

## **Sunbury-York South Rural Community Internal Communication Policy**

### **1. Purpose**

The purpose of this policy is to establish protocols for handling internal communication between Members of Council and staff of Sunbury-York South Rural Community (SYSRC).

### **2. Policy**

The Internal Communication Policy establishes a formalized process to ensure all communication, whether by email or by verbal conversation, between Members of Council and staff is handled consistently and efficiently.

### **3. Process**

#### **a) Timeframe for a Member of Council to Respond:**

- i) Any Member of Council who receives email correspondence directly from any other Member of Council or staff that is requesting a response or direction will provide a response within two (2) business days.
- ii) If the Member of Council who is being requested to provide a response or direction is unable to give an answer within two (2) business days, at a minimum the Member of Council will acknowledge receipt and advise when a response or direction can be provided. Such acknowledgement is to be sent within two (2) business days.
- iii) However, if the matter is time-sensitive and it is requested that a response or direction be given earlier than two (2) business days, the Member of Council will make their best effort to respond as soon as possible.
- iv) If a Member of Council is aware they will be absent at any time, an “out of office” notification will be set up through Outlook indicating they are absent, their expected return

date, and contact information for the office if the matter is urgent. All messages will be responded to promptly upon their return.

b) Timeframe for a Staff to Respond:

- i) All staff of SYSRC who receive email correspondence directly from any Member of Council or staff that is requesting a response or direction will provide a response within two (2) business days and copy all members of Council.
- ii) If the staff who is requested to provide a response or direction is unable to give an answer within two (2) business days, at a minimum the staff member will acknowledge receipt and advise when a response or direction can be provided. Such acknowledgement is to be sent within two (2) business days.
- iii) However, if the matter is time-sensitive and it is requested that a response or direction be given earlier than two (2) business days, the staff member will make their best effort to respond as soon as possible.
- iv) If staff are aware they will be absent at any time, an “out of office” notification will be set up through Outlook indicating they are absent, their expected return date, and provide contact information for an alternative staff member if the matter is urgent. All messages will be responded to promptly upon their return.

c) Verbal Communication:

Any Member of Council or staff who receives a verbal request from any other Member of Council or staff that is requesting a response

or direction, the Member of Council or staff will respectfully provide an answer immediately or advise when a response can be provided.

d) Respecting Deadlines:

All Members of Council and staff will respect the deadlines set out herein and adhere to any new timeline established. If a new timeline is set, the Member of Council or staff who set it will provide regular updates to the sender on the status of a reply. If it becomes apparent that a reply cannot be provided, the Member of Council or staff will state such fact to the sender and give the reason why it cannot be provided. If the response cannot be provided due to staff absence, the staff will advise all members of Council accordingly.

**4. Effective Date**

This policy will come into effect upon approval and adoption of Council by resolution at a duly convened Council meeting.

**5. Changes or Amendments**

No change or amendment to this policy will be effective unless it has been approved and adopted by resolution of Council at a duly convened Council meeting.

*June 17, 2025*