The Corporation of the District of North Vancouver

CORPORATE POLICY

Title	Inappropriate, Offensive, Misleading, Harassing or Threatening Correspondence to Members of Council or Staff
Section	Corporate Administration

POLICY

It is the policy of Council that inappropriate, offensive, misleading, harassing or threatening correspondence addressed to Council or staff ("Inappropriate Correspondence") will not be tolerated.

If a Council Member observes or experiences Inappropriate Correspondence, they may, at their discretion, bring the incident to the attention of Council.

When Council receives notice of Inappropriate Correspondence, a Council Member may place discussion of this matter on the agenda of Council and in discussing the matter, Council will consider the following:

(a) Whether the Inappropriate Correspondence relates to the comments and feedback regarding a service, program, or initiative of the District;
(b) Whether the Inappropriate Correspondence is inappropriate, offensive, misleading, harassing, and/or threatening correspondence;
(c) Whether the Inappropriate Correspondence was a single or repeated act;
(d) Whether the person acknowledged wrongdoing or apologized for the Inappropriate Correspondence;
(e) Whether the person had received previous warning or actions from the District regarding Inappropriate Correspondence; and,
(f) Any other relevant consideration.

Council will take appropriate steps to determine whether the alleged Inappropriate Correspondence is substantiated or not. This includes providing the responding party with information about the allegations and providing them with a fair opportunity to respond, which Council may require to be made solely in writing.

Having consideration of the foregoing guidelines and any submissions of the responding party, after reviewing and considering the matter, Council may, by resolution passed by a majority of Council Members:

(a) Determine that the incident did not constitute a violation of this policy and take no further action;

(b) Determine that the incident constituted a violation of this policy but decide that no further action is required in the circumstances;
(c) Determine that the incident constituted a violation of this policy and instruct the Corporate Officer or the Chief Administrative Officer take one or more of the following steps:
    a. Issue a written warning letter to the person who engaged in the Inappropriate Correspondence;
    b. Impose limits on the way the person may communicate with Council including, among other actions, by directing that all future correspondence from that individual, group of individuals, association, organization or company be directed though the Corporate Officer. This direction is deemed to include the authority for the Manager, Information Technology Services to redirect email correspondence from the named person, persons, organization or company by whatever means necessary and appropriate so that the email correspondence is not received by individual members of Council and/or staff yet is redirected solely to the Corporate Officer.

       Where Council has determined that this policy applies and imposes said limits, the Corporate Officer shall receive and review all correspondence from any named person, persons, organizations or companies and only forward to the appropriate member(s) of Council or staff correspondence that addresses, in an appropriate civil tone, a legitimate business request, question, comment or suggestion. The Corporate Officer may redact inappropriate portions of correspondence that otherwise have a legitimate request, question, comment or suggestion. Any exclusively inappropriate, offensive, misleading, harassing or threatening correspondence need not be acknowledged and will be filed; and,
    c. Take any other action Council considers appropriate and reasonable in the circumstances.

This policy is not intended to deny any legitimate access to the Council for the District of North Vancouver or its staff. The Corporate Officer will not withhold or redact any communication or correspondence that is legally required to be made available to Council.

The application of this policy in any particular instance will be reviewed after one calendar year to determine its continued need. A resolution of Council will be required to terminate its application.

Policy approved on: November 16, 2015 (Regular Council Meeting)
Policy amended on: January 12, 2026

PROCEDURE

Where Council deems this policy to apply, the following resolution would be appropriate:

> THAT recent correspondence from _____ is deemed to be inappropriate, offensive, misleading, harassing or threatening and, in accordance with policy, further correspondence shall be directed to the Corporate Officer for a period of one year.