 <b>TORONTO</b>	<b>Public Records</b>
August 2010	<b>Division: Emergency Medical Services</b>


## Introduction

Records held by municipal governments are regulated by the provincial *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* and the *City of Toronto Act*. MFIPPA states that, in general, the public has a right to see most of these records, and to get copies of them (fees for photocopying may apply). There are specific exemptions to general access to records, especially regarding personal information.

A **record** is information recorded or stored in any manner, including print, film, digital or otherwise. The content may include reports, forms, financial statements, minutes, correspondence, e-mail, maps, photographs and more.

Records are made available in numerous ways:

- Routine disclosure: Divisions and program areas automatically make information available to the public when it is requested, and by publishing it online or in a printed form such as brochures and reports.
- Formal request: When a division or program area denies a request for information, a formal freedom of information request can be made through the City Clerk's Office, Corporate Access and Privacy.
- By appeal: If a freedom of information request is denied by the City, the decision can be appealed to the Information and Privacy Commissioner of Ontario.

 <b>TORONTO</b>	<b>Public Records</b>
August 2010	<b>Division: Emergency Medical Services</b>

### Further information

- The online directory of records outlines types of records and which division holds them:  
[www.toronto.ca/cap/directory-records.htm](http://www.toronto.ca/cap/directory-records.htm)
- The Corporate Access and Privacy Unit website has more information about access to records.

### Emergency Medical Services (EMS)

EMS provides a wide range of information through its service teams in **Operations, Operations Support, Central Ambulance Communications, and Program Development**. EMS (Operations) provides emergency and non-emergency care/transportation by paramedic ambulance crews which receive HR, Fleet and equipment maintenance support from Operational support. Communications support is provided by the Communications centre. Professional standards are maintained by Program Development who also develop and deliver first aid and cpr training. The types of records routinely available from EMS are as follows:

- Operational Records (*i.e. ambulance, incident reports, audio records, dispatch records*)
- Public/Outreach Communications (*media releases*)




**Public Records**

August 2010

**Division: Emergency Medical Services**

<b>Record Type</b>	<b>Description</b>	<b>Comments</b>	<b>How To Get Information</b>	<b>Classification Code</b>
<b>Ambulance Call Report</b>	Report to be completed by paramedics when the paramedics arrive on the scene. Types of information include personal health information, patient assessment findings, type of care provided, the patient's response to treatment, name and address of the hospital the patient was transported to and other supporting information	Disclosed routinely to the patient <i>only</i> or their legal representative.  <i>All other requesters must submit a formal request for information with the City Clerk's Office the Registry Services Counter at City Hall or any Civic Centre.</i>	<i>Toronto EMS 4330 Dufferin St., Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222</i>  <i>\$60.00 each</i>  <i>(disclosed to individual only or their legal representative)</i>	E0015 Ambulance Call Reports (ACR)

	<b>Public Records</b>
August 2010	<b>Division: Emergency Medical Services</b>

Record Type	Description	Comments	How To Get Information	Classification Code
<b>Incident Summary Report</b>	Ambulance Dispatch Record showing location of call, time of call etc. Types of information include patient address, and general incident details.	<p>Disclosed routinely to the patient <i>only</i>, or their legal representative</p> <p><i>All other requesters must submit a formal request for information with the City Clerk's Office the Registry Services Counter at City Hall or any Civic Centre.</i></p>	Toronto EMS 4330 Dufferin St., Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222  \$30.00 each	E0405 Emergency Incident Reports
<b>Audio Recordings of Incoming calls to Toronto EMS</b>	Audio recordings of the incoming request for Emergency Service. Types of information recorded include caller name, phone number, address.	<p><i>Personal information such as phone number and address of other individuals are removed;</i></p> <p><i>All other requesters must submit a formal request for information with the City Clerk's Office the Registry Services Counter at City Hall or any Civic Centre.</i></p>	Toronto EMS 4330 Dufferin St., Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222  \$60.00 each	E0015 Ambulance Call Reports (ACR)




## Public Records

August 2010

**Division: Emergency Medical Services**

Record Type	Description	Comments	How To Get Information	Classification Code
<b>Incident Reports</b>	Report completed by paramedics. Types of information include name of patient, injury/illness of patient	<p>This report is generated by EMS (according to Provincial requirements under <i>the Ambulance Act</i>) and is routinely disclosed to any law enforcement agency <i>only</i> in support of an investigation.</p> <p>Requests for incident reports received from anyone other than a law enforcement agency official are advised to submit a formal request to the City Clerk's Office. Requests can be submitted at the Registry Service Counters at City Hall and all civic centres.</p>	<p><i>Toronto EMS 4330 Dufferin St., Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222</i></p> <p><i>\$40.00 each</i></p>	E0405 Emergency Incident Reports
<b>Statutory Declaration</b>	Report completed by paramedics in response to a request from the parents of a child born outside of a hospital. Required when a paramedic delivers a baby outside of the hospital. Types of information include patient name, and mother's name.	Report is disclosed to the family only or the individual related to the incident.	<p><i>Toronto EMS 4330 Dufferin St., Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222</i></p> <p><i>\$60.00 each</i></p>	E0405 Emergency Incident Reports

	<b>Public Records</b>
August 2010	<b>Division: Emergency Medical Services</b>

Record Type	Description	Comments	How To Get Information	Classification Code
<b>Press Releases</b>	Information relating to events of newsworthiness prepared by EMS. Documents include FACT sheets and backgrounder reports.		<p> <i>Toronto EMS            4330 Dufferin St., Toronto, ON, M3H 5R9            Attention Professional Standards            416-392-2255</i> </p> <p> <i><a href="http://insideto.toronto.ca/ems/resources/Media.html">http://insideto.toronto.ca/ems/resources/Media.html</a></i> </p>	I0203 Media Relations
<b>Public Website</b>	General safety and program awareness offered by EMS.		<p> <i><a href="http://insideto.toronto.ca/ems/index.htm">http://insideto.toronto.ca/ems/index.htm</a></i> </p>	I0220 Public Education and Awareness