



Routine Disclosure Plan

January 2021

Division: 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, email, 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 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.

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.

Further information

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

<https://www.toronto.ca/city-government/accountability-operations-customer-service/access-city-information-or-records/>



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Toronto Paramedic Services

Toronto Paramedic Services provides a wide range of information through its service teams in Operations, Operational Support, Communications Centre, and Program Development and Service Quality. The types of records routinely available from Toronto Paramedic Services are as follows:

- Operational Records (*i.e. ambulance, incident reports, audio records, dispatch records*)

Record Type	Description	Comments	How To Get Information
Ambulance Call Report	<p>Report to be completed by paramedics when the paramedics arrive on the scene.</p> <p>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.</p>	<p>Disclosed routinely to the patient only or their legal representative.</p> <p><i>All other requesters must submit a Freedom of Information request with the City Clerk's Office.</i></p> <p><i>Details on how to do this:</i></p> <p>Accessing City Information</p>	<p><i>Toronto Paramedic Services</i> <i>4330 Dufferin Street,</i> <i>Toronto, ON, M3H 5R9</i> <i>Attention: Professional Standards</i> <i>416-392-2222</i></p> <p><i>\$31.00 each</i> <i>(disclosed to individual only)</i></p> <p><i>\$84.00 each</i> <i>(disclosed to their legal representative)</i></p>



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Record Type	Description	Comments	How To Get Information
Incident Summary Report	<p>Ambulance Dispatch Record showing location of call, time of call, etc.</p> <p>Types of information include patient address and general incident details.</p>	<p>Disclosed routinely to the patient only, or their legal representative.</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 Street, Toronto, ON, M3H 5R9 Attention: Professional Standards 416-392-2222</i></p> <p><i>\$47.00 each</i></p>
Audio recordings of incoming calls to Toronto Paramedic Services	<p>Audio recordings of the incoming request for emergency service.</p> <p>Types of information recorded include caller name, phone number, and address.</p>	<p>Personal information such as phone number and address of other individuals are removed; upon request, recordings are disclosed only to the patient who is the subject of the audio recording or their legal representative.</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 Street, Toronto, ON, M3H 5R9 Attention: Professional Standards 416-392-2222</i></p> <p><i>\$84.00 each</i></p>



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Record Type	Description	Comments	How To Get Information
Incident Reports	<p>Report completed by paramedics.</p> <p>Types of information include name of patient, location of the call, and injury/illness of patient.</p>	<p>This report is generated by Toronto Paramedic Services (according to Provincial requirements under the <i>Ambulance Act</i>). Disclosed routinely to the patient only, or their legal representative.</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 Street, Toronto, ON, M3H 5R9 Attention: Professional Standards 416-392-2222</i></p> <p><i>\$345.00 each</i></p>
Statutory Declaration	<p>Report completed by paramedics in response to a request from the parents of a child born outside of a hospital.</p> <p>Types of information include patient name and mother's name.</p>	<p>Report is disclosed to the family only or the individual related to the incident.</p>	<p><i>Toronto Paramedic Services 4330 Dufferin Street., Toronto, ON, M3H 5R9 Attention: Professional Standards 416-392-2222</i></p> <p><i>\$84.00 each</i></p>