.

POLICY

All Council and Mayor's Correspondence shall be logged in a manner that will track the correspondence item, as well as all responses.

Correspondence considered on a Meeting Agenda forms as part of the public record and will be published. The author's name and address is relevant to Council's consideration of the matter and will be disclosed through this process, and the house number and any phone numbers or personal email addresses will be redacted pursuant to section 22 of the *Freedom of Information and Protection of Privacy Act*.

Correspondence submitted relating to a matter under Section 90 of the *Community Charter* that is not of an operational nature will be considered at a closed meeting of Council.

PROCEDURES

Correspondence received by the Village of Pemberton

Staff will acknowledge the sender by confirming receipt of their Correspondence.

The Correspondence will be time-stamped upon receipt and should the Correspondence be

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received outside of regular business hours the Correspondence will be time-stamped the following day.

The Correspondence will be filed within the general filing system and:

- Will be referred to the Corporate Officer for determination of next steps;
- When addressed to Council, be circulated to Council as soon as possible, a copy will be forwarded for inclusion on the next Council Agenda package subject to the terms of this Policy
- Should the correspondence in the opinion of the Corporate Officer or Chief Administrative Officer deemed to constitute as inappropriate remarks about an individual(s) of Council or Municipal Staff, the Corporate Officer shall be authorized to withhold the Correspondence on any agenda;
- Correspondence received late pursuant to the Village of Pemberton’s Council Procedure Bylaw No. 788, 2015 for the next Council Meeting shall be forwarded by the Corporate Officer to the following meeting;
- Correspondence received by a staff member but includes a member(s) of Council and is deemed operational will be handled by staff and the remaining Council members will be included in the initial email; or
- Correspondence addressed to an individual Council member and marked “confidential” or “private” shall be considered to be private correspondence and directed unopened to that individual’s mailbox at Municipal Hall.

Correspondence received by Council

When Correspondence is received by a member of Council or has identified an item from public that they may wish to bring forward to Council. The member shall submit the Correspondence to the Corporate Officer to be added to a Council Meeting Agenda in accordance with the procedures outlined in this policy. Further, when the Correspondence is referred to staff, staff will respond to the author of the Correspondence requesting permission to publish the Correspondence on a public agenda.

When Correspondence is received by a member of Council but is operational in nature the Correspondence will be referred to the Corporate Officer or the Chief Administrative Officer where the Correspondence will be forwarded to the appropriate manager equipped in responding.

Correspondence for Agenda Packages

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- Correspondence to be included in a Council Meeting Agenda package must:
- Not pertain to any business addressing a pending development application that has yet to be brought forward to Council;
- Contain the name and preferably the civic address of the correspondent;
- Be addressed to Mayor and Council, or members of Council;
- Be respectful and free of personal attacks;
- Correspondence that was sent to a Council Member but forwarded to staff to be included on a Council agenda, staff will request consent from the author for their correspondence to be published on a Council agenda;
- Pertain to matters that are within the purview of the Village Council; and
- Be received prior to the deadline established by the Village of Pemberton Council Procedure Bylaw No. 788, 2015.

Correspondence Related to a Development Application

All correspondence regarding a Development Application shall be considered as Council Correspondence.

When Correspondence relating to a pending development application, a public hearing, or a matter that is awaiting a staff report for Council’s consideration, will be held until that item is brought forward on a Council or Committee of the Whole Meeting Agenda. At that time, all correspondence pertaining the presented development application will be attached as background to the corresponding item.

Development related correspondence will be referred to the Development Services where the correspondence will be filed and the author of the Correspondence will be notified of the next steps pertaining to their development related Correspondence. Should Correspondence be received and pertains to a multitude of Municipal related matters but a portion of the Correspondence pertains to an ongoing Development Application the Correspondence will be deemed as Correspondence Related to a Development Application and will be withheld from being published on a Council Agenda until the next time the Development Application is being brought up on a Council agenda. The author will be notified and staff will work with the author to either:

- Requesting the author to draft an additional letter that discusses the matters outside of the Development related matters can be addressed by Council; or

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- The Corporate Officer or Chief Administrative Officer will redact the Development related matters with the consent of the author and the unredacted portion of the letter will be presented at the next Council meeting where the Development Application is being discussed.

Correspondence received after the close of a public hearing and before Council has made a final decision on the matter shall be withheld from Council until after Council has made a final decision on the matter.

Correspondence Related to Council Decision

If Council has made a final decision on a matter, all future Council Correspondence received regarding that same matter shall be circulated to Council and may, at the discretion of the Chief Administrative Officer or Corporate Officer, be placed on a future meeting Agenda for information.

Correspondence Related to Operations

When addressed to Council but related to operational matters, including letter of inquiry and/or complaints from the public will first be directed to the applicable staff for resolution and response.

When deemed as operational in nature, the correspondence would be referred to the appropriate staff to review and respond accordingly, the appropriate staff member will follow up with the author of the correspondence to resolve the subject of the correspondence.

Petitions

Petitions are deemed presented to Council when they are filed with the Corporate Officer. A petition to Council must include the full name and residential address of each petitioner.