



PIERS ISLAND IMPROVEMENT DISTRICT CORRESPONDENCE POLICY

1. PURPOSE

This document sets out the Piers Island Improvement District's ("PIID") policy regarding the process of handling electronic and paper correspondence addressed to the Board of Trustees (the "Trustees").

This policy establishes guidelines to ensure that all correspondence received by the PIID is distributed in a timely and consistent manner and that appropriate record keeping policies are applied.

2. APPLICATION

This policy is applicable to all correspondence received for Trustees whether in electronic or paper format.

3. REFERENCE

This policy makes reference to the *Freedom of Information and Protection of Privacy Act* ("FOIPPA").

4. DEFINITIONS

- a. "Correspondence" means all letters or requests sent to the PIID and addressed to the PIID Chair, the Trustees, or individual Trustees or sent to individual PIID Officers to be addressed by the Trustees, either via paper, or electronically (email).
- b. "Meeting" means regular PIID meeting.
- c. "Meeting Agenda" means regular PIID meeting agenda.
- d. "Landowner" means an owner of land under the jurisdiction of the PIID and as defined in the *Letters Patent*.

5. POLICY

- a. Section 6 (Procedures) of this policy must be followed for all correspondence addressed to the Trustees.
- b. All correspondence received by the PIID will be filed, tracked and disposed of in accordance with FOIPPA.
- c. When electronic correspondence is received from members of the general public, the Corporate Administrator will respond to senders informing them to whom their inquiry has been directed. All other electronic correspondence (i.e., from an organization) will not require such a response.

6. PROCEDURES

- a. All mailed correspondence received by the PIID will be date stamped and given to the Corporate Administrator¹. The Corporate Administrator will determine whether the correspondence must be circulated to the Trustees, other PIID Officers and/or whether the item is to be added to a Meeting Agenda under Correspondence.
- b. The correspondence may be added to a Meeting Agenda under "Incoming Correspondence" if:

¹ Electronic correspondence is automatically time-stamped when received.



- a. Correspondence requires Trustees’ action to be disclosed to the Landowners;
- b. Correspondence provides information to support the Trustees in their decision-making process; or
- c. The Trustees agree to add such correspondence at their discretion to a Meeting Agenda
- c. The deadline for inclusion on the next Meeting Agenda is noon a week prior to the scheduled Meeting date.
- d. A Trustee who has received correspondence directly will deal with such correspondence at the Trustee’s discretion. A copy, as appropriate, may be directed to other Trustees or PIID Officers for information, or added to the next Meeting Agenda.
- e. In the event that the correspondence requests consideration of a particular topic, without providing any background information or additional commentary, the Corporate Administrator shall request additional supporting information from the letter writer(s) prior to processing the request.
- f. All correspondence added to a Meeting Agenda will be addressed at the Trustees’ discretion including but not limited to:
 - a. Summarizing the content of the correspondence;
 - b. Reading the correspondence or parts of the correspondence; or
 - c. Attaching the correspondence to a Meeting Agenda.
- g. Should correspondence be received, that in the opinion of the Corporate Administrator in consultation with the PIID Chair, is deemed to constitute inappropriate remarks about an individual(s) of the PIID, the Corporate Administrator is authorized to not place that correspondence on the next Meeting Agenda pending the receipt of further advice as may be deemed appropriate.
- h. The Corporate Administrator may redact inappropriate portions of correspondence that otherwise have a legitimate request, question, comment or suggestions and provide a redacted copy to the writer(s). Any exclusively inappropriate, offensive, misleading, harassing or threatening correspondence need not be acknowledged and will be filed.
- i. Notwithstanding the provisions of section 6.e. 6.f. and 6.g., detailed correspondence will only be attached to a Meeting Agenda at the explicit and written request from the Landowner.

7. Privacy

- a. Correspondence submitted to the PIID forms part of the public record under *FOIPPA* and will be managed accordingly.
- b. Correspondence submitted for consideration on a Meeting Agenda may be published at the Trustees’ discretion. The author’s name will be disclosed through this process. However, the house number and any phone numbers or personal email addresses will be redacted pursuant to *FOIPPA*.

Approval:

Chair, Piers Island Improvement District

Date