

# Hamilton's Community Safety and Well-Being (CSWB) System Advisory Leadership Table EMAIL DISTRIBUTION PROCEDURE

Review Date: March 5, 2028

## 1. PURPOSE

This Standard Operating Procedure (SOP) outlines the procedure for email distribution related to the Community Safety and Well-Being (CSWB) System Advisory Leadership Table (SALT). The purpose is to ensure that mass email communications are used intentionally, clearly, and sparingly, and are limited to essential SALT-related communications.

This SOP promotes efficient, coordinated communication, and respects the time, attention, and roles of SALT Members, Delegates, and partners.

## 2. SCOPE

This SOP applies to SALT Members, SALT Delegates, SALT Co-Chairs, Backbone Support Staff, SALT Work Groups, and invited contributors.

It governs the use of SALT distribution lists and the distribution of mass email communications related to SALT governance, operations, and decision-making.

## 3. KEY TERMS AND DEFINITIONS

### 3.1 Mass Email Communication

Any email distributed to a broad group of SALT Members, Delegates, or Workgroup participants using shared or centralized SALT distribution lists.

## 4. RESPONSIBILITY

### 4.1 Backbone Staff

- Serving as the primary point of contact for mass email distribution on behalf of SALT.
- Reviewing proposed email content to determine alignment with this SOP (i.e., related to SALT governance, operations, and decision-making).

- Distributing mass emails only when content meets approved criteria (see Section 5.1).
- Maintaining a centralized record of mass email communications for accountability and reference.

#### 4.2 SALT Co-Chairs

- Provide guidance when the appropriateness of a proposed communication is unclear or disputed.
- Approve urgent or time-sensitive communications that fall outside standard categories.

#### 4.3 SALT Members and Delegates

- May request distribution of mass communications through Backbone Support Staff.
- Are responsible for ensuring proposed communications are relevant, concise, and aligned with SALT's Purpose and Objectives.
- May distribute communications independently to SALT distribution lists, at their discretion.

## 5. PROCEDURE

#### 5.1 Approved Categories for Mass Email Distribution

- Distribution of SALT meeting agendas, minutes, or decision records.
- Follow-up communications related to actions, deliverables, or decisions documented in meeting minutes.
- Communications explicitly permitted or required under another approved SALT SOP or governance document.
- Urgent or time-sensitive notices, approved by the SALT Co-Chairs, that directly relate to SALT governance, operations, or legislative obligations.

#### 5.2 Exclusions

- General information sharing, awareness-building, or promotional content will not be distributed through SALT mass email lists unless explicitly approved by the Co-Chairs.
- External communications not directly related to SALT responsibilities or CSWB governance are not eligible for mass distribution.

#### 5.3 Discretion and Volume

- Backbone Support Staff will exercise discretion to limit volume and avoid duplication of communications.

- Where appropriate, information may be consolidated into a single communication.

## **6. Review and Revision**

This SOP will be reviewed biannually, or as required, to ensure clarity, relevance, and alignment with the SALT Terms of Reference and other approved operating procedures. Revisions must be approved by SALT.

*This SOP is intended to be used in conjunction with the CSWB SALT Terms of Reference and other approved operating procedures.*