

Authority: Government Management Committee Item 20.15,  
as adopted by City of Toronto Council on January 27 and 28, 2009  
Enacted by Council: January 28, 2009

**CITY OF TORONTO**

**BY-LAW No. 131-2009**

**To amend City of Toronto Municipal Code Chapter 217, Records, Corporate (City), and to adopt new record retention schedules.**

WHEREAS under section 201 of the *City of Toronto Act, 2006* the City may, subject to the approval of the City auditor, establish retention periods during which the records of the City and local boards of the City must be retained and preserved; and

WHEREAS the City's external auditor is currently the "City auditor" for the purposes of subsection 201(3) of the *City of Toronto Act, 2006*; and

WHEREAS the City's external auditor has approved the amended and new retention periods as set out in this by-law;

The Council of the City of Toronto HEREBY ENACTS as follows:

1. Schedule A to Article II of Chapter 217, Records, Corporate (City), of The City of Toronto Municipal Code is amended by adding the new records series as set out in Schedule A at the end of this by-law in alphanumerical order by code number, under the functional category as set out in Schedule A for reference purposes. (Schedule A also includes the revised record series listed in section 2 of By-law No. 130-2009 and as amended as set out in section 2 for reference purposes.)

ENACTED AND PASSED this 28th day of January, A.D. 2009.

SANDRA BUSSIN,  
Speaker

ULLI S. WATKISS  
City Clerk

(Corporate Seal)

## SCHEDULE A

Code	Records Title	Originating Office	A	I	Retention Total	Disposition	Comments/Legislation
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**A Functional Category: Assets and Property Management**

Description: Records relating to the construction, operation, and maintenance of the City's physical assets and property, which it owns or leases. This may include buildings, facilities, lands, vehicles, office and computer equipment, trees, uniforms, artifacts and heritage sites, and office supplies.

A0508	<p>Facility and Vehicle Bookings</p> <p>Records relating to selecting and reserving City office facilities or individual rooms for meetings, instructional seminars, and other professional purposes. Documents may include facility and room availability schedules, facility and room booking schedules, vehicle and fleet booking schedules and correspondence.</p>	Facilities and Real Estate	C+1	1	C+2	D	
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Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
A0525	Video Surveillance Records  Video surveillance records relating to the physical security of City of Toronto-owned buildings, properties, parks, and facilities. Video recordings are used to guard against damage, unauthorized intrusion, and to ensure personal safety. This class of records includes only the video recordings (regardless of medium) themselves.	Facilities & Real Estate	3 DY	0	3 DY	D	<p>Comments: Retention applies to Electronic Records. Active retention period is interrupted when there is an investigation by Corporate Security, or more likely, Toronto Police. Once the videotape(s) have been obtained by Toronto Police in particular, they become part of a different record (police evidence file) independent of Corporate Security's tapes. The securement of the tapes are recorded in A0526 - Video Surveillance Logs with a retention of 3 years.</p> <p>Legislation/Regulations City of Toronto Security Video Surveillance Policy, City Council July 25, 26, 27, 2006. IPC Privacy and Video Surveillance in Mass Transit Systems: A Special Investigation Report, Privacy Investigation Report MC07-68 Executive Summary, page 2 - Three-day retention period, which is set out in the Guidelines, has been successfully employed in numerous jurisdictions across Ontario, including by the Toronto Police for its video surveillance program in Toronto's entertainment district.</p>

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
A0526	Video Surveillance Logs  This class governs records tracking or logging video surveillance recordings. The physical security of City of Toronto-owned buildings, properties, parks, and facilities uses video recordings to guard against damage, unauthorized intrusion, and to ensure personal safety. This class of records includes only the logbooks, inventories, and accompanying control data, e.g., from tracking systems.	Facilities & Real Estate	3 Y	0	3 Y	D	Comments: Retention also applies to Electronic Records. Legislation/Regulations: City of Toronto Security Video Surveillance Policy, City Council July 25, 26, 27, 2006.
<b>C</b>	<b>Functional Category: Community and Social Services</b>						
	Description: Records relating to the management and delivery of social and community programs and services designed to assist the City's residents in need, including children, youth, families, senior citizens, and homeless persons. Includes records relating to day care, homes for the aged, shelter and affordable housing projects, social assistance, and public counseling.						
C2403	Community Support Programs for Seniors  Records relating to the development and management of community support programs for senior citizens who do not enter long-term care homes but remain instead in their own residences. These programs are designed to provide caregiving duties and offer temporary relief to regular caregivers, such as family members and friends. Documents may include program statistics, individual program profile reports and brochures, program strategy and planning reports, and supporting correspondence.	Social Dev. & Admin.	T	6	T+6	AR	Comments: File closed at termination when services no longer required.

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2410	Home Operations - Long-Term Care Homes and Services  Records relating to operating and managing long-term care facilities, which provide accommodation and services to senior citizens and younger adults requiring care. May include information on nursing and personal care, housekeeping, spiritual guidance, and administrative support. Documents may include copies of financial reports and payments, copies of committee minutes and agendas, and supporting correspondence.	Social Dev. & Admin.	C+1	2	C+3	D	Legislation/Regulation:: Homes for the Aged and Rest Homes Act Regulations, (General) R.R.O. 1990, Reg. 637, amended by O. Reg. 330/05, ss 69(c) - Keeping of a record of all of the quality management activities undertaken in relation to the home.
C2414	Resident/Client Concerns, Complaints and Inquiries - Long-Term Care Homes and Services  Records relating to long-term care homes residents and their families' concerns, complaints and/or inquiries over the operations, programs and services offered by the home and/or community-based services. May include admission eligibility and criteria, service levels, actual programs and services offered within the home or community-based program. Documents may include internal formal complaint forms, progress notes and documented follow-up copies of minutes and agendas, reference outcomes, resolutions and disposition and all supporting correspondence, i.e. copies of e-mail messages, etc.	Long-Term Care Homes and Services	T	5	T+5	AR	Comments: File closed upon discharge or death of resident.  Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulations, (General) R.R.O. 1990, Reg. 637, amended by O. Reg. 330/05 ss 5(r) – Shall establish and follow a regular procedure for the hearing of any grievance of any resident of the home, take such corrective steps as he or she considers necessary in respect of the grievance and maintain a written record of all such hearings.

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2420	Admissions - Long-Term Care Homes and Services  Records relating to the admission and acceptance of senior citizens to long-term care homes. May include information relating to the admission process to Homes, referrals from other facilities and agencies, and waiting lists. Documents may include resident applications, emergency and urgent placement applications, release of information consent forms, functional and social assessments, medical reports, and all supporting correspondence.	Long-Term Care Homes and Services	T	2	T + 2	D	Comments: File closed upon discharge or death of resident.  Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulations (General), R.R.O. 1990, Reg. 637, clause 12.19(1), amended by O. Reg. 330/05 - Shall keep a waiting list for admission.
C2425	Support Services - Long-Term Care Homes and Services  Records relating to the various personal and support services available to residents (clients) who reside in long-term care facilities. May include details related to therapeutic services, hairdressing, library services, telephone access, pet adoption and care, and religious counselling and advice. Documents may include event calendars and schedules, program update reports, requests for services, television cable subscription applications, lists and descriptions of services offered, and supporting correspondence.	Long-Term Care Homes and Services	C+1	1	C+2	AR	

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2430	Residents' Safety and Security - Long-Term Care Homes and Services  Records relating to safety and security issues specifically concerning residents who reside in long-term care facilities. May include information on accident prevention, resident identification bracelets, and resident monitoring. Documents may include accident prevention reports, security logs, resident incident reports, and supporting correspondence.	Long-Term Care Homes and Services	C+1	1	C+2	AR	Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulations (General), R.R.O. 1990, Reg. 637, amended by O. Reg. 330/05 ss 18(g); - Written record of inspection, test of fire equipment, heating system; smoke detectors to be retained for at least two years from date of inspection or test. Nursing Homes Act Regulations (General), R.R.O. 1990, Reg. 832, amended by 333/05 ss 104(1) - Records under section 41 (Fire Prevention Maintenance and Safety) to be retained for two years from date of making the record.

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2435	<p>Resident Transfers - Long-Term Care Homes and Services</p> <p>Records relating to the physical transfer of residents who live in long-term care homes. Residents may be transferred between rooms and floors. Transfers may occur as a result of personal or medical reasons. Documents may include daily census reports, occupancy reports, resident bed utilization reports, bed availability reports, hospital admission statistics, vacation and other departure leave notices, and supporting correspondence.</p>	Long-Term Care Homes and Services	C + 1	1	C + 2	D	<p>Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulations (General), R.R.O. 1990, Reg. 637, amended by O. Reg. 330/05 s 12.24; Home shall keep transfer list; a nursing home shall keep a transfer list Nursing Homes Act Regulations (General), R.R.O. 1990, Reg. 832, amended by O. Reg. 333/05 ss 158(1) - a nursing home shall keep a transfer list.</p>



Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
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C2446	Resident Evaluations - Long-Term Care Homes and Services  Records relating to developing and administering assessments designed to determine the physical and mental abilities of residents residing in long-term care facilities. The results of these assessments are used to determine the programs and services that would be best for the individual. Documents may include assessments, social workers' reports containing evaluations and recommendations, social workers' screening tools, depression rating documentation, and all supporting correspondence.	Long-Term Care Homes and Services	T	5/20	T + 5/20	AR	<p>Comments: File closed upon discharge or death of resident. Prior to inactive storage at the Records Centre, records are organized separately according to event (death/discharge) and related retention (5 or 20 years).</p> <p>Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulations (General), R.R.O. 1990, Reg. 637, amended by O. Reg. 316/06, ss 25(1) – A home shall keep a written record or series of records of each resident that shall be maintained in confidence and each record shall be retained by the home for at least twenty years after the last entry in the record with respect to the resident or, where the resident dies, for at least five years after the death of the resident.</p>

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
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C2446 (cont'd)							Nursing Homes Act, (General) R.R.O. 1990. Reg. 832, amended to O. Reg. 317/06, clause 90(a),(b) - a period of twenty years after the date of the discharge; or (b) where the resident dies in the nursing home, for a period of five years after the date of the death.
C2460	Supportive Housing Program  Records relating to the Supportive Housing Program which assists seniors who do not require full-time care to live as independently as possible. The long-term care homes supportive housing program provides supportive services (such as meal preparation, homemaking, laundry services, personal support, and medication reminders) to eligible clients who are tenants in a number of contracted supportive housing sites. Persons in supportive housing do not require the level of care and services available in a long-term care homes, but can benefit from access to a minimal amount of support on a 24-hour basis. Documents may include program description reports and brochures, copies of committee minutes, and correspondence.	Long-Term Care Homes and Services	T	7	T + 7	AR	Comments: File closed upon program no longer required.  Legislation/Regulation: Social Housing Reform Act, 2000 Regulations (General), O. Reg. 368/01, amended by O. Reg. 51/06 ss 11(5) – The service manager must keep a copy of the agreement, together with all records related to the implementation or administration of the agreement, for at least five years after the agreement is terminated or expires.

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2540	Resident Administration Case Files - Long-Term Care Homes and Services  Records relating to the resident administration case files. Incorporates registration, ongoing residence, general administrative and financial information as well as medical information. Documents include client profile, client information sheet, admission acceptance statements, resident social and financial history, doctors and nurses progress notes, information on medication, historical record of allergies and vaccinations, vital signs, dietary notes and plans, hospital discharge summary statements, resident transfer records, copies of death and discharge notices and other related correspondence.	Long-Term Care Homes and Services	T	7/20	T + 7/2	D	<p>Comments: File closed upon discharge or death of resident. Records for deceased residents are kept for 7 years and for discharged residents records are kept for 20 years.</p> <p>Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulations (General), R.R.O. 1990, Reg. 637, amended by O. Reg. 316/06, ss 25(1). A home shall keep a written record or series of records of each resident that shall be maintained in confidence and each record shall be retained by the home for at least twenty years after the last entry in the record with respect to the resident or, where the resident dies, for at least five years after the death of the resident. Nursing Homes Act, (General) R.R.O. 1990. Reg. 832, amended to O. Reg. 317/06, clause 90(a),(b) -</p>

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2540 Cont'd.							The medical records of a resident shall be retained, (a) where the resident is discharged from the nursing home for a period of twenty years after the date of the discharge; or (b) where the resident dies in the nursing home, for a period of five years after the date of the death. Personal Health Information Protection Act, S.O. 2004, c. 3, Sched. A, s13,14 – Records.
C2605	Activities and Events - Long-Term Care Homes and Services  Records relating to organizing and facilitating recreational, educational, and physical fitness activities and events for residents in long-term care facilities. May include information on garden parties, day trips, bazaars, sightseeing outings, and holiday festivities. Documents may include activity schedules, requests for activities, lists and descriptions of activities and events that are sponsored, and supporting correspondence.	Long-Term Care Homes and Services	C + 1	1	C + 2	AR	

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2642	Medical Services Administration - Long-Term Care Homes and Services  Records relating to the administration of medical services provided at the long-term care homes. Documents may include procedures for planning and evaluation of resident medical care offered at the Homes, medical directors' reports, hospitals / laboratory information, lists of approved drugs, lists of residents requiring specific medicines, lists of residents' drug allergies, lists of prescription orders, prescription surplus documentation, daily prescription audit trails, and supporting correspondence. Analysis of medical information helps in providing best health services to residents, improves commitment to protect medical-legal interests of residents, promotes health by preventing diseases and encourages review of payment processes for health related services in long-term care homes.	Long-Term Care Homes and Services	C + 2	2	C + 4	AR	

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2670	<p>Rehabilitation Services - Long-Term Care Homes and Services</p> <p>Records relating to the administration and provision of rehabilitation services for residents in long-term care homes. May include information about assistive and adaptive devices, physiotherapy, and occupational therapy. Documents may include residents' requests for services, copies of service provider contracts and agreements, copies of rehabilitation staff schedules, and all supporting correspondence.</p>	Long-Term Care Homes and Services	T	5/20	T + 5/20	AR	<p>Comments: File closed upon discharge or death of resident.</p> <p>Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulations (General), R.R.O. 1990, Reg. 637, amended by O. Reg. 316/06, ss 25(1). A home shall keep a written record or series of records of each resident that shall be maintained in confidence and each record shall be retained by the home for at least twenty years after the last entry in the record with respect to the resident or, where the resident dies, for at least five years after the death of the resident. Nursing Homes Act, (General) R.R.O. 1990. Reg. 832, amended to O. Reg. 317/06, clause 90(a),(b) -</p>

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
C2670 Cont'd.							The medical records of a resident shall be retained, (a) where the resident is discharged from the nursing home for a period of twenty years after the date of the discharge; or (b) where the resident dies in the nursing home, for a period of five years after the date of the death.
<b>D</b>	<b>Functional Category: Development and Planning</b>						
	Description: Records relating to the management of economic and business development initiatives, conducted both directly by the City and by independent parties; and the planning and development of City buildings, facilities, parks and properties, prior to actual construction. Includes records relating to rezoning, business improvement initiatives, and building and land development plans.						
D0070	Planning Consultation - Community Liaison	City Planning	T	20	T + 20	AR	Comments: File closed upon termination of project.
	Records relating to community liaison and professional advice. An integral part of the area-based studies, transportation planning, development application review, and Committee of Adjustment consideration is the involvement of the community and professional groups. The City is built upon the input of divergent groups, individuals, and community organizations. Together, they respond to a development application or participate in a community study. The variety of interests, ideas, inputs and advice from these groups result in positive changes in the community. Documents may include agendas, meeting minutes and reports.						

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
<b>F</b>	<b>Functional Category: Financial Management</b>						
	Description: Records relating to the City's finances and accounting processes, including the receipt, control, and expenditure of funds. Includes records relating to liability, risk management, payroll, taxation, treasury, insurance and purchasing.						
F1301	Employee Payroll Files  Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee. Documents include completed payroll notification forms concerning newly hired staff, completed benefit enrolment forms, completed federal record of employment forms, tax credit return statements, previous pay adjustment sheets, performance pay transition sheets, copies of court orders, and all supporting correspondence.	Pension, Payroll & Employee Benefits	T	7	T + 7	D	Comments: T = Termination of employment, or termination of retirement benefits, whichever is longer.  Legislation/Regulation: Employer Health Tax Act, R.S.O. 1990, c. E.11 ss 12(4) - records, books of account shall, until permission for their disposal is given by the Minister, retain each such record and book of account and every primary source document required to support and verify the entries and information in records and books of account. Employment Insurance Act (Canada), 1996, c. 23, s 87 - Records, books of account to determine premiums, accounts and voucher to verify information to be kept six years from which records kept. Employment Standards Act, S.O. 2000, c.41, ss 15(5) - records to be kept three years after the employee ceased to be employed.

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
F2510	Residents' Finances - Long-Term Care Homes and Services  Records relating to the financial and banking statements of residents, who currently live in long-term care homes, formerly resided in such homes, or are now deceased. May include information related to pre-authorized payment plans and delinquent accounts. Documents may include tax refund statements, deposit and withdrawal statements, bank reconciliations, and supporting correspondence.	Long-Term Care Homes and Services	T	6	T + 6	D	Comments: File closed upon discharge or death of resident.  Legislation/Regulation: Homes for the Aged and Rest Homes Act Regulation, (General), R.R.O. 1990, Reg. 637, amended by O. Reg. 330/05 ss 53(4) - Book of account that shall be retained for at least six years from the date the trust account is closed or becomes inactive, showing all deposits to and withdrawals from the trust account, the name of the resident for whom the deposit or withdrawal is made and the date of each deposit or withdrawal. Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s 230 -

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Code	Records Title	Originating Office	Retention		Disposition	Comments/Legislation
			A	I		
F2510 Cont'd.						Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate. Nursing Homes Act Regulations (General ), R.R.O. 1990, Reg. 832, amended by O. Reg. 333/05 ss 103(f) - Respect to each resident on whose behalf money is deposited in the trust account to the credit of such resident, retain in his or her possession for a period of not less than six years.

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
<b>G</b>	<b>Functional Category: Governance</b>						
	Description: Records relating to the ways in which the City is governed and regulated to ensure efficiency, effectiveness, and compliance with statutory requirements. Includes records of the City's legislative process, such as the agendas and minutes of Council, its standing committees and community councils; City by-laws and the Municipal Code; formal policies and procedures; and annual reports of departments and special purpose bodies. Also includes all legislation and other municipal by-laws that might affect the City; records relating to non-municipal government bodies; election records; and records relating to provincially-mandated services that the City provides, such as birth and death registrations.						
G0261	Access to Information Requests	City Clerk's Office	T	5	T+5	D	<p>Comments: T = File closed upon completion of case</p> <p>Legislation/Regulation: Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, s.17, 18, 19, 20, 21, 22, 43, 45 - Request, notice of forwarding or transfer, notice of decision, notice of extension, notice to affected person, notice of refusal, notice of order, estimate of costs.</p>

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
<b>H</b>	<b>Functional Category: Human Resources</b>						
	Description: Records relating to City employees and personnel services. Includes records relating to training, labour relations, health and safety, staff benefits, salary administration, and professional associations.						
H1202	Employee Medical Data  Records relating to the medical status, conditions, and recovery of individual City employees. This includes situations concerning the sustainment of physical injuries and the development of medical conditions causing disability or impairment, both work and non-work related. May include information relating to clarification of medical conditions, mental health status, determination of whether and/or when an employee should return to work, and confirmation of job duties the employee is and is not capable of performing. Documents may include doctors' notes and referrals, copies of resumes and training certificates, medical progress notes, and all supporting correspondence.	Human Resources Division	T	20 / 40	T+20/40	D	Comments: Prior to inactive storage files are separated according to: the period of 40 years from the time records were first made or the period of 20 years from the time the last of the records were made.  Legislation/Regulation: Occupational Health and Safety Act, R.S.O. 1990, c. O.1, clause 26(1)(d)(h) – (d) accurately keep and maintain and make available to the worker affected such records of the exposure of a worker to biological, chemical or physical agents - (h) establish a medical surveillance program for the benefit of workers. Occupational Health and Safety Act Regulation (Designated Substances) R.R.O. 1990, Regs. 835, 836, 837, 839, 840, 841, 842, 843, 844, 845, 846, ss15(1)(a)(b) – (a) the period of forty years from the time such records were first made; (b) the period of twenty years from the time the last of such records were made.

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
<b>I</b>	<b>Functional Category: Information, Communications, and Administration</b>						
	Description: Records relating to the management of all City formal communications, including press releases, media releases, promotional advertising, and speeches. Also includes records to the production and/or management of information-related resources and initiatives, both by the City and by external parties, including libraries, films and movies, online web site data, corporate records management, and archival collections. Finally, includes records relating to a wide variety of general administrative matters, such as committees not related to City governance activities, office administration, audits, travel arrangements, trade shows, and operational and strategic planning.						
I0001	Souvenirs and Presentation Items - DELETED						
I0040	Communications Management	City Manager's Office	C+2	4	C+6	AR	Records relating to the management and control of language usage within City communications. This includes information on the use of language within City correspondence, presentations, and publications. Documents may include directives and style sheets on language format, style, terminology, and quality.
I0075	Vendors and Consultants - DELETED						
I0173	Postal and Courier Services - DELETED						

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
I0199	Sponsorship  Records relating to the City's development of sponsorship relationships. This involves sponsorship efforts and funding for activities produced or promoted by the City, such as parades, festivals, awards ceremonies, and special events. Documents may include research information, presentation kits (including power point), correspondence, and copies of promotional information to win sponsors.	All	C+2	18	C+20	AR	Legislation/Regulations: Limitations Act, S.O. 2002, c24, Sched. B., ss15(2) – No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place.
I0200	Promotion and Marketing  Records relating to advertising and promotion of City programs and services. Methods of promotion and marketing include souvenirs, brochures, manuals, user guides, directories, periodicals articles, radio, Internet web pages, advertisements, and television. Documents may include action plans, marketing statistics, and correspondence.	All	C+2	4	C+6	AR	
I0201	News Releases and Official Statements  Records relating to the development and production of media releases, official statements, and announcements by the City. These statements and announcements are intended to alert the media to newsworthy events associated with the City. Documents may also include supporting correspondence and memoranda.	City Manager's Office	C+2	4	C+6	AR	

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I0203	Media Relations  Records relating to the promotion of the City through fostering positive and ongoing relationships with local, provincial, national, and international news media. Includes information on print, radio, television, and other types of news reporting. May also include information on media promotion projects. Documents may include media contact lists, lists of standard media interview questions, and correspondence.	Common	C+2	4	C+6	AR	
I0220	Public Education and Awareness  Records relating to the programs and seminars designed to inform the public about City services and a wide range of subjects of topical interest. May include information on educational tours and outreach programs, curriculum planning, and program planning and preparation. Documents may include educational kits, questionnaires, educational statistics, notes and scripts, copies of presentation speeches, evaluations, and correspondence.	All	C+2	4	C+6	AR	
I0230	Reference Services Administration  Records relating to the provision of reference services, including libraries, reference kiosks and resource centres organized within City divisions, or business units. Includes acquisition inventories, holdings inventories, circulation lists, requests for library materials, and recommendations for collections.	City Clerk's Office	C+2	4	C+6	AR	

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
I0249	Archives Management  Records relating to the administration and operation of the City's archives. The archives serves as the repository for records with scholastic and historical value which are retained in perpetuity. May include information on special archival projects. Documents may include copies of transfer authorizations for archival custody, archives usage reports and statistics, and correspondence.	City Clerk's Office	C+2	4	C+6	AR	
I0455	Trade Show Planning  Records relating to the City's planning of, and participation in, trade shows, which are exhibitions held for members of a common or related industry or profession. May include information relating to exhibit layout and design, City employee participation, registration, and event production. Documents may include copies of public relations packages, attendance lists, copies of supply lists, copies of catering requests and forms, invitation lists, brochures, copies of press releases, posters, explanatory labels for exhibit items, copies of research notes, and supporting correspondence.	All	C+2	4	C+6	AR	Legislation/Regulations: Trade-marks Act (Canada), R.S.C. 1985, c. T-13, s. 30 - Application for registration of trade-mark.
I0489	Strategic Planning  Records relating to strategic planning for departments, divisions, business units, and the overall City. Strategic planning is a management tool designed to assess and adjust the City's direction and determine its visions and future objectives. Includes information on retreats, strategy planning sessions, and mission statements. Documents include objectives statements, long and short-term strategic planning reports, copies of financial statements and reports, five-year business planning notes, reports, and correspondence.	All	T	10	T+10	AR	Comments: File to remain active until strategic plan end date.

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
I2625	Laundry Services  Records relating to the provision and administration of laundry services for residents of long-term care facilities. Laundry services may be provided by the long-term care homes and services staff or external agencies. Includes information relating to dry cleaning and mending. Documents may include special order sheets, laundry volume statistics, external laundry provider service summaries, and correspondence.	Long-Term Care Homes and Services	C + 2	4	C + 6	D	
I4120	Records Conservation and Preservation  Records relating to the processes and initiatives associated with ensuring the ongoing preservation of the City's record and the assessment and restoration of damaged records, whether inactive, in archival storage, or in the process of being transferred to archival storage. Includes information on special assessment projects, care and handling of archival materials, and the transfer to alternative records media formats. Documents may include photographs taken during all stages of the preservation or restoration work, field assessment reports, working notes, preservation and conservation statistics, recommendations on records storage requirements, condition and treatment reports, archival materials collection reports, copies of grant applications, and supporting correspondence.	City Clerk's Office	C+2	47	50	AR	
I4123	Records Conservation and Preservation – DELETED						

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
I5010	Call Centre Client Records  Records relating to the recorded telephone calls and related activities resulting from requests for services/information to City of Toronto call centres. All telephone calls are recorded for quality assurance and staff training.	3-1-1 Project Office	C+2	4	C+6	D	
<b>L</b>	<b>Functional Category: Legal and Licensing</b>  Description: Records relating to legal matters involving the City. Includes City permits, leases, deeds agreement, contracts, and licenses. Also includes records relating to lawsuits and legal issues, such as copyright protection.						
L0375	Taxicab Driver/Owner Training Courses  Records relating to training courses for prospective taxicab drivers, refresher courses for currently licensed taxicab drivers and specialized courses for experienced drivers who wish to own and operate an accessible or Ambassador taxicab. Documents may include a roster attendance list, a course list of results, photo ID of attendees including signatures, the examination and scantron forms, quizzes and answer sheet pertaining to the actual examination and a copy of a First Aid / CPR Certificate. In addition, the City of Toronto licenses a number of its taxicab training products to municipalities across Canada as well as internationally. The training courses come with full support service, including participant's manuals, trainer's guides, audio/visual aids, and other support materials such as student evaluations and corresponding answer keys.	Municipal Licensing & Standards	1	3	4	AR	Legislation/Regulations: Toronto Municipal Code, Ch. 545, Article VIII - Owners and Drivers of Cabs. Municipal Freedom of Information and Protection Of Privacy Act, (General) R.R.O. 1990, Reg 823 s5 amended to O.Reg 93/07 - Personal information that has been used by an institution shall be retained by the institution for the shorter of one year after use or the period set out in a by-law or resolution made by the institution or made by another institution affecting the institution, unless the individual to whom the information relates consents to its earlier disposal.

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
L0400	Right of Way Permits  Records relating to the issuing and use of right of way and other road-related permits. These permits permit the public to reserve and/or use a road, sidewalk, or City-owned property for specific purposes, such as construction, street vending, movie filming, and piling and shoring. Also includes information on street vending lotteries to determine which vendors out of many may be issued permits. Documents may include applications, permits, correspondence, diagrams and plans, and follow-up reports.	All	T	7	T+7	D	Comments: File closed upon cancellation or revocation of permit.

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
<b>P</b>	<b>Functional Category: Public Health</b>						
	Description: Records relating to public and community health programs and services that are available to City residents. Includes records on immunization programs, disease prevention awareness, and healthy lifestyles.						
P3615	Infant Hearing Program	Public Health	2	3	5	AR	
	Records relating to the Infant Hearing Program (IHP). Provincially funded, the Infant Hearing Program was introduced in 2000. It is a preventive and early intervention initiative with the goals to identify infants born deaf, hard of hearing or at risk for developing hearing loss, and to provide the child and family with subsequent services needed for communication development. All newborns will be screened at the hospitals or community clinics for any hearing loss. The screening is a two-stage process where different screening technology is employed. Those identified as "high risk" will be referred to an audiologist for further assessment. All babies with a confirmed hearing loss will then be referred to an otolaryngologist and their parents will be provided with necessary support and counselling services. Documents include minutes and agendas of staff meetings, statistics, reports, etc.						

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
P3835	Vaccine Ordering  Records relating to ordering vaccines, which have been placed by community physicians for patients who are categorized as high risk as defined by the Ministry of Health and Long Term Care. The vaccines are ordered through Toronto Public Health to the Ontario Government Pharmacy (OGP) directly to the physician's office. Documents include vaccine order forms, with a list of clients for whom the vaccine was ordered, as well as the order confirmation forms confirming the order has been placed with OGP.	Public Health	2 Y	3 Y	5Y	D	
P3865	Children Immunization Consents - Hepatitis B  Records relating to consents given by parents and guardians permitting medical personnel to immunize their children against Hepatitis B. Documents include signed immunization consent forms for Grade 7/8 students, copies of adverse vaccine reaction reports, investigation reports, and all supporting correspondence.	Toronto Public Health	3	17	20	D	Legislation/Regulations: Immunization of School Pupils Act Regulations (General) R.R.O. 645, as am. O. Reg. 443/03 - Record of immunization.

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			A	I	Total		
<b>R</b>	<b>Functional Category: Recreation and Culture</b>						
	Description: Records relating to the recreational and cultural programs and services offered to City residents and visitors. Includes record relating to special events such as parades and festivals, tourism, and fitness activities. Also includes information on the control of City wildlife.						
R0031	Recreational Program Registration	Parks, Forestry, & Recreation	C+2	4	C+6	D	Comments: 1 year active retention is for paper records only.
	Records relating to individuals, including both children and adults, registering for various community recreational programs and services. This may include organized and individual sports offerings and lessons, school field trips, and arts and crafts lessons. Documents include completed enrolment applications, copies of program descriptions, enrolment usage statistics, call centre statistics, and correspondence.		1	0	1		Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 4 - a proceeding shall not be commenced in respect of a claim after the second anniversary of the day on which the claim was discovered.

Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
<b>W</b>	<b>Functional Category: Works</b>						
	Description: Records relating to the construction, maintenance, and operations of the City's infrastructure, including sewer, water, garbage, waste, solid waste, and transportation programs and systems. Includes records relating to roads and bridges, snow removal, water and air quality, and utilities. Also includes records relating to environmental assessment and protection, such as conservation, pollution, and recycling programs.						
W0006	Waste Disposal & Landfill Areas  Records relating to the maintenance and use of landfills for disposal of routine and hazardous waste materials. Landfills are ground depressions which accommodate wastes and isolate them from the surrounding environment. Includes consulting engineering reports, copies of payments to contractors, and complaints. Also includes information on disposal user fees for commercial, industrial, and restaurant organizations, waste disposal statistics and reports, and correspondence. Individual landfill sites will be classified at the secondary level.	Solid Waste Management Services	C + 2	P	P	P/AR	Legislation/Regulation: Environmental Protection Act Regulations (Landfilling Sites), O. Reg. 232/98, s 16, 17, 19, 20 - Operations and maintenance procedures; contingency plans, site preparation report; records of site operations to be kept two years. Environmental Protection Act Regulations (Landfilling Sites, O. Reg. 232/98, ss 21(a)(b) - owner and the operator of a landfilling site shall ensure that, within three months after each anniversary of the date on which waste was first accepted at the site, an annual report is prepared respecting the operation of the landfilling site, including a summary of results from monitoring programs; and all of the reports are retained until at least two years after the site is closed. Environmental Protection Act Regulations (Landfilling Sites), O. Reg. 483/98, s 20 -

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Code	Records Title	Originating Office	Retention			Disposition	Comments/Legislation
			A	I	Total		
W0006 Cont'd.							Ensure that daily records of site operations are made during the operation of the site and records are retained for at least two years after they are made.
W0010	Waste Disposal – DELETED						
W0013	Boulevard Parking and Marketing  Records relating to the use of boulevard spaces for parking areas and marketing purposes. Boulevards are open areas, such as grass lawns or concrete patios, that are not typically designated for parking and marketing purposes, but the City may grant permits to use such space as parking facilities or restaurant patios. Includes copies of agreements and permits, drawings and diagrams of boulevards, and polling statistics concerning impacts on the neighbourhood. May also include non-approved applications and information on marketing of boulevard parking areas.	Transportation Services	T	7	T+7	D	Comments: File closed upon cancellation or revocation of permit or license.  Legislation/Regulation: Municipal Code Chapter 743, Streets and Sidewalks, Use of; Municipal Code Chapter 925, Permit Parking.
W0030	Traffic Signs and Signals Equipment  Records relating to the manufacture, installation, and inspections of traffic signs and signals equipment. May include inspection reports, copies of vendor brochures and catalogues, product specifications, copies of purchase orders, and error reports.	Transportation Services	C+2	12	15	D	Legislation/Regulation: Highway Traffic Act, R.S.O. 1990, c H.8. ss 144(31) amended by: 1996, c. 33, s 14. - approvals of erection of traffic control signals and signal systems. Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place.

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			A	I	Total		
W0110	Engineering Drawings  Records relating to the production, use, and storage of master copies of engineering drawings. Engineering drawings demonstrate design solutions and define instrumentation requirements. They are used to manufacture, test, and procure equipment and repair parts for systems, subsystems, and components. May include information on drawing systems, computer-aided design (CAD), engineering drawing control, and engineering symbols.	Technical Services	S	P	P	P/AR	