

**VILLAGE OF ALMA**  
**COMMUNICATION AND SOCIAL MEDIA POLICY**

Contact information for the mayor, councillors and staff can be found on the Village of Alma website.

All correspondence is the responsibility of the mayor and the clerk. In some instances the mayor will respond to an inquiry, but most requests will be addressed by the clerk.

All incoming and outgoing communication will be conducted in a polite and respectful manner.

Note that all incoming correspondence must be marked “privileged and confidential” to the mayor or councillors or “not for public distribution” if the correspondent does not want the correspondence to be shared.

The clerk will forward emails/letters that are received to the mayor and councillors in a timely manner and will indicate if the correspondence is for information purposes only or if input/comments/suggestions are invited/required.

If a councillor is in a conflict situation regarding the correspondence, that councillor will not receive a copy of the correspondence.

Correspondents can generally expect to receive a response to their correspondence within five (5) business days. Exceptions may occur depending on workload, the nature of the inquiry, and the consultation that may be required before a response can be given. If a response cannot be provided within five (5) business days, the clerk will notify the correspondent and provide an alternate date.

If the mayor and councillors have been copied on incoming correspondence, they will be copied on the response(s).

The Village of Alma Facebook page and any posts to the page are for general information purposes only and will not be used to promote any individual business or any business carried on by any member of council or staff. The Village of Alma Facebook page will not be used to engage in conversations relating to village business, and the mayor, councillors and staff will not engage in conversations relating to village business on any Facebook pages.

Water and sewer emergencies should be reported to the water & sewer operator or, in his/her absence, the clerk. Infrastructure emergencies should be reported to the mayor and the clerk.

The mayor or his/her designate (as appointed by the mayor) will be responsible for responding to media inquiries (all outlet types) and conducting media interviews.

The mayor or his/her designate (as appointed by the mayor) will attend political functions and events and ministerial announcements.