

**INCOMING MAIL & FORMS PROCESS  
Nova Scotia**

Mail and correspondence is received at Guide House by the Customer Service Representative via:

- Mail
- Courier
- Fax
- Email
- Walk in Drop offs

Please note: All email correspondence for General mail / member forms, PRC, Non Member forms and Safe Guide Forms are printed and follow the same process as "In person drop off"

**Provincial Office Process**

<b>Customer Service Rep (CSR)</b>
<b>In person drop off</b>
<ul style="list-style-type: none"><li>• Receives correspondence from walk in visitor.</li><li>• Date stamps correspondence</li><li>• Reviews correspondence to determine:<ul style="list-style-type: none"><li>○ General mail / member forms</li><li>○ PRC</li><li>○ Non Member forms</li><li>○ Safe Guide Forms</li><li>○ Other</li></ul></li> <li>• If:<ul style="list-style-type: none"><li>○ <u>General mail / Member Forms:</u><ul style="list-style-type: none"><li>▪ accepts and delivers to recipient or puts in appropriate mailbox</li></ul></li> <li>○ <u>PRC &amp; Non Member Forms:</u><ul style="list-style-type: none"><li>▪ Forwards PRC to IMIS</li><li>▪ Forwards Non Member form to IMIS</li></ul></li> <li>○ <u>Safe Guide Forms:</u><ul style="list-style-type: none"><li>▪ Accepts forms and follows the Safe Guide Assessor process</li></ul></li> <li>○ <u>Other:</u><ul style="list-style-type: none"><li>▪ Reviews and determines actions based on correspondence received.</li></ul></li></ul></li></ul>