

**PROCEDURE OF ADDRESSING ALL
INCOMING CORRESPONDENCE POLICY #12.0.11**

POLICY STATEMENT

The Council of the County of Wetaskiwin deems it necessary to adopt a Policy to address the practise of the way Administration will address all incoming correspondence (ie: phone messages, mail) sent to the County of Wetaskiwin.

The practise of dealing with messages over the phone or at the front counter and opening mail addressed to the County of Wetaskiwin (which includes mail marked to a specific "Councillor" or "Council as a Whole") will alleviate certain issues being time sensitive and deadlines missed due to the time delay of when correspondence is received to when that particular Council member attends the office to review his/her basket.

PROCEDURES

1. Administrative procedures for addressing communication via phone message or opening all mail received at the County of Wetaskiwin will be as follows:
 - 1.1. County Staff will pick up the mail bag from the Canada Post Office and bring to the County office.
 - 1.2. Each morning the Front Counter Staff will check for mail delivered through the mail slot at the front door.
 - 1.3. The Front Counter Staff will then open each envelope, date stamp the correspondence and distribute to the appropriate department.
 - 1.4. All mail received over the front counter or delivered by a courier service will be opened by the Front Counter Staff who will date stamp the correspondence and distribute to the appropriate department.
 - 1.5. The Front Counter Staff will date stamp all mail marked "Personal and Confidential" on the outside of the envelope and provide to the individual it is addressed to, unopened.

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- 1.6. Any communication via phone message or mail addressed to a "Council member" or "Council as a whole" will be opened by the Front Counter Staff, date stamped and provided to the CAO to review the matter and advise the Council members immediately if the issue is considered to be a high priority. If the mail is deemed to be low priority (ie: advertising, etc) the mail is put into the Councillor's basket.
- 1.7. In the absence of the CAO all communications via phone message, or mail addressed to "Council" or "Council as a Whole" will be reviewed by the Assistant CAO who will review the matter and advise the Council members immediately if the issue is considered to be a high priority. If the mail is deemed to be low priority (ie: advertising, etc) the mail is put into the Councillor's basket.
- 1.8. In the event the CAO and Assistant CAO are absent all communications via phone message or mail addressed to "Council" or "Council as a Whole" will be reviewed by the Executive Assistant who will review the matter and advise the Council members immediately if the issue is considered to be a high priority. If the mail is deemed to be low priority (ie: advertising, etc) the mail is put into the Councillor's basket.

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