



The Corporation of the Town of LaSalle

Date	September 19, 2018	Report No:	CL-27-18
Directed To:	Mayor and Members of Council	Attachments:	A) Updated Policy B) RDAD Policy
Department:	Council Services	Policy References:	
Prepared By:	Lauren Uszynski, Records Management Clerk		
Subject:	Council Services Policies		

RECOMMENDATIONS:

1. That the amendments to the Records and Information Management Policy BE APPROVED.
2. That the Routine Disclosure and Active Dissemination Policy BE APPROVED.

REPORT:

1. RECORDS AND INFORMATION MANAGEMENT POLICY AMENDMENTS

The updated Municipal Policy Manual template introduced in March, 2017, requires that all policies be reviewed and updated to reflect current procedure.

The Records and Information Management Policy has been reviewed by the records management clerk and the following changes are suggested:

Section 5.2.1 Records Management Procedures

The following section has been amended as below:

~~A Records Management Manual will be developed to~~ The Records Management Manual will provide guidelines for the creation, capture, management, retrieval, storage, access and security of records throughout the records lifecycle. This manual will include information on all aspects of the records management program and identify all procedures or procedural documents for records management functions.

Section 5.4.2.2 Legal Hold

The following section has been added to reflect new Legal Hold procedures:

responding to requests as the policy provides conditions, exemptions and information to assist staff in responding to requests. It will provide information to both the public and to Municipal employees regarding how municipal records may be accessed. The public can consult the policy for a list of records which may be requested routinely, and municipal employees will have a formal policy to refer to when presented with records requests.

The three means of accessing records will be as follows:

- 1) Routine Disclosure
- 2) Active Dissemination
- 3) FOI Request

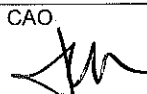

Records available by routine disclosure can be accessed without a formal request by contacting the department directly. Records available by active dissemination are made available to the public by the Town of LaSalle on the website, or at departmental counters. These records are listed in the Policy Table attached to the *Routine Disclosure and Active Dissemination Policy*. If a record is not listed on this table, the policy outlines that a formal FOI request must be submitted to the Clerk for access to these records.

The *Routine Disclosure and Active Dissemination Policy* was developed based on review of legislation, Town of LaSalle forms and website content, in consultation with the AMCTO's guide to creating an RDAD and interviews with front-line staff. The departmental tables were submitted to department heads and managers for approval. The policy discusses fees, requirements for requests, exemptions, response time, conditions on release, the availability of records, procedure and any legislation governing access to the records.

The policy will be reviewed annually to ensure that the table accurately reflects the current records holdings and practices of each department.

Lauren Uszynski, Records Management Clerk

Lauren Uszynski

Reviewed by:							
CAO 	Treasury	Clerks 	Env. Services	Planning	Parks & Rec	Building	Fire



**THE CORPORATION OF THE TOWN OF LASALLE
POLICY MANUAL**

POLICY MANUAL SECTION:	POLICY NUMBER:
Governance - General	G-GEN-007
POLICY NAME: Records and Information Management Policy	AUTHORITY: 113/17
DATE APPROVED: March 28, 2017	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES:	REVIEW DATE: March 2018
STATUS: Active	

1. PURPOSE

The purpose of the Records and Information Management Policy is to establish a framework for efficiently and effectively managing records of all formats. The records and information management program will ensure that the Town of LaSalle maintains, preserves and disposes of records in accordance with fiscal, operational, legal and regulatory requirements and in accordance with historical/archival needs. This policy will be a means of facilitating good record keeping practices and aims to foster accountability and transparency in records and information management.

2. POLICY STATEMENT

The Town of LaSalle is dedicated to proper maintenance, preservation and disposition of records created, captured, received and maintained by the Town of LaSalle. The Town of LaSalle recognizes that records are valuable corporate assets and that access, preservation and security must be ensured throughout the records life cycle. Effective records management contributes to the overall operation and decision making of the municipality by maintaining records deemed to have fiscal, legal, regulatory, administrative, operational, evidentiary or historical value.

3. SCOPE

This policy applies to all municipal records created, captured, received and maintained by the Town of LaSalle, regardless of format. This policy applies to all Town of LaSalle employees who create, capture, receive or maintain records and information for the Town of LaSalle.



4. DEFINITIONS

Active Records	Records that are consulted regularly. These records are stored in the departmental area or at an employee workstation for convenience.
Archival Records	Records that have been appraised and deemed to have enduring historical value.
Archival Review	An evaluation of records for potential archival value conducted by Records Management.
Archive	A repository of archival records that have been appraised for permanent retention.
Classification System	A systematic means of coding, categorizing and arranging records for use, retrieval and retention purposes.
Copy	Refers to a duplicate copy of an original record.
Destruction	Refers to the permanent deletion or obliteration of records, regardless of format. Methods for physical destruction of records include shredding and recycling. Records containing personal or sensitive information shall be destroyed in a secure manner.
Digitization	The process of converting physical documents into electronic form, by scanning or imaging of physical records such as paper documents, photographs, drawings, plans, etc.
Disposition	The final stage of the records life cycle. Records may be destroyed, retained permanently, or archived for preservation.
Inactive Record	A record that is no longer consulted on a regular basis, but is retained to fulfil legal, regulatory and operational requirements, or historical need.
Official Record	A record providing documentary evidence of the activities, rights, obligations and responsibilities of the Town on LaSalle. Recorded information that was created, received, distributed or maintained by the company in compliance with a legal obligation.
Permanent Record	A record with permanent retention due to its ongoing administrative, historical, fiscal, legal or operational value.
Record	All recorded information, regardless of structure or form, created, captured, received or maintained by the municipality and which serves as documentary evidence of daily activities. Records are valuable corporate assets of the Town of LaSalle. Records may include, but are not limited to: correspondence, email, memoranda, invoices, minutes, photographs, maps, plans, drawings, microforms, books, reports, etc.



Records Life Cycle	The life span of a record from creation, receipt or capture, through active, semi-active and inactive stages, to final disposition.
Records Liaison	A designated individual within each department serving as a liaison between the department and records management.
Records Management	The planning and systematic control of the creation, capture or receipt, maintenance, use and final disposition of records.
Records Series	A group of related documents that are filed together for retrieval and retention. This group is assigned an identifying code and title.
Retention Period	The period of time that records must be kept to fulfill operational, legal, regulatory, fiscal or other requirements before they are eligible for final disposition.
Retention Schedule	A control document defining the record series (categories) and the period of time each series must be kept. This document will be used to classify records and establishes legal authority of the destruction of records after the retention period has expired.
Signing Authority	Refers to the Department Head or designate.
Transitory Records	Records having only temporary or limited usefulness or have been used in the preparation of a record. Often maintained for the completion of a routine task or in preparation of other records and are not required for operations or statutory obligations. Examples include working papers, external publications, duplicate copies, etc.
Vital Records	Records essential to resumption or continuation of operations after an emergency or disaster; those necessary to recreate the corporation's legal and financial position; and/or those necessary to preserve the rights of the corporation, its employees, customers, and ratepayers. Examples of vital records include accounts receivable / accounts payable records, tax rolls, contracts and agreements, By-Laws, policies and procedures, etc.

5. POLICY

5.1 RECORDS OWNERSHIP AND CUSTODY

- i. All records created, captured, received and maintained in the course of Town business are property of the Town of LaSalle and subject to all policies and By-Laws governing records and information.
- ii. Employees leaving their position at the Town of LaSalle will leave all Corporate Records to their successor or supervisor including, but not limited to, physical, electronic and email records. This also applies to transfers within the organization and temporary leave.



5.2 RECORDS AND INFORMATION MANAGEMENT PROGRAM

The *Municipal Act, 2001* outlines that municipalities are responsible for maintaining and preserving records in a secure and accessible manner (2001, c. 25, s. 254 (1)). The establishment of a formal records and information management program will ensure Corporate-wide application of procedures and legal defensibility of records practices.

The objectives of the Records and Information Management Program shall be to:

- i. Establish and maintain a framework of good record keeping practices to support the operational, fiscal, legislative, regulatory and historical needs of the Town of LaSalle.
- ii. Establish clear and consistent procedures for records and information management.
- iii. Educate departments and divisions on the importance of proper records management, Corporate-wide consistency and availability of assistance.
- iv. Ensure that creation, management, storage and disposition of records is carried out in accordance with established procedures and in accordance with the Records Retention and Disposition By-Law.
- v. Ensure legal and regulatory compliance.
- vi. Ensure the preservation of the authenticity and integrity of records.
- vii. Identify and preserve records deemed to have permanent or archival value and those deemed to be vital records.
- viii. Establish accountability and responsibility for records management at all levels.
- ix. Provide input on topics effecting the management of information.

5.2.1 Records Management Procedures

The Records Management Manual will provide guidelines for the creation, capture, management, retrieval, storage, access and security of records throughout the records lifecycle. This manual will include information on all aspects of the records management program and identify all procedures or procedural documents for records management functions.

5.2.2 Departmental Training and Assistance

Departmental training sessions and assistance will be offered as time permits. The records management manual, training aids, and the records retention schedule will be made available to each department.

Assistance will be available in the following areas:

- i. Records and information management basics
- ii. The records retention schedule, classification and destruction of records
- iii. Records and information management policies and procedures
- iv. Security and access of records and information
- v. Laserfiche software and workflow assistance
- vi. Records storage
- vii. Digitization of records
- viii. Departmental records and information solutions



5.2.3 Compliance Audits

Periodic scheduled and un-scheduled compliance audits will be conducted to ensure the application of established records and information policies, by-laws and procedures.

5.3 RECORDS CLASSIFICATION

- i. All Corporate Records will be classified and disposed of in accordance with the current Records Retention By-Law.
- ii. When records cannot be classified according to the Records Retention Schedule, the records management clerk will perform a records analysis in order to obtain information on operational needs, legislative requirements and potential historical value. The records management clerk will then provide guidance and make any necessary amendments to the Records Retention Schedule, subject to approval.

5.4 RECORDS RETENTION AND DESTRUCTION

Municipalities can destroy records, provided that a retention/classification schedule is in place, that the specified retention has expired, or if it is a copy of the original record (*Municipal Act*, 2001, c. 25, s. 255 (2); 2006, c. 32, Sched. A, s. 109 (1)). The retention periods set out in the Town of LaSalle's Records Retention By-Law are based on The Ontario Municipal Records Management System (TOMRMS). Retention periods also take into account current usage, legal and regulatory requirements, operational, fiscal and archival needs.

5.4.1 Records Storage

- i. The Town of LaSalle maintains a decentralized records storage system, meaning that each department is responsible for the storage of records within their care.
- ii. Where records are transferred to departments or off-site storage facilities for storage, a Records Transfer Form must be completed (**See Appendix B**).

5.4.2 Destruction of Records

- i. The Town of LaSalle Records Retention By-Law sets retention periods and governs the destruction of records. The current Retention Schedule is available in the Clerk's Department. Departmental Retention Schedules will be developed based on our Retention By-Law and in consultation with the department.
- ii. Records that have been categorized according to the Records Retention Schedule may be destroyed if:
 - a. the retention period has expired
 - b. the record is a copy of the original record, provided there are no notations on copy retention for that record series



- iii. Records must be destroyed promptly upon expiration of the retention period. Records that have expired, but have not been destroyed, put the Town of LaSalle in a position of risk. If records are destroyed promptly and routinely, we can establish legal defensibility of records destruction practices at the Town of LaSalle.
- iv. The following procedure shall apply for destruction of records:
 - a. Records destruction, in compliance with the Records Retention By-Law, requires a completed Records Destruction Form signed by the Department Head or signing authority and the Records Management Clerk prior to the destruction of the records (**See Appendix A**). This form shall be retained permanently by the Records Management Clerk.
 - b. A certificate of destruction, provided by the secure records destruction vendor, must be forwarded to the records management clerk for storage with the Records Destruction Form. Stored together, the records destruction form and certificate of destruction provide legal proof that a record has been destroyed.
 - c. All records containing personal information must be destroyed in a secure and confidential manner. This includes physical, electronic and transitory records.
- v. Destruction of physical records after digitization is governed by processes which ensure the authenticity and integrity of records (See Section **5.6.1 Digitization Programs**)
- vi. Back-up copies may not be used to fulfill long-term or permanent retention requirements.

5.4.2.1 Retention after retention expiration date

- vii. In the event of litigation or investigation, routine destruction of records related to the matter will be suspended.
- viii. Where retention of a record for a further period after expiration is required, a Records Retention Authorization Form must be approved (**See Appendix C**).

5.4.2.2 Legal Hold

A legal hold is intended to initiate the preservation and suspension of destruction of any records related to certain legal matters. A formal Legal Hold Notice will be issued by the Council Services department to relevant employees and departments. Upon completion of the matter, a formal Legal Hold Release will be issued by the Council Services department.

5.5 TRANSITORY RECORDS

- i. Transitory records have only temporary or short term usefulness, and are often used in the preparation of another record. Transitory records are often used for the completion of



a routine task and are not required for operations or statutory obligations. These records are not considered Official Records.

- ii. The records retention schedule shall not apply to transitory records. These can be destroyed when no longer needed and in the course of regular business.
- iii. For example, a report for Council is prepared and saved on the COM (I :) drive. When the report is signed and submitted for the agenda, the copy of the report on the COM (I :) drive is considered transitory and can be destroyed when no longer needed. See below table for more examples.
- iv. All legal holds issued shall also apply to transitory records. When a legal hold is released, routine destruction may resume.

Official vs. Transitory Records

Official Records	Transitory Records
Correspondence, <i>including Email</i>	Duplicate copies
Original Minutes	Convenience Copies
Reports	Drafts with limited importance
Agendas	Reference Material
Permits	Personal files
Maps/Plans	Working Papers
Memoranda	External Publications
Policies	
Financial Transactions	
By-Laws	
Personnel Records	

5.6 ELECTRONIC RECORDS

- i. Electronic records are subject to the same legal, fiscal, regulatory and operational requirements and policies as physical records. Electronic records may be word documents, pdf documents, emails, text messages sent on a mobile device issued by the Town, Town related documents on any computer used by employees to complete work, etc.
- ii. Electronic records including Email, Voicemail, Social Media and Mobile or chat communications are records and are therefore subject to the legal, fiscal, regulatory and operational guidelines for records retention.
- iii. Digitization programs will be established to ensure proper standards are adhered to in the digitization of records.



- iv. Data stored on the Town of LaSalle's back-up server shall not be considered a record for the purposes of records retention or requests, and is intended for use only in disaster recovery or system failure.

5.6.1 Digitization Programs

There are requirements for the digitization of records, storage and retention in electronic form. Digitized records are required to meet certain criteria if they are intended to become the authoritative copy of the record. These criteria will ensure the authority, integrity and thereby legal defensibility of electronic-only records.

Physical records which have been digitized are not to be destroyed unless:

- i. The proper authorization for digitization and is obtained, as required by the *Canadian General Standards Board 72-11-93*.
- ii. Established digitization procedures are adhered to.
- iii. Quality control of digitization is completed.
- iv. Proper authorization for destruction is obtained.

5.7 ARCHIVAL RECORDS

- i. Archival records will be preserved and stored for long-term preservation.
- ii. Archival records will be created and preserved in formats suitable for the retention period to ensure long-term usability.
- iii. Records subject to archival review will be submitted to the Records Management Clerk for evaluation when the retention period has expired.

5.8 VITAL RECORDS

- i. The Town of LaSalle is committed to the identification and preservation of vital records.
- ii. A vital records program will be established to identify and preserve these valuable corporate assets.

5.9 RECORDS SECURITY AND ACCESS

- i. Records shall be made available internally only to those who require access.
- ii. Records containing personal information shall be securely stored, preventing unauthorized access.
- iii. The Town of LaSalle will endeavour, where possible, to make records available to the public.



6. RESPONSIBILITIES

6.1 DUTIES OF THE DEPUTY CLERK

- i. Provide leadership and support for the Records and Information Management Program.
- ii. Authorize the destruction of records in compliance with the Records Retention and Disposition Schedule.
- iii. Authorize changes to the records retention schedule.
- iv. Authorize new procedure supporting the Records and Information Management Program.

6.2 DUTIES OF RECORDS MANAGEMENT CLERK

- i. Administer the Records and Information Management Program, providing assistance in implementation and maintenance.
- ii. Maintain and update the records retention schedule and information management policies.
- iii. Develop and maintain procedures to support the Records and Information Management Program.
- iv. Authorize the destruction, archiving, extended retention and transfer of records.
- v. Conduct departmental assessments and offer training, assistance and recommendations.
- vi. Perform compliance audits.
- vii. Establish goals and timelines for records management initiatives and projects.
- viii. Provide consultation in purchase of software or filing equipment which will effect the storage, retrieval and maintenance of records and information.

6.3 DUTIES AND RESPONSIBILITIES OF DEPARTMENT HEADS

- i. Shall be responsible for the records in the care of the department.
- ii. Department Heads or Signing Authorities are responsible for approving departmental records destruction requests.
- iii. Will work with the Records Management Clerk to ensure policies and procedures are applied.
- iv. Will assign a records liaison in each department/division.

6.4 DUTIES OF THE RECORDS LIASION

- i. Assist in the implementation of policies, procedure and recommendations at the departmental level.
- ii. Participate in records management training sessions.
- iii. Co-ordinate records storage space, physical and electronic, at the departmental level.
- iv. Arrange for transfer or archiving of records at the departmental level.
- v. Discuss any gaps or omissions in the retention schedule, policies or procedures with the Records Management Clerk for prompt assessment, schedule amendments and changes in policy/procedure.



6.5 DUTIES OF ALL EMPLOYEES

- i. Create and maintain complete and accurate records which will serve as evidence of decisions, transactions and business activities.
- ii. Comply with all records management policies, By-Laws and procedures.
- iii. Comply with the file classification systems and retention periods as specified in the current Retention Schedule.
- iv. Ensure records in their custody are properly classified, maintained, preserved and disposed of according to the established retention periods.
- v. Ensure that transitory records in their care are destroyed when no longer required.
- vi. Ensure the security and access of records in their care.
- vii. Ensure that records in their custody are protected from inadvertent damage or destruction.
- viii. Ensure that upon exit or transfer, all records in their custody are transferred to supervisor or predecessor. This includes all physical, electronic and email records.

6.6 DUTY TO DOCUMENT

The Town of LaSalle recognizes that key decisions are made and information received in verbal conversations, voicemail messages, chat, and other means that may or may not produce physical records. All employees, including managers and supervisors, are responsible for accurately documenting any key decisions or information not resulting in a record. This must be done in the course of regular business and will provide a valuable record of decisions and context to many projects, files, etc. See [Section 5.6 Electronic Records](#) or the **Records Management Manual** for more on documenting record types.

7. POLICY REVIEW

This policy will be periodically updated to reflect the current Records and Information Management Program. This policy must be reviewed by the stated review date and approved by the responsible department.

8. REFERENCES AND RELATED DOCUMENTS

By-Laws

Current Records Retention By-Law

User Fees By-Law No. 7852 and amendments

Legislation

Canada Evidence Act, R.S.C. 1985, c. C-5

Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31

Municipal Act, 2001

Municipal Freedom of Information and Protection of Privacy Act, R.S.O 1990



Standards/Regulations

CAN/CGSB-72.34-2005 – Electronic Records as Documentary Evidence

CAN/CGSB-72-11-93 – Microfilm and Electronic Images as Documentary Evidence

Canada Revenue Agency – IC05-1R1 – Electronic Record Keeping

ISO 15489-1:2016(E) – Information and documentation – Records Management, Part 1:
Concepts & Principles

ISO 15489-2:2001(E) – Information and documentation – Records Management, Part 2:
Guidelines

Secure Electronic Signature Regulations (SOR/2005-30)

Related Procedures

Procedure for Processing FOI Requests

Related Documents

Archived Records Index

Controlled Vocabulary Index

Freedom of Information Request Form

Records Management Manual

9. ATTACHMENTS

Appendix A: Records Destruction Form

Appendix B: Records Transfer Form

Appendix C: Records Retention Authorization Form



ATTACHMENT "B"

THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – General	POLICY NUMBER:
POLICY NAME: Routine Disclosure & Active Dissemination	AUTHORITY:
DATE APPROVED:	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES:	REVIEW DATE:
STATUS: For Council Approval	

1. POLICY STATEMENT:

The Town of LaSalle is committed to improving customer service and streamlining public access to municipal records. Routine Disclosure and Active Dissemination of records supports accountability and transparency, the foundation of which is providing access to municipal records, while protecting privacy in accordance with the *Municipal Act* and the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*.

The routine disclosure and active dissemination policy was developed to ensure that the Town of LaSalle is proactive, efficient, open and accountable. These principles are the focus of the Information and Privacy Commissioner of Ontario's *Access by Design*.

In the *Town of LaSalle Strategic Plan (2015-2018)*, effectively communicating the Town's activities and interests was outlined as a key objective. Establishing the records available for routine disclosure and active dissemination will support this key objective, ensuring that both the public and staff are aware of records available for disclosure and identifying key records available on our website.

2. PURPOSE

- i) To identify, provide and improve access to municipal records
- ii) To protect privacy, personal and confidential information
- iii) To improve accountability and transparency
- iv) To identify the records which may be routinely disclosed and made actively available
- v) To provide guidelines to staff for the release of records



- vi) To establish a routine procedure under which records may be released without the submission of a formal Freedom of Information (FOI) request

3. SCOPE:

This policy applies to all Town of LaSalle employees and all records in the custody and control of the Town of LaSalle. This policy does not apply to records or information which are exempt under sections 6-15 of the *Municipal Freedom of Information and Protection of Privacy Act, 1990*.

4. POLICY:

4.1 DEFINITIONS

Active Dissemination	The periodic release of government records in the absence of a request.
Confidential Information	Information subject to exceptions outlined in <i>MFIPPA</i> or information which the Town of LaSalle has deemed confidential.
FOI Coordinator	For the purposes of this policy and related procedures, the Director of Council Services/Clerk is designated as the FOI Coordinator. The Deputy Clerk and the Executive Assistant to the Chief Administrative Officer are designated as alternates.
Freedom of Information (FOI) Request	A formal request made under Freedom of Information legislation (<i>MFIPPA</i>).
MFIPPA	<i>Municipal Freedom of Information and Protection of Privacy Act, 1990</i>
Personal Information	Recorded information about an identifiable individual (not a corporation, partnership or sole proprietorship), including information relating to: a) race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual; b) education, medical, psychiatric, psychological, criminal or employment history, financial transactions; c) any identifying number, symbol, address, telephone number, fingerprints or blood type; d) personal opinions or views of the individual except if they relate to another individual, and views or opinions of another individual about the individual; e) correspondence sent to the Town which is implicitly or explicitly of a private or confidential nature and replies to the correspondence; f) the individual's name if it appears with any other personal information.



Personal Information Bank (PIB)	Is a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual.
Record	All recorded information, regardless of structure or form, created, captured, received or maintained by the municipality and which serves as documentary evidence of daily activities. Records are valuable corporate assets of the Town of LaSalle. Records may include, but are not limited to: correspondence, email, memoranda, invoices, minutes, photographs, maps, plans, drawings, microforms, books, reports, etc.
Request, Formal	A request for access to or copies of a record which is submitted in writing detailing the requested records, is dated and signed by the requester. This type of request should be received only after the informal request has been denied. Fees apply.
Request, Informal	A verbal request for access to or copies of a record. May also be referred to as a routine disclosure request. All requests should begin informally and requesters should only formally submit a request as a last resort.
Responsible Department	Shall refer to the department that currently has control or custody of the record.
Routine Disclosure	The routine or automatic release of certain types of administrative and operational records in response to informal rather than formal requests under <i>MFIPPA</i> .
Third Party Information	Any person, group of persons or organizations whose interest might be affected by disclosure, other than the person, group of persons, or organization making a request for access. Where the third party is an individual, another person may in some cases, exercise his/her right.

4.2 ACTIVE DISSEMINATION

The Town of LaSalle is committed to making key records available to the public, where possible, on the Town of LaSalle website, through media releases, newsletters, notices, pamphlets, newspapers and advertising or for review at the Town Municipal Offices.

Where possible, any information released shall be made available in an accessible format.

Examples of public records routinely made available on the Town of LaSalle website include:

- Council Agendas and Minutes
- Frequently requested By-Laws
- Bid and Tender documents
- Municipal Policies
- Blank Applications and Forms



- Media Releases and Announcements
- Public documents related to Special Studies and Projects
- Master Plans
- Park, Trail and Road Maps
- The Town of LaSalle Activity Guide
- The Town of LaSalle Emergency Plan
- The Town of LaSalle Organizational Chart

4.3 ROUTINE DISCLOSURE

Records identified for routine disclosure may be released by the responsible department upon request, subject to the governing rules listed below and exceptions in the *Municipal Freedom of Information and Protection of Privacy Act, 1990*.

4.4 RULES GOVERNING ROUTINE DISCLOSURE REQUESTS

4.4.1 Requests

- i) Routine disclosure requests should be made to the responsible department.
- ii) Routine disclosure requests may be denied or the records redacted, as per the exemptions outlined in the *Municipal Freedom of Information and Protection of Privacy Act, 1990*, or at the Clerk's Discretion.
- iii) If a routine disclosure request is denied, the requestor may submit a formal Freedom of Information Request (FOI) to the Clerk, subject to applicable fees.
- iv) Routine disclosure requests may be made verbally or in writing ([See the Routine Disclosure Request Form](#)).
- v) Staff may require the routine disclosure request be submitted in writing if the request is unclear or the scope of the request warrants it in writing ([See the Routine Disclosure Request Form](#)).
- vi) Routine disclosure requests may be required to be formally submitted as an FOI request if the search time and preparation of records may be deemed excessive. Fees may apply.
- vii) Records related to regular routine disclosure requests will be made available within 10 business days.
- viii) An estimate must be given within 10 days outlining the amount of time that a routine disclosure request may take for large volumes of records, records stored off-site, archived, or in a fragile state, where response may take longer.

4.4.2 Conditions of Release

- i) To confirm the identity of the requestor, identification may be requested. MFIPPA, R.R.O. 1990, Reg. 823, s. 2 (3).



- ii) Records will be routinely disclosed according to the conditions listed and in the manner specified in [APPENDIX A: Schedule of Records and Information for Routine Disclosure and Active Dissemination](#).
- iii) A staff member must be present at all times when a requestor is viewing an original record. MFIPPA, R.R.O. 1990, Reg. 823, s. 2 (1)(2).

4.4.3 Personal and Confidential Information

- iv) Personal information will not be released, except in accordance with exceptions provided in Section 14 of *MFIPPA*. Personal information may be redacted in response to a Routine Disclosure request. Requests for records containing personal information may be denied, requiring a formal Freedom of Information (FOI) request. MFIPPA, R.S.O. 1990, c. M.56, s. 14.
- v) The Town of LaSalle is committed to the confidentiality of Third Party information that reveals a trade secret or scientific, technical, commercial, financial or labour relations information, if the disclosure could reasonably be expected to cause harm to the interests of the Third Party. MFIPPA, R.S.O. 1990, c. M.56, s. 10. This includes copyrighted records and information.
- vi) Confidential Information, as defined in *MFIPPA*, or information is determined to be confidential by the Town, will not be released.
- vii) If the personal information in the record is not that of the requestor or an agent of the requestor, the information will be redacted, unless authorized by legislation or in writing by the individual to which the information pertains.
- viii) Residents have the right to review and correct their own personal information if it is believed that there is an error or omission. MFIPPA, R.S.O. 1990, c. M.56, s. 36

4.4.4 Availability of Records

- i) Reproductions (digital or paper) of records may be provided if the request pertains to archived or permanent records considered too fragile for public viewing. The records management clerk will make this determination.
- ii) Records stored off-site or archived may not be immediately available and may require extra time in order to fulfill the request.
- iii) In response to a request, the Town of LaSalle is not required to create records which do not otherwise exist.
- iv) The Town of LaSalle is not required to restore or recreate records which have been destroyed in accordance with the records retention By-Law.



4.5 FEES

Fees may apply in accordance with the current User Fees By-Law.

4.6 ROUTINE DISCLOSURE PROCEDURE

- 1) Upon receipt of a verbal or written request, consult the [Schedule of Records and Information for Routine Disclosure and Active Dissemination](#) to determine if the record can be routinely disclosed.
 - a. If the record is not listed in the Schedule of Records, consult with the FOI Coordinator or alternate to determine the appropriate response.
- 2) Consult the fee schedule for any applicable fees to provide an estimate to the requestor if required.
 - a. If fees apply, the requestor must make payment at the finance counter prior to obtaining the records.
- 3) Consult the schedule for any existing restrictions on the manner in which the records will be disclosed and any exceptions or exemptions.

5. RESPONSIBILITIES:

5.1 Department Heads:

- i) Ensure the protection of privacy and personal information collected, received or maintained by the department
- ii) Oversee routine disclosure and active dissemination within the department
- iii) Regularly review the Routine Disclosure and Active Dissemination policy and notify the Clerk's Department of any changes to departmental record holdings

5.2 FOI Coordinator / Alternate

- i) Provide guidance on release of records and Freedom of Information (FOI) requests
- ii) Provide information and guidance on the formal FOI request process

5.3 Employees:

- i) Assist the public with routine disclosure requests
- ii) Protect personal, confidential and third party information when responding to all requests
- iii) Follow all rules listed in section [4.4 Rules Governing Routine Disclosure Requests](#)
- iv) Review records available for routine disclosure
- v) Ensure familiarity with user fees and provide estimates
- vi) Consult supervisor if uncertain release of information
- vii) Direct requests for records not listed in Appendix A to the FOI Coordinator / Alternate



6. POLICY REVIEW:

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

7. REFERENCES AND RELATED DOCUMENTS:

Procedure for Processing FOI Requests
Protecting Personal Information
Town of LaSalle Strategic Plan (2015-2018)

Access by Design – *Information and Privacy Commissioner of Ontario* (2010)

Accessibility for Ontarians with Disabilities Act, 2005

Assessment Act, 1990

Development Charges Act, 1997

Emergency Management and Civil Protection Act, 1990

Fire Protection and Prevention Act, 1997

Green Energy Act, 2009

Municipal Act, 2001

Municipal Elections Act, 1996

Municipal Freedom of Information and Protection of Privacy Act, 1990

Planning Act, 1990

Provincial Offences Act, 1990

Safe Drinking Water Act, 2002

8. ATTACHMENTS:

APPENDIX A: Schedule of Records and Information for Routine Disclosure / Active Dissemination

APPENDIX B: Routine Disclosure Request Form



APPENDIX A : Schedule of Records and Information for Routine Disclosure / Active Dissemination

Administration Department

Records / Information	RD/AD	Conditions for Release	Access to information	Legislation Governing Access
Advertising	RD	Excludes draft copies and correspondence.	Available by request to Administration Department.	
LaSalle Messenger Newsletter	AD	Excludes drafts and working copies.	Available on website and at Town Hall.	
Our LaSalle Community Guide	AD	Excludes drafts and working copies.	Available on website and at Town Hall.	
Media Releases / Announcements	AD	Excludes drafts and working copies.	Available on website	
Organizational Chart	AD	Excludes drafts and working copies.	Available on website.	
Strategic Plan	AD	Excludes drafts and working copies.	Available on website.	
Studies and Special Projects	AD	Excludes drafts and working copies.	Available on website. Some materials available on Council Agenda.	

Council Services Department

Records / Information	RD/AD	Conditions for Release	Access to information	Legislation Governing Access
Accessibility Compliance Report	RD		Available by request to the Clerk's Department.	<i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 14 (2)</i>
Accessibility Plan	AD	Excludes correspondence, draft, and working copies.	Available on website or by request to Clerk's Department.	<i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, O. Reg. 165/16, s. 3 (1)</i>



Agreements & Contracts under seal	RD/AD	Excludes draft agreements, legal opinions, correspondence, various other agreement documentation.	Agreements under seal may be provided on the Council Agenda. Signed agreements provided upon request. Fees may apply.	
Appointments to Boards & Committees	RD	Release of names and resolutions appointing individuals only. Will not release applications, correspondence, closed reports, agendas, minutes, or background information.		
By-Laws	RD/AD	Signed copy only. Excludes draft copies, confidential attachments, legal opinion, correspondence, and background information relating to By-Law.	Commonly requested By-Laws available on website. All other By-Laws available by request to the Clerks Department. Fees may apply.	<i>Municipal Act</i> . 2001, s. 253(1); MFIPPA, s. 6(1)
Committee Agendas & Minutes	RD	Excludes closed or confidential committee records.	Fees may apply.	<i>MFIPPA</i> , R.S.O. 1990, c. M.56, s. 6; <i>Municipal Act</i> . 2001, s. 253(1)
Council Agendas & Minutes	AD	Excludes Closed Session Agendas, Minutes and working notes.	Available on website or by request to the Clerk's Department. Fees may apply.	<i>MFIPPA</i> , R.S.O. 1990, c. M.56, s. 6; <i>Municipal Act</i> . 2001, s. 253(1)
Elections – Candidate Files	RD	Records may only be viewed in the 120 days following the election period.	Available for viewing at Clerk's Department between filing and the 120 period after the election from the Clerk's Department.	<i>Municipal Elections Act</i> , 1996, 1996, c. 32, Sched., s. 88 (6)
Elections – Candidate Financial Statements	AD		Available on website or for viewing at the Clerk's Department.	<i>Municipal Elections Act</i> , 1996, 1996, c. 32, Sched., s. 88 (5)
Elections – Nomination Papers	AD	Records may only be viewed in the 120 days following the election period.	Available for viewing at Clerk's Department between filing and the 120 period after the election from the Clerk's Department.	<i>Municipal Elections Act</i> , 1996, 1996, c. 32, Sched., s. 88 (6)
Incident / Accident Reports	RD	Copy can be provided to the individual referred to in the Incident /		



		Accident Report, insurance company or legal counsel.		
Lottery Licensing	RD	Confirmation of license issuance including license number, license holder, date of event and event location.	Available upon request from the Clerk's Department.	
Noise By-Law Exemptions	AD	Notice sent to surrounding residents.		
Policies	AD	Excludes drafts and working copies.	Available on website or by request to the Clerk's Department. Fees may apply.	
Reports to Council and Committees	AD	Excludes reports to closed session or confidential reports and working notes.	Available on website in Agenda.	<i>MFIPPA</i> , R.S.O. 1990, c. M.56, s. 6; <i>Municipal Act</i> , 2001, s. 253(1).
Resolutions	AD		Available in Council Minutes on website or by request to the Clerk's Department.	
Statements of Remuneration	RD	Statements of Remuneration prepared under Section 284 of the <i>Municipal Act</i> , 2001.		<i>Municipal Act</i> , 2001, s. 253(1); <i>MFIPPA</i> , s. 284.

Culture & Recreation Department

Records / Information	RD/AD	Conditions for Release	Access to information	Legislation Governing Access
Facility Rental Agreements	RD	Provided only to renting party.	Available upon request.	
Grist Mill Book	AD		Available upon request at the Culture & Recreation Counter at Town Hall. Fees apply.	
Parks & Recreation Master Plan	AD	Excludes drafts and working copies.	Available on website or at Culture & Recreation Counter at Town Hall. Fees apply for hard copy.	



Pathway to Potential (P2P) Program Information	AD	Program information only. Excludes registrations, reports, etc.	Available at Culture & Recreation Counter at Town Hall.	
Programming Information	AD	Excludes registrations and personal information.	Available in activity guide, on website, or by request.	
Vendor Event Packages	AD	Excludes completed registration.	Available on website or at Culture & Recreation Counter at Town Hall.	

Development & Strategic Initiatives Department

Records / Information	RD/AD	Conditions for Release	Access to information	Legislation Governing Access
Bouffard & Howard Planning Districts – Development Standards Manual	AD	Excludes working copy and drafts.	Available on website.	
Building Permit Files	RD	Released to property owner, authorized agent, or individual with written permission from the owner.		<i>MFIPPA</i> , R.S.O. 1990, c. M.56, s. 14 (1).
Building Plans (Residential Buildings)	RD	Released to property owner, authorized agent, or individual with written permission from the owner. Copyright Act may apply to some drawings and plans.		<i>MFIPPA</i> , R.S.O. 1990, c. M.56, s. 14 (1).
Development Charges Background Report	AD	Excludes working copy, drafts, and background information.	Available on website.	<i>Development Charges Act</i> , 1997, S.O. 1997, c. 27, 2015, c. 26, s. 5 (3)
Official Plan and Amendments	AD	Excludes draft copies, correspondence, legal opinions, etc.	Available on website or by request to the Development & Strategic Initiatives Department, Planning Division. Fees may apply.	
Planning Act related applications and supporting materials	AD	Excludes records not yet considered by Council, legal opinions, or other confidential records. Personal information will be redacted prior to	Available by request to Development & Strategic Initiatives Department, Planning Division.	<i>Planning Act</i> , R.S.O. 1990, c. P.13, s. 1.0.1, s.14.2(6); <i>Municipal Act</i> . 2001, s. 253(1); <i>MFIPPA</i> , R.S.O. 1990, c. M.56



<ul style="list-style-type: none"> - Official Plan Amendment - Zoning Applications - Subdivision Applications - Part Lot control - Consent Applications - Variance Applications 		the release of any information. Drawings may be subject to the exemptions listed in <i>MFIPPA</i> .		
Planning Act and Committee of Adjustment Notices	AD		Available on website or by request to Development & Strategic Initiatives Department, Planning Division.	<i>Planning Act</i> , R.S.O. 1990, c.P.13, s. 14.2(6); <i>Municipal Act</i> . 2001, s. 253(1)
Work order and zoning compliance letters	RD	Released to lawyers and real estate agents.	Available by request to Development & Strategic Initiatives Department. Fees apply.	
Zoning By-Laws & Amendments	AD	Excludes drafts, information not considered by Council, correspondence, background information, etc.	Available on website or by request to the Council Services department. Fees may apply.	

Finance Department

Records / Information	RD/AD	Conditions for Release	Access to information	Legislation Governing Access
Assessment Rolls	RD	<p>Assessment roll books are made available for public viewing at Town Hall. Assessment roll information is not provided by phone or email, except to the property owner. Proof of identification will be required.</p> <p>No information pertaining to the roll number will be given out.</p> <p>Assessment rolls currently stored off-site may not be immediately available.</p>	<p>Current year and previous year: Available for viewing at Finance Counter at Town Hall</p> <p>Archived copies: Request by phone or email to finance department: 519-969-7770 ext. 1230 taxes@lasalle.ca</p> <p>Fees may apply.</p>	<i>Assessment Act</i> , R.S.O. 1990, c. A.31, s. 39
Asset Management Plan	AD	Excludes drafts and working copies.	Available on website.	



Audited Financial Statements	AD		Available on website.	
Budget (Proposed and approved)	AD	Excludes drafts and working notes.	Available on website or at the Finance counter at Town Hall for viewing.	
Development Charges Background Report - Final	AD	Excludes working copy, drafts, and background information.	Available on website.	
Energy Consumption Report	AD	Excludes drafts and working copies.	Available on website.	<i>Green Energy Act, 2009, S.O. 2009, c. 12, Sched. A, O. Reg. 397/11: Energy Conservation and Demand Management Plans</i>
Energy Management Plan	AD	Excludes drafts and working copies.	Available on website.	<i>Green Energy Act, 2009, S.O. 2009, c. 12, Sched. A, O. Reg. 397/11: Energy Conservation and Demand Management Plans</i>
Maps	RD/AD	Includes maps used for general purposes.	Trail & Street maps available on website and at Town Hall. Other maps available by request from GIS Technician. Fees may apply.	
Remuneration	RD	Includes only final statements of remuneration prepared under section 284 of the <i>Municipal Act, 2001</i> .		<i>Municipal Act, 2001, c. 25, sec. 253(1)</i>
Security video footage	RD	Available only to law enforcement by written request.		
Tax account hard copy	RD	Available to registered owner or representative only.	Available by request from the Finance department. Fees apply.	
Tax account information	RD	Available to the registered owner or representative only.	Available by request from the Finance department. Fees may apply.	



Tax Certificate / Lawyers Letter	RD	Available to registered owner or representative only.	Available by request from the Finance department. Fees apply.	
Water account information	RD	Available to registered owner or representative only.	Available by request from the Finance department.	
Water Financial Plan	AD		Available on website.	<i>Safe Drinking Water Act, 2002, S.O. 2002, c. 32</i>

Fire Services

Records / Information	RD/AD	Conditions for Release	Access to information	Legislation Governing Access
Incident Reports	RD	Released only to property owner, authorized agent, or with written permission from the property owner. Subject to FOI requirements and exemptions.	Available by request to Fire Services. Fees apply.	<i>MFIPPA, R.S.O. 1990, c. M.56.</i>
Inspection Reports	RD	Released only to property owner, authorized agent, or with written permission from the property owner. Subject to FOI requirements and exemptions.	Available by request to Fire Services. Fees apply.	<i>MFIPPA, R.S.O. 1990, c. M.56.</i>
Fire Master Plan	AD	Excludes drafts and correspondence.	Available on website.	
Fire Safety/Prevention Information	AD		Available on website and social media, or by request.	
LaSalle Fire Service Annual Report	RD		Available by request to Fire Services.	
Recreational Fires – Quick Reference Sheet	AD		Available on website.	
Town of LaSalle Emergency Response Plan	AD	Excludes drafts and confidential information.	Available on website.	<i>Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9, s. 10.</i>



Water and Wastewater Rates	AD		Available on website.	
Work Orders	RD		Verbal confirmation on status of an order may be released.	



ROUTINE DISCLOSURE REQUEST FORM

Routine Disclosure Request made to:

Corporation of the Town of LaSalle
5950 Malden Rd.
LaSalle, ON, N9H 1S4

Request For:	Preferred Method of Access:
<input type="checkbox"/> Access to General Records <input type="checkbox"/> Access to Own Personal Information <input type="checkbox"/> Correction of Own Personal Information <input type="checkbox"/> Other	<input type="checkbox"/> Review Original <input type="checkbox"/> Copy

Requestor Information:	
Date:	
Name:	
Organization:	
Address:	
City:	
Province:	
Telephone Number:	
Email:	
Signature:	
<small>*Personal information on this form is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Freedom of Information Coordinator at 519-969-7770 ext. 1256.</small>	

Detailed Request Information	
Please include any description or additional information related to the request	
Request Details:	



For office use only:	
Date Received:	
Request Status:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied
Request Notes:	
Date Completed:	