

Responsible Record-Keeping Directive

March 2012

Introduction

The City Clerk's Office has lead responsibility for corporate information management policy and to coordinate how City staff manage records in compliance with legislative requirements.

In the February 2010 Ombudsman's report to City Council, the Ombudsman found that poor record-keeping hamstrings the Toronto Public Service's ability to provide efficient, transparent and accountable service. The Ombudsman called on the Toronto Public Service to set standards for record-keeping with appropriate guidelines.

[Ombudsman's Annual Report from 2010](#)

Purpose

This Directive, along with an accompanying Guideline, provides a baseline for Division Heads and staff to assess existing record-keeping practices and to consider revisions, as necessary, to manage records throughout the life-cycle. Customer service standards and an open, transparent government depend upon timely, accurate records of business activities and decisions.

Directive

Division Heads are reminded of their responsibility and accountability to manage City records in accordance with established record-keeping principles and legislation.

*Municipal Code Chapter 217 http://www.toronto.ca/legdocs/municode/1184_217.pdf,
City By-laws, City of Toronto Act, 2006 and federal and provincial legislation.*

- 1) Division Heads shall manage and maintain records as corporate assets that belong to the City. Information is a corporate asset, like finances, facilities and equipment.

Municipal Code, Chapter 217-6 (A).

- 2) Division Heads must manage records in compliance with legislation.

*Personal Health Information Protection Act, 2004 (PHIPA), Municipal Code, Chapter 217-4.2,
(B) (3).*

- 3) Division Heads are accountable for documenting operational, financial, legal, audit and other activities that demonstrate how they conduct the Division's services and programs.

Municipal Code, Chapter 217-5, (F) (1) (2).

- 4) Division Heads are responsible for adequate security and protection of records from inadvertent destruction, damage and disclosure.

Municipal Code, Chapter 217-6 (D), (E), MFIPPA (Regulation 823, Section 3), PHIPA (s.12).

- 5) Division Heads shall store records in an accessible manner so that the records can be made available within a reasonable time as required.

Municipal Code, Chapter 217-6 (F), City of Toronto Act, 2006, section 200(1).

- 6) Division Heads must manage records in compliance with the City's Records Retention By-laws. Records may only be destroyed if they have been included in the City's approved Records Retention By-laws.

Municipal Code, Chapter 217-5 (A), 217-6 (B), (C),(G), City of Toronto Act, 2006, section 201(1).

Implementation of rigorous record-keeping complements the City's commitment to excellent customer service.

Contact

For assistance to assess your Divisional record-keeping processes, please contact:

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