

**REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN  
BOARD POLICY**

**POLICY:** Board Correspondence

**AUTHORITY:** Board Resolution dated July 16, 2015.

**AMENDED:** Board Resolution No. \_\_\_\_\_ dated \_\_\_\_\_.

**POLICY STATEMENT**

The Regional District of Okanagan-Similkameen ensures that both incoming and outgoing correspondence is handled in a timely fashion in order to optimize the customer experience and cultivate a high performing organization.

**PURPOSE**

To foster a consistent, professional image in all business dealings related to the Regional District and the correspondence received from the public.

**DEFINITIONS (IF REQUIRED)**

1. "Board" means the Board of Directors for the Regional District of Okanagan Similkameen.
2. "CAO" means the Chief Administrative Officer of the Regional District of Okanagan Similkameen, duly appointed by resolution or bylaw of the Board of Directors, and holding the designations under s. 197, 198 and 199 of the Local Government Act.
3. "Chair" means the person elected as Chairperson of the Board of Directors for the Regional District of Okanagan Similkameen by his peers on the Board.
4. "Committee" means a standing, select or ad hoc committee of the Regional District of Okanagan Similkameen.
5. "Manager of Legislative Services" means the person delegated the responsibility of s. 198 (Corporate Officer) of the Local Government Act by the CAO.
6. "Member" means an individual member of the Board of Directors.
7. "RDOS" means the Regional District of Okanagan Similkameen.
8. "Senior Management Team" means the Senior Management Team for the Regional District of Okanagan Similkameen, as appointed by the CAO.

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## PROCEDURES

### Incoming Correspondence

Correspondence addressed to Chair will be placed in the Chair's wall file for review. A copy will be provided to the CAO

Correspondence addressed to Chair and Board will be posted each Friday on [www.rdos.bc.ca](http://www.rdos.bc.ca) under Regional Government / Board Correspondence for Board and public viewing.

A copy of any correspondence addressed to a specific Director will be placed in their mail folder for retrieval at the next Board meeting and the writer advised that they may email the Director directly

Correspondence which is anonymous will not be actioned and will be destroyed except when the correspondence is a request for information under the Freedom of Information and Protection of Privacy Act or if it pertains directly to public health or safety.

Anonymous complaints will not be investigated unless potential safety, liability or health issues are raised. Determination will be made by the CAO.

Any correspondence to the Chair or Director marked 'personal' or 'confidential' will be forwarded to the Manager of Legislative Services in the form it was received.

Notwithstanding the foregoing, the Regional District of Okanagan-Similkameen will not publish, in an agenda or otherwise, any material deemed to be libelous. Materials which have been deemed libelous will be returned to the sender with an invitation to remove the libelous comments and resubmit the materials.

### Outgoing Correspondence

All corporate correspondence shall be sent out under the letterhead of the Regional District and shall be used for the purpose of obtaining or giving information or conveying the official position of the Regional Board established by resolution adopted at a regularly constituted meeting.

Official correspondence under the signature of the Chair may have an electronic signature attached, providing proof of confirmation by the Chair is obtained and attached to the file copy of the correspondence.

Any Director sending out correspondence for those matters related to their constituency shall do so on personal letterhead and shall include a statement that the views expressed are not those of the Board. All correspondence on Directors letterhead must be forwarded to the Office of the CAO to ensure that proper records are maintained and to ensure compliance with the *Freedom of Information and Protection of Privacy Act*.

Correspondence which advises of a Board direction and which may have implications with a higher level of government shall be copied to the appropriate MLA, Minister or MP's office.

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Correspondence arising from a Board meeting shall be prepared within five business days following the meeting and a copy will be posted each Friday on [www.rdos.bc.ca](http://www.rdos.bc.ca) under Regional Government / Board Correspondence for Board and public viewing.

### **General**

Incoming and Outgoing correspondence related to a specific Electoral Area shall be copied to the affected Director.