

Classification Structure and Retention Schedule

Overview

The records classification and retention structure is a valuable tool to manage the records and information created or received by the Toronto Zoo and as such, it is an important strategic business resource. The systematic application of managing information through a classification structure allows for the control of information assets throughout its lifecycle. By consistently identifying information, regardless of where it is held, the structure removes barriers to access (assuming appropriate permissions) while also protecting privacy and allows information to be available in a timely fashion to those who need it. This access is essential for supporting decision-making and sharing the knowledge developed through collaboration efforts. Such a system also supports accountability and good governance, protects personal and confidential information captures and preserves the corporate memory and the history of the Toronto Zoo while improving organization efficiencies and mitigating risk.

Toronto Zoo's Classification and Retention Schedule is the official policy for the management of records at the Toronto Zoo. It provides staff with the authority to manage records in accordance with relevant policies, legislation and regulations. The Toronto Zoo has adopted the International Organization of Standards (ISO 15489) for a functionally based classification structure to provide a hierarchical framework for the organization and description of records. The structure is based on the content of the document and applies to all records, regardless of whether they are in paper, digital, image, audio or video format. Each classification category is accompanied by a retention timeframe that reflects applicable legislation and business need. The main reasons for a functional approach are as follows:

- Eliminates duplication of records because all records related to a specific function are grouped together rather than split up among departments. For example, all employee records will be under the Human Resources function;
- Provides integrity and thus reliability when searching for information within the central repository because all "like" things are filed together rather than "classified" under different departments;
- Business functions are independent of organizational structure. Changes in organizational structure do not affect the classification scheme. It doesn't have to be "re-invented"
- Department names are forever changing but functions remain constant;
- Reduces silos of information.

The functions of Toronto Zoo are as follows:

- | | |
|---|---------------------------|
| ✓ Administration | ✓ Fundraising & Marketing |
| ✓ Asset & Infrastructure Management | ✓ Governance & Legal |
| ✓ Communications, Promotion & Stakeholder Relations | ✓ Human Resources |
| ✓ Financial | ✓ Animal Records |

Definitions

RECORD: The International Organization for Standardization (ISO) defines a record as *“recorded information in whatever physical format created, collected or received in the initiation, conduct or completion of an activity which has content, context and structure, is authoritative and reliable, provides evidence of decision-making”*. Records can include books, papers, maps, electronic documents, digital, video, voice recordings, web pages, etc.

TRANSITORY RECORDS are useful for only a short time, communicate information that is ephemeral, are temporary and have minor importance. When use is over they should be deleted or destroyed. Transitory records can be destroyed at any time before the retention period of the original document as the official or original document is held by the originator/primary area of accountability and subject to the approved retention period. Examples of transitory records include the following:

- personal messages;
- general notices and announcements;
- copies of documents and emails;
- cc, bcc, or FYI emails kept only for convenience;
- drafts and working documents to prepare final records.

NON-RECORDS have no bearing on the organization’s functions, operations, or mandate. These may be general distribution items, reference books, published legislation from other Zoo’s or government agencies or extra copies/convenience copies. Non-records are typically used, if ever, only for a very limited period of time. They do not have to be collected and maintained. These documents are not required to be retained and therefore do not appear on a records retention schedule.

CONVENIENCE COPIES

- Convenience Copies are, by definition, not considered records as they are usually duplicates of the official record. They could also be a FYI copy (for your information). However, recent legal actions have drawn attention to the use of convenience copies for purposes of evidence or discovery. Incidents have occurred where primary documents have been destroyed as per established retention schedule but convenience copies still existed in the organization. These copies have been deemed to be official and subject to discovery or legal proceedings. Given these legal implications it is important for Toronto Zoo, if required, to classify convenience copies and ensure they are tracked and destroyed or disposed of no later than the retention period of the original document.
- Convenience copies should not be sent to storage.

Classification Scheme & Retention Schedule Table Headings Description

Function

The function represents the largest units of all the activities of an organization. They are the major responsibilities that are managed by an organization to fulfil its mission or mandate and its responsibilities to its stakeholders.

Activity

The activities are the tasks performed to accomplish the function e.g. Human Resources (function), Recruitment & Selection (activity)

Record Series

Record series are defined as a group of related records that have the same form and function, are filed as a unit and are maintained together for retention scheduling purposes. Record series are destroyed as a unit when the retention period is up unless there is a litigation or audit hold on the record series. The record series are grouped into broad organizational functions. The types of documentation found in each record series are described in what is referred to as a scope note.

Accountability

This classification scheme identifies the Office of Accountability – the business unit or department who is accountable for ensuring that the official record is managed throughout its lifecycle. This is the business area that has primary interest or ownership of the records. They are considered to be the official holder of the original records. When accountability refers to the “all departments” it applies to all departments – meaning that they have responsibility to classify and manage the original record e.g. departmental meetings.

Retention

The column labelled “Total Retention” specifies the length of time records must be kept. An event such as the termination of an agreement, project close, may be used to indicate when the retention calculation begins.

Disposition

The column labelled “**Disposition**” refers to how the records are disposed of at the end of their lifecycle. Once the records have reached the end of their total retention period they may be totally destroyed/expunged, or all or part of the record series may be designated as archival review or archival which means either some (archival review) or the entire record series (archival) is kept for future generations. The Archives for the City of Toronto will require that the Toronto Zoo annually box those records designated as “archival review” according to the retention schedule and forward those records to the Archives for archival assessment. Records identified in the classification structure and retention schedule can only be destroyed / disposed of in accordance with the Toronto Zoo’s records destruction procedures and in conjunction with approval from Office of Accountability. All destroyed records should be documented by a certificate of destruction as proof of final disposition. The certificate of destruction is a permanent document to prove destruction took place, what records were destroyed and when they were destroyed.

Security Classification

In order to protect the confidentiality, integrity and availability of Toronto Zoo’s data, each record series is assigned a security classification public, internal or confidential.

Public: This classification applies to information in the public domain. The information is fit for distribution via public channels such as email and websites. Disclosure of Public information is not expected to adversely impact Toronto Zoo, its employees, its stakeholders, its business partners, and/or its customers.

Internal Use: This classification applies to general information intended or appropriate for any internal audience or a restricted external audience such as stakeholders. Internal access is unrestricted but external access is based on a business need-to know basis.

Confidential: This classification applies to the most sensitive business information that is intended for a limited audience. Its unauthorized disclosure could seriously and adversely impact Toronto Zoo, its employees, its stakeholders, its business partners, and/or its customers. Records which are designated as confidential are accessible only by a defined sub-group of Toronto Zoo. Access permissions may be given to staff based on their membership to a specific group or individually as Toronto Zoo's management deems appropriate.

Citations / Comments

The Citation/Comments column provides the cross-reference identifier to the legislative citations that are recommended as applicable for each category of records based on the City of Toronto's retention by-law.

Legend for Retention Terms

Code	Definition	Description
A	Archival	Record Series which has been assessed to have historic significance. Archival documents are retained for 10 years at which point they are appraised again for historic importance and possibly archived for another 10 years. Every 10 years they are reviewed for historical significance. For electronic records they are reviewed to determine if these will continue to be migrated.
AR	Archival Review	Refers to reviewing the records series before destruction to see whether they have historic significance prior to destruction. This is different from archival because in the case of an archival designation the entire records series is kept for posterity, whereas, in archival review, records are "selected" for potential historic significance. The entire record series may not be kept.
CY	Current Year	Refers to January 1 st to December 31 st . This means that the record series is kept for the current year plus the additional years outlined in the retention schedule e.g. CY+2 means that the current year plus 2 additional years will be kept.
D	Destroy	Requires that upon expiration of the retention period the document is destroyed – shredded, recycled, deleted (expunged).
S	Superseded	Refers to the replacement of a document once it has been updated or revised. The new document supersedes the previous version.
T	Event Trigger for termination or close of an event or activity	Refers to a record being retained until it has been closed, terminated or expired, resolution of a claim, typically used for case-based or project records where the retention refers to the case being closed or the transaction being completed. This retention applies to an employee file and is triggered at the point at which the employee leaves the organization. These records are usually maintained until the case or transaction or employee record is closed/terminated plus a pre-defined number of years.
P	Permanent	Records that are never to be destroyed.
PIB	Personal Information Bank	Refers to records of individuals who are identifiable by home address, phone number, SIN#, OHIP#, etc. This information is protected under the MFIPPA legislation.

Retention & Disposition Legend: A = Archival; AR = Archival Review; CY = Current Year; D = Destroy; S = Superseded; T = Termination-based on specific criteria; P = Permanent; PIB = Personal Information Bank

Table of Contents: Summary of Functions and Record Series

ADMINISTRATION	ASSET & INFRASTRUCTURE MANAGEMENT	COMMUNICATIONS, PROMOTION & STAKEHOLDER RELATIONS	FINANCIAL
<p><u>CORRESPONDENCE MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Office Administration <p><u>INTERNAL SERVICES MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Associations & Organizations ✓ Templates & Forms – Blank <p><u>MEETING MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Meetings & Committees <p><u>POLICIES & PROCESS MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Practices & Standard Operating Procedures (SOP) - Administrative <p><u>PROJECT MANAGEMENT – NON CAPITAL</u></p> <ul style="list-style-type: none"> ✓ Projects/Research/ Special Studies 	<p><u>ASSET & FACILITIES MAINTENANCE</u></p> <ul style="list-style-type: none"> ✓ Engineering Drawings ✓ Operational Equipment & Furnishings ✓ Operating & Maintenance Manuals/Standard Operating Procedures (SOP) ✓ Property & Facilities Management <p><u>INSPECTIONS/TESTING</u></p> <ul style="list-style-type: none"> ✓ Inspection Reports & Logs <p><u>PROJECT MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Capital & Infrastructure Projects <p><u>SITE SAFETY & SECURITY ADMINISTRATION</u></p> <ul style="list-style-type: none"> ✓ Site Security <p><u>VEHICLE/FLEET MAINTENANCE</u></p> <ul style="list-style-type: none"> ✓ Vehicle/Fleet History and Maintenance Records 	<p><u>ADVERTISING, MEDIA & PUBLIC RELATIONS</u></p> <ul style="list-style-type: none"> ✓ Media Relations ✓ News Releases & Official Statements ✓ Promotion & Marketing <p><u>COMMUNITY/STAKEHOLDER RELATIONSHIP MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Customer Correspondence, Enquiries & Complaints ✓ External Sector Organizations & Partnerships <p><u>EVENTS & COMMUNITY OUTREACH</u></p> <ul style="list-style-type: none"> ✓ Events Planning & Programming ✓ Attendee/Participant Relations <p><u>DESIGN & PRODUCTION</u></p> <ul style="list-style-type: none"> ✓ Exhibits and Exhibit Openings ✓ Multimedia Artifact Library 	<p><u>ACCOUNTING ADMINISTRATION</u></p> <ul style="list-style-type: none"> ✓ Accounts Payable ✓ Accounts Receivable ✓ Accounts Receivable - Donors ✓ Banking Statements & Reconciliation ✓ Cash receipts ✓ Grants & Subsidies ✓ Petty Cash <p><u>FINANCIAL PLANNING</u></p> <ul style="list-style-type: none"> ✓ Capital Budget ✓ Operating Budget <p><u>FINANCIAL REPORTING</u></p> <ul style="list-style-type: none"> ✓ Journal Entries <p><u>AUDIT – FINANCIAL</u></p> <ul style="list-style-type: none"> ✓ Audits ✓ Year-end & Audit Reporting Preparation Working Papers <p><u>PROCUREMENT</u></p> <ul style="list-style-type: none"> ✓ Purchasing of Goods & Services ✓ Vendors/Service Providers

Table of Contents: Summary of Functions and Record Series

FUNDRAISING & MARKETING	GOVERNANCE & LEGAL	HUMAN RESOURCES	ANIMAL RECORDSS
<p><u>DONOR ADMINISTRATION</u></p> <ul style="list-style-type: none"> ✓ Donor Account Management ✓ Donor Prospecting & Soliciting ✓ Fundraising & Donations 	<p><u>GOVERNANCE –BOARD ADMINISTRATION</u></p> <ul style="list-style-type: none"> ✓ Board Of Management ✓ Zoological Society <p><u>AGREEMENTS/CONTRACTS/LEASE ADMINISTRATION</u></p> <ul style="list-style-type: none"> ✓ Agreements, Contracts & Leases <p><u>LITIGATION/CLAIMS</u></p> <ul style="list-style-type: none"> ✓ Claims by the Toronto Zoo ✓ Claims Against the Toronto Zoo – insured & not insured <p><u>INSURANCE & RISK MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Accident/Incident/Collision Reporting ✓ Insurance Claims ✓ Risk Management 	<p><u>ORGANIZATION & POSITION MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Job Classification & Evaluation ✓ Organizational Design & Charts ✓ Pay Equity <p><u>RECRUITMENT & SELECTION</u></p> <ul style="list-style-type: none"> ✓ Staff Competition & Recruitment <p><u>EMPLOYEE & VOLUNTEER MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Employee Files ✓ Employee Medical Records ✓ Employee Performance Management ✓ Volunteer Personal Documentation – Successful Applicants <p><u>HEALTH & SAFETY</u></p> <ul style="list-style-type: none"> ✓ Workers’ Compensation & Disability Management <p><u>LABOUR & EMPLOYEE RELATIONS</u></p> <p>Labour Negotiations</p> <p><u>TRAINING & SKILLS DEVELOPMENT</u></p> <ul style="list-style-type: none"> ✓ Record of Training ✓ Safety & Technical Training Program ✓ Training & Development <p><u>PAYROLL ADMINISTRATION</u></p> <ul style="list-style-type: none"> ✓ Payroll Processing ✓ Employee Payroll Records ✓ Employee Payroll Benefits 	<p><u>ANIMAL PROCUREMENT & REGISTRATION</u></p> <ul style="list-style-type: none"> ✓ Animal Accession Records ✓ Animal Inventory Records ✓ Animal Loan Records ✓ Animal Shipping Records <p><u>ANIMAL CARE, WELFARE & MANAGEMENT</u></p> <ul style="list-style-type: none"> ✓ Animal Activity Approval Forms ✓ Animal Diet Records ✓ Animal Medical Records ✓ Keeper Day Books <p><u>CONSERVATION & RESEARCH</u></p> <ul style="list-style-type: none"> ✓ Animal Research Data ✓ Animal Species Records ✓ Hand Rearing Reports

Classification and Retention Schedule

Administration

The function of managing the administrative activities of the departments. Records relating to general office information such as office administration records, internal and staff committee meetings, minutes, agendas, contact lists, office supplies, travel, etc.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Correspondence Management						
OFFICE ADMINISTRATION Records relating to the routine administration of the business unit. Included are records such as correspondence of a routine or repetitive type; routine administrative queries; procedural advice; reference materials used but not created by the office; daily, weekly or monthly office activity reports which relate to routine activities; business unit copies of submitted purchase orders, travel expense statements or similar financial papers; daily or weekly work assignments for office staff	All departments	CY+1	Destroy	Internal		Z-AD001
Internal Services Management						
ASSOCIATIONS & ORGANIZATIONS Records relating to internal and external professional associations, clubs, societies, and organizations in which an employee or the Zoo has membership, interest, or official capacity. Documents may include minutes of meetings, association annual reports, membership lists, and correspondence.	All departments	CY+2	Archival Review	Internal		Z-AD002

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>TEMPLATES & FORMS - BLANK</p> <p>Templates and forms relating to Toronto Zoo business. The blank master document provides a standard format for data collection and formatting or provides a best practice format for document creation. Records may include blank, printable forms and checklists, letterhead, PowerPoint template, electronic templates that standardize data capture and display, excel spreadsheet tools, etc.</p>	All departments	S	Destroy	Internal		Z-AD003
Meeting Management						
<p>MEETINGS AND COMMITTEES</p> <p>Records relating to meetings and committees of Zoo staff that are not related to Zoo 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.</p> <p>FOR Project Meetings SEE: Project Management Administrative - Projects/Research/Special Studies</p>	All departments	CY+6	Archival Review	Internal		Z-AD004
Policies & Process Management						
<p>POLICIES, PRACTICES & STANDARD OPERATING PROCEDURES (SOP) - ADMINISTRATIVE</p> <p>Records that deal with official corporate practices and standard operating procedures and branch instruction of</p>	All departments	S+20	Destroy	Internal	<p>Limitations Act, S.O. 2002, c. 24, Sched. B.</p> <p>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</p>	Z-AD005

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>an administrative nature such as travel policy, cell phone policy, vacation policy to mention a few.</p> <p>FOR: OPERATING AND MAINTENANCE MANUALS, SPECIFICATIONS AND STANDARDS SEE: Asset Management & Maintenance – Operating & Maintenance Manuals</p>					on which the claim is based took place.	
Project Management – Non Capital						
<p>PROJECTS/RESEARCH/SPECIAL STUDIES</p> <p>Records pertaining to specific projects, research or special studies conducted within Toronto Zoo such as customer satisfaction surveys, and computer related projects, and surveys, etc. Records may include project definition and scope, project plan, project timelines or schedules, feasibility studies, progress reports, case studies, presentations, cost information, correspondence, working notes, and final project report.</p>	All departments	T+6	Archival Review	Internal*	T = completion of project *Some may be confidential	Z-AD006

Asset & Infrastructure Management

The function of managing and maintaining the physical assets of Toronto Zoo relating to the renovation, operation, and maintenance of property and equipment, which it owns or leases and the associated professional standards and the infrastructure that Toronto Zoo manages. This may include buildings, facilities, lands, vehicles, and any other assets that must be maintained according to legislation and best practices.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Assets & Facilities Maintenance						
<p>ENGINEERING DRAWINGS Engineering drawings such as as-builts including construction architectural, structural, mechanical, & electrical drawings, floor plans, site plans and such for subdivisions, substations, facilities, upgrades, water and auto-cad drawings and files, etc.</p>	Facilities & Infrastructure	Permanent	Permanent	Internal	S = Until Superseded with Permanent Retention	Z-AI001
<p>OPERATIONAL EQUIPMENT & FURNISHINGS Records relating to the management and tracking of operational equipment and furnishings routinely used in Zoo-owned and leased buildings and properties. This may include information on file cabinets, shelving units, cash registers, machines, desks, chairs, and lawn mowers, etc. 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.</p>	All departments	T+2	Destroy	Internal	T = Life of Asset Occupational Health and Safety Act, R.S.O. 1990, c. O.1 s. 55. - Order to inspect physical condition of a workplace.	Z-AI002
<p>OPERATING & MAINTENANCE MANUALS / STANDARD OPERATING PROCEDURES (SOP) Operating and maintenance manuals and operating procedures, standards, specifications, and guidance for all</p>	Facilities & Infrastructure	T+15	Destroy	Internal	T = file closed after the equipment is de-commissioned.	Z-AI003

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
equipment such as production, maintenance, safety, heaters, HVAC utilities, etc.						
<p>PROPERTY & FACILITIES MAINTENANCE</p> <p>Records relating to the monitoring and scheduling of condition and maintenance of building structures, and internal property systems such as production equipment, maintenance equipment, safety equipment. Consists of a preventive maintenance program and the monitoring and maintaining components forming part of the property systems in accordance with manufacturer’s recommendations, industry standards, legislated requirements, and best practices. Property systems may include (but not limited to): heating and cooling system (incl. chillers HVAC, compressors, cooling towers, boilers), elevating devices, electrical wiring, plumbing, fire alarm, emergency backup (especially. power generation), etc. Records include: technical reports, engineering standards and specifications, technical bulletins, prototype notices, etc.</p>	<p>Facilities & Infrastructure</p> <p>Health & Safety</p>	T+20	Destroy	Internal	<p>T = Expiration of contract or completion of maintenance</p> <p>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>	Z-AI004
Inspections & Testing						
<p>INSPECTION REPORTS & LOG BOOKS</p> <p>Records Include inspection (tests) reports and audits on the condition of the condition and safety for rides (TSSA), Engineer logs for America steam boiler equipment, custodial logs for tracking daily cleaning, health department requirement, meter readings, emergency equipment audits, exit lights, high voltage reports, roof inspections, etc. Records include log books or sheets for recording data about services performed by staff. Log</p>	<p>Facilities & Infrastructure</p> <p>Health & Safety</p> <p>Guest Experience</p>	T+2	Destroy	Internal	<p>T = Last entry</p> <p>Legislation/Regulation: Ontario Water Resources Act, Regulation (Licensing of Sewage Works Operators), O. Reg. 129/04, (Last</p>	Z-AI005

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>sheets record information about time spent, location, employee name(s), and type(s) of services performed.</p> <p>Includes service interruption reports and logs for utility service interruption for electricity and water including no power calls.</p> <p>For Fuel Logs SEE: Vehicle/Fleet Maintenance</p>					<p>amendment: O. Reg. 236/11)</p> <p>s. 19. (6) - the owner shall ensure that logs and other record-keeping mechanisms are accessible in the facility for at least two years after each entry in it was made. Event + 2 years (Event = the day the claim was discovered)</p>	
Project Management						
<p>CAPITAL & INFRASTRUCTURE PROJECTS</p> <p>Records are for capital projects, which are typically large scale and commit large financial resources relative to other investments that involve less planning and resources. Records may include preinitiation meetings, guidance & supporting tools, procurement, environmental assessments, planning & design, contract administration, construction, monitoring, etc.</p>	All departments	T+25	Archival Review	Internal	<p>T= file closed after project completion.</p> <p>Limitations Act, S.O. 2002, c. 24, Sched. B.</p> <p>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>	Z-AI006

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Site Safety & Security Administration						
SITE SECURITY Records relating to the physical security of buildings, properties, and facilities. Security measures are intended to guard against damage, vandalism and unauthorized intrusion and to ensure personal safety. May include information on identification tags, security reports, security and alarm systems, authorized use of keys and access cards. Documents may include master key sign-out list, security clearance files, security logs & security user guide books.	Health & Safety	CY+2	Destroy	Confidential		Z-AI007
Vehicle/Fleet Maintenance						
VEHICLE/FLEET HISTORY & MAINTENANCE RECORDS Master record on each vehicle containing the following: complete description including identification and license numbers; title and registration papers; annual beginning and ending odometer readings; total annual fuel, fuel logs, maintenance, labor, and parts costs; and complete maintenance and inspection history (in summary form, showing date and nature of inspection, service, and repair). Records include backup to the history of vehicle repairs such as fleet master list, CVOR vehicle inspection list, and warranty information and Record of Commercial Vehicle Operator's registration (CVOR).	Facilities & Infrastructure	T+2	Archival Review	Internal	T=disposal of vehicle Limitations Act, 2002, S.O. 2002, c. 24, Sch. B, s. 4. Event + 2 years (Event = the day the claim was discovered)	Z-AI008

**Communications,
Promotion &
Stakeholder Relations**

The function of managing communications at Toronto Zoo including media, public, and stakeholder relationships with partners and external organizations and the events to attract patrons and stakeholders. Records include customer related correspondence, news releases, corporate image; media relations; and the design and production of exhibits. Includes event planning and logistics required to attract and cultivate stakeholders and the tracking of attendees.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Advertising, Media & Public Relations						
MEDIA RELATIONS Records relating to the promotion of the Toronto Zoo 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.	Strategic Communications	CY+6	Archival Review	Public		Z-CS001
NEWS RELEASES AND OFFICIAL STATEMENTS Records relating to the development and production of media releases, official statements, and announcements by the Toronto Zoo. These statements and announcements are intended to alert the media to newsworthy events associated with the Zoo. Documents may also include supporting correspondence and memoranda.	Strategic Communications	CY+6	Archival Review	Public		Z-CS002
PROMOTION AND MARKETING Records relating to advertising and promotion of Toronto Zoo programs and services. Methods of promotion and marketing include souvenirs, brochures, manuals, user	Strategic Communications	CY+6	Archival Review	Public		Z-CS003

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
guides, directories, periodicals articles, radio, Internet web pages, advertisements, and television. Documents may include action plans, marketing statistics, and correspondence.						
Community/Stakeholder Relationship Management						
<p>CUSTOMER CORRESPONDENCE, ENQUIRIES & COMPLAINTS</p> <p>Records include general administrative questions, enquiries such as on new developments, complaints, responses to complaints. Includes requests for passes and correspondence enclosing passes.</p>	All departments	T+1	Destroy	Confidential	<p>T= when question answered, or issue settled</p> <p>PIB</p> <p>Municipal Freedom of Information and Protection of Privacy Act, (General) R.R.O. 1990, Reg. 823 (Last amendment: O. Reg. 172/16)</p> <p>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (Last amendment: 2016, c. 5, Sched. 17)</p> <p>PART II - Protection of Individual Privacy</p> <p>General Regulation, under the Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1990, R. 823, s. 5; as am. O. Reg. 124/15, s. 1</p> <p>Retention/Limitation: Event + 1 year Event = Use or period set out in by-law or</p>	Z-CS004

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					resolution made by institution. . .or on consent or: if information credit or debit card payment data) Description: 5. An institution that uses personal information shall retain it 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, except if, (a) the individual to whom the information relates consents to its earlier disposal; or (b) the information is credit or debit card payment data.	
<p>EXTERNAL SECTOR ORGANIZATIONS & PARTNERSHIPS</p> <p>Records relating to relationships and formal partnerships with sector organizations whose functions may impact on, or are involved with the Toronto Zoo. Includes schools, advisory groups, public, advocacy and partnerships on impact initiatives such as fundraising. Subjects may include the exchange of information, routine notifications and inquiries, offers of service, membership lists, meeting minutes, governance of the advisory groups, etc.</p>	<p>All departments</p>	<p>CY+6</p>	<p>Archival Review</p>	<p>Internal</p>		<p>Z-CS005</p>

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Events & Community Outreach						
<p>EVENTS PLANNING AND PROGRAMMING</p> <p>Records relating to the planning and programming of cultural, community, historical, and special events that are directly produced by the Zoo. This may include one-time and/or ongoing activities, including exhibits, parades, and festivals. May include information on event logistics and co-ordination, background research concerning respective events, and proposals and suggestions for new events. Documents may include photographs, contact lists, copies of event brochures and other publications, event itineraries and schedules, lists of contact persons, event proposals and purpose statements, background research documentation such as copies of newspaper clippings and Internet printouts, copies of invoices and print requisitions, and all supporting correspondence.</p>	All departments	T+20	Archival Review	Internal	<p>Limitations Act, S.O. 2002, c. 24, Sched. B.</p> <p>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>	Z-CS006
<p>ATTENDEE/PARTICIPANT RELATIONS</p> <p>Records relating to the participants attending events including camps including minors. Records include event notices, invitee lists, volunteer sign-in sheets, attendee and participant lists and mailing lists; invitation correspondence, attendance response and registration of public programs and camps including attendance sheets and medical information.</p>	Learning & Engagement	CY+20	Destroy	Confidential	<p>PIB</p> <p>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B. (Last amendment: 2016, c. 2, Sched. 2)</p> <p>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>	Z-CS007

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Design & Production						
EXHIBITS AND EXHIBIT OPENINGS Records relating to all aspects of planning and mounting exhibits. Documents may include research notes, information on design, layout, signage, implementation, and promotions of exhibits, exhibit text and labels, correspondence, photographs of exhibits, information about supplies, information relating to exhibit openings (catering services, invitation lists, speeches), educational programming materials, brochures and/or posters, press releases, and copies of exhibit reviews	Strategic Communications Exhibit Design	T + 25	Archival Review	Internal	T= Completion or closure of exhibit	Z-CS008
MULTIMEDIA ARTIFACT LIBRARY A library of artifacts that are royalty free or that Toronto Zoo has the authority to use to create communication and promotion products including photographs relating to programs and internal staff events. Includes stock photographs, social media icons, digital images, video, audio recordings and other multimedia artifacts; related use permissions and releases; and usage tracking.	Strategic Communications	CY+10	Archival Review	Internal		Z-CS009

Financial

The function of managing the financial resources of the Toronto Zoo through the execution of financial transactions and accounting processes including the receipt, control, and expenditure of funds and the reporting and auditing of results and the procurement of goods and services. Also includes insurance and risk management.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Accounting Administration						
<p>ACCOUNTS PAYABLE</p> <p>Records relating to the processing of payments made by the Zoo to the external suppliers of goods and services. May include information on advance payments of expenses. Source documents initiating payments include vendor invoices, payment certificates, cheque requisitions, and miscellaneous transaction data. May also include accounts payable control reports and payment vouchers.</p>	Finance	CY+7	Destroy	Confidential	<p>PIB</p> <p>Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.</p> <p>Electronic Commerce Act, 2000, S.O. 2000, c. 17 (Last amendment: 2013, c. 2, Sched. 5)</p> <p>s. 12. - Legal requirement to retain a document satisfied by the retention of certain electronic documents.</p> <p>Canada Evidence Act, R.S.C., 1985, c. C-5 (Last amended on August 1, 2015)</p> <p>s. 30. (1) - a record made in the usual and ordinary course of business that contains information in respect of that matter is admissible in evidence under this section in the legal proceeding on production of the record.</p>	Z-FI001

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>ACCOUNTS RECEIVABLE</p> <p>Records relating to revenues received by the Zoo through the sale of goods or services rendered. This includes revenues generated from charging parking, retail sales, and other user fees. May include information on the administration and receipt of refunds and credits. Documents may include hand-written and machine-readable receipts, payment balancing stubs, invoices documenting the receipt of payment from Zoo customers, accounts receivable and revenue reconciliation statements, copies of cheques, payment batch reports, and all supporting correspondence.</p>	Finance	CY+7	Destroy	Internal	<p>Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4)(b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.</p> <p>City of Toronto Act, S.O. 2006, c. 11, Sched. A (Last amendment 2016, c. 5, Sched. 5) s. 138. (1) (a) - collecting money payable to the City and issuing receipts for those payments</p>	Z-FI002
<p>ACCOUNTS RECEIVABLES – DONORS</p> <p>Donations received from donors. Includes pledge payment records and other cash receipts.</p>	Finance	CY+7	Destroy	Confidential	<p>PIB</p> <p>Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4)(b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.</p> <p>City of Toronto Act, S.O. 2006, c. 11, Sched. A (Last amendment 2016, c. 5, Sched. 5) s. 138. (1) (a) - collecting money payable to the City and issuing receipts for those payments.</p>	Z-FI003

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>BANKING STATEMENTS & RECONCILIATION</p> <p>Records relating to the receipt and use of bank statements and reconciliations. Bank statements provide information on withdrawals from, and deposits into, bank accounts over a given period of time, and they also indicate a bank account's current financial status. Reconciliations compare the balance of a bank account in the Zoo's records with the balance appearing in the banks' records and explain any discrepancies. Documents also include notices of cancelled cheques, copies of financial policies and procedures, and correspondence.</p>	Finance	CY+7	Destroy	Confidential	Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.	Z-FI004
<p>CASH RECEIPTS</p> <p>Cashier batches, documentation, deposit slips, POS deposits, payments and all related backup documents from processing of payments received by the Zoo excluding bank reconciliation materials.</p>	Finance	CY+7	Destroy	Internal	<p>PIB</p> <p>Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.</p> <p>Electronic Commerce Act, 2000, S.O. 2000, c. 17 (Last amendment: 2013, c. 2, Sched. 5)</p> <p>s. 12. - Legal requirement to retain a document satisfied by the retention of certain electronic documents.</p> <p>Canada Evidence Act, R.S.C., 1985, c. C-5 (Last amended on August 1, 2015)</p>	Z-FI005

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					s. 30. (1) - a record made in the usual and ordinary course of business that contains information in respect of that matter is admissible in evidence under this section in the legal proceeding on production of the record.	
<p>GRANTS/SUBSIDIES</p> <p>Records relating to subsidies and grants received and administered by the Toronto Zoo. Includes information on obtaining and distributing federal, provincial, and municipal subsidies and grants. Documents include follow-up spending evaluation reports, grant applications, review and decision statements, correspondence, and supporting documentation relating to the Zoo’s entitlement to subsidies and grants.</p>	Finance	CY+7	Destroy	Internal	<p>Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016)</p> <p>s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.</p> <p>Auditor General Act, R.S.O. 1990, c. A.35 (Last amendment: 2015, c. 20, Sched. 3)</p> <p>s. 9.2 (1) - Examination of accounting records</p> <p>s. 10. (2) - Access to records.</p>	Z-FI006
<p>PETTY CASH</p> <p>Records relating to the management of petty cash accounts, which consist of tangible cash stored in departments and offices. Petty cash funds are used for the purchase of inexpensive, out-of-pocket goods and/or services, for which immediate reimbursement can be claimed. Documents include petty cash account reconciliations, requests for reimbursement,</p>	Finance	CY+6	Destroy	Internal	<p>Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016)</p> <p>s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.</p>	Z-FI007

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
receipts, and initial requests for access to petty cash funds.						
Financial Planning						
<p>CAPITAL BUDGET</p> <p>Records relating to the management and administration of the capital budget account. The capital budget controls the allocation and appropriation of funds planned to be expended for capital items in a given current year. Capital budgeting is necessary to construct or acquire fixed assets for the Zoo. Documents may include budget submissions, contractor and hard costs data, and internal chargeback costs directives.</p>	Finance	T+7	Destroy	Internal	<p>T = End of the last year in which the capital budget is expended.</p> <p>City of Toronto Act, S.O. 2006 c.11, Sched. A (Last amendment 2016, c. 5, Sched. 5) s. 228. - The City shall in the year or the immediately preceding year prepare and adopt a budget including estimates of all sums required during the year for the purposes of the City.</p> <p>City of Toronto Municipal Code Chapter 71, Article II, Budgets § 71-7 Capital Budget (section last amendment: City of Toronto By-law No. 331-2005).</p>	Z-FI008
<p>OPERATING BUDGET</p> <p>Records relating to the management and administration of the operating budget accounts. The operating budget concerns the allocation and appropriation of funds necessary to finance all operating expenses for a current year, for all Zoo departments and offices. Operating expenditures are used during a particular period directly in support of daily operations, such as wages, office supplies, and maintenance costs. Includes copies of budget</p>	Finance	CY+7	Destroy	Internal	<p>City of Toronto Act, S.O. 2006 c.11, Sched. A (Last amendment 2016, c. 5, Sched. 5) s. 228. - The City shall in the year or the immediately preceding year prepare and adopt a budget including estimates of all sums required during the year for the purposes of the City.</p> <p>City of Toronto Municipal Code Chapter 71, Financial Control, Article II, Budgets,</p>	Z-FI009

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
process procedures, directives, variance reports, expenditure forecasts and reports, and budget submissions.					§ 71-6. Operating Budget (section last amendment: City of Toronto By-law No. 1405-2007).	
Financial Reporting						
<p>JOURNAL ENTRIES</p> <p>Records relating to the production and use of journal entries. These documents record the purchase or sale of goods and services (from the Zoo to outside agencies and also between Zoo departments), transfer revenue and charges, and correct posted transaction errors. Documents may include completed journal entry forms, transaction journals, copies of invoices and receipts, and correspondence.</p>	Finance	CY+7	Destroy	Internal	Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.	Z-FI010
Audit - Financial						
<p>AUDITS</p> <p>Records relating to developing, administering, and conducting audits of the Zoo's business and financial processes. The goal of audits is to analyze operating processes to determine compliance with objective and recognized performance standards and measurements, and to make recommendations for improvement. May include audit information on personnel, systems, environment, structure, and other functions. Includes internal audits, federal audits, and Auditor General audits. Documents</p>	Finance	T+7	Destroy	Confidential	T = Termination of the audit process. City of Toronto Act, S.O. 2006, c.11 Sched. A. (Last amendment: 2016, c. 5, Sched. 5) s. 179. (1) - The City, its local boards (restricted definition) and the city-controlled corporations and grant recipients referred to in subsection 178 (3) shall give the Auditor General such information regarding their powers, duties, activities, organization, financial transactions and methods of business as the Auditor General believes to be	Z-FI011

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
include audit reports, audit statements, and correspondence.					necessary to perform his or her duties under this Part; s. 179. (2) - The Auditor General is entitled to have free access to all books, accounts, financial records, electronic data processing records, reports, files and all other papers, things or property belonging to or used by the City, the local board (restricted definition), the city-controlled corporation or the grant recipient, as the case may be, that the Auditor General believes to be necessary to perform his or her duties under this Part; s. 179. (3) - A disclosure to the Auditor General under subsection (1) or (2) does not constitute a waiver of solicitor-client privilege, litigation privilege or settlement privilege	
YEAR END & AUDIT REPORTING – PREPARATION WORKING PAPERS Documentation used or created in the preparation of year end auditing and financial statements. Records include analysis, master schedule of documents provided to third parties, inventory sheets, confirmation letters regarding payment receipt and funding allocated.	Finance	T+7	Destroy	Confidential	T=Termination of audit process	Z-FI012

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Procurement						
PURCHASING OF GOODS AND SERVICES Records relating to the procurement and acquisition of goods and services from external contractors and vendors. May include information on manufacturing requirements and delivery time frames. Documents may include purchase orders, purchase requisitions, requests for proposals (RFPs), quotation requests, vendor proposals, and tenders.	All Departments	T+7	Destroy	Internal	T=termination or expiry of agreement Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate.	Z-FI013
VENDORS/SERVICE PROVIDERS Documentation and general administrative information regarding suppliers, vendor and service providers used to identify potential sources of goods and services. Records may include product catalogues, pricing lists and summary of services offered.	All departments	CY+1	Destroy	Public		Z-FI014

Fundraising & Marketing

The function of prospecting, cultivating and soliciting money or pledges by requesting donations from individuals, business, government agencies and the like and the management of donors and their stewardship. This includes donor recruiting and prospecting, market research and the mass marketing tools required to attract donors such as social forums, direct marketing, promotional literature, online marketing and advertising and brand marketing.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Donor Administration						
<p>DONOR ACCOUNT MANAGEMENT Information on active donor accounts to support campaign activities and Toronto Zoo programs. Records include membership applications, giving history, meeting notes, personal pledge program documentation, stewardship reports, annual data entry instructions, meeting notes, notifications from donor such as securities transfer and any other information dealing with the management of donor accounts.</p> <p>FOR Donor Accounts Receivables SEE: Finance-Accounting Administration Accounts Receivables-Donors</p>	Wildlife Conservancy Guest Experience	T+1	Destroy	Confidential	T= date of last recorded action. PIB Municipal Freedom of Information and Protection of Privacy Act, (General) R.R.O. 1990, Reg. 823 (Last amendment: O. Reg. 172/16) Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (Last amendment: 2016, c. 5, Sched. 17) PART II - Protection of Individual Privacy General Regulation, under the Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1990, R. 823, s. 5; as am. O. Reg. 124/15, s. 1 Retention/Limitation: Event + 1 year Event = Use or period set out in by-law or resolution made by institution. . .or on consent or: if information credit or debit card payment data)	Z-FM001

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					Description: 5. An institution that uses personal information shall retain it 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, except if, (a) the individual to whom the information relates consents to its earlier disposal; or (b) the information is credit or debit card payment data.	
DONOR PROSPECTING & SOLICITING Records related to research and activities for the prospecting, cultivating and soliciting of donors. Records include donor biographies and profiles, meeting notes, newspaper clippings, industry research, reports and other documentation related to understanding the needs of the donor or industry sector and KCI reports	Strategic Communications Wildlife Conservancy	CY+10	Archival Review	Internal		Z-FM002
FUNDRAISING AND DONATIONS Records relating to the development and organization of fund-raising activities and donation solicitations. Includes information on charitable campaigns and financial donations, including donated funds, received by the Zoo from various organizations and individuals. Documents include copies of committee minutes and agendas, activity planning schedules and itineraries, donation receipts, and correspondence.	All Departments	CY+7	Destroy	Internal	Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.) (Last amended on July 1, 2016) s. 230. (4) (b) - Every person required to keep records and books of account shall retain, together with every account and voucher necessary to verify the information contained therein, until the expiration of six years from the end of the last taxation year to which the records and books of account relate	Z-FM003

Governance & Legal

The function of managing legal, governance and regulatory matters within Toronto Zoo. Records can include leases, agreements, contracts. Also includes records relating to lawsuits and legal issues as well as the governance of the organization and regulatory compliance such, corporate minute books, annual general meeting, etc.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Governance - Board Administration						
Board of Management Records relating to Board meetings and committees including terms of reference for Board and committees, agendas, minutes, final versions of reports, decisions, committees, notices, board nomination correspondence and submissions. Includes Governance policies and procedures, by-laws for Board transparency and accountability.	CEO	Permanent	Permanent	Confidential		Z-GL001
Zoological Society Records relating to meetings of the Board of Directors of the Zoological Society, Foundation, Executive Committee. Includes agreements & contracts, by-laws, amalgamation etc.	CEO Wildlife Conservancy	Permanent	Permanent	Confidential		Z-GL002
Agreements, Contracts & Lease Administration						
AGREEMENTS, CONTRACTS & LEASES Records relating to the negotiation, formation and use of official agreements, contracts, leases which may be between Toronto Zoo and external organizations/individuals or internal operating agreements. Records may include drafts and final agreements, memoranda of understanding and supporting correspondence. Record series also includes software license agreements, event	Finance	T+12	Destroy	Confidential	T = end of contract or termination of services Basic Limitations Act, 2002, S.O. 2002, c. 24, Sch. B, s. 4. 2 years	Z-GL003

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
agreements, partnership agreements, sponsorship agreements, rental agreements. FOR COLLECTIVE AGREEMENTS SEE: Labour Negotiations FOR Property & Maintenance contracts SEE: Property & Facilities Maintenance						
Litigation/Claims						
CLAIMS BY TORONTO ZOO Records relating to the administration of, and consultation for, legal matters and litigation affecting or initiated by Toronto Zoo such as contractual claims or extensions, or liens. This may include information copies of legal opinions and decisions, litigation fees, legal challenges and issues, and judicial decisions. Documents may include subpoenas, copies of contracts and legislation, copies of property plans, legal exhibits such as photographs, legal research documentation, and supporting correspondence.	Finance	T+3	Destroy	Confidential	T = resolution of claim <i>Basic Limitations Act, 2002, S.O. 2002, c. 24, Sch. B, s. 4.</i> 2 years T+ 6 (T=18 th birthday) Actual claims with infant claimant (no Litigation Guardian) Claims commenced up to Dec. 31, 2003 T+2 (T=18 th birthday) Claims commenced after Dec. 31, 2003	Z-GL004
CLAIMS AGAINST TORONTO ZOO – INSURED & NOT INSURED Records relating to the administration of, and consultation for, legal matters and litigation affecting or initiated by employees or other parties such as visitors. This may include information on legal opinions and decisions, litigation fees, legal challenges	Finance	T+3	Destroy	Confidential	T = resolution of claim <i>Basic Limitations Act, 2002, S.O. 2002, c. 24, Sch. B, s. 4.</i> 2 years	Z-GL005

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
and issues, by-law enforcement court cases, personal injury, and judicial decisions. Documents may include subpoenas, copies of contracts and legislation, copies of property plans, legal exhibits such as photographs, legal research documentation, and supporting correspondence.					<p>T+ 6 (T=18th birthday) Actual claims with infant claimant (no Litigation Guardian) Claims commenced up to Dec. 31, 2003</p> <p>T+2 (T=18th birthday) Claims commenced after Dec. 31, 2003</p>	
Insurance & Risk Management						
<p>ACCIDENT/INCIDENT/COLLISION REPORTING</p> <p>Records relating to Toronto Zoo’s reporting of accidents or incidents that have occurred on Toronto Zoo property and that may involve members of the public, staff and buildings and structures. Includes accident reporting concerns, events such as vandalism, arson, vehicle accidents and personal injuries that have occurred. May also include completed accident investigation reports, corrective action forms, witness statements, functional ability forms, first aid records and hazardous reporting forms.</p> <p>FOR LEGAL CLAIMS AGAINST ZOO SEE: CLAIMS AGAINST TORONTO ZOO – INSURED & NOT INSURED</p>	<p>Health & Safety</p> <p>Finance</p> <p>Facilities & Infrastructure</p>	T+4/20	Destroy	Confidential	<p>PIB</p> <p>T = date of last recorded action.</p> <p>No further appeal + 2 years for adults + 2 years inactive retention.</p> <p>For minors, no further appeal after 21st birthday.</p> <p>Insurance Act, R.S.O. 1990, c. I.8, s. 449; as am. S.O. 1997, c. 28, s. 147; as am. S.O. 2014, c. 7, Sched. 14, s. 7</p>	Z-GL006

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>INSURANCE CLAIMS Records relating to first party claims made by the Toronto Zoo to the Insurer(s) (for example, Zoo property and crime losses), and third party liability claims that are made against the Zoo. Third party liability claims may arise from alleged negligence or omission by the Zoo, for example, its failure to clear ice and snow from roads, falling trees, potholes and collisions involving municipal vehicles. Documents include copies of claims and affidavits, damage and injury reports, medical reports, and all supporting correspondence.</p>	Finance	T + 15	Destroy	Internal	T=resolution of case Limitations Act, S.O. 2002, c. 24, Sched. B (Last amendment: 2016, c. 2, Sched. 2) s. 14. (1) (2) - Serve notice of possible claim on another person; describe injury, loss or damage and extent; s. 15. (2) - No proceeding shall be commenced of any claim after the 15th anniversary of the day which the act on which the claim took place. Insurance Act. R.S.O. 1990, c. I.8 (Last amendment: 2016, c. 17, Sched. 92) s. 300. (7) - notice and proof of claim	Z-GL007
<p>Risk Management Records relating to the initiatives undertaken to identify, measure, and effectively manage the Zoo's risks (exposures to loss). Risk management is intended to minimize the costs of risks on the Zoo's operating functions. Documents may include copies of claims risk management policies and procedures, reports, and supporting correspondence</p>	Finance	CY+6	Destroy	Internal	City of Toronto Act, S.O. 2006, c.11 Sched. A (Last amendment 2016, c. 5, Sched. 5) s. 237. (2) - Information be provided relating to the efficiency and effectiveness of the City's operations	Z-GL008

Human Resources

The function of managing Toronto Zoo’s employees and their relationship with the organization. Activities included defining the organization through organization charts and job descriptions, recruitment, labour relations, and employee training.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Organization & Position Management						
<p>JOB CLASSIFICATIONS/EVALUATIONS</p> <p>Records relating to the classification of employment positions within the Zoo’s organizational hierarchy. Job classification assigns jobs into grades based on a number of categories, including required education, work experience, and supervisory skills. Documents include employee skills inventories, copies of job descriptions, job classification history files, and job classification action requests.</p>	Human Resources	S+5	Destroy	Internal		Z-HR001
<p>ORGANIZATION DESIGN & CHARTS</p> <p>Records relating to the development and ongoing maintenance of the Zoo's organizational framework and structure. Documents include departmental function statements, mission statements, organizational charts, reorganization plans, and related correspondence.</p>	Human Resources	S +5	Archival Review	Internal	Organization charts which show major changes should be kept for archival purposes.	Z-HR002
<p>PAY EQUITY</p> <p>Records relating to the evaluation of job positions by comparing duties, skills, and responsibilities of similar positions. The objective is to ensure equal pay for work of equal value. Documents may include copies of policies, classification ratings, job evaluation information, action plans, and information about designated worker groups</p>	Human Resources	S+7	Destroy	Internal	S = Until Superseded Pay Equity Act, R.S.O. 1990, c. P.7 (Last amendment: 2017, c.14, Sched. 4, s. 25) s. 13. - Pay equity plans be prepared to provide equity in each	Z-HR003

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					establishment and for job classes to which the plan applies	
Recruitment & Selection						
<p>STAFF COMPETITION AND RECRUITMENT</p> <p>Records relating to the recruitment of staff for existing or future jobs and appointments within the Zoo. This includes permanent, seasonal, and contract job postings. May include information on applicant screening and testing, conducting interviews, and acceptance and rejection of candidates. Documents may include completed request for employment forms, job postings, solicited resumes and employment applications, job skills test sheets, interview questions and sheets, scoring matrices, competition lists, reference checks, and all supporting correspondence.</p>	Human Resources	T+2	Destroy	Confidential	<p>T= closing of competition</p> <p>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (Last amendment: 2016, c. 5, Sched. 17)</p> <p>s. 30. (4) - Dispose of personal information under the control of the institution accordance with the regulations</p>	Z-HR004
Employee & Volunteer Management						
<p>EMPLOYEE FILES</p> <p>Records relating to an employee’s work history and status throughout their employment with Toronto Zoo. Includes full time employees as well as those hired for a fixed term contract such as a summer position, co-op, seconded from another department or those on LTD or early retirees. Records may include resume, staff photo, hiring evaluation/notes, offer letter/letter of employment engagement/hiring contract, police and criminal checks, secondment contracts, and benefits selection, signed code of conduct, education attended, salary change notification,</p>	Human Resources	T+7	Destroy	Confidential	T = Termination of employment	Z-HR005

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
scheduling changes, promotion/probation, and termination documentation. FOR Certification Training SEE: Training & Skills Development						
EMPLOYEE MEDICAL RECORDS Records relating to the medical status, conditions, and recovery of individual Zoo 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.	Health & Safety	T+ 20/40	Destroy	Confidential	T = 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. Occupational Health and Safety Act, R.S.O. 1990, c. O.1 (Last amendment: 2016, c. 2, Sched. 4) s. 26. (1) (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; s. 26. (1) (h) - establish a medical surveillance program for the benefit of workers. Occupational Health and Safety Act, O. Reg. 490/09 (Designated	Z-HR006

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					Substances) (Last amendment: O. Reg. 148/12) s. 30. (1) 1. - The 40th anniversary of the date the first record was created in the personal exposure; 2. The 20th anniversary of the date the last record was added to the personal exposure record. s. 31. (1) 1. - The 40th anniversary of the date the first record was made; 2. The 20th anniversary of the date last record was made.	
<p>EMPLOYEE PERFORMANCE MANAGEMENT</p> <p>Records relating to the performance management program for Zoo employees and non-exempt employees. This program provides employees with a clear understanding about what is expected on the job, and the skills that need to be developed or enhanced in order to effectively conduct assigned work duties. Includes information on career development planning, interim and merit increment review, and evaluation processes. Documents may include performance planners, project status reports, and correspondence.</p>	Human Resources	T+7	Destroy	Confidential	T= termination of employment	Z-HR007

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>VOLUNTEER PERSONAL DOCUMENTATION – SUCCESSFUL APPLICANTS</p> <p>Similar to an employee file, records kept are for those successful applicants. Include application, job description, resume, medical information, background checks, offer letter, references, volunteer placement agreement, and performance evaluations and volunteer consent form.</p>	Learning & Engagement	T+2	Destroy	Confidential	<p>T = Termination of volunteer period.</p> <p>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (Last amendment: 2016, c. 5, Sched. 17)</p> <p>s. 30. (4) - Dispose of personal information under the control of the institution accordance with the regulations</p>	Z-HR008
Health & Safety						
INCIDENT/ACCIDENT REPORTING SEE: GOVERNANCE & LEGAL – INSURANCE & RISK MANAGEMENT						
<p>WORKERS’ COMPENSATION & DISABILITY MANAGEMENT</p> <p>Records relating to tracking and monitoring of all individual Zoo employees' claims for financial and/or medical compensation as a result of personal injuries, illness, or other medical conditions preventing employees from fulfilling regular job duties. This includes workers' compensation and long term disability claims. Documents may include injury report forms, copies of long term disability and workers' compensation claims that have been submitted, disability recurrence continuity reports, completed summary claims information cards, and all supporting correspondence.</p>	Health & Safety	T+7	Destroy	Confidential	<p>T=termination of employment</p> <p>Workplace Safety and Insurance Act, 1997, Regulation (First Aid Requirements) R.R.O. 1990, Reg. 1101</p> <p>s. 5. - Every employer shall keep a record of all circumstances respecting an accident</p>	Z-HR009

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given.	
Labour & Employee Relations						
<p>LABOUR NEGOTIATIONS</p> <p>Records relating to conducting labour negotiations, which involve discussions and meetings between Toronto Zoo and employee groups, such as unions, to achieve resolution on a wide range of issues pertaining to unionized employees. These issues may include staff reductions and layoffs, staff recalls, promotions and wage increases, working conditions, disciplinary actions, seniority rights, and department and Zoo restructuring. May include information on collective bargaining, dispute mediation, and conflict resolution. Documents may include proposals and final collective agreements; employment contracts; union contracts; and any other negotiated agreements between the Zoo and the respective unions or workers' representatives. All official negotiated documentation is prepared by the respective unions. The information is shared by the Zoo and respective unions or worker representatives and contains their collective agreements.</p>	Human Resources	T+21	Archival Review	Confidential	<p>T = Resolution or settlement of case.</p> <p>Labour Relations Act, 1995, c. 1, Sched. A (Last amendment: 2015, c. 38, Sched. 12) s. 90. - Collective agreements to be filed.</p> <p>Labour Relations Act, 1995, Regulation (General), O. Reg. 94/7 (Last amendment: O. Reg. 259/07)</p> <p>s. 1. (2) - A record of all awards filed shall be maintained</p>	Z-HR010

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
Training & Skills Development						
<p>RECORD OF TRAINING</p> <p>Records relating to the registration of employee training, certification and qualifications for equipment operation, hazardous material handling and emergency procedures, technical and machine training. Documents may include: pre-requisite certification; registration application form; copies of certificates; test and result information; registration billing information; employee sign off sheets indicating that employees have received training; instruction sheets; copies of hazardous material data sheets; informational materials, SAP system reports; and all other related documentation and correspondence.</p>	Health & Safety	T+21	Destroy	Confidential	<p>T= Termination of employment</p> <p>Occupational Health and Safety Act, R.S.O. 1990, c. O.1 (Last amendment: 2016, c. 2, Sched. 4)</p> <p>s. 7.5 (1) - collect information about a worker's successful completion of an approved training program for the purpose of maintaining a record of workers who have successfully completed approved training programs;</p> <p>s. 54.1. (p) - materials concerning content, frequency and manner of instruction of any training program.</p> <p>Transportation of Dangerous Goods Regulation (Canada) SOR/2012-245 November 23, 2012 (Amendment 11) Part 6 – Training</p> <p>s. 6.1 to s. 6.8 Training Certificate Requirements and Proof</p>	Z-HR011

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					of Training Employer's and Person's Responsibility	
<p>SAFETY AND TECHNICAL TRAINING PROGRAM</p> <p>Records relating to the administration and development of technical training programs and skills development opportunity offered to employees. Includes information on training programs such as: equipment operation, handling of hazardous material, transportation of dangerous goods, training programs on safety and accident prevention on the work site. Documents may include sap program owner sign off sheet, instruction sheets; authorized instructors competency certificate or declaration; detailed session plan and program change logs, teaching aid package; test questions and answers; required fees; material price list and contact names; employee sign off sheets template, used to indicating that employees have received training; copies of hazardous material data sheets; informational materials, sap system reports; and all supporting correspondence.</p>	Health & Safety	T+21	Destroy	Confidential	<p>T= Termination of employment</p> <p>Occupational Health and Safety Act, R.S.O. 1990, c. O.1 (Last amendment: 2016, c. 2, Sched. 4)</p> <p>s. 7. 5 (1) - collect information about a worker's successful completion of an approved training program for the purpose of maintaining a record of workers who have successfully completed approved training programs;</p> <p>s. 54. 1. (p) - materials concerning content, frequency and manner of instruction of any training program.</p> <p>Transportation of Dangerous Goods Regulation (Canada) SOR/2012-245 November 23, 2012 (Amendment 11) Part 6 – Training</p>	Z-HR012

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					s. 6.1 to s 6.8 Training Certificate Requirements and Proof of Training Employer's and Person's Responsibility	
<p>TRAINING & DEVELOPMENT</p> <p>Records relating to the design, delivery, and follow-up activities associated with training and skills development opportunities provided to Zoo employees, co-op students and volunteers. This includes seminars, workshops, and conferences. May include information relating to review and quality control of training course materials, training fees, and statistical data such as course attendance figures. Documents may include training materials such as workbooks and answers to exercises, lists of attendees, training course statistical reports, training course calendars, and all supporting correspondence.</p>	All departments	S+7	Destroy	Internal	S = data has been updated	Z-HR013
Payroll Administration						
<p>Payroll Processing</p> <p>Records relating to the administration and processing of employee salary and expense payments during regularly scheduled pay periods. May include information relating to payroll generation, overriding deductions, year-end payroll reporting, and payroll variance reporting. Documents may include payroll registers, employee expense reports, original and amended T4 statements, payroll adjustment and variance reports, and all supporting correspondence.</p>	Human Resources	CY+7	Destroy	Confidential	Employment Insurance Act, (Canada),1996, c. 23 (Last amended on July 3, 2016) s. 87. (3) - Records, books of account to determine premiums, accounts and voucher to verify information to be kept six years from which records kept.	Z-HR014

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					Employment Standards Act, S.O. 2000, c.41 (Last amendment 2015, c. 32) s. 15. (5) The employer shall retain the records of the information required for the following periods: 3. - three years after the day or week to which the information relates; 4. - three years after the information was given to the employee.	
<p>Employee Payroll Records</p> <p>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.</p>	Human Resources	T+40	Destroy	Confidential	T = Termination of employment, or termination of retirement benefits, whichever is longer Employer Health Tax Act, R.S.O. 1990, c. E.11 (Last amendment 2013, c.15) s. 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	Z-HR015

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
					<p>document required to support and verify the entries and information in records and books of account. Employment Insurance Act, (Canada), 1996, c. 23 (Last amended on July 3, 2016) s. 87. (3) - 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 (Last amendment 2015, c. 32) s. 15. (5) The employer shall retain the records of the information required for the following periods: 1. - three years after the employee ceased to be employed by the employer 2. - three years after the employee's 18th birthday or three years after the employee ceased to be employed by the employer.</p>	

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RETENTION CODE
<p>Employee Payroll Benefits</p> <p>Records relating to the management of employee benefits plans which provide full or partial financial coverage of various benefits to Zoo employees and/or their relatives. Benefits coverage may include health and dental plans, group life insurance, long term disability coverage, and accidental death and dismemberment plans. May include information relating to insurance or benefits carriers' policies and directives, deducting benefits coverage from the Zoo's payroll, and types of benefits coverage. Documents may include copies of insurance or benefits carriers' policies, managerial directives and reports, benefits coverage notifications, benefits coverage statistical reports, and all supporting correspondence.</p>	<p>Human Resources</p>	<p>T+7</p>	<p>Destroy</p>	<p>Confidential</p>	<p>T = Termination of employment or cessation of benefits.</p> <p>Canada Pension Plan, R.S.C. 1985, c. C-8, (Last amended on June 18, 2015)</p> <p>s. 24. (2) - Keeping of records and books of account - Every employer required by this section to keep records and books of account shall retain those records and books of account and every account and voucher necessary to verify the information contained therein until the expiration of six years from the end of the year in respect of which those records and books of account are kept.</p>	<p>Z-HR016</p>

Animal Records

The function of maintaining sustainable animal records of the animals. This includes procuring, caring, managing and the conservation and research of animals and maintaining the rich data on an animal's life history, behavior, and health.

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RECORD SERIES
Animal Procurement & Registration						
<p>ANIMAL ACCESSION RECORDS</p> <p>This is the primary record for all animal accessions and entry into the animals record. May include individual specimen's accession number, common name, sex, type of transaction and date of accession.</p>	Registrar	Life of animal	Permanent	Internal	<p>Animal Health Act, 2009, S.O. 2009, c. 31, s. 20(7)</p> <p>An inspector or director who has reasonable grounds to believe that a person has contravened a provision of this Act or the regulations or a condition of a licence, certificate, registration or permit may make an order in writing directing the person to comply with this Act, the regulations, licence, certificate, registration or permit, as the case may be, immediately or within the time specified in the order.</p> <p>Note these records are found in the zoo database referred to as ZIMS</p>	Z-LC001

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RECORD SERIES
ANIMAL INVENTORY RECORDS Records relating to acquisitions, de-acquisitions, births and deaths and stud books.	Registrar	Life of animal	Permanent	Internal		Z-LC002
ANIMAL LOAN RECORDS Records relating to animals currently on loan or those animals that have returned from loan from other zoos. Records include loan agreements that also detail offspring, correspondence and updates on the animal at the zoo they are currently living.	Registrar Wildlife Health	Life of animal	Permanent	Internal		Z-LC003
ANIMAL SHIPPING RECORDS Records relating for the shipping of animals, including loans, sales and donations. Records include health certificates, permits, specimen reports, customer broker documentation and request for purchase. FOR ANIMAL PURCHASE AGREEMENTS SEE Legal & Regulatory Compliance – Agreements / Contracts/ Leases	Registrar Wildlife Health	Life of animal	Permanent	Internal		Z-LC004
Animal Care, Welfare & Management						
ANIMAL ACTIVITY APPROVAL FORMS Records relating to enrichment and training forms for approval or denial of proposed activities with an individual animal or species.	Welfare Science	Life of animal + 1	Destroy	Internal		Z-LC005

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RECORD SERIES
<p>ANIMAL DIET RECORDS</p> <p>Records outline the current daily diet needs of the animals. May include diet notebooks, diet sheets and any modifications such as alterations in the amounts or ingredients that may occur during the animal’s time.</p>	Nutrition Science	Life of animal	Permanent	Internal		Z-LC006
<p>ANIMAL MEDICAL RECORDS</p> <p>These records document the animal’s medical history which includes reference for treatments, medical evaluations, transfer recommendations, and animal management decision making. May include medical and lab reports, diagnostic test results, x-rays, daily medical log entries, anesthesia record, prescriptions, blood work and culture tests and parasitology records.</p>	Wildlife Health	Life of animal	Permanent	Internal	<p>Destruction of Animals Orders Record</p> <p>If, in the opinion of the Chief Veterinarian for Ontario, any of the hazards or circumstances listed in subsection (2) exists and the hazard or the hazard related to the circumstances is significant because of its potential to spread or otherwise pose a threat to animal or human health, the Chief Veterinarian may, if he or she considers it necessary to control the hazard or to prevent further spread or escalation of the hazard,</p> <p>(a) issue a written order to the owner or custodian of an animal</p>	Z-LC007

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RECORD SERIES
					to destroy or dispose of the animal, or to do both, within the period of time specified in the order; and (b) subject to the regulations, determine the method of destruction and the method of disposal of the carcass.	
KEEPER DAY BOOKS Records related to the daily care of animals.	Wildlife Care	Permanent	Permanent	Internal		Z-LC008
Conservation & Research						
ANIMAL RESEARCH DATA Records that document the data collection and analysis phase of scientific studies. May include raw data (initial recorded observations), endocrine records (tests such as hormone concentration), birthing and rearing, behaviour records, and summary information (compilation of fatal) and statistical analysis (study results).	Reproductive Services	Life of animal	Permanent	Internal		Z-LC009
ANIMAL SPECIES RECORDS Historic animal species files containing information on taxonomy, inventory, movements, general animal information.	Registrar	Permanent	Permanent	Internal		Z-LC010

RECORD SERIES	ACCOUNTABILITY	TOTAL RETENTION	DISPOSITION	SECURITY CLASSIFICATION	CITATIONS/COMMENTS	RECORD SERIES
HAND-REARING REPORTS Reports used for hand-rearing and breeding from both within the zoo and external institutions	Wildlife Health	Permanent	Permanent	Internal		Z-LC011