

**7.4.i. Guidelines****HANDLING OF INCOMING MAIL: GENERAL**

February 4, 1993

**A: PURPOSE:**

1. To ensure the proper and expeditious delivery of all incoming mail to local trustees and staff.

**B: REFERENCES:**

1. Policy Manual: Handling of Correspondence: Chairperson and Executive Committee (7.4.ii.)

**C: GUIDELINE:****1. MAIL DELIVERED BY GOVERNMENT MAIL SERVICES**

- 1.1. Once every day, receptionist receives and date stamps all incoming mail delivered to Trust Office by Government Mail Services.
- 1.2. All mail receives a circulation slip which notes staff person to receive the correspondence. Invoices, travel vouchers and permit/bylaw applications do not receive circulation slips. Invoices are given to Financial Clerk, Travel Vouchers and applications are given to Office Assistant. Newspapers receive a "newspaper circulation slip".
- 1.3. All resumes are logged noting the applicant's name, address, and date resume arrived. Resume is then passed to Operations Manager.
- 1.4. *Addressed Correspondence*
  - i. For correspondence addressed to a staff person, receptionist paper clips circulation slip on correspondence, and places correspondence in staff person's "in basket".
  - ii. For correspondence addressed to a local trustee, receptionist copies correspondence and mails to trustee (goes in trustee mail slot - sent out weekly). If correspondence is deemed urgent\*, it is faxed to the trustee. The original correspondence is directed to the appropriate staff planner or manager, and receptionist notes on circulation slip that the correspondence has been mailed or faxed to the trustee.

- iii. For correspondence addressed to a local trust committee, receptionist copies correspondence and mails to all local trust committee members. If correspondence is deemed urgent\*, it is faxed to the trustees. The original correspondence is directed to the appropriate staff planner or manager, and receptionist notes on circulation slip that the correspondence has been mailed or faxed to local trust committee members.
- iv. For correspondence addressed to the Executive Director, Chairperson or Executive Committee, the receptionist passes the correspondence to the Administrative Secretary for her to coordinate (see related procedures under Operations Manual Code 3 - Handling of Correspondence - Chairperson and Executive Committee).

## **2. MAIL DELIVERED BY COURIER OR PRIORITY POST**

- 2.1. When a package arrives by courier or priority post, the receptionist will immediately open the package to examine the contents.
- 2.2. If the correspondence in the package is considered urgent, the receptionist will date stamp, and immediately pass to the appropriate staff person. If the correspondence in the package is not considered urgent, it will be placed in the "incoming mail basket" and will be dealt with when the regular mail is opened.

If Receptionist is unsure whether a piece of correspondence is considered urgent, she will consult the Administrative Coordinator. If Administrative Coordinator is unsure, the Operations Manager will be consulted.

## **3. ABSENT STAFF**

- 3.1. When staff are absent, their designated backup will check the absentee staff person's inbasket for correspondence which should be dealt with expeditiously.