


South Glengarry				POLICY	
Policy and Procedural Manual – 04-17			Page Number:	1-3	
Prepared By:	Marilyn LeBrun - Clerk	Review Frequency:	Every 3 years		
Approved By:	Bryan Brown - CAO	Date Approved:	January 16, 2017		
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Subject:	Corporate Communication Policy				

PURPOSE

The Corporation of the Township of South Glengarry recognizes the importance of providing public service and promotes the dissemination and receiving of communications related to municipal government. Guidelines for processing communications provide staff with the tools necessary to achieve levels of efficiency in communication to the public.

SCOPE

Communications means any verbal discussion, electronic communication, facsimile and/or hard copy communication, addressed to a Member of Council, any staff member of the Corporation, or the Corporation in general, whether specifically addressed to Council, an individual person(s) or a department(s), or intended to be specifically addressed.

PROCESSING OF COMMUNICATIONS

1. All communications received by the Corporation shall be reviewed and where applicable, processed in accordance with this Policy in a timely manner, having regard to all the circumstances of the communication, including but not limited to, the subject matter of the communication, staff/Council availability, priorities, emergencies and the Municipal Freedom of Information and Protection of Privacy Act.
2. Communications deemed to be discriminatory, espousing hatred or harassment, violence or racism or containing aggressive, abusive or derogatory comments directed at a member of Council or staff will not be responded to.
3. In the event that the communication is a request for access to information under the Municipal Freedom of Information and Protection of Privacy Act which is deemed to be frivolous or vexatious by the CAO, a refusal in the respect of the request will be provided with notice and reasons pursuant to the said Act.

4. Communications that provide insufficient information for staff to respond will be referred back to the author for clarification and will not be processed until sufficient clarification is provided.
5. Communications shall be referred by the CAO and/or Township Clerk and/or designate to the appropriate department on the basis of subject matter for response. In the event that another department has already responded to a prior request regarding the same matter, no referral shall be made and the communication shall be returned to the sender.
6. Communications which are not specifically addressed to an individual staff member or department shall be processed through the Township Clerk.
7. Communications addressed to Council, will be referred to the Township Clerk, in consultation with the Mayor and/or CAO, and shall determine whatever communications need to be included on the agenda of Council, including a suggested recommendation for action if needed.
8. General communications received from or issued by the Corporation to various media outlets though media releases shall be processed through the Communications Officer in consultation with the Mayor and/or CAO or Department Manager.

COMMUNICATIONS OUTSIDE THE JURISDICTION/OF THE TOWNSHIP

9. Staff and/or Council will not provide legal advice and/or legal opinions or information which may be considered to be legal advice and/or a legal opinion.
10. Staff and/or Council will not provide responses to requests for information or the interpretation of issues outside of the jurisdiction/responsibility of the Corporation.
11. Corporation will not be responsible for and not bound by any privately expressed or personal views, opinion or commentary which may be provided by a member of Council or staff.

REQUESTS FOR SUPPORT FROM OTHER MUNICIPALITIES

12. Request for Support Resolutions from other municipalities or government organizations shall be forwarded, to the Clerk and shall be included on an agenda of Council for consideration.

MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

13. Individuals have the ability to request access to records in accordance with the Municipal Freedom of Information and Protection of Privacy Act and pay the appropriate fee.
14. Nothing contained in this Policy (*attached*) is intended to conflict with the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

MEDIUM RESPONSE

15. The Method of submission of communications/correspondence shall not solely nor necessarily determine the medium of response (e.g. if an inquiry is received via facsimile, it may be determined by the Corporation that it would be more efficient/effective/practical to respond via telephone).
16. Where there is a verbal response provided to a written communication, an indication of the verbal response, including the responder's name, time and date, will be recorded on the written communication or where appropriate a written record may be attached to the correspondence and noted thereon.
17. Where legislation prescribes response in a specific format a response shall be provided in the prescribed format.

DISPUTE

The CAO or the Township Clerk, of the Corporation are delegated the responsibilities related to the processing of communications. Any dispute from the public regarding the medium or response, or any other provision of this policy, shall be referred to the CAO or the Township Clerk who in consultation with the CAO, shall make a determination regarding the issue.

POLICY ADMINISTRATION AND REVIEW

This policy shall be administered by the CAO and Township Clerk.

This policy will be reviewed every three (3) or as required based on revisions to the corporate practises.