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**AE19**

**CORRESPONDENCE**

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Effective Date: 28 October 1997  
Revised Date: 08 April 2015  
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**POLICY**

1. All incoming or outgoing correspondence shall be processed according to prescribed procedures.

**REASON FOR POLICY**

2. To provide direction for the preparation and dispatch of outgoing correspondence and the handling and distribution of received correspondence.

**RELATED POLICIES**

AC30 – Communication Rules  
AC45 – Civil Actions

**PROCEDURES**

**Outgoing Mail**

3. All letters and documents prepared as official correspondence from the Delta Police Department (“Department”) are to be prepared in accordance with the standard template, using Arial 11 or 12 font, the approved crest and/or printed correspondence paper supplied by Purchasing.
4. Official Department correspondence, including forms, crests and letterhead, shall not be used by members for personal correspondence unless it relates to or is as a result of the member's duties. The Department does not provide personal references to former employees; all such requests are to be passed to Human Resources, or provided as a private individual, with the following disclaimer:



“The opinions contained in this reference are my personal opinion and do not represent the records or opinions of the Delta Police Department”.

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, and registered, revised and controlled by the File Management Desk, Information Services Section.
6. All outgoing mail, including items from the Public Safety Building is processed by the File Management Desk at HQ.
7. Items to be sent by courier or received from a courier, are processed by switchboard staff.

### **Outgoing Fax**

8. 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**

9. All incoming correspondence at HQ shall be processed by the Information Services Section. Mail will be distributed within the department by a clerk from that section, in accordance with the procedures laid down in the File Management Manual. Mail will be date stamped on receipt in the Department.
10. In the following circumstances, mail will be distributed unopened:
  - a) addressed to the Police Department for the attention of an individual and marked "Personal" and/or "Confidential";
  - b) addressed to the Chief Constable or other executive officer from B.C. Police Services or the Delta Police Board; and
  - c) all mail addressed to Human Resources, Staff Sergeant of Human Resources and Administration or Inspector of Human Resources and Administration shall be forwarded to that section unopened.



11. Mail received at the Public Safety Building is to be opened, date stamped and distributed in accordance with the procedures above.

### **Incoming Faxes**

12. The location of fax machines in open areas generally creates the possibility that the entire contents of a faxed message can be read by someone other than the intended recipient, thereby undermining the security of the information. Additionally, fax messages can be received after normal office hours when it is unlikely that the message will be immediately retrieved by the intended recipient.
13. All fax machines in unsecured areas are to be programmed to store messages for retrieval by authorized personnel only.

### **Email**

14. Policy on the use of Department email can be found in **Policy AC30 – Communication Rules**.

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

15. Procedures for 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 Front Desk and Switchboard staff. All members, staff and volunteers of the Department, including remote sites, are to make themselves aware of these procedures and take every precaution in the handling of mail.