 TORONTO	Routine Disclosure Plan
January 2015	Division: Toronto Paramedic Services

Routine Disclosure Plan – Toronto Paramedic Services


Introduction

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

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

Records are made available in numerous ways:

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

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Further information

The online directory of records outlines types of records and which division holds them.


The Accessing City Information website has more information about access to records:

[City Clerk's Office - Accessing City Information](#)


Toronto Paramedic Services

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


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

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Record Type	Description	Comments	How To Get Information
Ambulance Call Report	Report to be completed by paramedics when the paramedics arrive on the scene. Types of information include personal health information, patient assessment findings, type of care provided, the patient's response to treatment, name and address of the hospital the patient was transported to and other supporting information.	Disclosed routinely to the patient <i>only</i> or their legal representative. <i>All other requesters must submit a Freedom of Information request with the City Clerk's Office. Details on how to do this:</i> Accessing City Information	<i>Toronto Paramedic Services 4330 Dufferin St., Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222 \$79.00 each (disclosed to individual only or their legal representative)</i>
Incident Summary Report	Ambulance Dispatch Record showing location of call, time of call etc. Types of information include patient address and general incident details.	Disclosed routinely to the patient <i>only</i> , or their legal representative. <i>All other requesters must submit a Freedom of Information request with the City Clerk's Office.</i>	<i>Toronto Paramedic Services 4330 Dufferin St. Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222 \$42.00 each</i>

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Record Type	Description	Comments	How To Get Information
Audio Recordings of Incoming calls to Toronto Paramedic Services	Audio recordings of the incoming request for Emergency Service. Types of information recorded include caller name, phone number, and address.	<p>Personal information such as phone number and address of other individuals are removed; upon request, recordings are disclosed to the caller who must also be the patient who is the subject of the audio recording, the patient's legal representative, or to anyone with the caller's written permission.</p> <p><i>All other requesters must submit a Freedom of Information request with the City Clerk's Office.</i></p>	<p><i>Toronto Paramedic Services 4330 Dufferin St., Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222 \$79.00 each</i></p>

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Record Type	Description	Comments	How To Get Information
Incident Reports	Report completed by paramedics. Types of information include name of patient, injury/illness of patient.	<p>This report is generated by Toronto Paramedic Services (according to Provincial requirements under <i>the Ambulance Act</i>) and is routinely disclosed to any law enforcement agency <i>only</i> in support of an investigation.</p> <p>Requests for incident reports received from anyone other than a law enforcement agency official are advised to submit a Freedom of Information request with the City Clerk's Office.</p>	<i>Toronto Paramedic Services 4330 Dufferin St. Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222 \$53.00 each</i>
Statutory Declaration	Report completed by paramedics in response to a request from the parents of a child born outside of a hospital. Required when a paramedic delivers a baby outside of the hospital. Types of information include patient name, and mother's name.	Report is disclosed to the family only or the individual related to the incident.	<i>Toronto Paramedic Services 4330 Dufferin St. Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2222 \$79.00 each</i>

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Record Type	Description	Comments	How To Get Information
Press Releases	Information relating to newsworthy events prepared by Toronto Paramedic Services. Documents include fact sheets and backgrounder reports.		<i>Toronto Paramedic Services 4330 Dufferin St. Toronto, ON, M3H 5R9 Attention Professional Standards 416-392-2255</i>
Public Website	General safety and program awareness offered by Toronto Paramedic Services.		www.torontoparamedicservices.ca/

Table 1: Record Types