

Authority: Section 217-5D of City of Toronto Municipal Code Chapter 217, Records, Corporate (City) and Section 169-5.2B of City of Toronto Municipal Code Chapter 169, Officials, City
City Council voted in favour of this by-law on May 12, 2023

CITY OF TORONTO

BY-LAW 421-2023

To amend City of Toronto Municipal Code Chapter 217, Records, Corporate (City), respecting establishing one new records retention period contained within Schedule A, Record Retention Schedule of Chapter 217, and to make multiple technical amendments to update references to City administrative units, correct typographical errors, and other similar technical errors with respect to multiple other records retention periods contained within Schedule A of Chapter 217.

Whereas under section 201 of the City of Toronto Act, 2006, the City may establish retention periods during which the records of the City and local boards of the City must be retained and preserved; and

Whereas Council has delegated to the City Clerk the authority to establish or amend a retention schedule in accordance with Section 217-5D and to authorize the City Solicitor to submit implementation by-laws directly to Council; and

Whereas under Section 169-5.2B of Municipal Code Chapter 169, Officials, City, the City Solicitor, in consultation with the City Clerk, may submit bills directly to Council to make technical amendments to the Municipal Code and other by-laws to correct references to the current City administrative units referenced therein, typographical errors, and other technical errors; and

Whereas the City Clerk has exercised the authority to establish or amend a retention schedule, to amend the retention schedules affecting the records of the City, specifically records relating to COVID-19 Workplace and Facility Screening in accordance with the requirement of Section 217-5D and has sought to the City Solicitor to submit by-laws directly to Council for the implementation of these amendments; and

Whereas Chapter 217, Records, Corporate (City), is in need of updating to modernize references to references to the current City administrative units referenced therein, correct various typographical errors, and other amendments of a technical nature, with several other retention schedules and such changes have also been approved by the City Clerk; and

Whereas the City Clerk has approved the establishment or amendment of the attached retention schedules;

The Council of the City of Toronto enacts:

1. Schedule A, Record Retention Schedule, of Chapter 217, Records, Corporate (City), of The City of Toronto Municipal Code is amended by:
 - a. adding the new records series bearing specific code number: I0019 listed in

Schedule 1 to this by-law in alphanumerical order to Schedule A by code number, under the functional category as set out in Schedule 1 to this by-law for reference purposes; and

- b. deleting each of the following existing record series listed under the following specified code numbers: A0173; A0500; A0505; C2701; C2720; C2721; C2722; C2723; C2724; C2725; C2726; C2727; C2913; C2930; C2935; C2940; C2950; C2972; C3101; C3102; C3140; C3141 C3142; C3143; C3170; C3270; C3280; C3281; C3282; C3283; C3284; C3286; C3287; C3300; C3420; C3431; C3432; C3433; G0001; G0006; I0028; I0161; I0253; L0046; W0030; W0031; and W0096; and replacing each of these record series with the entry listed in Schedule 2 attached to this by-law with the corresponding code number in alphanumerical order to Schedule A by code number, under the functional category as set out in Schedule 2 for reference purposes, for the purpose of replacing the existing record series with corresponding record series, each of which has been amended to update the record series by correcting references to City administrative units, correcting other typographic errors, and other similar amendments of a technical nature.

Enacted and passed on May 15, 2023.

Frances Nunziata,
Speaker

John D. Elvidge,
City Clerk

(Seal of the City)

**SCHEDULE 1
NEW ENTRY TO BE ADDED TO SCHEDULE A, RECORDS RETENTION
SCHEDULE OF MUNICIPAL CODE CHAPTER 217, RECORDS, CORPORATE
(CITY) BEARING CODE NUMBER I0019**

I	<p>Functional Category: Information, Communications, and Administration</p> <p>Description: Records relating to the management of all City formal communications, including press releases, media releases, promotional advertising, and speeches. Also includes records relating 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.</p>						
I0019	<p>COVID-19 Workplace and Facility Screening</p> <p>Records relating to the collection of COVID-19 screening data for all individuals, including both City employees and visitors prior to admission to a City facility, program, or event, to confirm admissibility to City workplaces or facilities. Documents may include COVID-19 screening forms in paper format and online COVID-19 screening submissions, and all other supporting documentation related to COVID-19 screening. Screening data may include self-assessment symptomatic screening questions, screening outcome, staff/visitor contact information, and information about the City workplace or facility. Records may be in paper or electronic format.</p> <p>This records series does not apply to screening forms used for admission to City-operated Child Care Centres; those records are captured under C2225 – Early Learning Child Care Centres – City Operated Child Care Centres.</p>	Common	C	7	C + 7	D	<p>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</p>

SCHEDULE 2
ENTRIES TO BE ADDED TO SCHEDULE A, RECORDS RETENTION SCHEDULE OF
MUNICIPAL CODE CHAPTER 217, RECORDS, CORPORATE (CITY) FOR THE
PURPOSES OF REPLACING MULTIPLE EXISTING RECORDS RETENTION
SCHEDULES TO IMPLEMENT A VARIETY OF TECHNICAL AMENDMENTS

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						
A0173	Operational Equipment and Furnishings Records relating to the management and tracking of operational equipment and furnishings routinely used in City- owned and leased buildings and properties. This may include information on file cabinets, shelving units, cash registers, vote tabulating machines, desks, chairs, and lawn mowers. Documents may include copies of purchase orders, user guidelines, operations manuals, maintenance and repair history files, asset inventories, copies of contracts and service agreements, and copies of warranties.	Corporate Real Estate Management	T	0	T	D	Comments: T = Life of Asset.
A0500	Property Design Planning Records relating to internal initiatives intended to ensure effective construction and renovation of City- owned property, including buildings and other structures, through analysis of, and compliance with, all issues that may affect the actual work. This is performed prior to the construction or renovation work actually being undertaken. May include information on floor load capacity, space planning, need for ventilation, and other design requirements. Documents may include project proposals, structural investigation reports, feasibility studies, preventative maintenance studies, noise and signage studies, consultant selection criteria, staffing layout	Corporate Real Estate Management	C+2	17	C+19	D	

	plans, detailed needs analysis reports, and copies of capital budget statements.						
A050 5	<p>Parks Management</p> <p>Records relating to the management and routine operation of municipal parkland, playgrounds, and open spaces. May include information on park staffing requirements, park conditions, facility statistics, and suggested park improvements, such as path paving and lighting. Documents may include civic proposals for suggested park use, public complaints, request for improvements, public commendations, copies of park inspection reports, park daily activity sheets, park facility inventories, and supporting correspondence.</p>	Parks, Forestry & Recreation	C+ 2	4	C+6	D	
A141 0	<p>Requests for Heritage Property Inclusion and/or Designation</p> <p>Records relating to requests for properties and districts within the City's boundaries, including buildings and lands, to be listed on the Heritage Register and/or to receive designation under Part IV or Part V of the Ontario Heritage Act on account of their historical significance. The requests may include information about the property's historical background and significance, building architectural contexts, property descriptions, and the profiles of surrounding buildings and neighbourhoods. Records may include, but are not limited to: approved and declined request files; evaluation forms, notes, recommendations and correspondence related to</p>	City Planning	P	0	P	P	<p>Comments: File to remain active until further notice from the Division.</p>

	<p>approved and declined requests; copies of land records; maps, photographs and publications; copies of council, committee and board minutes and reports; surveys and research notes; and correspondence.</p> <p>Note: City Council may reject or accept recommendations for property inclusion on the Heritage Register.</p> <p>See A1401 for included and/or designated properties and districts.</p>					
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C	<p>Functional Category: Community and Social Services</p> <p>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 counselling.</p>					
C2701	<p>Housing Services - Rental and Tenant Support</p> <p>Records relating to the provision and management of programs and services designed to assist City of Toronto tenants to keep their housing. Includes information on grants to community agencies that assist tenants in organizing tenant associations, operating a tenant hotline and/ or developing sample notices to landlords and tenants regarding property tax reductions. Documents may include copies of signed service agreements, funding applications, records of payments to community agencies, reports and supporting correspondence.</p>	Shelter, Support & Housing Administration	T	7	T+7	<p>D</p> <p>Comments:</p> <p>T = Termination of service contract or program.</p> <p>Legislation/Regulation: Housing Services Act, 2011, Regulation (General)</p> <p>O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ol style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; <p>- record of decision to refuse for at least seven years.</p>

C2720	<p>Social Housing</p> <p>Records relating to the administration of social housing which entails finding suitable and affordable rental housing for persons unable to find adequate housing in the private rental market. May include information on non-profit, public, and co-operative housing. Documents may include copies of federal and provincial Legislation/Regulation, copies of mission statements, copies of provider contracts and agreements, and supporting correspondence.</p>	Shelter, Support & Housing Administration	T	7	T+7	AR	<p>Comments:</p> <p>T = Termination of agreement or contract.</p> <p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ol style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; <p>- record of decision to refuse for at least seven years.</p>
C2721	<p>Non-Profit Housing Providers – Provincial Program</p> <p>Records relating to provincial non-profit housing corporations' provision and management of social housing projects for low-income persons who require subsidized accommodation, which may include apartments, houses, and duplexes. May include information on provincial public housing subsidies, co-operative housing, and provincial public housing authorities. Documents may also include lists of available public housing accommodations, copies of operating agreements, placement lists, statistics, and supporting correspondence.</p>	Shelter, Support & Housing Administration	T	7	T+7	D	<p>Comments:</p> <p>T = Service no longer required or closure of housing provider.</p> <p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ol style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; <p>- record of decision to refuse for at least seven years.</p>

C2722	<p>Non-Profit Housing Providers – Federal Program</p> <p>Records relating to federal non-profit housing corporations' provision and management of public housing projects for low-income persons who require subsidized accommodation, which may include apartments, houses, and duplexes. May include information on federal public housing subsidies and co-operative housing. Documents may include lists of available public housing accommodations, placement lists and statistics, copies of operating agreements, and supporting correspondence.</p>	Shelter, Support & Housing Administration	T	7	T+7	D	<p>Comments:</p> <p>T = Service no longer required or closure of housing provider.</p> <p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ol style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; <p>- record of decision to refuse for at least seven years.</p>
C2723	<p>Non-Profit Housing Providers – Multi- Program</p> <p>Records relating to non-profit housing corporations' provision and management of multiple public housing projects for low-income persons who require subsidized accommodation, which may include apartments, houses, and duplexes. May include information on public housing subsidies and co-operative housing. Documents may include lists of available public housing accommodations, placement lists and statistics, copies of operating agreements, and supporting correspondence.</p>	Shelter, Support & Housing Administration	T	7	T+7	D	<p>Comments:</p> <p>T = Service no longer required or closure of housing provider.</p> <p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ol style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; <p>- record of decision to refuse for at least seven years.</p>

City of Toronto By-law 421-2023

C2724	<p>Non-Profit Housing Provision</p> <p>Records relating to the operation and maintenance of non- profit housing units, including apartments and duplexes that the City owns and makes available to low-income persons who require subsidized accommodation. May include information relating to the housing units' structural stability, the results of safety inspections, whether the units meet standards for health and cleanliness, current occupancy or availability, the maximum number of persons who can be accommodated in an individual unit, addresses and locations of the housing units, and the names of past and present tenants.</p> <p>Documents may include completed subsidy summary forms, completed statement of account forms, copies of auditors' financial reports, public housing accommodation listings, copies of operating agreements, inspection reports, placement lists, and all supporting correspondence.</p>	Shelter, Support & Housing Administration	C+2	5	C+7	D	<p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ol style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; <p>- record of decision to refuse for at least seven years.</p>
C2725	<p>Rental Supplements</p> <p>Records relating to the development and management of rental supplement programs and services, which provide subsidies to individual tenants living in accommodations owned by private or non-profit landlords. These rental subsidies cover the difference between what the low- income tenant can afford to pay versus the market or contract amount. Documents may include copies of subsidy applications and grants, copies of federal or provincial</p> <p>Legislation/Regulation, program description summaries and brochures, and all supporting correspondence.</p>	Shelter, Support & Housing Administration	T	7	T+7	D	<p>Comments:</p> <p>T = Services no longer required or landlord terminates agreement as a provider</p> <p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ol style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; <p>- record of decision to refuse for at least seven years.</p>

C2726	<p>Rent Supplement - Client Case Files</p> <p>Records relating to low income tenants, individuals and families that are receiving housing subsidies.</p> <p>Services are supplied under the commercial rent supplement program. Rental subsidies are administered under the rent-geared-to- income guidelines set out by Housing Services Act.</p> <p>All Client Case files will include Canadian/Immigration Status documents; income documents (such as cheque stubs, employment letters, Employment insurance receipts, Social Assistance receipt, Child Tax, Pension Assessments); Notice of Assessments from Revenue Canada; and bank statements. Client Case files may also include support letters from medical professionals and/or agencies; Public Guardian and Trustee documentation; legal documents relating to children's custodies; and powers of attorney and other related correspondence.</p>	Shelter, Support & Housing Administration	T+1	6	T+7	D	<p>Comments:</p> <p>T = Files closed when the client no longer participating in subsidized housing program.</p> <p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ul style="list-style-type: none"> 1. - financial records; 3. - household that occupies a unit for at least five years; - record of decision to refuse for at least seven years.
C2727	<p>Rent Supplement - Landlord Case Files</p> <p>Records relating to individual landlords that provide rental housing units under a rent supplement agreement with City of Toronto. The subsidy is paid to a private landlord to allow a defined number of units to be rented to low-income clients on a rent- geared-to-income (RGI) basis. The rent subsidy equals the difference between the RGI portion of the rent paid by the qualifying client and the government-approved market rent of a unit. Documents include rent supplement agreements, staff site visit reports, assessments of fair market value, records of payments made to the landlord, and other supporting</p>	Shelter, Support & Housing Administration	T+2	5	T+7	D	<p>Comments:</p> <p>T = Files are closed when the landlord is no longer participating in the subsidized housing program.</p> <p>Legislation/Regulation:</p> <p>Housing Services Act, 2011, Regulation (General) O. Reg. 367/11 s. 102. (2) - The housing provider must keep each of the following records for at least seven years:</p> <ul style="list-style-type: none"> 1. - financial records;

	correspondence.						3. - household that occupies a unit for at least five years; - record of decision to refuse for at least seven years.
C2913	<p>Housing and Homelessness - Client Case Files</p> <p>Records relating to the individual clients participating in case management services directly operated by Housing and Homelessness, Supports and Initiatives. These services provide individualized supports to shelter clients, Streets to Homes clients and clients participating in other special projects or programs. Documents may include skills assessments, psychological assessments, copies of applications, client assessments, progress notes and reports, consent for release of information and all supporting correspondence. Files may contain personal medical information.</p> <p>Note: Records should not contain any program information.</p>	Shelter, Support & Housing Administration	T	10	T+10	D	<p>Comments:</p> <p>T = Closure of case or if client is a minor, upon age of majority (eighteen years).</p> <p>Legislation/Regulation:</p> <p>Medicine Act, 1991, Regulation (General) O.</p> <p>Reg. 114/94</p> <p>s. 19. (1) - Retain records for at least ten years after the date of the last entry in the record, or until ten years after the day on which the patient reached or would have reached the age of eighteen years.</p>
C2930	<p>Hostel Services - Program Administration</p> <p>Records relating to the administration of programs pertaining to hostel services in general. Hostel Services provide shelter and assistance to homeless individuals and families, and assist them to arrange for their housing and/or treatment needs through City directly-operated shelters or community-operated shelters by way of purchase-of-service agreements. Documents may contain statistics on hostel occupancy, operational standards, reports such as Council and Committee reports, samples of brochures describing the type of hostels and the services and programs provided,</p>	Shelter, Support & Housing Administration	3	4	7	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sch. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

12
City of Toronto By-law 421-2023

	referrals, policy development, performance measures and all supporting correspondence.						
C2935	Hostel Client Case Files Records relating to homeless individuals and families who require emergency shelters or assistance on a short-term basis either through City- operated or purchase of service shelters. Documents include intake assessment, vital case information, counsellors' client case-planning, special assistance records, health and medical notes and other supporting correspondence.	Shelter, Support & Housing Administration	T	10	T+10	D	<p>Comment:</p> <p>T = Termination of case and/or last activity date.</p> <p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sch. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p> <p>Medicine Act 1991, Regulation (General) O.</p> <p>Reg. 114/94</p> <p>s.19. (1). - Retain records for at least ten years after the date of the last entry in the record, or until ten years after the day on which the patient reached or would have reached the age of eighteen years.</p>

C2940	<p>Hostel Services - Purchase of Service Shelters</p> <p>Records relating to the monitoring, administration and/or management of shelters, operated by non-profit, community-based organizations under purchase-of-service agreements with the City of Toronto Hostel Services Unit. Records many include supporting documents for operational applications, quality assurance documents, recommendations for improvement, standard compliance reports, site visit reports, funding submissions, supporting correspondence, shelter program reports, and other relevant financial- related correspondence/reports, shelter emergency plans, policy & procedures, shelter brochures/information materials, etc.</p>	Shelter, Support & Housing Administration	T	10	T+10	D	<p>Comments:</p> <p>Termination of shelter service agreement.</p> <p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sch. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C2950	<p>Hostel Services - City-Operated Shelters</p> <p>Records relating to the monitoring, administration and/or management of City directly-operated shelters, which provide temporary accommodation to homeless individuals and/or families. May include information on meals, services provided, and daily operations. Documents may include quality assurance, recommendation for improvements, standards compliance reports, site visit reports, financial reports, shelter program reports, shelter emergency plans, policies and procedures, samples of shelter brochures and other informational material and all supporting correspondence.</p>	Shelter, Support & Housing Administration	3	4	7	D	<p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sch. A. s. 42. -</p> <p>Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

C2972	<p>Residential Rehabilitation Assistance Program (RRAP) Case Files</p> <p>Records relating to the development and management of funding requests that provide financial loan assistance to low and moderate-income persons and organizations so that they may improve, preserve, and/or increase their existing affordable housing. This Federal Program may apply to private homeowners, landlords and non-profit associations. The funds are determined by confirming affordable home values or rents and by income testing of homeowners and tenant households. The City conducts inspections to determine the scope of work and to ensure that the work was successfully completed and that the funds awarded were properly spent. Documents may include copies of application for assistance, household income documents, medical information, contractor quotations, inspection reports, copies of land title reports, promissory notes, and associated correspondence.</p>	Shelter, Support & Housing Administration	T+2	13	T+15	D	<p>Comments:</p> <p>T = Loan being closed out, loan forgiven, application withdrawal or application completion.</p> <p>Legislation/Regulation:</p> <p>National Housing Act, (Canada), R.S. 1985, c. N- 11 s. 32. (3) (a) - maintain separate books and records satisfactory to the Corporation and open to its inspection at any time.</p> <p>Housing Development Act, Regulation (General) R.R.O. 1990, Reg. 641 s. 4. (d) - information, records, accounts.</p>
C3101	<p>Special Needs Programs</p> <p>Records relating to the administration and provision of programs specially designed to provide support to persons who do not qualify for Ontario Works assistance but may require help in meeting financial demands. This may include assistance in purchasing and maintaining medical items such as wheelchairs and eyeglasses, paying for funerals and burials. Documents may include program development and status reports, copies of Legislation/Regulation:, copies of contracts and purchase orders, and supporting correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A. s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

C3102	<p>Family Support Programs - Ontario Works</p> <p>Records relating to Family Support Program in general. Documents may include general information on Federal and Provincial Child Support Legislation/Regulation:, Family Law Act, Family Responsibility and Support Arrears Enforcement Act, Ontario Disability Support Program, Ontario Family and Support Services, and copies of federal and provincial guidelines and supporting correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3140	<p>Ontario Works</p> <p>Records relating to the provision of Ontario Works (OW) assistance in general. Ontario Works provides temporary financial support to people who are in financial need and assists them to find paid employment. May include information on social assistance eligibility criteria, copies of federal and provincial acts, copies of mission statements, and correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3141	<p>Shelter and Residence - Ontario Works</p> <p>Records relating to shelter and residence for Ontario Works clients. Documents may include information regarding fuel and shelter, rent- geared-to-income, rooming house, co-residence, and room and board.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

C3142	<p>Financial Employment Support - Ontario Works</p> <p>Records relating to administering and providing financial programs and services to Ontario Works assistance recipients to support their participation in activities related to securing employment. Financial support is provided for living expenses during the job training and/or search period. Documents may include copies of policies and procedures, program definition and mandate statements, and correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A. s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3143	<p>Special Benefits and Allowances - Ontario Works</p> <p>Records relating to the management and provision of special benefits and allowances to Ontario Works assistance recipients. This may include information about mandatory discretionary benefits. Documents may include copies of policies and procedures, special benefit and allowance definition and mandate statements, and correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A. s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3170	<p>Monitoring and Control - Ontario Works</p> <p>Records relating to the monitoring and controlling of benefits and services provided to Ontario Works assistance recipients. May include information on fraudulent means used to obtain social assistance, overpayments, and appeals provisions. Documents may include copies of policies and procedures, procedural reviews, copies of mission statements, and correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A. s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

C3270	<p>Caseload Management - Ontario Works</p> <p>Records relating to the management and administration of Ontario Works assistance client caseloads. Caseload management involves the provision and monitoring of services provided to active social assistance recipients, such as youth issue; kids and computer initiatives. Documents may include statistical caseload reports and statements, and supporting correspondences.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3280	<p>Ontario Works Clients Case Files</p> <p>Records relating to individuals who have applied for, or who are currently receiving, Ontario Works assistance and other related programs. May include information on supplementary aid, special assistance and applications for social assistance, proof of employment information, asset information, birth certificate, immigration documents and supporting correspondence.</p>	Employment & Social Services	T	7	T+7	D	<p>Comments:</p> <p>T = Services are no longer required or case is terminated.</p> <p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3281	<p>Disruptive Clients Case Files - Ontario Works</p> <p>Records relating to individual Ontario Works assistance clients who have displayed, or who have a history of disruptive behaviour. Examples of disruptive behavior may include making threats or abusing caseworkers. Case file documents may include disruptive client reports, copies of medical reports, copies of police reports, and supporting correspondence</p>	Employment & Social Services	T	7	T+7	D	<p>Comments:</p> <p>T = Case is resolved or becomes inactive from social assistance.</p> <p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

C3282	<p>Fraud Case Files – Ontario Works</p> <p>Records relating to individual social assistance clients where evidence was obtained indicating potential fraudulent receipt of social assistance. Case file may include documents and notes regarding the allegation, the investigation process, client and/or informant interviews, verification of undeclared matters, disentitlement calculations, synopsis, decision- making checklists, legal and court documentation, and other correspondence.</p> <p>NOTE (1): Fraud case files and overpayment case files cannot exist simultaneously for the same client. If a Fraud case file is concluded with the decision that the client has an over issuance to be recovered, re-classify the file number C3283. The case file and related documents must be retained indefinitely when there is an ongoing fraud investigation.</p> <p>NOTE (2): Allegations of fraud that are deemed to be unfounded or unsupported as a result of an assessment or investigation must be deleted/disposed from both electronic & paper files one year from the date that the assessment or investigation was completed (including documentation from police, crown & trial activities, where applicable). Any information pertaining to the eligibility complaint and results of the assessment or investigation should be destroyed.</p>	Employment & Social Services	T	7	T+7	D	<p>Comments:</p> <p>T = Case is resolved by conviction or termination of investigation.</p> <p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
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C3283	<p>Overpayments Case Files - Ontario Works</p> <p>Records relating to individual Ontario Works assistance clients who have been identified as having outstanding overpayment balances and must now make financial restitution. May include overpayment files that contain original, or photocopied, documentation such as: payment histories, Equifax information, employer and wage information, legal and court documents, supporting correspondence, overpayment calculation sheets, overpayment letters, client profiles, portability information from other municipalities and narrative printouts from CWT/SDMT/MERTS, and all supporting correspondence.</p>	Employment & Social Services	T	7	T+7	D	<p>Comments: T = Case is resolved.</p> <p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sched. A. s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3284	<p>Appeals Case Files - Ontario Works</p> <p>Records relating to individual Ontario Works assistance clients who are appealing rulings concerning ineligibility decisions, reductions of assistance, or a disagreement concerning decisions reached. Documents include completed submissions and all supporting documentation, copies of legal and court documentation, and correspondence.</p>	Employment & Social Services	T	7	T+7	D	<p>Comments: T = Case is resolved.</p> <p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sched. A. s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3286	<p>Funerals and Burials Case Files - Ontario Works</p> <p>Records relating to individual Ontario Works assistance clients who have received funds for a funeral and/or burial. Funerals and burials may involve the social assistance clients themselves, or their immediate family members. Documents may include death certificates, copies of policies and procedures discussing payment disbursements, lists of standard funeral homes, copies of payment receipts, and all supporting correspondence.</p>	Employment & Social Services	T	7	T+7	D	<p>Comments: T = Case is resolved.</p> <p>Legislation/Regulation: Ontario Works Act, S.O. 1997. c. 25, Sched. A. s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

C3287	<p>Special Benefits Allowances Case Files - Ontario Works</p> <p>Records relating to individual Ontario Works assistance clients and Ontario Disability Support Program who are entitled to, and receive, special benefits and allowances. These special benefits supplement basic assistance payments and may include clothing allowances and dental benefits for dependent children. Documents may include client applications for special benefits and allowances, eligibility criteria statements, copies of payment receipts, medical reports and statements, copies of policies and procedures, and correspondence.</p>	Employment & Social Services	T	7	T+7	D	<p>Comments:</p> <p>T = Services are no longer required or case is terminated.</p> <p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3300	<p>Client Categories - Ontario Works</p> <p>Records relating to information about the individual categories of Ontario Works assistance clients. This information is used to help determine assistance requirements and eligibility criteria for persons categorized within particular groups. Examples of client groups may include students, homeless persons, refugees, legal immigrants, disruptive persons, and unemployable clients. Documents may include group profiling statistics, copies of policies and procedures, client category reports and statements, and supporting correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3420	<p>Employment Services - Ontario Works</p> <p>Records relating to general information about employment services provided to Ontario Works assistance recipients. May include information on employment trends and issues and employment resource centres. Documents may include employment availability reports, labour market reports, and supporting correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

C3431	<p>Employment Support Programs - Ontario Works</p> <p>Records relating to programs offered to Ontario Works assistance clients which provide them with support in locating and securing employment. May include information on programs such as skill development, academic upgrading, independent job hunting, and English language instruction.</p> <p>Documents may include copies of federal and provincial Legislation/Regulation:, training workbooks and outlines, copies of contracts with external agencies, program development and status reports, and correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3432	<p>Employment Placements - Ontario Works</p> <p>Records relating to referring employable Ontario Works assistance clients to external job placement agencies. These agencies assist clients in improving their job search skills, link clients with prospective employers, and may also provide entrepreneurial training and support.</p> <p>Documents include lists of eligible clients, lists of job placement agencies, copies of contracts with external agencies, training work booklets and handouts, and all supporting correspondence.</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>
C3433	<p>Community Participation / Volunteering - Ontario Works</p> <p>Records relating to providing volunteer job placements to Ontario Works assistance clients to enable them to gain work experience and develop their skills. Clients may be placed with non-profit agencies and community organizations.</p> <p>Documents may include progress evaluations of individual clients, client statistics, volunteer work placement description</p>	Employment & Social Services	C+2	4	C+6	D	<p>Legislation/Regulation:</p> <p>Ontario Works Act, S.O. 1997. c. 25, Sched. A.</p> <p>s. 42. - Each delivery agent shall keep information collected under this Act in the form and electronic system required by the Director.</p>

City of Toronto By-law 421-2023

statements, copies of policies and procedures, and supporting correspondence.						
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G	<p>Functional Category: Governance</p> <p>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 bylaws 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.</p>						
G0001	<p>Council and Committee Proceedings</p> <p>Records relating to the meetings, duties, and functions of the City Council, including its standing committees, sub-committees, and task forces; Community Councils and their committees. The City Council is the legislative body responsible for enacting ordinances and resolutions, adopting the City budget, representing the City, and carrying out a variety of municipal responsibilities. Documents include Council agendas, minutes, certificates of amendments (resolutions), terms of reference, committee appointments, bills index, correspondence, memoranda, notices of motions, and committee reports.</p>	City Clerk's Office	C+4	15	C+19	AR	<p>Legislation/Regulation:</p> <p>City of Toronto Act, S.O. 2006 c.11, Sched. A</p> <p>s. 190 (8) The City, a local board or a committee of either of them shall record without note or comment all resolutions, decisions and other proceedings at a meeting of the body, whether it is closed to the public or not.</p> <p>s. 190 (9) The record required by subsection (8) shall be made by:</p> <p>(a) the clerk, in the case of a meeting of the council; or</p> <p>(b) the appropriate officer, in the case of a meeting of a local board or committee.</p>

G0006	<p>Local Board Proceedings</p> <p>Records relating to the meetings, duties, and functions of City local boards. This may include agencies, boards, commissions, special bodies, or local authorities (e.g., planning and zoning boards). These local boards administer various services to City residents. Documents may include minutes of meetings, agendas, correspondence, and reports.</p>	City Clerk's Office	C+4	15	C+19	AR	<p>Legislation/Regulation:</p> <p>City of Toronto Act, S.O. 2006 c.11, Sched. A</p> <p>s. 190 (8) The City, a local board or a committee of either of them shall record without note or comment all resolutions, decisions and other proceedings at a meeting of the body, whether it is closed to the public or not.</p> <p>s. 190 (9) The record required by subsection (8) shall be made by,</p> <p>(a) the clerk, in the case of a meeting of the council; or</p> <p>(b) the appropriate officer, in the case of a meeting of a local board or committee</p>
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I	<p>Functional Category: Information, Communications, and Administration</p> <p>Description: Records relating to the management of all City formal communications, including press releases, media releases, promotional advertising, and speeches. Also includes records relating 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.</p>						
I0028	<p>City Residents Demographic Data</p> <p>Records relating to demographic profiling of persons who reside within the City. May include collecting information relating to languages spoken within homes, persons' genders and ages, employment status, and types of residential dwellings. These data may be used to make area comparisons, to conduct small area studies, and to help identify the percentages of individual demographic groups in various locations served by various City</p>	Economic Development & Culture	S	10	S+10	D	<p>Comments:</p> <p>S=Until Superseded.</p>

	programs. Documents may include demographic profiling statistics, graphs, and charts; comparison data summaries; completed survey forms; high-level recommendation reports; and all supporting correspondence.						
I0161	Meetings and Committees Records relating to meetings and committees of City staff that are not related to City governance issues. May include regular or interim meetings held with external and internal client groups or individuals. Documents may include meeting agendas, minutes of meetings, and committee reports.	Common	C+2	4	C+6	D	
I0253	Records Destruction Files Records relating to signed destruction packages (cover sheet, summary information, authorization page, and inventory of boxes), and matching destruction certificates.	City Clerk's Office	C+2	97	C+99	D	

L	Functional Category: Legal and Licensing						
	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.						
L0046	Preliminary Project and Pre-Applicable Law Review Applications Records relating to both Preliminary Project and Pre-Application Law Review applications. The Preliminary Project Review is submitted by the public which is the process to identify any bylaw deficiencies related to the City's Zoning Bylaw only. These applications are made available for all types of proposals but is specifically intended for Committee of Adjustment, Site Plan or Rezoning applications and the Right of Way	Toronto Building	T+2	0	T+2	D	Comments: T = Pending approval of the project review application. 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

	Management permits such as curb cuts. The Pre-Application Applicable Law is a detailed preliminary plan review for proposed development projects to confirm compliance with the City Zoning By-laws and other applicable law. At this stage the PAL and PPR review will become part of a permit if a permit for the same proposal is received. Documents may include completed application forms, one set of plans containing information on drawings and documents, information related to the applicable law and payment fees in accordance with Schedule A of the Building Permit By-law.						discovered.
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W	Functional Category: Works						
	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.						
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	C+14	D	Legislation/Regulation: Highway Traffic Act, R.S.O. 1990, c H.8 s. 144. (31) - 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.

26
City of Toronto By-law 421-2023

W0031	<p>Snow Removal</p> <p>Records relating to snow removal from the City's main and side streets, which is undertaken to ensure public safety and to facilitate vehicle movement. Includes information on salting, sanding, snow ploughing, snow blowing, and the shoveling program. Documents include snow removal schedules, snow route plans, and complaints.</p>	Transportation Services	C+2	12	C+14	D	<p>Legislation/Regulation: 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.</p>
W0096	<p>Engineering Standards, Policies, and Quality Assurance</p> <p>Records relating to standards, policies, and quality assurance for engineering projects. May include standards and best practices related to engineering design, construction and consulting, research and development, management, landscape architecture and streetscape improvement, infrastructure, major facilities, and engineering business processes and practices. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.</p>	Transportation Services	S	P	P	P	<p>Comments: S=Until Superseded.</p>