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| Solution Title: COUNCIL CORRESPONDENCE | | |
| Council Approved: | May 6, 2019 | S201-19 |

HOW MIGHT WE:

How Might the Town of Pelham ensure that Council is provided with Council correspondence communications in an appropriate, consistent, respectful and expedient manner?

KEY FACTS:

To ensure that correspondence directed to Council is provided in an appropriate, consistent, respectful and expedient manner, the following provisions shall apply:

1. Where the subject matter of a communication is properly within the jurisdiction of the Council or Council Committee, and if it is the intent of the author to have correspondence included on a Council Agenda, the following provisions shall apply:
 - 1.1. Correspondence shall be addressed to the Mayor and Council, to the attention of the Town Clerk;
 - 1.2. Correspondence received through Canada Post and addressed to Members of Council at the Pelham Municipal Office address will be opened, date stamped and distributed through the Council mail bins. Members who do not wish this mail to be opened shall advise the Clerk in writing, wherein mail will be date stamped on the unopened envelope only and placed in the Council mail bin(s). Envelopes marked "private" or "confidential" shall not be opened, but will be date stamped on the envelope and placed in the Council mail bin(s);
 - 1.3. Correspondence, including petitions, intended for inclusion in a Council agenda or to be otherwise considered by Council, shall be typewritten or legibly printed, addressed to the Mayor and Council, and shall include the name and signature of at least one person or agency, and may include the address, telephone numbers, and email addresses, and shall specifically state that the correspondence is intended to be placed on a Council agenda. Petitions shall be in the prescribed form, Appendix "A" appended hereto;
 - 1.4. Correspondence of this nature shall not contain any defamatory statements, allegations, inferences, impertinent, disrespectful or improper matter and where infractions are found, shall be either redacted by the Clerk in consultation with the Mayor and CAO, or returned to the author (see also Item 9);



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- 1.5. Correspondence not in compliance with Item 1.3 or 1.4, as deemed by the Clerk and in consultation with the Mayor and CAO where applicable, will be returned to the sender (if known) with an explanation as to why the material cannot be included in the Council agenda, and the correspondence will be withheld from inclusion on the agenda, with a copy maintained by the Clerk;
 - 1.6. Names and addresses contained within the correspondence will be included in the agenda package which is published to the Town's website; whereas telephone numbers and email addresses will be redacted so as not to appear on the published agenda, either on the written paper agenda, or on the internet publication, save and except on a petition wherein all information will be include on the public Council agenda;
 - 1.7. Correspondence intended for inclusion on a Council agenda shall be received in the Office of the Clerk in accordance with the Town's Procedural By-law;
 - 1.8. Communications received after the deadline as specified in the Procedural By-law shall be held over for consideration by Council at the next subsequent regular meeting;
 - 1.9. Council meeting agendas, minutes and all information presented at an open meeting, including correspondence or delegation materials, are public documents and are published on the Town of Pelham website as part of a Council agenda package, as well as in paper form upon request;
2. Correspondence provided to Council through the Council agenda package will be classified in one of the following sub-categories:
 - 2.1. Information Correspondence – included on the consent agenda;
 - 2.2. Correspondence to be received and referred to staff for action or report;
 - 2.3. Correspondence for Council direction.
 3. Resolutions from Other Municipalities regarding matters not yet considered by Pelham Council will be included on the next available Council consent agenda for information, and may be lifted by any Member of Council for separate consideration, support or endorsement;
 4. Resolutions from Other Municipalities that relate to matters which have already been considered by Council will be forwarded to Members of Council electronically, or placed in the Council mail bins, for information;



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5. Communications from members of the public directed to Council through the Clerk, received by electronic mail, shall be forwarded to Members of Council electronically and shall not be placed on a Council agenda, unless specifically requested to do so by the author or subsequently by a Member of Council, and if the correspondence is in compliance with Items 1.3 and 1.4 of this Policy;
6. Communications received in response to a Public Notice under the Planning Act, or any Act that requires a Public Meeting, addressed to the Mayor and Council, or to the Town Clerk, shall be placed on the pertinent Public Meeting agenda to be considered as part of the submissions relating to the application under consideration, and shall be received by resolution. Communications relating to a development application that are not specifically addressed to the Mayor and Council, or to the Clerk, shall not be included on the Public Meeting Agenda, i.e. correspondence between an individual and a member of staff relating to the development. Correspondence relating to a development application included on the agenda becomes part of a public record. Item 1.5 applies in relation to release of personal information.
7. Petitions addressed to Council shall be processed in accordance with the Town of Pelham Procedural By-law. Petitions shall be legibly written or printed and shall not contain any obscene or improper material or language, and shall be signed by at least one (1) person, and filed with the Clerk. Petitions will be included on a public agenda including any personal, identifiable information. Individual responses to persons included on a petition will not be issued unless specifically directed by Council. To avoid any perception of bias, Members of Council should avoid signing any petition addressed to Pelham Council. The form of petition shall be in accordance with Appendix "A";
8. All decisions of Council with respect to correspondence included in an agenda will be communicated to the author, generally in the same manner in which it was received, save and except individuals listed on a petition as noted in Item 7 wherein individual responses will not be provided;
9. Correspondence submitted in the form of a letter, memorandum, report, notice, electronic mail, fax, petition, etc. submitted anonymously or containing profanity, defamatory statements, allegations, inferences or disrespectful comments, as



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deemed by the Clerk and where necessary in consultation with the Chief Administrative Officer and/or the Mayor, will be returned to the author, with a copy filed, and will not be circulated;

10. Correspondence, including e-mail correspondence, intended for Council and/or committee is generally received as public information subject to the Municipal Freedom of Information and Protection of Privacy Act. The Clerk shall be advised of any confidential items, the general nature thereof, and will determine if the item meets identified criteria for confidential correspondence as to whether it will be included within the public agenda, circulated under separate cover, or included on a closed session agenda;

11. Questions relating to this Policy should be directed to the Town Clerk.

SOLUTION STATEMENT:

Council of the Town of Pelham will receive correspondence in various formats. To ensure that all correspondence is dealt with expediently, and in an appropriate manner, the "Council Correspondence" Policy will provide a guide to ensure that the opinions of the people of the community of Pelham are relayed to the Council, while ensuring that such correspondence is presented in a consistent and respectful manner.

This policy shall be administered by the Town Clerk.

