



# Management Directive

If this information is required in an alternate format, please contact the Accessibility Coordinator at 905-623-3379 ext. 2131.

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<b>Number:</b>	MD-00#??
<b>Title:</b>	<b>Printing Services for External Organizations</b>
<b>Type:</b>	<b>Community Relations</b>
<b>Sub-type:</b>	<b>Print/Mailroom</b>
<b>Owner:</b>	<b>Legislative Services Clerk's Division</b>
<b>Approved By:</b>	<b>CAO</b>
<b>Approval Date:</b>	Click or tap to enter a date.
<b>Effective Date:</b>	Click or tap to enter a date.
<b>Revised Date:</b>	Click or tap to enter a date.
<b>Applicable to:</b>	<b>All Departments and Staff</b>

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## 1. Legislative or Administrative Authority:

- 1.1. The CAO has the authority to approve Management Directives related to operational activities. In particular, arising out of Report LGS-007-24, Council directed the CAO to establish a policy for printing services for external organizations.

## 2. Purpose:

- 2.1. To provide information, set parameters, and establish processes and responsibilities to provide printing services for external organizations.

## 3. Scope:

- 3.1. The scope of this document is to be informational to Staff and applies to the organizations defined in the Management Directive.

## 4. Definitions:

- 4.1. "Community Organization" means a group, governed by volunteers, which has a primary mandate to provide recreational, art, cultural, social, and/or sport programs and services that meet Clarington community needs where the membership/participation is open to Clarington residents, which does not have the resources to do printing. This includes clubs, neighbourhood associations, cultural organizations, hall boards, sports associations, etc.

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## 5. Directive Requirements:

### Eligible Organizations

- 5.1. Clarington “community organizations” are entitled to complimentary printing services within the established process and limits.

### Limits

- 5.2. Eligible organizations have the following limits:
- 2500 sheets/calendar year – within the paper specifications indicated in the “Documents” section of “Eligible Requests”.
  - over 2500 sheets/calendar year – pay in accordance with Clarington’s User Fee By-law.

### Eligible Requests

- 5.3. Documents:
- Must be electronic and must be in “print ready” condition (i.e. no manipulation required).
  - Must conform to the Use of Corporate Resources for Election Purposes Policy.
  - Must benefit residents of Clarington or support a Clarington community event.
  - Must not contain content contrary to the Criminal Code of Canada.
  - May contain sponsorship logos and business cards, but the document cannot have, as its main purpose, to advertise for commercial purposes.
- 5.4. Requests that fall within the following specifications are eligible:
- Paper Size = Letter (8 1/2” x 11”), Legal (8 1/2” x 14”), and Ledger (11” x 17”)
  - Folds = 1/2, Z, C, or double for 14” paper
  - Paper Type = White, or available colours, of copy paper
  - Extras =single-sided, double-sided, booklet, stapled, cutting, collated.
  - Ink = black or colour
- 5.5. Large print jobs involving detailed specifications, which cannot be handled by the Printshop, or print jobs that can be produced more efficiently (time wise or financial) may not be accepted.

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## Submitting a Request

- 5.6. All print requests must be submitted, electronically, using the form/portal specified by the Printshop/Mailroom – contacted via [clerks@clarington.net](mailto:clerks@clarington.net).
- 5.7. Requests for 1,000 pages or less shall allow a minimum of five full working days for the print job to be completed.
- 5.8. Requests for more than 1,000 pages shall allow a minimum of ten working days for the print job to be completed.
- 5.9. A request does not guarantee that we are able to print the request. All requests are subject to Staff review to confirm that the request can be fulfilled, within two business days.

## Fulfilling a Request

- 5.10. Requests will be forwarded to the Print/Mailroom Clerk for processing.
- 5.11. The Print/Mailroom Clerk shall track each of the requests, by organization, and notify the organization if they exceed the yearly limit.
- 5.12. Requesters will be notified, via email, of the completion of their request and directed to the Clerks customer service desks for pickup during regular business hours.

## 6. Roles and Responsibilities:

### 6.1. Chief Administrative Officer (CAO) is responsible for:

- 6.1.1. Ensuring that this Management Directive is updated for changes in corporate need, community requirements, and good governance, as required.

### 6.2. Directors / Managers are responsible for the following within their scope of authority:

- 6.2.1. Reviewing this policy and ensuring that appropriate staff are made aware of this policy.

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## **6.3. Print/Mail room Staff and their delegates are responsible for:**

- 6.3.1. Familiarizing themselves with this document and asking for clarification if any information is not understood, from their manager/supervisor.
- 6.3.2. Communicating the details of this document to community groups where appropriate.
- 6.3.3. Providing the printing services as outlined in this document.

## **7. Related Documents:**

- 7.1. Use of Corporate Resources for Election Purposes Policy

## **8. Inquiries:**

- 8.1. Clerk's Division at [clerks@clarington.net](mailto:clerks@clarington.net) specifically either the Municipal Clerk or Deputy Clerk.

## **9. Revision History:**

Date	Description of Changes	Approved By