

TOWN OF STRATFORD - COUNCIL POLICY			
Name:	Correspondence Policy	Policy Number:	CW011-2023
Committee:	Committee of the Whole	Approval Date:	May 10, 2023

1. Incoming Correspondence

This policy defines the process of handling electronic and paper versions of incoming correspondence. **The receiver of the original copy is responsible for properly saving the document. When receiving correspondence, the following steps must be followed:** Correspondence shall be stamped received with the date and initialed to indicate it has been logged in the Incoming Correspondence database. A scanned copy shall be saved in the Incoming Correspondence file and copies are to be distributed to recipients as outlined with the following exceptions or additions:

- a. Water Quality Assessment Forms – shall be date stamped and the original shall go to the Infrastructure Superintendent.
- b. Correspondence marked private or confidential shall be left unopened, stamped received with the date and shall go to the addressee.
- c. Advertisements, sales offer's, periodicals, and magazines shall be stamped received with the date and shall go to the addressee.
- d. Property closure requests shall be stamped received with the date, and a photocopy shall be put in the Property Transfers Welcome Packages file and the original shall go to the Utility Accounting Technician.
- e. Items addressed to the 'Watershed' shall be left unopened, stamped received with the date and shall go to the Watershed Coordinator.
- f. Reports from service providers such as, but not limited to, RCMP, Transit, Crossroads Fire Company, and the Humane Society shall be stamped received with the date, and a scanned copy shall be forwarded to the Clerk of the Administrative Officer, the Town Receptionist/Administrative Clerk, and addressees.

2. Invoices and Bank Statements

Invoices and Bank Statements shall be stamped received with the date and the original shall be forwarded as outlined:

- a. Utility Corporation - Utility Accounting Technician
- b. Town, Seniors Corporation, Business Park Corporation, and Recreation Department - Town Accounting Technician

- c. Revenue Canada and Financial Institutions - Director of Finance
- d. Youth Centre – Youth/Family Coordinator

3. CAO, Mayor, and Council Correspondence

The original copy of all correspondence addressed to the CAO, Mayor, and Council shall go to the Clerk of the Chief Administrative Officer. A scanned copy shall be forwarded to the Chief Administrative Officer and addresses.

4. Seniors Corporation

Correspondence addressed to the Seniors Corporation shall follow the standard incoming mail procedures and originals shall go to the Town Accounting Technician and a scanned copy shall go to the Director of Finance. It is the Town Accounting Technician's responsibility to forward the correspondence to others as he/she deems appropriate.

5. Legal Documents

Legal documents shall be stamped received with the date initialed to confirm that it has been logged in the Incoming Correspondence database. A scanned copy of the **cover letter** shall be saved in the Incoming Correspondence file and forwarded to the addressee(s). Originals addressed to Mayor, Council, or CAO shall go to the Clerk of the Chief Administrative Officer; and all other originals shall go to the addressee. It is the responsibility of the receiver of the original document to ensure it is saved securely. Legal documents include, but are not limited to, deeds, easements, approved survey plans, bylaws, items to be signed and returned to sender and agreements.

6. Outgoing Correspondence

Staff must log their outgoing correspondence in the Outgoing Correspondence database and scan and save a copy to the correspondence file.