



CORRESPONDENCE POLICY FOR COUNCIL AND ADVISORY BODIES

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Approved By: Council

A. POLICY STATEMENT

The City of Burnaby values public engagement and is dedicated to delivering prompt, accurate, and thorough responses to input and information submitted via correspondence. This Correspondence Policy for Council and Advisory Bodies (the “Policy”) delineates the procedures for submitting, receiving, managing, publishing, and responding to correspondence addressed to Council and Advisory Bodies of the City of Burnaby.

B. SCOPE

This Policy is applicable to all individuals and third parties desiring to submit correspondence to the Council or Advisory Bodies. The procedures contained in the Policy are in accordance with the *Community Charter*, the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, and the Burnaby Procedure Bylaw.

C. PURPOSE

Providing a clear and objective policy for the handling of correspondence facilitates good governance and amplifies public engagement in relation to all City services, operations and statutory requirements.

On a routine basis, Legislative Services staff accept written submissions addressed to Council or Advisory Bodies. Submissions are reviewed, classified, and compiled into the Council Correspondence Package, which is then published and uploaded to the City's website and provided to Council in the same time period as Council Meeting agendas.

To ensure submissions are handled within a reasonable timeline, staff may publish an additional Council Correspondence Package should there be an extended period of time without a regularly scheduled Council meeting.

D. DEFINITIONS

- Advisory Bodies** means Select and Standing Committees and Commissions who have been appointed by Mayor and Council.

- City** means the City of Burnaby.

- Confidential Correspondence** means correspondence that is determined by the Corporate Officer to not be publicly releasable based on legislative requirements and other bylaws and policies of the City.

- Corporate Officer** is the employee appointed by Council and has the meaning included in s.148 of the *Community Charter*.

- Correspondence** means any written communication, including letters, emails, faxes, petitions, and other forms of written expression, addressed to the Mayor and/or Council or Advisory Bodies of the City of Burnaby.

- Council Correspondence Package** means the publication containing accepted Correspondence that is prepared by Legislative Services and distributed with the regularly scheduled Council meeting agendas.

- Meeting** means a regularly scheduled Council or Advisory Body meetings.

- Meeting agenda** means Regular Council or Council Advisory Body meeting agendas.

- Author** means any person writing to the City of Burnaby Mayor and/or Council or Advisory Bodies, including but not limited to residents, non-residents, or a representative of an organization or third party.

E. AUTHORITY

This Policy is established and enforced in accordance with the *Community Charter, Freedom of Information and Protection of Privacy Act*, and the Burnaby Procedure Bylaw.

The Legislative Services department, under the direction of the Corporate Officer, is responsible for the acceptance of documents provided to Council and

Advisory Bodies as well as the maintaining and safekeeping of public records pursuant to section 148 of the *Community Charter*.

The Corporate Officer or designate retains the authority to accept submissions of correspondence addressed to Mayor and/or Council or Advisory Bodies.

F. PROCEDURES

I. Acceptable Format and Content

Correspondence is accepted in the following formats:

- webforms on the City of Burnaby's website
- electronic mail (email)
- fax
- mail
- in person, at City Hall

To be considered acceptable correspondence, submissions must be addressed to Mayor and/or Council or an Advisory Body, and must contain:

- the full name of the Author;
- the civic address of the Author or third-party; and
- contact information for the Author (personal emails and phone numbers will be redacted and not placed on the public record).

Submissions will not be accepted if they contain:

- video or audio files and other formats that are not accessible when the record is placed on public record and/or archived;
- external website URLs, redirects or other electronic codes or links that are not accessible when the record is placed on public record and/or archived;
- vulgar, derogatory, or defamatory language;
- confidential or personal information of third parties; or
- content that violates the City's Respectful Workplace Policy.

II. Submission Deadlines and Timelines

To be included on the next scheduled meeting agenda, correspondence must be received by the Corporate Officer no later than 12:00 Noon on the Tuesday preceding a Council or Advisory Body meeting.

Petitions will be included as correspondence in the next regular meeting agenda. In accordance with s.82 of the *Community Charter*, petitions are deemed to be presented to Council when filed and certified with the Corporate Officer, and must include the full name and residential address of each petitioner.

III. Classification of Correspondence:

Written submissions placed on the Council Agenda, Advisory Body Agenda or the Correspondence Package shall be classified based on the following criteria:

On Agenda (Council or Advisory Body)	Correspondence Package Section:		
Correspondence Section	1: Note from Staff	2: Referred to Advisory Body	3: For Information
Matters that require action from Council or an Advisory Body by way of resolution and vote.	Matters that require additional data or information from staff. These matters may include a clarification note, staff response to the Author for urgent matters or other further action or information from staff.	Matters that are referred to an Advisory Body. These matters shall relate to the Advisory Body's purpose and scope as defined in its Terms of Reference.	Matters of routine business or general information that is received and filed.

Confidential Correspondence will not be included on a public agenda or Council Correspondence Package but will be provided to Council members through a Closed Council agenda or provided to the appropriate authority or staff member.

IV. Response and Communication:

Council members, at their own discretion, may raise any correspondence item for discussion during the "Other Business" or "Correspondence" section of the associated meeting agenda package, regardless of which section it is placed in the Council Correspondence Package.

Legislative Services staff will provide all accepted electronic correspondence a confirmation receipt and provide information to the Author about when and where the correspondence shall appear for Council or Advisory Body consideration.

Additional staff responses may be provided to the Author, based on the nature, scope and content of the submission. All staff responses shall be clear, concise, and respectful of the correspondent's inquiries or concerns.

Staff responses to correspondence may be shared with the public through appropriate channels, such as a Regular Council meeting, an Advisory Body meeting, or the City's website or social media accounts, when appropriate.

G. EXEMPTIONS

For clarity purposes, submission exemptions to this Policy include:

1. Public Notice responses (e.g. Public Hearings or other statutory notices inviting the public to provide input). Deadlines, requirements, and details for submissions for public notices are indicated on the specified notice.
2. Physical mail that is addressed to an individual Council member, which will be considered private correspondence and forwarded, unopened, to the Council member’s mailbox at Burnaby City Hall. Legislative Services staff shall notify Council members of any unopened mail in their mailbox on a weekly basis.

H. PUBLIC RECORD

Accepted correspondence submissions that are placed in the Council Correspondence Package become part of the permanent public record and City Archives.

Correspondence that is submitted that contains personal information is collected in accordance with British Columbia’s *Freedom of Information and Protection of Privacy Act*. Personal information other than the name and civic address will be withheld from public disclosure. The use, storage and retention of personal information in the Council Correspondence Package is under the authority of the Corporate Officer.

I. ACCESSIBILITY ACCOMODATIONS

Accommodation for accessibility purposes in relation to this Policy are available to individuals by contacting the Legislative Services department.

J. POLICY ADMINISTRATION AND REVIEW

This Policy shall be administered by the Corporate Officer and will be reviewed and amended from time to time, through Council’s approval

Review Date:	December 11, 2026	Amendment Date(s):	
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