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Administrative Policy Manual

Section:	Legislative Services	
Sub-Section:	Corporate Services	
Title:	Freedom of Information and Protection of Privacy Policy	

RELATED POLICIES

Number	Title

APPROVALS

POLICY APPROVAL:	AMENDMENT APPROVAL:	SECTION AMENDED
Approved by: <i>"Leon Gous"</i> City Administrator Date: January 16, 2007		
	Amendment Approved by: <i>"Will Pearce"</i> Chief Administrative Officer Date: April 3, 2016	<ul style="list-style-type: none"> • General Updates throughout
	Amendment Approved by:  Patti Bridal Chief Administrative Officer Date: 6/22/2023	<ul style="list-style-type: none"> • Procedure changes <ul style="list-style-type: none"> • Removal of "Schedule A", the Policy Manual • Addition of "Schedule A", the Privacy Management Program • Addition of "Schedule B" the City of Vernon Document Types

POLICY

This policy is designed to provide both staff and the public with an overview of the *Freedom of Information and Protection of Privacy Act* (the Act) and its application to the records of the City of Vernon (the City).

DEFINITIONS

The *Freedom of Information and Protection of Privacy Act* (the Act) is applicable to all sections of the provincial government, local government and governing bodies of professions or occupations. "Local government", according to *the Act*, includes all municipalities, regional districts, improvement districts, boards of variance, municipal police boards, library boards, and school boards.

The Act represents the government's legislative commitment to make British Columbia ministries and agencies, local governments provincial crown corporations, hospitals, school boards, and some self-governing professional organizations more accountable to the public and to protect personal privacy. *The Act* has applied to local governments since November 1994.

PROCEDURES

Attached as Schedule "A" is the Freedom of Information and Protection of Privacy Policy – Privacy Management Program for the City of Vernon. Attached as Schedule "B" The City of Vernon Document Types.

Approved by Patti Bridal, CAO, Jun. 22, 2023 as an Administrative Program



*Freedom of Information and
Protection of Privacy Policy*
Privacy Management Program

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INTRODUCTION

Purpose

This Privacy Management Program is designed to provide City employees and the public with an overview of the *Freedom of Information and Protection of Privacy Act* (“Act”) and its application at the City of Vernon.

Within this Privacy Management Program, guidance is provided for:

- Application of the *Act*;
- Collection, retention, disclosure and disposal of personal information;
- Types of record requests and their associated procedures;
- Application of fees for processing requests;
- Routinely available information;
- Use of information sharing agreements;
- Handling of citizen complaints;
- Procedures for privacy breaches;
- Risk management; and
- Privacy awareness and education for employees.

Contacts

Public bodies must appoint a Freedom of Information Head (FOI Head) for the purposes of the *Act*. The City of Vernon provides for appointment of a FOI Head through the current [City of Vernon Freedom of Information Bylaw](#).

In addition to carrying out the duties and obligations of the *Act*, the FOI Head is:

- the primary contact for all privacy-related matters
- responsible to support the development, implementation and maintenance of privacy policies and/or procedures;
- responsible to support the City of Vernon’s compliance with the *Act*;
- responsible to design and implement employee training and education; and
- responsible to monitor and audit the City’s Privacy Management Program.

Any questions regarding the *Freedom of Information and Protection of Privacy Act* or City of Vernon procedures with respect to the *Act* may be directed to the FOI Head who can be reached at legservices@vernon.ca or 250-550-3526.

Support for the FOI Head is provided by the City’s Freedom of Information Clerk (FOI Clerk) who can be reached at foirequest@vernon.ca or 250-545-3491.

Annual Review

The City’s Privacy Management Program, including all associated policies will receive an annual review in January of each year to ensure it is reflective of current practices and that the City remains in compliance with the *Act*. This review will be conducted by the FOI Head, with support provided by the FOI Clerk.

CHAPTER 1 – FOIPPA

THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

British Columbia's *Freedom of Information and Protection of Privacy Act* (the "Act") has applied to local governments since its enactment in November 1994. The Act represents the provincial government's legislative commitment to make public bodies more accountable to the public and to protect personal privacy.

The City of Vernon Freedom of Information Bylaw No. 5608 was adopted by Council on September 26, 2016 and regulates the administration of the *Freedom of Information and Protection of Privacy Act* at the City. A copy of the bylaw is available [on the City's website](#).

What is Freedom of Information?

The Act establishes a process by which any person may request access to records held by the City of Vernon (City). Individuals also have the right to review their own personal information held by the City.

The general right of access to information is restricted by certain specified and limited exceptions, necessary to protect a variety of needs of confidentiality and the right of individuals to privacy.

The Act also provides a review process whereby decisions relating to the disclosure or non-disclosure of information and other related issues, may be reviewed by the Information and Privacy Commissioner of British Columbia.

Information that is currently released by departments should continue to be made available except if the information is personal information. The Act does not replace other procedures for public access, or limit access to information other than personal information currently available to the public. Staff are expected to incorporate the concepts and procedures of the Act into their normal service delivery.

What is Protection of Privacy?

The Act protects the personal privacy of individuals by restricting the collection, use and disclosure of personal information. Disclosure of personal information, even to other public bodies, is strictly limited under Part 3 of The Act.

The City may only collect personal information:

- If it has clear authority to collect (i.e. expressly authorized under an Act or information that is collected for the purposes of law enforcement), or
- where collection is directly related to and is necessary for operating a program or activity of the City.

Personal information can only be used for the reasons it was originally obtained; multiple and inconsistent uses of information are restricted by the Act.

The individual from who the information is collected is entitled to know what the information will be used for and under what authority we are collecting it. ***If personal information is not needed, do not collect it.***

The security of personal information is one of the most important privacy-related issues that the City must deal with. In accordance with Section 30 of the Act, reasonable security arrangements must be established and maintained to protect personal information against unauthorized access, collection, use, disclosure or disposal.

It is recommended that all City employees practice good privacy protection by:

- Using passwords on their computer;
- Locking computers when away from workstation or desk;
- Using locks on cabinets;
- Turning monitors away from public view;
- Not leaving completed application forms and other records containing personal information in high traffic and/or public areas; and
- Destroying all personal and/or confidential information by shredding.

What is Personal Information?

Personal information is simply defined as “recorded information about an identifiable individual.” Examples of personal information that cannot be disclosed by the City include but are not limited to the following:

- An individual’s name, home address, personal e-mail or telephone number;
- An individual’s race, national or ethnic origin, colour or religious or political beliefs or associations;
- An individual’s age, sex, sexual orientation, marital status or family status;
- An identifying number, symbol or other particular assigned to the individual (i.e. Social Insurance Number, driver’s license number, customer ID, etc.);
- Information about the individual’s health care history, including a physical or mental disability;
- Information about the individual’s education, financial, criminal or employment history;
- Anyone else’s opinion about the individual;
- An individual’s personal view or opinion; and
- Images of identifiable individuals captured by surveillance systems.

What is a Record?

The definition of a “record” under the *Interpretation Act* applies to the interpretation of the *Freedom of Information and Protection of Privacy Act* as follows:

“...includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise.”

Records, then, include memos, letters, reports, e-mails, calendars, post-it notes, annotations, doodles, etc. **REMEMBER, if it is recorded, it is a record which may be subject to release under the Act.**

The information contained in records could be produced by a public body or received from other sources, such as third parties, service providers or other public bodies.

All records created or received by employees during the course of their work duties or during the conduct of City business belong to the City, not the individual employee.

Corporate Records Management Program and the Act

The records classification system and retention/disposition scheduled as defined within the City's Records Management Policy, provides staff with specific information on the classification, retention and disposition of City records.

All departments throughout the City are expected to participate in the corporate records information management (RIM) system. Adherence to the standardized RIM system ensures consistent records classification and enables staff to quickly and easily search for and retrieve records from the central file system; particularly for the individual in the affected department tasked with the search process.

Disposition of records in accordance with the RIM system retention/disposition schedule ensures that the City retains records only for the time required to meet legal and operational needs, thus minimizing records storage costs. The annual destruction of records, in accordance with the retention/disposition schedule, ensures that the Corporate Administration Department can effectively manage records throughout their lifecycle. The RIM system is designed to both facilitate access to records as required under the *Act* and to provide verification that a record has been dealt with appropriately at final disposition.

When the City receives a request for records, those records become subject to a 'legal hold', meaning that the disposition of those records is suspended until such time that the matter has been completely dealt with. If the City receives a request for records that have been prepared for destruction but have not yet been destroyed the records are subject to and must be included in the response subject to the exceptions under the *Act*.

CHAPTER 2 – HANDLING REQUESTS

Procedures for Requests

Appendix A to this Privacy Management Program provides a guide for common requests to aid City employees in determining the type of request and the appropriate procedure for processing the request. Please direct any questions regarding this information to the FOI Head.

Individuals requesting answers to questions (rather than requesting copies of records) will not be treated as a formal request for information. Staff are expected to assist such individuals through routine departmental procedures.

Types of Requests

Before a formal written request for a record is made, it should be established that the record being searched for is not routinely available.

Routine Requests

Requests for records that are easily accessible and not subject to the *Act*. A fee may be charged for this information, as set out in the [City of Vernon Fees and Charges Bylaw No. 3909](#) or another applicable City bylaw. The request can be verbal and does not require the involvement of the FOI Clerk.

Information Requests

Requests for information that are generally routinely available but require a review of records, usually by a departmental supervisor or the FOI Clerk. This can be a request for records that are not readily at hand, such as records stored in semi-active or archived files. As with routine requests, applicable fees may be charged as set out in the [City of Vernon Fees and Charges Bylaw No. 3909](#) or other applicable City bylaw. These requests should be responded to within a time frame that is reasonable for the size of the request or the location of the records.

Formal Requests

Requests for records that are neither routinely available, nor available through more informal procedures. Formal requests under the *Act* must be made in writing. [A form](#) is available for this purpose, but a letter, fax or e-mail is also acceptable. Formal requests are to be directed to the *Act* Coordinator as soon as received, as *Act* stipulates a deadline for response.

City employees should assist applicants in preparing a formal request if necessary or direct an applicant to the FOI Clerk for assistance. Assistance may include helping an applicant define the request as specifically as possible. Information about the process to request information is also available [on the City's website](#).

Just because an applicant provides a request in writing or makes a request for records “pursuant to the Freedom of Information and Protection of Privacy Act”, does not make it a formal request. If the information is routinely available, City employees should provide it to the applicant routinely.

Requests for Personal Information

The *Act* guarantees an individual the right to see their own personal information held by the City. However, the *Act* restricts persons from getting access to personal information about another individual without the individual's consent.

Please note that a property file, for example, may contain personal information, but the file itself is not the homeowner's personal information.

Requests for Correction of Personal Information

Incorrect personal information can have serious consequences for an individual. For example, incorrect personal information could result in the denial of benefits associated with a disability claim or the refusal of employment opportunities.

Public bodies must take every reasonable effort to ensure that personal information in their custody is accurate and complete. If someone's personal information changes, that person has a right to request that the information be corrected or amended as per s.29 of the *Act*. Applicants may request the correction of their personal information either verbally or in writing.

If an individual requests a change to their personal information, it's up to the public body to ensure that the change or annotation is made to the records within its custody and control and to provide the change to any other body the information has been provided to within the preceding one-year period. For example, for the purposes of taxation the City might collect personal information in terms of name, addresses and telephone numbers and as an adjunct to taxation the information is relayed to the BC Assessment Authority. If the individual relays an update to that information to the City, it is up to the City to ensure the update is also sent to the BC Assessment Authority.

Consequently, it is important to establish a protocol that only required personal information, information relating directly to and necessary for an operating program or activity of the City, is collected. Review information you are collecting, as well as the forms on which you are collecting the information, by asking the following questions:

- Do you need the information?
- Do you have authority to collect the information?
- What will the information be used for?
- Who else will you provide that information to?
- Is the applicant advised of what the information will be used for and under what authority?

As a rule: if you don't need the personal information, don't collect it!

Timelines for Processing Requests

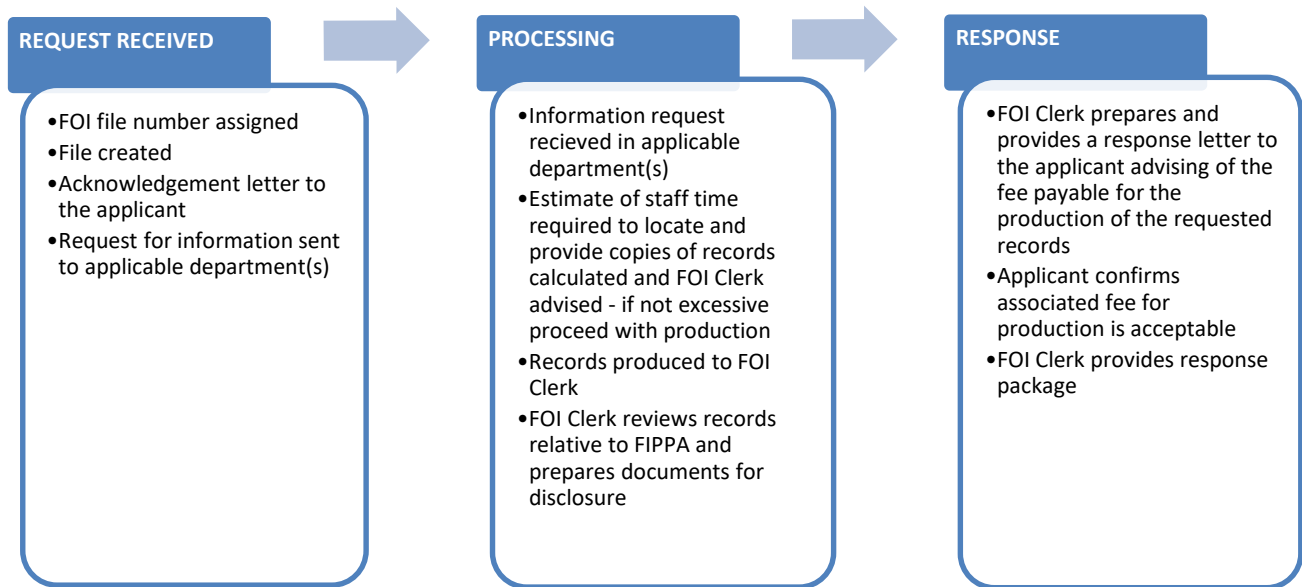
The *Act* generally requires that a response be provided to the applicant within 30 business days of receipt of the request. The term "day" is defined in the *Act* as "not including a holiday or a Saturday". In the *Interpretation Act*, the definition of "holiday" includes Sundays and statutory holidays. The combined effect of these definitions is that weekends and holidays are not included in the calculation of time limits under the *Act*.

Occasionally it might be necessary to extend the timeline by an additional 30 business days. Should this situation arise, the FOI Clerk will advise the applicant of the time extension in advance.

Standard Request Process

This is the standard process for a simple *Freedom of Information and Protection of Privacy Act* request where no 'Third Party Notice' is required, and the number of records requested is not

large. Where 'Third Party Notice' is required under the *Act* or the number of records requested is very large, the process and timeline to fulfill the request will be extended as appropriate.



Points to Remember:

- Any City employee, of any department, can accept a written request for information.
- Requests can be submitted in writing and can be in the form of a letter, e-mail or fax.
- It is not necessary for applicants to quote the *Act* to obtain access to records.
- The *Act* does not apply to requests for answers to questions, only to requests for copies of, or access to, records.
- Requestors should be encouraged to be as specific as possible in wording their request to enable the City to effectively respond to the request.
- Written requests for records that are not normally routinely available must be forwarded immediately to the FOI Clerk for response. The FOI Clerk will be in contact with the appropriate City employee to receive copies of responsive records once an acknowledgement letter has been sent to the requestor.
- Section 6 of the *Act*, duty to assist applicant states:
 - (1) *The head of a public body must make every reasonable effort to assist applicants and to respond without delay to each applicant openly, accurately and completely;*
 - (2) *Moreover, the head of a public body must create a record for the applicant if*
 - *The record can be created from a machine-readable record in the custody or under the control of the public body using its normal computer hardware and software and technical expertise, and*
 - *Creating the record would not unreasonably interfere with the operations of the public body.*
- If the records require severing prior to disclosure, the request must be processed as a formal request for information.

CHAPTER 3 - FEES

Charging Fees

Section 75 of the *Act* permits public bodies to charge applicants fees for costs associated with the processing requests to access records under the *Act*. The maximum fees are set out in the *Freedom of Information and Protection of Privacy Regulation* (BC Reg. 155/2012).

For the purpose of calculating fees payable, the *Act* and the *Freedom of Information and Protection of Privacy Regulation* (*Regulation*) distinguish between 'commercial' and 'applicants other than commercial'. In the *Regulation* a 'commercial' applicant is defined as, "a person who makes a request for access to a record to obtain information for use in connection with a trade, business, profession or other venture for profit" (i.e., lawyer, real estate agent). It follows that an 'applicant other than commercial' or a non-commercial applicant is any applicant that is not a commercial applicant (i.e. private citizen).

The *Act* prohibits public bodies from charging applicants for access to their own personal information. Please note that a property file, for example, may contain personal information, but the file itself is not the homeowner's personal information.

Section 75(1) of the *Act* stipulates that an applicant may be required to pay a public body for the following services:

- Locating, retrieving and producing the records
- Preparing the record for disclosure
- Shipping and handling the record
- Providing a copy of the record

Section 75(2) of the *Act* further states that an applicant must not be required, under subsection (1), to pay a fee for the following:

- The first three hours spent locating and retrieving a record, or
- Time spent severing information from a record

If an applicant is required to pay fees for services under subsection (1), subsection (4) requires that the public body give the applicant an estimate of the total fee before providing the service.

Records provided routinely to applicants by departments may charge the applicant for copies in accordance with the [City of Vernon Fees and Charges Bylaw No. 3909](#).

The City of Vernon uses the Schedule of Maximum Fees provided by British Columbia Regulation 155/2012, as amended from time to time, to be the maximum fees charged by the City as permitted under the Act.

Fee Estimates

In order to prepare and provide fee estimates to applicants in a timely fashion, departments may be asked to provide the FOI Clerk with an estimate of the number of records that respond to the request, as well as the amount of staff time that would be involved with the following:

- Locating records that respond to the request (including time spent for search for both physical and electronic records on the computer network, e-mail archives, etc.)
- Preparing the records for photocopying (removing staples, etc.)
- Photocopying the records
- Time spent reassembling the files

Section 75(5) provides that the FOI Head of a public body may excuse (upon written request) “an applicant from paying all or part of a fee if, in the Head’s opinion:

- the applicant cannot afford the payment, or for any other reason it is fair to excuse payment, or
- the record relates to a matter of public interest, including the environment or public health or safety.”

NOTE: “Public interest” is a specifically defined term and should not be confused with records that may be of interest to some members of the public or that the public may find interesting.

CHAPTER 4 – PERSONAL INFORMATION

Managing Personal Information

The *Act* governs how public bodies are to collect, use and retain personal information. The City has a duty to ensure that information is legitimately collected, stored securely, kept current and used only for the purposes for which it is collected.

Section 27(2) of the *Act* requires that individuals from who information is being collected be advised of the purpose for collecting it (i.e., what will it be used for); the legal authority for collecting it and the contact information for a staff member who can answer questions regarding the information collection. Wherever possible, staff should only collect personal information directly from the person who the information is about.

Collection of Personal Information

The *Act* imposes limitations on the collection of personal information. Section 26 of the *Act* stipulates that public bodies may only collect personal information under the following circumstances:

- Where the collection is expressly authorized by law (e.g. Elections purposes as per the *Local Government Act*)
- Law enforcement purposes (including bylaw enforcement)
- Where the information relates directly to, and is necessary for, an operation program or activity of the public body.

Public bodies need to collect personal information when it is essential for program delivery or operational requirements. Methods of collection include forms, questionnaires, personal interviews, surveys, etc. Even unsolicited resumes from job applicants are considered to be “collected” by the public body.

Forms and Surveys Design

Prior to designing forms or surveys, it is important to examine their purpose, use and format. Whether on-line or in traditional paper format, forms and surveys that collect personal information must be designed to provide the public with the information required under Section 27 of the *Act*.

The name, position and telephone number of a senior City employee responsible for the program or service for which the information is being collected and used must be provided on the survey form.

For example, a Business License Application form may contain the following notification: “The personal information on this form is collected under s. 26 of the *Freedom of Information and Protection of Privacy Act* and will be used only for the purposes related to the issuance of a business license. For questions regarding the collection and use of this personal information for business license applications contact the Corporate Officer at 250-550-3526 or the Building Official at 250-550-3634.”

A further clause should be added to application forms to indicate that as a result of the application, issued permits and/or licenses will be routinely available to the public.

Use and Disclosure of Personal Information

The *Act* embodies the principle that individuals own their own personal information and have the right to exercise control over its use and disclosure.

Public bodies are only permitted to use personal information for the following purposes:

- The purpose for which it was collected or a use consistent with that purpose;
- A purpose for which the person concerned has consented in writing; or
- A purpose for which the information may be disclosed to the public body under section 33 to 36.

Public bodies are only permitted to disclose personal information in certain circumstances; the most common of which are as follows:

- If the individual the information is about has consented in writing;
- For the purpose of complying with a law of British Columbia or Canada;
- For the purpose of complying with a subpoena, warrant or court order;
- To a public body or a law enforcement agency in Canada to assist in a law enforcement matter;
- To an officer or employee of the public body if the information is necessary for the performance of his or her duties or safety (“need-to-know” principle);
- For research, statistical, archival or historical purposes.

Should you have questions regarding the use or disclosure of personal information, contact the *Act* Head or Coordinator.

Security and Retention of Personal Information

The security of personal information is one of the most important privacy-related issues that public bodies such as the City must deal with. Reasonable security arrangements must be established and maintained to protect personal information against unauthorized access, collection, use, disclosure or disposal.

All City employees should practice good privacy protection by:

- **Using passwords on their desktop computer**
- **Locking computers when away from work station or desk;**
- **Using locks on cabinets**
- **Turning monitors away from public view**
- **Not leaving completed application forms and other records containing personal information in high traffic and/or public areas**
- **Shredding confidential/personal information rather than simply ‘recycling’**

The City is required to retain certain personal information for one year if that information was used as a basis for a decision directly affecting the individual to allow the affected individual a reasonable opportunity to obtain access to that personal information. After one year, the information must be disposed of in accordance with the records retention/disposition scheduled defined by the corporate Records and Information Management (RIM) Program.

Information Sharing Agreements

Under the *Act*, the City is permitted to enter into an agreement to set conditions on the collection, use or disclosure by the parties to the agreement. These conditions support compliance with the provisions of the *Act* and any other applicable legislation or policy requirements.

An Information Sharing Agreement does not provide authority to share personal information; rather it documents the conditions for information sharing that are authorized by the *Act*.

The City has prepared an Information Sharing Agreement template to ensure any agreement for information sharing is done consistently and in compliance with the obligations of the *Act*. The template includes prompts for specific details that the Information Sharing Agreement must include as part of its development to ensure it sufficiently captures the types and use for shared information.

Privacy Complaints

Complaints about the City's handling of personal information are to be immediately directed to the Head. The Head will review the complaint and respond appropriately, including advising the complainant of their right to request a review by the Commissioner of any decision, act or failure to act by the Head. The Head will also ensure any non-compliance with the *Act* identified by the complainant will be immediately addressed, escalating the matter to the appropriate City employee(s) for resolution.

Privacy Breaches

Pursuant to the *Act*, all unauthorized disclosures are to be reported immediately to the FOI Head; it is the FOI Head's responsibility to issue a notification of the breach to the affected individual and Commissioner in accordance with s. 36.3 the *Act*.

Following any unauthorized disclosure, the Head will conduct an internal audit of the Division the information was disclosed to assess the Division's compliance with privacy obligations. Specific employees involved with the unauthorized disclosure will be provided resources on their privacy management obligations and directed to complete the [FOIPPA Foundations Privacy and Access Fundamentals](#) online course.

CHAPTER 5 – RISK MANAGEMENT

Privacy Awareness and Education for Employees

City of Vernon employees are initially provided an orientation on City records and FOIPPA upon hire. This includes an overview of this Privacy Management Program with the FOI Head and direction to complete the [FOIPPA Foundations Privacy and Access Fundamentals](#) online course offered by the Ministry of Citizens' Services.

In addition to the initial training during employee onboarding, the City utilizes and maintains an intranet (Jostle) as a platform to communicate with all employees; annually, City employees receive an article via Jostle that provides: an overview of the *Act* and responsible use of information, contact information for the Head, and direction to revisit the [FOIPPA Foundations Privacy and Access Fundamentals](#) online course. Further, Jostle contains many resources such as policies, procedures and templates to support continued education and awareness of protection of privacy obligations and compliance with the *Act*.

Internal Auditing

The Head, at their discretion, will perform internal audits on a divisional-basis. This internal audit will be used to both evaluate compliance of the Division and educate divisional staff of their obligations under FOIPPA.

Privacy Impact Assessments

Privacy Impact Assessments are conducted by the City to determine if a proposed enactment, system, project, program or activity will meet the requirements of the *Act*. The City of Vernon relies on its Privacy Impact Assessment Policy (Appendix B) to support and guide the completion of Privacy Impact Assessments (PIA) in accordance with the *Act*.

In addition to the policy, the City also provides an assessment tool to assist City employees in determining if a PIA is required. This assessment is a first step to ensure privacy protection requirements are met as well as act as an 'early-warning system' for any potential discrepancies in privacy protection. Step-by-step guides and samples have been created to accompany the policy and support City employees in completing the assessment tool and/or subsequent PIA.

Service Provider Management

The City will use Privacy Impact Assessments as a first measure of privacy management before entering into agreements with service providers. This will allow the City to minimize the personal information that is to be collected or disclosed as part of the service being contracted.

In order to ensure that contracted service providers are both informed and compliant with privacy obligations, agreements are to be drafted to include language that:

- affirms the City's obligation to the *Act*;
- requires the contracted service provider, including all employees, to adhere to all applicable legislation and policies as it relates to privacy protection;
- enables the City to review or audit the service provider's compliance at any time; and
- allows the City to terminate a contract for breaching privacy obligations.

APPENDIX A

Routinely Available Records

The following list identifies some of the most common record types that are routinely available to the public at the City. The list should be used to help determine whether or not a particular record can be released routinely or whether a more formal review is required. It is by no means an exhaustive listing; it is meant only as a guide.

Copies of routinely available records may be provided at a cost in accordance with the [City's Fees and Charges Bylaw No. 3909](#) or any other applicable bylaw.

Examples of routinely available records include:

- Annual Reports
- Brochures
- Budgets (Operating or Capital)
- Building Permits (Except personal information and supporting documents supplied in support of the application)
- Building Plans (Exterior views and site plans only)
- Bylaws
- Council Agendas and Minutes (Except those from closed meetings)
- Licenses (Except personal information and supporting documents supplied in support of the application)
- Maps
- Policies / Manuals
- Official Community Plans
- Permits (Except personal information and supporting documents supplied in support of the application)
- Public Hearing Agendas and Hearing Report
- Records Published on the City Website
- Staff Reports supporting items on Council or Committee Agendas (Except those from closed meetings)
- Statistical Information
- Traffic Counts

Reviews and FOI requests are handled by the Legislative Services Department. Any request for records not available routinely should be made in writing and directed to the FOI Clerk

Common Requests & Procedures

<p>Aerial Photographs</p>	<p>The Province maintains an extensive aerial photograph database that may be accessed via GeoBC: www.geobc.gov.bc.ca. The Vernon Museum is another source of historical photographs.</p>
<p>Agreements</p>	<p>See 'Contracts and Agreements'</p>
<p>Appraisals</p>	<p>Requests for appraisals are to be forwarded to the THE ACT Coordinator for response. Land appraisals commissioned or received by the City are not routinely available to the public.</p>
<p>Assessments and Tax Rolls</p>	<p>The Assessment Roll is not available at the City for public viewing as it is not a City record. The Assessment Roll can be viewed at the BC Assessment Office. www.bccassessment.ca</p> <p>Property Tax Roll information (property taxes or property tax balances) may be requested at the Municipal Hall. Property owner information will not be included. Individuals wishing to obtain property owner information should visit the BC Assessment Office, use the BC Online service or contact the Land Title Office in Kamloops for assistance.</p>
<p>Building Permits and Plans</p>	<p>Issued building permits are routinely available to any interested party. The application and supporting materials for the building permit are not routinely available and should be ordinarily subject to a formal FOI request, unless the owner has consented to the disclosure.</p> <p>Where a request is made to view building plans, access should be provided to plans showing site layout and exterior elevations. These plans may be viewed, but not copied as they are protected by copyright law. Copies of such plans will only be provided upon receipt of a written release from the owner and the professional that created the plans or as part of an FOI request.</p> <p>For security reasons, the City will not make available those plans showing interiors of a building, unless the plans have been considered as part of a development application at an open meeting of Council or written permission from the owner has been obtained.</p>

<p>Business Licenses</p>	<p>A business is not considered an individual and therefore does not have privacy rights under <i>THE ACT</i>. Most issued business license information is routinely available to the public. Copies of current business licenses can be printed and released to the public.</p> <p>The following business license information contained within the Business License System (database containing all business license related information) may be released in the form of a Business License Summary Report – FOI to the public upon requests:</p> <ul style="list-style-type: none"> • Business Licence number • Business License type code • Location • Business Name • Mailing Address • Business Phone Number • Description of Business <p>Additional information regarding license details, fee payment and license restrictions can also be routinely disclosed. The release of business license information must not disclose any additional personal information supplied in support of the license application. Therefore, information regarding the “Name and Contacts”, “Additional Mailing Address” and “Remarks” can only be released to the license holder. Such personal information may include phone numbers and/or the applicant’s home address (if different from the business address) and must be severed from any information disclosed in accordance with Section 22(1) of <i>THE ACT</i>.</p> <p>For home-based businesses, the applicant’s home address is considered public information because it is the location of the business.</p> <p>Issued business license information that is routinely available may be provided in electronic format or printout form for a fee.</p>
<p>List of Licensed Businesses</p>	<p>The list of licensed businesses within the City is considered public information and is available online. The list may contain the following:</p> <ul style="list-style-type: none"> • Name • Contact number • Type of business <p>Note: Businesses do not have privacy rights under <i>THE ACT</i>; only individuals do.</p> <p>For information relating to other types of licenses, see <i>Licences</i> below.</p>

<p>Cemetery Records</p>	<p>The City acknowledges that personal information collected by the City of Vernon Cemetery is of value to relatives and to genealogical and historical researchers.</p> <p>Copies of issued cemetery licenses, burial permits and plaque permits are routinely available to the public. The following information can be routinely provided upon request:</p> <ul style="list-style-type: none"> • The name of the person to whom the license or permit was issued • The date the license or permit was issued • The location of the plot or grave • The name of the service provider (funeral home) • The value of the license or permit <p>Requests for copies of cemetery licenses or permits for interments within the past twenty (20) years that contain personal information supplied in support of the application, must be forwarded to the <i>THE ACT</i> Coordinator.</p> <p>For interments that occurred more than twenty (20) years ago, all other information is considered part of the cemetery archives and may be made available in accordance with Sections 35 (Disclosure for Research or Statistical Purposes) or Section 36 (Disclosure for Archival or Historical Purposes) of <i>THE ACT</i>. A signed research agreement may be required before access is granted.</p>
<p>Closed Meetings</p>	<p>The meetings of Council and Council Committees may be, in specific circumstances, held “in camera” or “closed” according to the Community Charter. Typically, matters relating to land, legal issues and human resources are held in closed meetings. Records related to a closed meeting will not be released unless the matter has been discussed at length in an open meeting, or if the report or minutes have been in existence for more than 15 years. No other exemptions under <i>THE ACT</i> apply.</p>
<p>Comments on Planning Proposals</p>	<p>Notices for a planning or development proposal must be made available to the public prior to the application appearing before Council through such means as the website, post and newspaper ads. Members of the public that object to proposals may submit their objection to the City before the applicable deadline.</p> <p>If the planning process in question is governed by a section of the Local Government Act that authorizes public disclosure in relation to planning matters and liquor licensing, staff may disclose personal information as required by the <i>Local Government Act</i>. Section 33.1 of <i>THE ACT</i> permits a public body to disclose personal information for the purpose of complying with an enactment of BC.</p>
<p>Complaints</p>	<p>Requests for copies of complaints must be directed to the <i>Act</i> Coordinator. The City receives several different types of complaints from members of the public. Many of the City’s bylaw enforcement issues are a direct result of complaints lodged by individuals. Complainants are advised that their names and addresses will be kept confidential unless the release is required for legal action. This confidentiality is protected by Sections 15, 19, and 22 of <i>THE ACT</i>.</p> <p>The person the complaint is about has the right to know the substance of the complaint, but not the identity of the individual who made the complaint. The requestor should be made aware that the complainant’s identity will not be revealed. In the event of a bylaw complaint, the substance of a complaint may not be released until the investigation has been concluded.</p>

<p>Contracts and Agreements</p>	<p>Requests for copies of contracts and agreements must be directed to the <i>THE ACT</i> Coordinator. Generally, most contracts or agreements signed by the Mayor and Corporate Officer or staff with any other party are available to the public with certain exceptions.</p> <p>Care must be taken to examine the wording and clauses of a contract to ensure that it does not reveal trade secrets, proprietary information or information which could possibly harm the business interests of a third party. Therefore, before releasing any contractual information staff must consult with the <i>THE ACT</i> Coordinator.</p> <p>Wherever possible, contracts awarded by the City must include a confidentiality clause stating the contract or agreement is subject to <i>THE ACT</i> and will be released upon request. In addition, contracts and agreements must address whether the City or the consultant/contractor has ownership of the records created while under contract. Contact the Corporate Officer for examples of appropriate wording.</p>
<p>Council Records</p>	<p>Council, Committee of the Whole and Public Hearing Meeting Agendas (Open Meetings): Agendas and accompanying reports are posted to the City website by 4:00 pm the Friday prior to the regularly scheduled meeting date or earlier when possible.</p> <p>Council, Committee of the Whole and Public Hearing Meeting Minutes (Open Meeting / Public Hearing Reports): minutes are posted to the City website by the end of business on the Friday following the adoption of the minutes, or earlier when possible; adopt occurs at a regularly scheduled Monday evening meeting.</p>
<p>E-Mail</p>	<p>E-mail is subject to the <i>Act</i>. The same retention principles that apply to regular mail should apply to the disposal of e-mail. “Junk” mail, for example, is disposed of on a regular basis. Some e-mail is more relevant to your professional activities and may be stored in an e-mail folder. Some e-mail contains significant statements about strategies or decisions and must be printed and retained in the relevant file.</p> <p>Please note that when you are requested by the <i>Act</i> Coordinator to produce records in response to a request, it is expected that you will also include any and all relevant e-mail records in your possession.</p>

<p>Employee Files</p>	<p>Employees are entitled to view their employee file. A request in advance must be made to the <i>Act</i> Head to arrange a time to review the file. Direct supervisors may access employee files in order to review work history, education/training, discipline, etc.</p> <p>Please note that as an employee, you are entitled to see any comments made about you – that is your personal information – however, the identity of the person making the comments will be withheld.</p> <p>Information regarding a person’s employment history is considered personal information and will not be disclosed to third parties unless express permission of the employee is obtained first. This includes information regarding benefits paid to the employee. If a request for salary information is received, the requestor will be told of the salary range for that particular position without identifying any individual’s specific salary unless express permission from the employee has been obtained first.</p> <p>Verbal requests from outside agencies wanting to confirm whether a particular individual is currently employed at the City should not be confirmed without the employee’s consent.</p>
<p>Fire Incident Reports</p>	<p>Information related to incidents or other fire department related records should be directed to the City’s <i>Act</i> Coordinator.</p> <p>For a Fire Commissioner’s Report for a fire in Vernon, the applicant should submit the request to the Office of the Fire Commissioner OFC Contact, not the City of Vernon.</p> <p>Routinely Available Records for Fire information: Some information may be available on the City’s website; however, a fee may be charged under the City’s Fees and Charges Bylaw No. 3909 depending on the format requested and the complexity of the request for the following:</p> <ul style="list-style-type: none"> • Maps • Hydrant location • Budgets • Policies / Guidelines • Bylaws • Fire inspection records
<p>Invoices from Lawyers</p>	<p>Requests for details of legal invoices must be forwarded to the <i>Act</i> Coordinator. The details may divulge the strategy or grounds on which a legal case is being based or disclose personal information, therefore must be treated as a formal FOI request. Individual or case specific invoices are privileged communication between the solicitor and the City and are usually withheld.</p>

<p>Licences and Permits</p>	<p>Copies of issued building, electrical, mechanical, plumbing, occupancy and any other permits (Environmental and/or Form & Character Development Permits) or licenses providing a discretionary benefit are routinely available to the public, including the following information:</p> <ul style="list-style-type: none"> • Name of the person or company to whom the license or permit was issued • Name and address of businesses connected with the license or permit, such as the name of a contractor or subcontractor • Location that the work is being performed at • Value of construction • Size of building and use of property • The permits should not disclose any additional personal information supplied in support of the permit application, such as: <ul style="list-style-type: none"> ○ The home or cellular phone number of the applicant ○ The permit applicant's home address if it is different from the property to which the permit applies ○ How long the owner has owned the property • Lists of permits issued (monthly) may be made routinely available to the public, but must not contain personal information that is supplied in support of the permit application • Request for copies of permits or licenses that contain personal information that was supplied in support of the application must be forwarded to the <i>Act</i> Coordinator.
<p>Motor Vehicle Accidents</p>	<p>The City of Vernon Fire Department responds to some motor vehicle accidents and may perform rescues and/or provide medical assistance. Requests for information about motor vehicle accidents must be forwarded to the <i>Act</i> Coordinator.</p> <p>RCMP records pertaining to motor vehicle accidents are not City records and cannot be requested under the <i>Act</i>. A separate request must be made to the RCMP under the federal <i>Access to Information Act</i>.</p>
<p>Permits</p>	<p>See "Licenses and Permits".</p>
<p>Petitions</p>	<p>Citizens may provide input or feedback in the forms of petitions and form letters listing their names, addresses and signatures to express support or opposition to an issue to establish their legitimate interest in the matter. Since the intent of such petitions is to demonstrate the degree of public support or opposition to the subject matter of the petition, individuals who complete them normally expect that they will be used for discussion purposes and that it will be part of the City's public record.</p> <p>If the petition is discussed in an open meeting, then staff can provide copies of requested petitions under Section 33.1(1)(c) and (c.1) of the <i>Freedom of Information and Protection of Privacy Act</i>, which permits disclosure for a consistent purpose. Otherwise, the request must be in writing and forwarded to the <i>Act</i> Coordinator for response.</p> <p>Note: Alternative Approval Process (AAP) petitions are not normally available for public inspection.</p>

<p>Police Investigations</p>	<p>Section 33.2(i) of the <i>Act</i> allows public bodies such as the City to disclose information to law enforcement bodies to assist in a specific investigation of a law enforcement matter. Staff can provide the requested information directly to the RCMP, provided that sufficient identification is supplied by the officer.</p> <p>The City does not have jurisdiction over RCMP records and cannot transfer a request for RCMP records made under the BC <i>Freedom of Information and Protection of Privacy Act</i>. Requests for RCMP records must be directed to the RCMP as they are a federal body subject to the federal <i>Access of Information Act</i> and the federal <i>Privacy Act</i>.</p>
<p>Property Information</p>	<p>Routine access to property files is granted upon request only to the registered owner(s) or individuals that have obtained written permission from the registered owner(s) to access property files.</p> <p>Depending on the nature of the information being sought, the City has a Property Information Request (PIR) application that will provide detailed information for a fee.</p>
<p>Disclosure of Property Information regarding Grow Ops</p>	<p>The Office of the Information & Privacy Commission for British Columbia has suggested that information about the physical condition of a particular property or about a bylaw infraction, notices or actions respecting a property is information about a piece of real estate, not about an identifiable individual. Personal information found in or associated with this type of information must NOT be disclosed.</p> <p>If further information is requested and the person inquiring is someone other than the property owner or an individual who has obtained written permission from the registered owner(s) to access the property file, a formal FOI request must be submitted to the <i>Act</i> Coordinator.</p> <p>See “Building Permits and Plans” for more information.</p>

<p>Property Tax or Utility Billing Information</p>	<p>Under section 249 of the <i>Community Charter</i> we must provide the following information to anyone who requests it:</p> <ul style="list-style-type: none"> • The amount of <u>unpaid</u> taxes and/or utilities • Whether the property has been sold for taxes, and • If the property has been sold for taxes, the time, if any remaining, for redemption and the amount required to redeem it. <p>The charter specifies a “certificate showing” the above information, but in essence it can be in any form.</p> <p>As the section reads “unpaid” taxes, we can give out balances owing to anyone.</p> <p>If more detailed information is requested, such as information about payments or releasing access codes, a reasonable affirmation that the person you are speaking to is the owner is required. A reasonable affirmation can be obtained by asking the customer various questions that allow you to determine that they are the owner of the property, such as:</p> <ul style="list-style-type: none"> • Knowing the access code • Previous payment information such as: what they paid in the past, how they paid it and who paid it • Phone numbers submitted on previous HOG claims • If on the installment plan and if so, what they pay each month • If the mortgage company pays, the name of the mortgage company and/or bank • Adjustments to account done in the past • Name of people on title (including middle names) <p>If a reasonable affirmation is achieved, then staff may give out the information the customer has requested.</p> <p>Information may be given to customers in various forms, including verbal, re-printing of bills or tax certificates. Tax certificates may be given to any customer, but City fees may apply. When giving out verbal information, where the customer did not have the access code, please add a comment to the tax account as to who you gave the information to and preferably add a contact number or e-mail address.</p>
<p>Recreation Registration Records</p>	<p>All registrations for programs at recreational facilities are undertaken by the City and the City maintains custody of such records.</p>
<p>RFPs – Requests for Proposals</p>	<p>Requests for proposals are available to the public on the City website at www.vernon.ca or by request to the issuing department.</p> <p>All ‘Requests for Proposals’ should contain a text statement advising that “All proposals received may be made publicly available, except information relating to unit pricing, confidential third party business information and employment history of employees.”</p>

<p>Surveys – of the Public</p>	<p>Results of surveys conducted by the City or our agents are considered public information and should be routinely disclosed. Please note that the survey forms themselves will likely contain personal information that should not be disclosed. Therefore, the City will not release the completed forms. An FOI request must be made if an applicant wishes to see the actual completed forms.</p> <p>A survey form must include a statement informing the public why the information is being collected, under what authority and for what purposes the personal information will be used. This allows the individual discretion whether or not to participate and informs them what will happen with the information collected. Contact the <i>Act</i> Head for examples of appropriate wording to be used for public surveys.</p> <p>When conducting internet-based surveys, the personal information collected must reside on a server within Canada in accordance with section 30.1 of the <i>Act</i>. Contact the <i>Act</i> Head for assistance.</p>
<p>Surveys – Site Survey Certificates</p>	<p>Site surveys are submitted to the City as part of various application processes. Site survey certificates are protected by copyright, but may be copied as part of an FOI request. Like building plans, copyright applies to the use of the released survey by the applicant or by another third party. Any released copy of a survey must be stamped with the appropriate “Copyright <i>Act</i> Information” stamp.</p>
<p>Tenders</p>	<p>Tenders submitted to the City in response for a call for bids or request for proposals are available to the public, except for information regarding unit pricing, employment histories and other confidential third-party business information. Section 21 of the <i>Act</i> recognizes that the release of such information could potentially harm the company’s business interests and provide access to personal information of their employees. Unit pricing is considered proprietary information belonging to the third party. This information is therefore redacted (blacked out) or severed prior to disclosure by the <i>Act</i> Coordinator.</p> <p>Requests for copies of tenders submitted to the City should be directed to the <i>Act</i> Coordinator.</p>
<p>Traffic System Information</p>	<p>Requests for traffic counts may be routinely provided. Requests for traffic signalization information and other traffic system information should be directed to the <i>Act</i> Coordinator.</p> <p>The City staff cannot provide interpretation, translation of terminology or comment on technical data contained in records produced through the <i>Act</i>. The City does not provide consultative services to individuals or organizations for private benefit. Individuals should consult private sector professionals to receive comprehensive interpretation of technical records and data.</p>
<p>Utility Billing Information</p>	<p>See “Property Tax or Utility Billing Information” for more details.</p>
<p>Video Surveillance</p>	<p>The City may use video surveillance to protect City assets, employees and the public. Any images captured by surveillance cameras, which may be stored on various media including but not limited to CD-ROM and/or hard drives, contain personal information and therefore will not be subject to public viewing. Only authorized personnel may view the recorded images.</p> <p>In accordance with Section 33(2)(i) of the <i>Act</i>, the City will disclose video surveillance records to the RCMP in response to a written request in relation to an <i>Active</i> police investigation.</p>

WorkSafeBC
(Workers'
Compensation
Board)
Investigations

WorkSafeBC administers the *Workers' Compensation Act*, which provides WorkSafeBC investigators with the authority to request and obtain the records necessary to complete an investigation without the involvement of the Act Coordinator. Information may be released to the WorkSafeBC (WCB) investigator upon presentation of sufficient identification from the investigator.



The City of Vernon Document Types

SCHEDULE "B"

The table below identifies document types common to the City of Vernon that are routinely available to the public and arranged alphabetically. It can be used as a basis to help identify some of the documents held by the City, and aid in determining whether or not a particular document can be released routinely or whether a more formal review by staff requiring a request under the *Freedom of Information and Protection of Privacy Act* is required. Reviews and FOI requests are handled by the Head (Corporate Officer) and any requests for records not available routinely should be made in writing to the Records Coordinator/FOI Clerk.

Fees are applicable for certain routinely available records. (See Miscellaneous Fees and Charges Bylaw for reference). Fees may apply also to requests for records made under the *Freedom of Information and Protection of Privacy Act*.

This is by no means an exhaustive listing and is meant only as a guide!
Please contact the Corporate Administration Department in case of uncertainty.

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
A			
Access to Information Requests (FOI/POP)			X
Accident Reports – Employees			X
Accident Reports – Other			X
Accounts Payable – General Information	X		
Accounts Payable – Individual Vendors Case Files			X
Accounts Payable – Invoices			X
Accounts Receivable – General Information	X		
Accounts Receivable – Individual Accounts Cases Files			X
Acts and Legislation	X *COV Website*		

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Administration – Organization Charts	X		
Advertising – Statutory Notices for Public Hearings, DVP, etc.	X *COV Website*		
Advertising – Other	X		
Agendas – Advisory Committees, Boards and Commissions, etc. – Open Meetings	X *COV Website*		
Agendas – Advisory Committees, Boards and Commissions, etc. – Closed (In-Camera) Meetings			X
Agendas – Council, Special Committees, etc. – Open Meetings	X *COV Website*		
Agendas – Council, Special Committees, etc. – Closed Meetings			X
Agreements			X
Application Forms (completed) – Various	X *PI Redacted*		X
Agricultural Land Commission – Individual Case Files		Refer to ALC	
Arbitration Decisions			X
Assessment Roll/Information (<i>Public to contact BC Assessment</i>)		Refer to LAND TITLES	
Audits/Auditor's Reports			X
Awards – Nomination Forms/Applications			X
B			
Benefits – Employee			X
Board of Variance – Applications and supporting documents	X *PI Redacted*		X
Board of Variance – Minutes and Agendas	X *COV Website*		
Bonds and Letters of Credit			X
Budgets – General Information	X		
Budgets – Annual & Capital	X *COV Website*		
Budgets – Draft			X
Budgets – Final	X *COV Website*		
Budgets – Yearly Financial Report	X *COV Website*		
Building Permits – Issued (includes Occupancy Permits Issued)	X *COV Website*		
Building Permits – Applications	X *PI Redacted*		X
Building Permits – Inspection Reports/Notices of Rejection	X *PI Redacted*		X

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Building Plans/Drawings "MUST BE STAMPED WITH COPYRIGHT"	X *PI Redacted* *no hidden security rooms*		X
Building Regulations and General Information	X		
Buildings – Individual Case Files			X
Buildings – District – Owned – Individual Case Files			X
Burial Permits – Issued	X		
Burning Permits	X		
Business Licences – Issued	X		
Business Licences - Applications	X *PI Redacted*		X
Business Licences – Individual Case Files			X
Bylaws – after first reading	X		
Bylaws – Draft			X
Bylaws – Enforcement/Complaints			X
C			
Cemetery – Burial Permits - Issued	X		
Cemetery – Personal Information			X
Cheques/Cheque Requisitions			X
Claims – General Information	X		
Claims – Individual Case Files			X
Classifications – Jobs	X		X
Collective Agreement – Draft			X
Collective Agreement – Final	X		
Committee Appointments – Applications	X *PI Redacted*		X
Committees – Internal/Staff – Agendas/Minutes			X
Committees, Commissions, Boards – Agenda/Minutes	X *COV Website*		
Competitions –Jobs			X
Complaints			X
Contracts/Agreements/Leases			X
Council – Financial Disclosure Forms	X		

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Council – Indemnities/Remuneration	X		
Council – Personal Information (i.e., home address)	*PI Redacted*		X
Council Meetings – Minutes/Agendas/Reports – Closed (In Camera) Meetings			X
Council Meetings – Minutes/Agendas/Reports – Open Meetings	X *COV Website*		
Council Resolutions – Closed (In Camera) Meetings			X
Council Resolutions – Open Meetings	X *COV Website*		
Criminal Record Checks – Staff and Volunteers			X
D			
Debt and Debenture			X
Demographic Data	X *COV Website*		
Design Guidelines	X *COV Website*		
Development – Individual Area Plans	X *COV Website*		
Development Cost Charges	X *COV Website*		
Development Guidelines	X *COV Website*		
Development Permits & Development Variance Permits – Issued	X		
Development Permits & Development Variance Permits – Applications	X *PI Redacted*		X
Development Permits & Development Variance Permits – Individual Case Files			X
Dog Licences (administered by the RDNO)		Refer to RDNO	
E			
Easements/Rights of Way/Encroachments/Restrictive Covenants (Public to contact LTSA or Lawyer/Notary for copy)		Refer to LAND TITLES	
Elections – Campaign Financing Disclosure Forms	X *PI Redacted*		
Elections – Nomination Papers	X		
Elections – Results	X		
Emergency Measures – Business Recovery Plans			X
Emergency Measures – District Emergency Plan			X

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Employee Benefits			X
Employee Classifications	X		
Employees – Individual Case Files – Employees – Current			X
Employees – Individual Case Files – Employees – No longer with the District			X
Employment Applications/Resumes			X
Engineering Project Files			X
Expense Accounts – Council/Staff	X		
Expense Claims – Council/Staff			X
F			
Facilities – District Owned			X
Financial Audits			X
Financial Disclosure Forms – Council	X		
Financial Disclosure Forms – Employees			X
Financial Statements	X		
Fire Incident Reports			X
Fire Cause Determination Reports			X
Fire Inspection Reports			X
First Aid/WCB Reports			X
Freedom of Information and Protection of Privacy – Individual Requests for Information/Change of Personal Information			X
G			
Garbage Collection/Recycling Calendar	X *COV Website*		
Geographic Information System (GIS) – Database and Mapping Information	X *COV Website*		
Government Protocols and Cost-Sharing Agreements			X
Grants from the District – General Information	X		
Grants from the District – Requests/Applications			X
Grants to the District – General Information	X		
Grievances – Individual Case Files			X

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
H			
Heritage Inventory	X *COV Website*		
Heritage Revitalization Agreements	X *PI Redacted*		
Heritage Sites	X *COV Website*		X
I			
Illegal Suites – Complaints			X
Inspection Reports – Building	X *PI Redacted*		X
Inspection Reports – Fire	X *PI Redacted*		X
Inspections – Workers Compensation Board			X
Insurance Policies			X
Insurance – Employee Benefits			X
Inventories – Heritage	X *COV Website*		
Inventories and Asset Control			X
Invoices			X
J			
Job Descriptions	X		
Job Evaluations			X
K			
L			
Labour Negotiations			X
Land Sale/Options/Exchange/Transfer		Refer to LAND TITLES	X
Leases			X
Legal opinions			X
Legal Opinions – Invoices/Costs			X
Licenses – General Information	X		
Licenses – Business - Issued	X		
Licenses – Business - Applications	X *PI Redacted*		X
Licenses – Business – Individual Case Files			X
Litigation – Individual Case Files			X

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Litigation – Invoices/Costs			X
Long Term Disability – Individual Case Files			X
M			
Management Reviews			X
Minutes – Council, Special Committees, etc. Open	X *COV Website*		
Minutes – Council, Special Committees, etc. – Closed (In-Camera) Meetings			X
Mission Statement	X		
N			
News/Media Releases	X *COV Website*		
Newsletter – District	X *COV Website*		
Nomination Papers – Elections	X		
Notice of Intent and Demolition – General Notice published	X		
Notice of Intent and Demolition – Individual notices			X
O			
Occupancy Permits – see Building Permits	X		
Official Community Plan (OCP)	X *COV Website*		
Operating Budgets – see Budgets			
Organization Charts	X		
Organization Reviews/Audits	X		
P			
Payroll			X
Performance Planning and Review			X
Permits – Issued – All Types	X		
Pesticide Use Permits	X		
Property Taxes (Public to contact BC Assessment directly)		Refer to LAND TITLES	
Proposals (Tenders, Bids) general			X
Proposals – Successful Bidder (after awarding)	X *COV Website*		
Proposals – (Tenders, Bids) Contract			X

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Proposals – (Tenders Bids) Award Price (after awarding)	X *COV Website*		
Public Hearings – Minutes/Agendas/Notices	X *COV Website*		
Purchase Orders			X
Q			
Quotations			X
R			
Reclassifications			X
Recreation Programs – General Information	X *COV Website*		
Recreation Programs – Applications/Registrations			X
Recreation Surveys			X
Remuneration – Council	X		
Remuneration – Staff	X		
Reports – Annual	X		
Reports – Financial	X		
Reports and Statistics	X		
Reports to Council – Open Meetings	X *COV Website*		
Reports to Council – Closed (In-Camera) Meetings			X
Requests for Quote (RFP, RFQ)			X
Requests for Proposal (RFP)			X
Requisitions			X
Rezoning – Applications	X *PI Redacted*		X
Rezoning – General Information	X		
Rezoning – Individual Case Files			X
Rezoning – Notifications/Advertising	X		
Rights of Way, Easements		Refer to LAND TITLES	
S			
Salaries – Employees	X		
Secondary Suites – Complaints			X
Service Requests			X

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Signing Authorities – List	X		
Special Events/Occasion Permits (not applications)	X		
Speeches	X		
Staff Meetings (by Department) – Minutes and Agendas			X
Staff Reports – Open Meetings	X		
Staff Reports – Closed (In Camera) Meetings			X
Subdivisions – Applications			X
Subdivisions – Plans (review for personal info)			X
Survey Certificates – subject to Copyright (Public to contact LTSA or Lawyer/Notary directly)	X	Refer to LAND TITLES	
T			
Tax Exemptions	X		
Telephone Bills			X
Tenders SEE Proposals			
Timesheets (payroll)			X
Training and Development – General Information	X		
Training and Development – Individual Employee			X
Travel Allowances and Expenses	X		
U			
Unightly Premises – Complaints			X
Utility Connections			X
V			
Variance Permits – see Development and Development Variance Permits			
Vendors/Suppliers – Individual Case Files			X
W			
Wages – Staff	X		
Workers Compensation Board (WCB) – Claims			X
Workplace Inspection Reports			X
Work Plans (by Department)			X

SUBJECT HEADING	ROUTINE RELEASE	ANOTHER JURISDICTION	REVIEW OR FOI REQUEST REQ'D
Works and Services Agreements	X		
X,Y,Z			
Zoning and Rezoning – Individual Applications and Supporting Documents			X
Zoning and Rezoning – Individual Case Files			X
Zoning and Rezoning – Public Hearing Notices/Agendas/Notes/Reports to Council/Letters of Support or Objections	X *COV Website*		
Zoning and Rezoning – General Information & Regulations	X		