



Policy	CAS-014 Correspondence Management Policy
Approved By:	Council
Approval Date:	April 14, 2023
Amendment Date:	July 27, 2026

CORRESPONDENCE MANAGEMENT POLICY

POLICY

The purpose of this Policy is to clearly outline the process for handling correspondence addressed to Mayor and Council and to provide guidelines for which staff manage correspondence received related to Operational Matters.

1 SCOPE

- 1.1 This policy applies to correspondence received by members of Council and staff related to both Governance-Related Matters and Operational Matters.

2 Definitions

- 2.1 For the purpose of this policy the following definitions apply:

“CAO” means the Chief Administrative Officer, or designate.

“Corporate Officer” means the Director of Corporate Services, or designate.

“Council” means the Municipal Council of The Corporation of the District of Oak Bay.

“Correspondence” means written communication delivered by hand delivery, mail, fax, email or other electronic means.

“Department” means any department identified in the organizational chart of the District.

“District” means The Corporation of the District of Oak Bay.

“Governance-related Matter” means matters related to policy, strategic direction, intergovernmental relations, general community feedback, or seeking council resolution.

“FOIPPA” means the Freedom of Information and Protection of Privacy Act.

“Mailbox” means the physical mail slot located at municipal hall for depositing Councillor information.

“Meeting” means Council, Committee of the Whole, or Public Hearing.

“Meeting Agenda” means Council, Committee of the Whole, or Public Hearing agendas.

“Operational Matters” means matters related to day-to-day administrations including, service delivery, bylaw enforcement, legal matters, media requests and other departmental operations to be addressed by staff under the direction of the Chief Administrative Officer.

“Operating Procedures” means the standard procedures used to determine how correspondence received by the District is processed, reviewed, and responded to, as amended from time to time.

“Staff” means any employee of the District.

3 Roles and Responsibilities

3.1 The Mayor, in accordance with Responsibilities of the mayor provided in Section 116 of the Community Charter, may respond to correspondence on behalf of the District, as appropriate, or refer the correspondence to the CAO for a response. Council members will be provided with a copy of the response for information.

3.2 Council members are responsible for processing correspondence as outlined in this Policy.

3.3 Staff are responsible for processing correspondence as outlined in this Policy and the Operational Procedures, as amended from time to time.

4 Correspondence – General

4.1 Correspondence received by staff will be provided with an acknowledgement of receipt if received electronically.

4.2 Anonymous correspondence received will not be placed on an agenda or provided a response.

4.3 Correspondence that does not comply with the District’s Respectful Workplace Policy may be excluded from the public record or may be redacted if determined necessary by the CAO or Corporate Officer.

5 Correspondence addressed to Mayor and Council – General

5.1 The Mayor and Council’s Executive Assistant or designate will process all correspondence addressed to Mayor and Council that is received by email or other electronic means at obcouncil@oakbay.ca or by mail or otherwise delivered to the Municipal Hall, 2167 Oak Bay Ave, Victoria, BC V8R 1G2 as outlined in this Policy.

5.2 Correspondence addressed to Mayor and Council in hardcopy is to be scanned and provided to obcouncil@oakbay.ca or provided to the Mayor and Council’s Executive Assistant to distribute in Council members’ mailboxes.

5.3 Personal correspondence addressed to individual Council members and marked “confidential” will be considered to be private and be placed unopened in that Council members mailbox.

5.4 Correspondence received by staff that is addressed to Mayor and Council is to be provided to obcouncil@oakbay.ca.

5.5 Correspondence that is received by Council members regarding Operational Matters is to be provided to the CAO to determine the appropriate course of action.

- 5.6 Staff responses to correspondence in relation to Operational Matters that are provided to the CAO for determination will be shared with Council, as directed by the CAO.
 - 5.7 Council members may respond to requests for information that are routine in nature, where such information is readily available to the public and/or a matter of public record.
 - 5.8 Council members may correspond with members of the public on Governance-related Matters while respecting staff's responsibility for Operational Matters.
- 6 Correspondence related to a matter that is the subject of an upcoming staff report for a Meeting Agenda
- 6.1 Correspondence that is related to a matter that will be the subject of a staff report on a Meeting Agenda will be provided to Council and the Department which is preparing the report and will form part of the staff report on the Meeting Agenda, unless otherwise outlined in this Policy.
- 7 Correspondence related to a matter on a published Meeting Agenda
- 7.1 Correspondence received by a member of Council that relates to matters included on a published Meeting Agenda are to be provided to Corporate Services, unless otherwise provided in this Policy.
 - 7.2 Correspondence related to an item on a published Meeting Agenda must be received by 12:00 PM the day of the meeting in order to be included on the Meeting Agenda.
 - 7.3 Correspondence received after the 12:00 PM submission deadline will be provided to Council for information following the meeting.
- 8 Correspondence related to a matter which is subject to Notification under the Local Government Act for a Meeting Agenda
- 8.1 Correspondence related to a land use matter not otherwise outlined in this Policy must be provided to the Community Building and Planning Department by email to planning@oakbay.ca, by mail, or otherwise delivered to the Municipal Hall to 2167 Oak Bay Ave, Victoria, BC V8R 1G2 for inclusion in the published Meeting Agenda.
 - 8.2 Correspondence received after the 12:00 PM submission deadline will be provided to Council for information following the meeting.
- 9 Correspondence related to a matter which is subject to a Public Hearing under the Local Government Act
- 9.1 Correspondence related to a matter which is subject to a public hearing must be provided to the Community Building and Planning Department by email to planning@oakbay.ca, by mail, or otherwise delivered to the Municipal Hall to 2167 Oak Bay Ave, Victoria, BC V8R 1G2 for inclusion in the published Meeting Agenda.
 - 9.2 Correspondence received after the 12:00 PM submission deadline and up to the public hearing will not be included in the public record of the public hearing.
 - 9.3 Correspondence received by staff after the 12:00 PM submission deadline will be provided to Council after a decision has been reached on the matter subject to a public hearing.

- 9.4 Members of the public may provide correspondence at the time of a public hearing in accordance with section 465 of the Local Government Act, and the correspondence will form part of the public record.
- 9.5 Correspondence received by individual Council members after the adjournment of a public hearing and prior to the decision on the bylaw is to be disregarded and deleted.
- 10 Correspondence related to a land use Bylaw which is prohibited from a Public Hearing under the Local Government Act for a Meeting Agenda
- 10.1 Correspondence related to a bylaw for which a public hearing is prohibited under the Local Government Act before statutory notice has been provided will be provided to Council.
- 10.2 Correspondence related to a bylaw for which a public hearing is prohibited under the Local Government Act, after statutory notice has been provided and the Meeting Agenda has been published, will be provided to Corporate Services and withheld from Council until a decision on the bylaw has been determined.
- 10.3 Once a Council decision has been determined for matters which are prohibited from a public hearing, all withheld correspondence will be provided to Council for information.
- 11 Correspondence related to a land use Bylaw for which holding a Public Hearing is not required under the Local Government Act for a Meeting Agenda
- 11.1 Correspondence received after statutory notice has been provided is to be provided to the Community Building and Planning Department for inclusion with the staff report on the Meeting Agenda.
- 11.2 Correspondence related to matters that are not required to hold a public hearing and are received after publication of the Meeting Agenda will be provided to Corporate Services for inclusion on the Meeting Agenda.
- 12 Correspondence from Other Governments and Agencies
- 12.1 Correspondence received from external bodies for which Council Members sit as members of Boards or Committees are to be provided to obccouncil@oakbay.ca for circulation to Council and any effected departments.
- 12.2 Correspondence received from other Governments and Agencies that is not related to a Governance-related Matter is to be provided to obccouncil@oakbay.ca and provided to Council members for information.
- 12.3 Correspondence received from other Governments and Agencies that requests Council consideration of a matter is to be provided to Corporate Services and added to an upcoming Meeting Agenda for Council consideration.
- 12.4 Correspondence received from another Government or Agency that is received by Council in a Meeting and requires a response will be signed by the Mayor and provided to all Council members for information.
- 12.5 Correspondence received from other Governments and Agencies that is related to a Governance-related Matter may be brought forward by a Council member by way of a Notice of Motion at a meeting in accordance with the Council Procedure Bylaw.

13 Petitions

- 13.1 A petition under Community Charter s. 82 must include the full name and residential address of each petitioner and be filed with the Corporate Officer.
- 13.2 A petition received which is determined to be valid by the Corporate Officer will be provided to Council members for information.
- 13.3 A Petition received which is determined to be valid by the Corporate Officer and is related to an item on a published Meeting Agenda will be added to the agenda item as correspondence.
- 13.4 A Petition that is delivered to the Corporate Officer during a Meeting and is determined by the Corporate Officer to be valid will be added to the record for that meeting and provided to Council members for information.
- 13.5 A Petition that is received in relation to Governance-related Matters may be brought forward by a Council member by way of Notice of Motion at a meeting in accordance with the Council Procedure Bylaw.

14 Corporate records

- 14.1 All correspondence will be filed in accordance with the District's records management policies and procedures.

15 Privacy

- 15.1 All correspondence received by the District is deemed as in the custody and control of the District and is subject to the Freedom of Information and Protection of Privacy Act (FOIPPA).

Related Policy, Legislation, and Agreements

- 1. Council Procedure Bylaw No. 4740, 2020
- 2. Community Charter
- 3. Local Government Act
- 4. Freedom of Information and Protection of Privacy Act

Operational Procedures - Correspondence received by staff and addressed to Mayor and Council

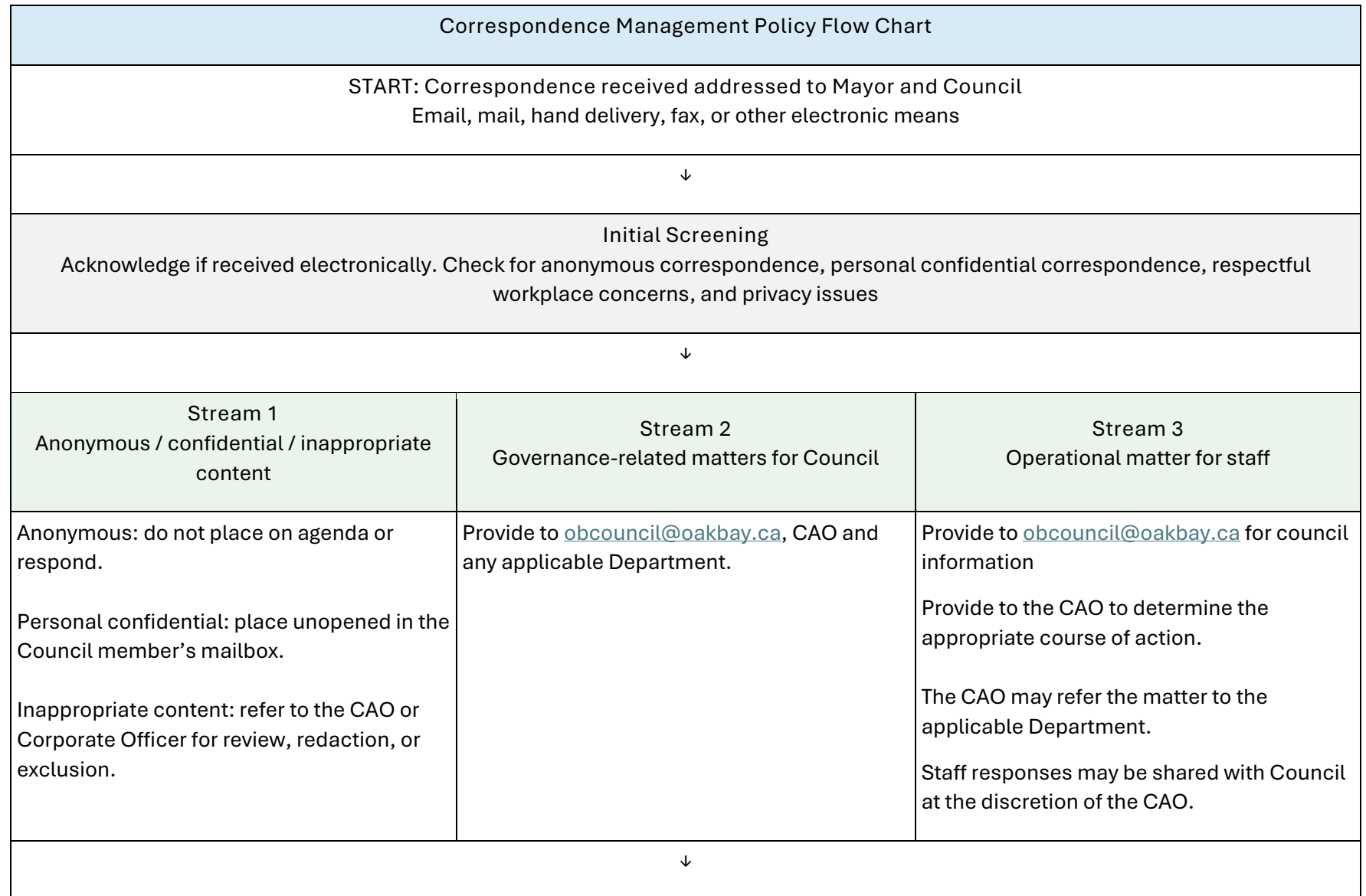
	Related to:	Procedure
1	Bylaw Enforcement	Provide to CAO to determine action.
2	Legal Matters	Provide to CAO to determine action.
3	Mayor Response Requested	Provide to Mayor for action.
4	Media Requests	Provide to Communications, Mayor and CAO, if required.
5	Meeting Agenda matter	See Meeting Agenda procedures.
6	Operational Matter	Provide to Council. Provide to CAO to determine action. CAO to determine if response is to be shared with Council.
7	Another Government or Agency	Provide to Council, CAO, Corporate Officer, applicable Department.
8	Petition to Council	Provide to Corporate Officer to determine action.
9	Request for Services	Provide to CAO to determine action. CAO to determine if response is to be shared with Council.
10	General information or community feedback not otherwise listed	Provide to Council and applicable Department.

Meeting Agenda Procedures

	Correspondence received addressed to Mayor and Council related to:	Procedure
1	Staff report for an upcoming Meeting Agenda – not yet published	• Provide to obcouncil@oakbay.ca and to the Department email address preparing the staff report for inclusion in the report. • Department responsible for the staff report to add correspondence to the staff report up to 12:00 PM the day before meeting agenda publication. • Correspondence received after the 12:00 PM deadline is to be provided to Corporate Services administration@oakbay.ca for inclusion on a republished meeting agenda.
2	Published Meeting Agenda	Provide to Corporate Services administration@oakbay.ca , unless otherwise outlined in Operational Procedures
3	3 Published Meeting Agenda land use matters requiring notification under LGA (TUPs, DVPs)	Provide to Corporate Services administration@oakbay.ca , unless otherwise outlined in Operational Procedures
4	Published Meeting Agenda where public hearing is not required	Provide to Corporate Services administration@oakbay.ca for inclusion with the applicable Meeting Agenda item.
5	Public hearing matter after submission deadline but before Council decision	Provide to Community Building and Planning planning@oakbay.ca to hold the correspondence until Council has made a decision on the matter and then to be provided to obcouncil@oakbay.ca for distribution to Council
6	Public hearing matter before Council decision	Provide to Community Building and Planning planning@oakbay.ca for inclusion with the public hearing record if received before the submission deadline.
7	Public hearing matter after Council decision	Provide to obcouncil@oakbay.ca after the decision, where appropriate, and file as a corporate record.
8	Public hearing prohibited before statutory notice	Provide to obcouncil@oakbay.ca and Community Building and Planning planning@oakbay.ca
9	Public hearing prohibited after statutory notice and published Meeting Agenda, before Council decision	Provide correspondence to Corporate Services administration@oakbay.ca and withhold from Council until a decision on the bylaw has been determined.
10	Public hearing prohibited after Council decision	Provide to obcouncil@oakbay.ca

	Corporate Service to release all withheld correspondence and provide to Council for information and file the correspondence as part of the corporate record.
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Correspondence Management Policy - Flow Chart



Stream 4 Meeting Agenda matter	Stream 5 Public Hearing matter	Stream 6 Public Hearing prohibited matter
Upcoming staff report: provide to obcouncil@oakbay.ca and the Department preparing the report. Published agenda and no public hearing required: provide to Corporate Services administration@oakbay.ca for inclusion with the agenda item if received by the applicable deadline. Late correspondence: Corporate Services to provide to Council for information following the meeting.	Before submission deadline: provide to Community Building and Planning planning@oakbay.ca for inclusion in the public hearing record. Council Members who have received correspondence after public hearing 12:00 PM submission deadline but before decision: Inform the member of the public that at the public hearing they will have the opportunity to be heard or to present written submissions for the public record. At Public Hearing: Members of the public may provide written submission at the public hearing that will be read out by the Corporate Officer and form part of the public record. After decision: Corporate Services or Executive Assistant to provide to Council for information where appropriate and file as a corporate record.	Before statutory notice or agenda publication: provide to Council and the applicable Department. After statutory notice and agenda publication, before decision: provide to Corporate Services administration@oakbay.ca and withhold from Council. After decision: release withheld correspondence to Council for information and file as a corporate record.
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Stream 7 Other Governments and Agencies	Stream 8 Petitions	

Provide to obcouncil@oakbay.ca and applicable Department. If Council consideration is requested, provide to Corporate Services administration@oakbay.ca for inclusion on an upcoming Meeting Agenda. If a response is required as a result of a Council decision, the Mayor signs the response and Council receives a copy for information.	Provide to the Corporate Officer for determination. If valid, provide to CAO, Council for information. If valid and related to a published Meeting Agenda item, add to the agenda item as correspondence. If received during a meeting and determined valid, add to the meeting record and provide to Council for information.	
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END: Correspondence Processed, Action Completed, and Record Filed		