



**EC51**

**CORRESPONDENCE**

**EC51**

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**POLICY**

1. All incoming correspondence shall be distributed to the intended recipient, promptly assessed by the recipient as to the appropriate response and dealt with accordingly.

**REASON FOR POLICY**

2. To ensure the timely, professional and appropriate management of correspondence.

**RELATED POLICIES**

- DP30 – Authorized Access & Use of Electronic Systems
- DP31 – Operational Communications Equipment & Use
- EC50 – Security & Privacy Management of Records, Information & Data
- EM10 – Employee Files
- EM32 – References - Professional & Personal



## **PROCEDURES**

### **Outgoing Mail**

3. All letters and documents prepared as correspondence from the Delta Police Department (Department) are to be prepared using Arial 11 or 12 font on pre-printed correspondence paper supplied by Purchasing or an approved published template that includes the Department's crest.
4. Employees may only use Department forms, crests or letterhead for correspondence related to their duties.
5. Forms and templates designed for internal or external use as official correspondence of the Department are to be approved for use by the Chief Constable or designate.
6. All outgoing mail, including items from the Public Safety Building is processed by the File Management Desk at HQ.
7. All outgoing mail, including items from the Public Safety Building is processed by the File Management Desk at HQ.
8. Items to be sent by courier or received from a courier, are processed by Public Information Representative (PIR) staff.

### **Outgoing Fax**

9. All outgoing faxes are to be covered with the official Department cover sheet, with all fields completed. The responsibility for ensuring that the fax is transmitted to, and received by, the intended recipient lies with the individual sending the fax.

### **Incoming Mail**

10. All incoming mail at HQ shall be date stamped on receipt, processed by the Records Section and distributed within the department by a clerk from that section, in accordance with the procedures laid down in the File Management Manual.
11. The following mail will be distributed unopened:
  - a) mail addressed to the Police Department for the attention of an individual and marked 'Personal' and/or 'Confidential';



- b) mail addressed to named individuals in the office of the Chief Constable, Deputy Chief Constable or member of the management team (e.g., mail addressed generically to 'Chief Constable' can be opened);
  - c) all mail addressed to Human Resources Branch, and of its Sections or members;
  - d) mail addressed to the Investigations Bureau, its Sections or members; and
  - e) mail addressed to the Delta Police Association, Athletic Association or the Delta Police Pipe Band.
12. Mail received at the Public Safety Building is to be opened, date stamped and distributed in accordance with the procedures above.

### **Incoming Faxes**

13. All fax machines in unsecured areas are to be programmed to store messages for retrieval by authorized personnel only, as the location of fax machines in open areas and the receipt of faxes after regular office hours create the possibility that a fax can be read by someone other than the intended recipient, thereby undermining the security of the information.

### **Recognition & Handling of Suspicious Mail & Packages**

14. Guidelines specific to the recognition and handling of suspect mail and packages are to be on display in the Mail Room and included in the training and procedures for all employees who handle mail, including at sites other than HQ, are to make themselves aware of these guidelines and take recommended precautions when handling mail.

\*Revised Dates:  
18 December 2012  
08 April 2015