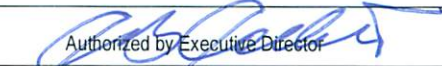


Chapter:	Information Management	Classification:	Public Document
Subject:	Processing Mail		
For:	Entire Division	 Authorized by Executive Director	

1. Policy

1.1 It is Correctional Services' policy that all incoming and outgoing mail for staff will be processed in an organized, efficient manner appropriate for the necessary security and confidentiality.

2. Personal and Confidential

2.1 Personal and confidential mail includes envelopes, facsimile transmissions, e-mail and mailed or courier-delivered correspondence addressed to staff that is marked "personal and confidential".

3. Incoming Mail

3.1 "Personal and confidential" mail for staff is forwarded to the person it is addressed to unopened.

3.2 Staff will not receive personal nonwork related mail at work except in exceptional circumstances and they receive the prior approval of the senior probation officer, superintendent or Head Office manager.


3.3 Incoming mail addressed inappropriately, and intended for other recipients, is to be redirected to the correct destination.

4. Outgoing Mail

4.1 All outgoing mail is forwarded letter mail via Canada Post unless otherwise instructed.

4.2 Certified and registered mail may be used when a record of receipt is essential.

4.3 Postage is for government mail only. Stamps, postal meters or other authorizing methods for outgoing mail will be kept in a secure location.

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4.4 In circumstances where several pieces of departmental mail are destined for the same location, staff will package it in one large envelope for posting.

5. Interdepartmental Mail and Courier Services

5.1 Offices and correctional facilities within the metropolitan Halifax or Sydney areas that have access to interdepartmental mail services will use these services to forward business mail between their locations.

5.2 Staff will use faxes or government-contracted courier services when documents must be received sooner than delivery can be assured using regular Canada Post mail services.

5.3 Inter-department mail and courier services are not for personal use.

6. Voice Mail

6.1 Normally the receipt and processing of voice mail is the responsibility of the individual staff member with the voice mail account. Where appropriate or required, other staff may be designated to retrieve and action another's voice mail.

7. Electronic Mail (Email)

7.1 Electronic mail will normally be received directly by the individual to whom it is addressed. Staff may establish processes for the forwarding of, or third party access to e-mail for specific purposes, e.g., during vacation. In all such cases staff will advise the sender that their e-mail will not be received solely by the intended recipient.

8. Document Scanning

8.1 Documents can be scanned and sent via email or saved to a shared drive folder as appropriate or required.