

Toronto District School Board

Operational Procedure PR567

Title: **INTERNAL MAIL**
Adopted: March 18, 2008
Revised: April 15, 2009, **October 3, 2012**
Reviewed:
Authorization: Director's Council

1.0 OBJECTIVE

To provide details about internal mail

2.0 RESPONSIBILITY

Chief Financial Officer, Business Services

3.0 DEFINITIONS

Provincial Schools refer to sites administered by the Ontario Ministry of Education for students who are deaf and or blind.

Demonstration Schools refers to sites administered by the Ontario Ministry of Education for students who have severe learning disabilities.

Intranet refers to the Board's internal network used to share company information and computing resources among employees.

4.0 PROCEDURES

4.1. Mail Schedule

To expedite mail delivery within the Toronto District School Board, Delivery Site and Courier Route Designation List should be used. This list identifies each location on our delivery schedule and the corresponding geographical and numerical route code for each of these locations. To maximize efficiencies for all internal departmental mail distributions, please use this list when addressing mail and **not** the Family of Schools Codes.

The Delivery Site and Route Designation List can be accessed through the following link: <http://tdsbweb/site/Viewitem.asp?sited=50&menuid=22579&pageid=19608>

Please contact Printing Mailroom Courier and Logistic Services at 395-6565 to receive a current copy of the Courier Delivery Calendar. Please note the updated calendars are distributed every September.

Schools and departments can also reference their pay statements to help identify their numerical route codes. The first two numbers on the front of the pay statement indicate the numerical route code for your location.
i.e. 31-1000 = your numerical route code is 31.

Interdepartmental Mail Advisement – it is advised that you do not send the following items through TDSB interdepartmental mail system:

- Cash / Time sensitive cheques
- Food (peanuts, etc) due to food allergies
- Personal postal mail – personal postal mail will not be processed without postage/stamps (Manulife claims, personal utilities bills, etc).
- Blackberrys

4.2 Addressing Mail

Please show the following information clearly on the envelope or package to ensure timely deliveries. For example, when addressing an envelope to a school, the address should look like this:

Glen Ames Sr. P.S., Terry Doyle, Route SE 21

4.3 Ontario Student Records (OSRs)

- (a) Each school is responsible for sending OSRs outside of the TDSB district e.g. York, Durham, Peel, etc. (***upon request from the receiving school***) via the Board approved contracted courier service, as recommended in the Ministry's Guideline for OSRs.
- (b) OSRs being sent outside of the TDSB district must be sent in an OSR Mailer, which is available at the Distribution Centre, Material Group #2144.
- (c) If the original OSR is being transferred to a private, federal, or First Nation school, or to a Provincial or Demonstration School, it must also be transferred by the school via the Board approved contracted courier service or an equivalent delivery method that is approved by the board and that maintains confidentiality and guarantees prompt delivery.
- (d) A designated TDSB OSR brown envelope and Board mail should be used for the transfer of a single or a few OSRs between TDSB schools during the first week of September upon the request from the receiving school. Schools should refrain from sending OSRs during the months of July and August.

- (e) OSR Bulk Transfers; (see OSR Manual, section 6, page 25) For bulk transfers of OSRs where large numbers of students are moving to another TDSB school, ie. 8-9/5-6/6-7 etc, the OSRs of these students and a checklist of names shall be forwarded to the appropriate receiving school in June before the elementary schools' closing for the year. The Principal of the sending school must ensure safe transport and acknowledgement receipt of all bulk OSR transfers. To this end please ensure:
- OSRs are boxed for bulk transfer, **carefully labeled and delivered directly to receiving schools by the Principal or a designate elementary school personnel** on the last day of school.
 - A list of names is placed on top of the box and all VISA students' files are clearly marked as such as well as students transferring with Safety Plans to expedite immediate review by the receiving Principal.
- (f) Culled OSRs should arrive at the Central Transcript Office (140 Borough Drive) as follows:
- Arrive in taped boxes
 - Boxes should be numbered e.g. 1 of 10, 2 of 10
 - Boxes should be labeled with the school name, school contact name and number, alpha designation e.g. A-CE and years sent e.g. 1980-1985 (use shipping label)
- (g) To facilitate the delivery of culled OSRs to 140 Borough Drive, a Request for Pickup and Delivery Form must be completed and faxed to 416-395-6569.

4.3 Toronto Catholic District School Board

Mail going to the Toronto Catholic District School Board must be clearly marked. The Toronto Catholic District School Board picks up and drops off mail at Tippet Centre on a daily basis.

Mail for private schools or other school boards must be sent via the Board's approved contracted courier service provider.

4.4 Bulk and/or Mass Mailings

The mailrooms also provide a postal metering service for schools that have mass mailings, which include report cards, commencement letters, and parent letters. The schools are required to provide their Cost Centre and General Ledger numbers, and all envelopes must have the **envelope flaps turned down**. The bulk mailings will be picked up from your school in the same location as the interdepartmental mail is picked up from. The mail from Northwest schools will be metered at the 1 Civic Centre Court mailroom. The mail from Southwest schools will be metered at the

286 Oak Park Avenue mailroom. The mail from Northeast and Southeast schools will be metered at the 140 Borough Drive mailroom.

4.5 Mailrooms

Mailroom staff is responsible for distributing internal and external school and departmental mail in accordance with Federal Postal Standards. They respond to all telephone inquiries regarding mail tracing, delivery requests, and proper distribution methods. All mailroom staff works in compliance with The Privacy Act and the Personal Information Protection and Electronic Documents Act.

Personal mail should not be sent using the TDSB internal mail service as the mailrooms will not be responsible for the mail/items.

4.6 Courier Drivers

The couriers are responsible for all deliveries of interdepartmental mail and media (videos) on designated scheduled service routes. The courier drivers, through tracked service performance, ensure they meet TDSB expectations in compliance with the Ontario Ministry of Transportation Highway Traffic Act.

4.7 Logistics Drivers

Provides TDSB logistical support for Administration, including Business Services and Communications, for designated routes (non-scheduled service) along with irregular route system-wide distribution services for Printing, Science/Tech kits, Parenting Centres, Director's Newsletters, Choices booklets and Communications material in accordance with the Ontario Ministry of Transportation Highway Traffic Act.

Please note that the Printing, Mailroom, Courier & Logistics (PMCL) Department does not facilitate furniture moves, classroom/teacher moves, musical equipment moves, media equipment moves, A/V equipment repair, or Special Education Allocation (SEA) equipment moves. Please contact Purchasing Services to arrange these moves with an approved moving services contractor.

4.8 Documents/Forms on TDSB Intranet

The following documents/forms can be accessed through the TDSB website (Intranet) by clicking on the drop down menu Services >Business Services > Printing, Mailroom, Courier & Logistics>Mailroom, Courier & Logistics.

<http://tdsbweb/site/ViewItem.asp?siteid=50&menuid=22579&pageid=19608>

- Courier Delivery Calendar
- Delivery Site & Route Designation List
- Request for Pickup & Delivery Form
- Copy Paper Order Form (Admin Centres only)

4.9 Obtaining Additional Courier Envelopes

To obtain additional courier envelopes for your school, please call your regional geographical mailroom. Envelopes are provided at no cost to the user.

NW Region → 395-4374

NE/SE Region → 396-4880

SW Region → 393-8588

If you have surplus envelopes, they can also be returned to your regional geographical mailroom. Simply place them with your outgoing mail and your courier driver will return them to the mailroom to be used again.