



**CAPITAL REGION NORTHEAST WATER SERVICES COMMISSION
RECORDS MANAGEMENT
FOIP POLICY**

Policy: To ensure the Commission responds to FOIP requests fully within the 30 day period outlined in the ACT and suspends normal destruction practices to prevent loss of information.

Definitions: *Affected CRNWS-C Personnel:* means all CRNWS-C personnel who are in possession or control of records, which are the subject of a FOIP request.

Records: refers to all information, whether in electronic or paper form, created, received, or maintained in the transaction of CRNWS-C business, whether conducted at home or work. Such records may include, but is not limited to, paper records and electronic records stored on servers, desktop or laptop hard drives, tapes, flash drives, memory sticks, DVDs, or CD-ROMs; & multifunction copier hard drives.

Electronic Records: means all forms of electronic communications, including, but not limited to, e-mail, word processing documents, spreadsheets, databases, instant messages, calendars, voice messages, videotapes, audio recordings, photographs, SharePoint files, Wiki materials, telephone or meeting logs, contact manager information, Internet usage files, and information stored in PDAs, Blackberry devices, or removable media (e.g., CDs, DVDs, thumb drives, etc.).

CRNWS-C Personnel: means all employees, whether permanent, temporary, full-time or part-time employees.

Procedures:

Trigger Events and Response to a FOIP Request

1. The CRNWS-C Coordinator will receive the request and log the request as to date and requester. The Coordinator will also set up a central FOIP office file.
2. The Coordinator will identify the area(s) of CRNWS-C that may have responsive records and discuss the request with the area(s).
3. The Coordinator will identify if clarification from the applicant will be required to process the request and will consider if the request may need to be transferred to another government institution or local authority, in accordance with the Act.

Obligation to Identify, Locate, and Maintain Relevant Information

1. The Coordinator will ensure that areas to be reviewed include: personal share or personal folders on server; local area server for the office; dedicated server for organization; laptop and/or department computer; home computer, blackberry and/or PDA; e-mail including archived e-mail and sent e-mail; e-mail trash bin, desktop recycle bin; removable storage media (e.g. disks, CDs, DVDs, memory sticks, and thumb drives); Commission member unit files; personal desk files; files of administrative personnel; and files located in staff homes.
2. The Coordinator will finalize which areas have responsive records.
3. The Coordinator will ensure that data owners retrieve records and forward originals to them. Consideration will be given for time extension if extensive records to be searched. The Coordinator will scan retrieved records – saving as pdfs and return originals to data owners.
4. The Coordinator will review the request response and consider whether or not internal or third party consultations may be necessary before releasing documentation.
5. The Coordinator will conduct a detailed line-by-line review of the records and apply exemptions and quote exemptions where reduction or severing must take place.

Completion of a FOIP Request

1. The Coordinator will make any changes requested by Management.
2. The Coordinator will prepare records for delivery to the applicant in an appropriate format.
3. The Coordinator will send a final response letter to applicant with records if approved and without if denied.
4. The Coordinator will retain a copy of all documentation and file as a FOIP request case file within TRIM.

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