



	REPORT No.: 2021-40
MEETING DATE: SEPTEMBER 16, 2021	DATE PREPARED: AUGUST 19, 2021
SUBJECT: RECORDS RETENTION SCHEDULES BY-LAW UPDATES	

RECOMMENDATION

THAT with respect to Report No. 2021-40 (Corporate Services Division), we The District of Thunder Bay Social Services Administration Board (the Board) approve the updated Retention Schedules as presented;

AND THAT any necessary by-law be presented to the Board.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with recommended amendments to the TBDSSAB record retention schedule.

BACKGROUND

Records schedules are an essential element of a full lifecycle approach to the management of information. They ensure records are organized and captured in a recordkeeping system at the beginning of their lifecycle and managed throughout until their final disposition.

The Records Retention By-law identifies ten (10) business functions of TBDSSAB. Within each of these business functions are file series with corresponding retention periods. A records series is defined as the total body of related records, whether in one or more formats, that is separately organized and maintained because the records relate to a function or subject or result from the same activity. A records series can be further divided into sub-series if necessary. The sub-series would specify a different retention and/or disposition for different types of records within a group of related records that support a single business process or activity.

Section 39 of By-law Number 01-2017 – Governance and Procedural, provides that the Chief Administrative Officer (CAO) shall ensure all necessary books and records of the Board required by the By-laws of the Board or any applicable statute or law are regularly and properly kept.

COMMENTS

Administration regularly reviews its retention schedules to ensure they support operational requirements and are amended to reflect updates as required by legislation or operational need. As a result of the recent review, updates were required to the current retention schedules.

The revised retention schedules have been reviewed by the Division Directors and the Chief Administrative Officer (CAO). The following are the key changes:

Section	Description
SSS10	Update description to remove Crown Briefs, see new schedule added (SSS10-07)
SSS10-06	Add new schedule Client Files Ontario Works Scanned Documents: allow tracking and destruction of scanned documents considered transitory once scanned to SAMS
SSS10-07	Add new schedule for Crown Briefs with 10-year retention
SSS20-05	Add new schedule Client Files Child Care Scanned Documents: allow tracking and destruction of scanned documents considered transitory once scanned to OCCMS
SSS30-04	Add new schedule for Reaching Home Initiative with a 6-year retention
SSS40-04	Add new schedule Client Files Housing Programs Scanned Documents: allow tracking and destruction of scanned documents considered transitory once scanned to Yardi
SSH10	Reduce retention to 10 years; sub-series apply for longer retention scheduled to be used for personnel files containing physician reports of chemical exposure
SSH10-01	Add new sub-series schedule to accommodate retaining files 40 years where an occupational exposure report is on file
SSH80-03	Add new schedule to maintain pandemic screening records from staff, visitors/vendors, and clients for 180 days
SSI30	Wording update to reflect actual practice. Third party databases are not currently purged. Will continue to review

The amended schedules are included in Attachment #1 and are highlighted with the specific changes.

FINANCIAL IMPLICATIONS



There are no financial implications associated with the implementation of the updated Records Management By-law.

CONCLUSION

It is concluded that the retention schedules should be updated to reflect changes within legislation and operational requirements and should be approved as presented.

REFERENCE MATERIALS ATTACHED

Attachment #1 [Retention Schedules](#)

PREPARED BY:	Anita Sakiyama, Supervisor Information Management The District of Thunder Bay Social Services Administration Board
APPROVED / SIGNATURE:	 Georgina Daniels, FCPA, FCA, Director - Corporate Services Division The District of Thunder Bay Social Services Administration Board
SUBMITTED / SIGNATURE:	 William (Bill) Bradica, Chief Administrative Officer The District of Thunder Bay Social Services Administration Board



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

RECORDS RETENTION

FOR THE ADMINISTRATIVE & OPERATING FUNCTIONS OF THE DISTRICT OF THUNDER BAY SOCIAL SERVICES ADMINISTRATION BOARD (TBDSSAB)

These common records series will assist staff in managing the retention and disposal of the records (paper and electronic) created, received and used in the functions of the organization including:

- **Board Administration [SSB]**
- **Management & Administration [SSM]**
- **Social Services Programs [SSS]**
- **Policies, Procedures & Directives [SSP]**
- **Financial Management (includes purchasing) [SSF]**
- **Human Resources [SSH]**
- **Communications [SSC]**
- **Asset Management [SSA]**
- **Information and Information Technology Management [SSI]**
- **Legal [SSL]**

This document is also available on the shared drive at H:\INFO IT MGT\SSI 60 Record Mgt



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

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**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

BOARD ADMINISTRATION

SSB10	Board Records
SSB20	Meetings
SSB30	Board Committees & Advisory Tables
SSB40	Public Board Records
SSB50	Board Composition & Governance



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSB10	<p>BOARD RECORDS</p> <p>To provide a record of TBDSSAB representation, membership, guidelines and decisions. This series consists of government correspondence relative to the TBDSSAB, member municipalities, correspondence, performance measurements, work plans, Board agendas, minutes and resolutions (regular and in camera), Territory without Municipal Organization(TWOMO) documentation and election information, administrative summaries (regular and in camera), by-laws, working documents and related correspondence.</p> <p><u>Note</u>: All agenda's, minutes & reports of regular session meetings are moved to SSB40 once the meeting has taken place.</p>	<p>Department: 2 years Total: 15 years Final: Permanent <i>Subject to Review</i></p>
SSB20	<p>MEETINGS</p> <p>To maintain records related to the organization of meetings. Information collected includes meeting notifications, attendance, schedules and any related lunch / dinner and mileage associated with meetings of the Board and its various committees</p>	<p>Department: 1 year Total: 2 years Final: Destroy</p>
SSB30	<p>BOARD COMMITTEES & ADVISORY TABLES</p> <p>Records relating to the establishment, organization, and functioning of all standing Committees and Advisory Tables of the Board and their related composition agendas and minutes.</p>	<p>Department: 2 years Total: 15 years Final: Permanent <i>Subject to Review</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSB40	PUBLIC BOARD RECORDS A final copy of public records related to TBDSSAB that are accessible to all staff. These are copies for release to the public of reports, agendas and minutes of the Board operations as well as resolutions and the Final Annual Report. <u>Note:</u> For closed session meetings, only minutes are included in this series. See SSB10 for closed session agenda's and reports.	Department: 5 years Total: Permanent <i>Subject to Review</i>
SSB50	BOARD COMPOSITION & GOVERNANCE To provide a record of TBDSSAB representation, membership, guidelines and decisions. This series includes government correspondence relative to DSSAB governance and accountability, member municipalities' correspondence, Code of Ethics, Board representation, provincial appointee, annual board appointments, territory without municipal organization (TWOMO) documentation and election information	Department: 2 years Final: Permanent <i>Subject to Review</i>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

MANAGEMENT AND ADMINISTRATION

SSM10	Department Planning & Meetings
SSM20	Statistics
SSM20-01	Social Policy
SSM20-02	Asset Management
SSM20-03	Programs
SSM20-04	Internal
SSM30	Administration Support
SSM40	Associations & Organizations
SSM50	Inter-Governmental Relations
SSM70	Continuity Plans



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSM10	<p>DEPARTMENT PLANNING & MEETINGS</p> <p>Records of meeting for staff committees and department/division level planning. Includes staff meetings notices, agenda and minutes. The series also includes departmental planning, strategic plans and operational reports.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSM20	<p>STATISTICS</p> <p>To provide statistical records from the various departments and divisions as well as administration, which pertain to the operations of the organization such as caseload information, program results, time studies etc.</p> <p>Note: Includes SSM20-01 to 04</p>	<p>Department: 2 years</p> <p>Total: 10 years</p> <p>Final: Destroy</p>
SSM30	<p>ADMINISTRATIVE SUPPORT</p> <p>To provide a record of general correspondence with respect to TBDSSAB operations and administration including temporary delegations of authority pertaining to day-to-day administration as well as the working files of the Executive and Administrative Assistants.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSM40	<p>ASSOCIATIONS AND ORGANIZATIONS</p> <p>Records used in administering individual or TBDSSAB memberships in associations, organizations, societies, federations etc. Records include membership applications and correspondence, agenda, minutes of meetings, reports, annual reports, and membership fees documentation. Also includes correspondence related to conferences and travel for both administrative staff and Board members. Records relating to TBDSSAB's participation in the organization and administration of conferences, meetings and symposia, including materials relating to planning, advertising, administrative logistics and attendance at these events. Includes background material.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSM50	<p>INTER-GOVERNMENTAL RELATIONS</p> <p>Records relating to political advocacy work within the province. May include white papers on various social concerns within the province, information received from other DSSAB's, Boards and Agencies. Correspondence related to social movements within government bodies.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSM70	<p>BUSINESS CONTINUITY PLANNING</p> <p>Records relating to the program implementation and administration of Business Continuity Planning. May include procedures, standards, evaluations, work plans, business impact analyses, business services risk assessments, emergency response plans, emergency contact information, emergency notification protocols, procedures, standards, evaluations, and other related records.</p> <p>Records used in planning and delivering management responses related to incident management.</p>	<p>Department: 2 years</p> <p>Total: 2 years</p> <p>Final: Destroy</p> <p><i>After Superseded</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

INTEGRATED SOCIAL SERVICES PROGRAMS

SSS10	Ontario Works Program
SSS10-01	Client Files – OW
SSS10-02	Client Files – OW with overpayments
SSS10-03	Client Files – OW FRO (Closed October 2019)
SSS10-04	Client Files – Culling Client Records
SSS10-05	Client Files – Unfounded Fraud Documents Added
<u>SSS10-06</u>	<u>Client Files – OW Scanned Documents</u>
<u>SSS10-07</u>	<u>Crown Briefs</u>
SSS20	Child Care & Early Years Programs
SSS20-01	Client Files – CC
SSS20-02	Special Needs (Closed July 2015)
SSS20-03	Quality Assurance (Closed December 2019)
SSS20-04	Pedagogical Model
<u>SSS20-05</u>	<u>Client Files – CC Scanned Documents</u>
SSS30	Housing Programs
SSS30-01A,D-H	Client Files – Housing Programs
SSS30-02	Housing Providers
SSS30-03	Community Homelessness Prevention Initiative
<u>SSS30-04</u>	<u>Reaching Home Initiative</u>
SSS40	Property Management
SSS40-01	Client Files – Property Management Tenants



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS40-02

Client Files – Property Management Tenants with
Arrears

SSS40-03

Client Files – Culling electronic Tenant Records

SSS40-04

Client Files – HP Scanned Documents



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSS10	<p>ONTARIO WORKS PROGRAM</p> <p>To provide a record of Ontario Works programs and services through TBDSSAB. This series contains general documentation relative to the OW programs from the department perspective i.e. reports, family support, discretionary dental and drugs for ODSP clients, employment, EVP, LEAP, EHOW, ERO, CIVRS, as well as services plans, projects, crowd briefs, SBT hearing documents and compliance reviews.</p>	<p>Department: 1 year Total: 5 years Final: Destroy</p>
SSS10-01	<p>CLIENT FILES - ONTARIO WORKS</p> <p>To provide a record of activity for clients in the Ontario Works Program. To document eligibility of clients and employment activities as well as identification. Information collected includes personal / confidential and health information for clients and their immediate family. For information related to Housing Security Funds see series SSS30-03</p> <p>Note: Psychological Assessments for clients granted ODSP are stored separately in a locked cabinet and destroyed on-site. Those granted with no review follow destruction of client file. Those with an ODSP review date are subject to review prior to on-site destruction.</p>	<p>Department: 1 year Total: 5 years Final: Destroy</p> <p><i>Psychological Assessment <u>with</u> ODSP review date are subject to review prior to destruction</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSS10-02	<p>CLIENT FILES – OW WITH OVERPAYMENTS</p> <p>Any client files that have an overpayment at the time of archiving are sent to off-site storage under this series. As per Directive 11.1 of the Delivery Standards of the Ontario Works Act, overpayment files must be kept indefinitely or until the overpayment is paid. For information related to Housing Security Funds see series SSS30-03.</p> <p>Note: Psychological Assessments for clients with Overpayments are kept permanently.</p>	<p>Department: 1 year Total: Permanent Final: Permanent</p>
SSS10-03	<p>CLIENT FILES – FAMILY SUPPORT WORKER FILE</p> <p>To document activity for clients in the OW program who have an obligation under a family responsibility agreement. Information includes declaration of support, paternity and separation agreements as they affect clients receiving and paying under the Family Responsibility office. Files include personal/ confidential and health information as well as information about the payers their name, address, phone number, social insurance number, birth date and health number.</p> <p><i>This service ended October 31, 2019. (As of 2030 when final documents complete retention, this schedule will be removed).</i></p>	<p>Department: 5 years Total: 10 years Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSS10-04	<p>CLIENT FILES - CULLING RECORDS</p> <p>To provide a record of documents being culled from active clients in the Ontario Works Program. As per the delivery standards, on-going segregation of documents that can be destroyed prior to file destruction are pulled for shredding. Any documents superseded in the active file older than 5 years can be culled apart from those related to an overpayment, where there is an active fraud investigation or there is an outstanding family support issue.</p>	<p>Department: 1 year Total: 1 year Final: Destroy</p>
SSS10-05	<p>ONTARIO WORKS UNFOUNDED FRAUD</p> <p>To provide a record of documents related to unfounded fraud investigations for the Ontario Works Program. As per directive 9.7 if an allegation of fraud is unfounded or unsupported records are to be deleted one year from the date that the assessment or investigation was completed (including documentation from police, crown and trial activities where applicable.) This series applies only to records for eligibility complaints that are unsupported and where no subsequent action on the case is taken.</p>	<p>Department: 1 year Total: 1 year Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS10-06

CLIENT FILES – OW SCANNED DOCUMENTS

Scanned documents which have been electronically uploaded and filed within the Social Assistance Management System (SAMS). All paper versions once scanned are considered copies and destroyed after the completion of the quality assurance process, which in occurs during the 90-day hold period.

Department:

90 Days

Total:

90 Days

Final: Destroy

SSS10-07

CROWN BRIEFS

Crown briefs are records for the purpose of exchanging information and legal advice related to investigation and prosecution of cases of suspected social assistance fraud. Review and investigation of fraud was identified within the Ontario Works Value for Money audit from the Office of the Auditor General of Ontario. Protocols and procedures are in place with the local Crown Attorney's Office and local police services regarding collection of information; referring a case to the police; initial preparation and vetting of the Eligibility Review Officer's file with the police; securing documentation, storage and disposition of evidence; and/or preparation of the Crown briefs. _

Department:

10 years

Total:

10 years

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSS20	CHILD CARE & EARLY YEARS PROGRAMS To provide a record of Child Care Programs, Early ON centres and services offered through TBDSSAB. Contains general documentation relative to the program from a department perspective i.e. child care planning, fee subsidy, early learning. Also includes projects, compliance reviews and Child Care Registry information.	Department: 1 year Total: 7 years Final: Destroy
SSS20-01	CLIENT FILES – CHILD CARE To document eligibility of clients for child care fee subsidy and special needs services. Information collected contains personal / confidential information for the client and their immediate family members as well as address, phone number, social insurance number and birth date. May contain and health information. Includes cancelled special needs child care referrals and cancelled or expired social child care referrals.	Department: 1 year Total: 7 years Final: Destroy
SSS20-02	SPECIAL NEEDS To provide a record of services to children with special needs. This series includes files pertaining to the provision of services. Information collected contains personal / confidential information for the client and their immediate family members as well as address, phone number, social insurance number and birth date. May contain and health information. <u>As of August 1, 2015 services contracted to Children 's Centre Thunder Bay. (As of 2023 when final documents complete retention, this schedule will be deleted.)</u>	Department: 1 year Total: 7 years Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSS20-03	<p>QUALITY ASSURANCE</p> <p>To document compliance with legislation and performance of the Child Care Centres with the Quality Assurance monitoring program. Documents contain information relative to operating a quality assurance program to ensure compliance with Ministry guidelines and uphold a high standard of care for children and their families at child care centres holding agreements with TBDSSAB. Information collected may include information on clients and their immediate families. Includes Provider Insurance and Licences. Early ON programs, although not under a formal Quality Assurance program are monitored through support of the TBDSSAB Child Care staff.</p> <p><i>This program ended December 31, 2019 (As of 2027 when final documents complete retention, this schedule will be deleted)</i></p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSS20-04	<p>PEDAGOGICAL MODEL Records related to the TBDSSAB team of Pedagogists supporting Child Care and Early ON centres, to ensure alignment with How Does Learning Happen?, The Child Care and Early Years Act, and the College of Early Childhood Educators Code of Ethics and Standards of Practice. Documentation contains information relative to operating under the Pedagogical Model to ensure compliance with Ministry guidelines and uphold a high standard of care for children and their families at child care and Early ON centres holding agreements with TBDSSAB. Information collected will include facilitation records, scheduled and unscheduled visit records and may include information on clients and their immediate families.</p>	<p>Department: 1 year Total: 7 years Final: destroy</p>
<u>SSS20-05</u>	<p><u>CLIENT FILES – CC SCANNED DOCUMENTS</u> <u>Scanned documents which have been electronically uploaded and filed within the Ontario Child Care Management System (OCCMS). All paper versions once scanned are considered copies and destroyed after the completion of the quality assurance process, which in occurs during the 90-day hold period.</u></p>	<p>Department: <u>90 Days</u> Total: <u>90 Days</u> <u>Final: Destroy</u></p>
SSS30	<p>HOUSING PROGRAMS To provide a record of Social Housing Programs and services offered through TBDSSAB. This series contains general documentation relative to the various Housing Programs (both social and affordable) from a department perspective. Documents include Ministry updates, program guidelines, program up take plans, housing strategy, housing and homelessness plan, local rules, minutes from housing provider meetings, compliance reviews and general correspondence as well as information regarding the rent supplement program.</p>	<p>Department: 1 year Total: 7 years Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS30-01

CLIENT FILES – HOUSING PROGRAMS

To provide a record of activities related to applicants applying for housing programs and services (including waitlists). To document eligibility for housing and services such as Rent-Geared –To –Income Assistance, special needs housing, AHP / IAH Northern home repair / Ontario renovates, AHP/IAH – home ownership component, provincial rent bank, emergency energy fund. Information collected contains personal/confidential, financial and health information for clients and their immediate family members. Those applicants that are offered and accept Rent-Geared-To-Income Assistance, Special Priority Program (SPP or Exceptional) or Special Needs housing through TBDSSAB will have their information transferred to a tenant file SSS40-01 with the exception of the SPP application itself which will remain under SSS30-01

Department:

1 year

Total:

7 years

Final: Destroy

SSS30-01 A

CLIENT FILES – HOUSING PROGRAMS CANCELLED / INELIGIBLE (REGULAR, SPECIAL NEEDS AND EXCEPTIONAL)

Relates to ineligible and cancelled applications, income and expense documentation, acknowledgements, cancellations and transfer requests, correspondence to and from applicants including notifications of family composition and correspondence with other government agencies, housing providers' institutions or professional community agencies. Includes RGI, Market Rent and Jasper. Contains personal information including contact name, citizenship, SIN, income/assets, income tax and employment history, birth certificates, custody agreements and medical data.

Department:

1 year

Total:

7 years

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS30-01 D NORTHERN HOME REPAIR (NHRP) HOMEOWNERS

Records applications, forms and documentation relative to homeowners applying for funding under this program to do repairs, including accessibility, address health and safety issues, and energy efficiency in the form of an interest-free forgivable loan. Files remain active during the forgivable loan period of 20 years. Once the home is sold or the homeowner is deceased and all avenues for financial restitution have been exhausted, the file is considered closed.

Consists of documents relative to homeowners improving their single-family homes that require essential repairs and/or modifications to increase accessibility.

This program ended December 31, 2012

Department:

1 years

Total:

7 years

Final: Destroy

SSS30-01 E ONTARIO RENOVATES (OR) HOMEOWNERS

Records applications, forms and documentation relative to homeowners applying for funding under this program to do repairs, including accessibility, health and safety issues, and energy efficiency in the form of an interest-free forgivable loan. Files remain active during the forgivable loan period of 10 years. Once the home is sold or the homeowner is deceased and all avenues for financial restitution have been exhausted, the file is considered closed.

Consists of documents relative to homeowners improving their single-family homes that require essential repairs and/or modifications to increase accessibility.

(As of August 1, 2020, electronic files)

Department:

1 years

Total:

7 years

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS30-01 F HOMEOWNERSHIP HABITAT

This series includes application forms and supporting documentation related to eligibility accessing the partnership program with Habitat for Humanity. Files remain active during the forgivable loan period of 15 years. Once the home is sold or the homeowner is deceased and all avenues for financial restitution have been exhausted, the file is considered closed. Contains personal information including name, address, citizenship, SIN, income/assets, income tax and employment history and birth certificates, mortgage documentation.

This program ended December 31, 2012

Department:

1 years

Total:

7 years

Final: Destroy

SSS30-01 G PROVINCIAL RENT BANK

This series includes application forms, supporting verification information / documentation and correspondence related to eligibility.

Contains personal information including contact name, citizenship, SIN, income/assets, income tax and employment history, birth certificates and utility information/verification.

This program ended March 31, 2013

Department:

2 years

Total:

7 years

Final: Destroy

SSS30-01 H EMERGENCY ENERGY FUND

This series includes application forms, supporting verification information / documentation and correspondence related to eligibility.

Contains personal information including contact name, citizenship, SIN, income/assets, income tax and employment history, birth certificates and utility information/verification.

This program ended March 31, 2013

Department:

2 years

Total:

7 years

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS30-02 HOUSING PROVIDERS

To document information related to the non-profit housing providers relative to the housing programs that they are administered under. This series includes deficit reductions plans, action plans, operational reviews; physical inspection reports target and unit activity reports, conflict of interest business cases issues management, TBDSSAB instructions and updates, provincial reporting and correspondence related to housing operations.

Department:

2 years

Total:

7 years

Final: Destroy

SSS30-03 COMMUNITY HOMELESSNESS PREVENTION INITIATIVE PROGRAM (CHPI)

To provide a record of activities for CHPI. Includes information related to shelters as well as documents for applicants applying for Housing Security Funds that are funded through CHPI. Applicant records include clients in receipt of the Ontario Disability Program and Ontario Works, as well as non-social assistance recipients.

Department:

1 year

Total:

7 years

Final: Destroy

Note: The 7 year retention period will not begin until the end of the CHPI program is determined. For Agreements see SSL30 Contracts & Agreements which are permanent.

SSS30-04 REACHING HOME INITIATIVE

To provide a record of activities for Reaching Home Initiative. This program is funded by the Government of Canada to support projects aimed at reducing homelessness and preventing individuals and families at imminent risk of becoming homeless.

Department:

1 year

Total:

6 years

Final: Destroy

Note: The program is time limited ending March 31, 2022.



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS40

HOUSING PROGRAMS - PROPERTY MANAGEMENT

To provide a record of the Property Management Programs and services of TBDSSAB. This series contains documentation relative to the tenants and tenant programs including **service plans**, projects and compliance reviews and tenant support programs and tenant placement.

Department:

2 years

Total:

7 years

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS40-01 CLIENT FILES –TENANT

To provide a record of activity for clients in the Property Management, Rent Supplement and Investment in Affordable Housing programs.

To document eligibility of clients for subsidized housing. Information collected contains personal/confidential and health information on clients and their immediate family members and/or roommates.

As of October 1, 2019 electronic files

Department:

1 year

Total:

5 years

Final: Destroy

SSS40-02 CLIENT FILES –TENANT WITH ARREARS

To provide a record of activity for clients in the Property Management, Rent Supplement and Investment in Affordable Housing programs with Arrears.

To document eligibility of clients for subsidized housing. Information collected contains personal/confidential and health information on clients and their immediate family members and/or roommates as well as balance owing.

As of October 1, 2019 electronic files

Department:

1 year

Total:

7 years

Final: Destroy

SSS40-03 CLIENT FILES – CULLING ELECTRONICTENANT RECORDS

To provide a record of electronic documents culled from tenant files in database (Yardi). As per Act to allow for on-going maintenance of documents that can be segregated and destroyed prior to the files destruction. Any documents pertaining to a unit, which the tenant has been moved out of more than 7 years ago, can be culled. Culling has been set for 7 years to accommodate tenant files with arrears

Department:

1 year

Total:

1 year

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSS40-04

CLIENT FILES – HP SCANNED DOCUMENTS

Scanned documents which have been electronically uploaded and filed within the Yardi (Property Management System). All paper versions once scanned are considered copies and destroyed after the completion of the quality assurance process, which occurs during the 90-day hold period.

Department:

90 Days

Total:

90 Days

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

POLICIES, PROCEDURES & DIRECTIVES

SSP10	Policies
SSP20	Procedures
SSP30	Job Aids & Guides
SSP40	Position Manuals
SSP50	Directives



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSP10	<p>POLICIES</p> <p>To document TBDSSAB policies and their development. This series includes approval policies, background information, research materials, drafts, correspondence, and authorizations regarding development of and final policies.</p>	<p>Department: 3 years</p> <p>Total: 3 years</p> <p>Final: Destroy</p> <p><i>After superseded</i></p>
SSP20	<p>PROCEDURES</p> <p>To document TBDSSAB procedures and their development.</p> <p>This series includes approval procedures, background information, research materials, drafts, correspondence, and authorizations regarding development of and final procedure documents.</p>	<p>Department: 3 years</p> <p>Total: 3 years</p> <p>Final: Destroy</p> <p><i>After superseded</i></p>
SSP30	<p>JOB AIDS & GUIDES</p> <p>To document TBDSSAB Job Aids, Guides and their development.</p> <p>This series includes background information, research materials, drafts, correspondence, and authorizations regarding development of and final job aids and guides.</p>	<p>Department: 3 years</p> <p>Total: 3 years</p> <p>Final: Destroy</p> <p><i>After superseded</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSP40	<p>POSTION MANUALS</p> <p>To maintain copies of detailed position manuals.</p> <p>This series includes step-by-step guides for positions within the organization.</p>	<p>Department: 1 year</p> <p>Total: 1 year</p> <p>Final: Destroy</p> <p><i>After superseded</i></p>
SSP50	<p>DIRECTIVES</p> <p>To collect and maintain copies of and links to current Ministry Directives.</p> <p>This series includes background information, correspondence, and current directives pertaining to social services programs and links to government web sites.</p>	<p>Department: 1 year</p> <p>Total: 1 year</p> <p>Final: Destroy</p> <p><i>After superseded</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

FINANCIAL MANAGEMENT

SSF10	Budgets and Allocations
SSF20	Accounts Receivable
SSF30	Accounts Payable
SSF40	Payroll
SSF50	Banking and Insurance
SSF60	Year End
SSF70	External Financial Reporting
SSF80	Purchasing
SSF90	Reserve Funds
SSF100	Program Funds (Governmental Grants)
SSF110	Levy
SSF120	Long Term Debt
SSF130	Internal Financial Reporting
SSF140	Fleet Management



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSF10	<p>BUDGETS AND ALLOCATIONS</p> <p>Records created and used during the process of preparing budgets and allocations for the program area for a fiscal year including final budgets and all directly related working papers and backup documentation.</p> <p>Records used to forecast planned budget expenditures and anticipated revenue streams over the course of the fiscal year.</p>	<p>Department:</p> <p>2 years</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p> <p><i>Note: If program is being audited, retention begins after audit is completed</i></p>
SSF20	<p>ACCOUNTS RECEIVABLE</p> <p>Records relating to receivable accounts, including:</p> <p>Written receipts, bank deposit slips, cash receipt reports/ledger sheets, cheque-matching documents, and returned cheques. Includes records used in processing returned (NSF) cheques.</p> <p>Records of financial transfers between TBDSSAB and various provincial and federal ministries.</p> <p>Internal or external invoices provided for services i.e. FOI.</p> <p>Reporting: Reports and ledgers such as ageing reports, cash receipt journals, billing registers, cash reconciliations, and any other monthly/annual reporting of receivables, Form 5 information and claims files</p> <p>Revenues: Records of a general nature relating to the generation of revenues received by TBDSSAB resulting from the sale of goods or services such as from advertising space & rental for cell towers.</p> <p>Completed journal forms, input forms, and all background documentation used to substantiate journal entries. Also includes other completed forms, input forms, and all background documentation used to substantiate journal entries.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSF30	<p>ACCOUNTS PAYABLE</p> <p>Records relating to accounts payable, including: petty cash statements, requests and approvals for travel, advances and expense claim forms (i.e. cell phone) and records relating to the request, approval, and issue of supplies such as stationery, forms, and parts. Completed journal forms, input forms, and background documentation used to substantiate journal entries.</p> <p>Records relating to dental authorizations and hostel billings.</p> <p>Records relating to payable accounts that the TBDSSAB owes for goods or services received, including original invoices, correspondence, billings, packing slips, copies of financial transactions and other supporting documentation.</p> <p>Copies of purchase orders, including blanket purchase orders, related correspondence, and backup documentation.</p> <p>Records relating to employee credit cards, such as original applications, signed acknowledgement forms, change of address records, name changes, lists of cardholders, and lists of cancelled cards, credit card logs, approved individual monthly statements, invoices, packing slips, and supporting documentation.</p> <p>Reporting: Computer reports and ledgers, including cheque registers, reports, and other monthly/annual summaries of payables.</p> <p>Authority for Payment: Advice forms and original signed requisitions for payment.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSF40	<p>PAYROLL</p> <p>Financial/accounting records relating to employee salaries/wages and benefits, including:</p> <p>Reports relating to bi-weekly payroll and monthly reimbursements to employees.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p>
SSF50	<p>BANKING AND INSURANCE</p> <p>Records relating to banks and banking, including bank statements. Also includes records relating to the establishment and maintenance of bank accounts, correspondence regarding bank accounts and month end reports.</p> <p>Financial control through reconciliations, including bank reconciliations, credit card reconciliations, and reconciliations relating to payroll, and benefits, etc. Contains list of outstanding cheques and returned fund reports, monthly cheque registers, cancelled cheques and records of stop payments.</p> <p>Insurance information such as policies, renewal notices and coverage as well as correspondence pertaining to insurance.</p> <p><u>Note</u>: For insurance claims information see SSA30. Physical cheques are deposited electronically and retained until bank statements are reconciled. The statement forms the official record and physical cheques are shredded on-site.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSF60	<p>YEAR END</p> <p>Contains audit program documentation, working papers, year-end reconciliations, including balance sheets, income statements, financial statements, correspondence, and copies of final audit reports as well as any follow-up documentation, reports, responses, and related records.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSF70	<p>EXTERNAL FINANCIAL REPORTING</p> <p>To document financial analysis, reconciliations, compliance reviews, investments, Ministry reports, and work in progress Board reports for the TBDSSAB funds.</p> <p>This series includes financial spreadsheets, mortgage & loans and investment documentation used in financial analysis, reconciliations and Ministry Reports.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSF80	<p>PURCHASING</p> <p>Records relating to the tendering process, including Requests for Proposal (RFPs), Requests for Quotations (RFQs), Requests for Information (RFIs), vendors' responses, proposals, tender submissions, tender specifications, advertisements, working papers, waivers, evaluation criteria, summaries, a signed copy of the legal agreement or contract, and post-delivery evaluations of vendor performance.</p> <p>May also include debriefing documentation and records dealing with unsuccessful bids, price comparisons, technical reports, product comparisons, service requests, approvals, vendor of record agreements, standing agreements and single source agreements.</p> <p>As of March, 2018 all records are electronic on <i>bids&tenders</i> section of TBDSSAB website</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSF90	<p>RESERVE FUNDS</p> <p>Records relating to the establishment and operation of reserve funds for contingencies, future capital projects, and program delivery.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSF100	<p>PROGRAM FUNDS</p> <p>Records relating to grants received through Provincial and Federal Agreements for program service delivery.</p> <p>Includes records relating to financial administration of the disbursement of grants given to outside organizations, agencies and individuals.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSF110	<p>LEVY</p> <p>Records related to the management of the Levy. Includes financial information and invoices as well as documentation and correspondence related to the Levy.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSF120	<p>LONG TERM DEBT</p> <p>Records include financial information, documentation and correspondence related to the long-term debt for TBDSSAB. For mortgages the retention applies once the file is closed.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSF130	<p>INTERNAL FINANCIAL REPORTS</p> <p>Records relating to grants received through Provincial and Federal Agreements for program service delivery.</p> <p>Includes records relating to financial administration of the disbursement of grants given to outside organizations, agencies and individuals.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSF140	<p>FLEET MANAGEMENT</p> <p>Records related to purchase and maintenance as well as cost analysis of vehicles owned or leased by TBDSSAB.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

HUMAN RESOURCES MANAGEMENT

SSH10	Personnel Files (Individual Employee Files)
<u>SSH10-01</u>	<u>Personnel Files (with Occupation Exposure Reports)</u>
SSH15	Attendance
SSH20	Organizational Design
SSH25	General
SSH30	Recruitment and Selection
SSH35	Disability
SSH40	Compensation and Benefits
SSH45	Accessibility (AODA)
SSH50	Training and Development
SSH60	Labour Relations
SSH70	Employee Relations
SSH80	Health and Safety
SSH80-01	Safety data sheets (SDS)
SSH80-02	Joint health and safety committee
<u>SSH80-03</u>	<u>Pandemic Screens Staff, Visitor/Vendor & Clients</u>
SSH90	Leadership Team
SSH100	Public Human Resource (HR) Records



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSH10	<p>PERSONNEL FILES</p> <p>Information collected includes employee name, address, phone number, SIN, marital status, date of birth, salary, benefits, deductions correspondence memorandum, probationary reports, records documenting the work history of classified, unclassified, and student employees. Records may include employee application and group insurance enrolment forms, authorities for appointment, oaths, and affirmations, letters of appointment, health information, return to work or employment accommodation plans, attendance support documentation, disciplinary letters, pension benefit information, accident information, job security information, employment transition information, and return to work documents.</p> <p>Also may include performance appraisals, medical records, designated substances control program records, personal protective equipment records, photographs, police background checks, exit records, authorizations for educational assistance, authorizations for payroll deductions, records related to employee leaves and absenteeism due to vacation, illness, or special leave, records and any other appropriate documentation.</p> <p>Note: In some cases, disciplinary letters must be pulled from the file 3 years from the date the discipline took place provided that the employee’s personnel file has been clear of discipline for the preceding three years.</p> <p>Note: A suitable process exists to restrict access to individual employee health information, attendance support information, return to work plans, and employment accommodation plans (for example, by storing this information separately within files in sealed envelopes).</p>	<p>Department: 2 years Total: 40-10 years Final: Destroy <i>after termination of employment</i></p>



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Series #	Series Title and Description	Retention and Disposition
<u>SSH10-01</u>	<p><u>PERSONNEL FILES with Occupational Exposure Reports</u></p> <p><u>See description for SSH10. The only difference being the presence of a physician report on chemical exposure being included in the personnel file which warrants the longer retention per legislation.</u></p>	<p><u>Department:</u> <u>2 years</u></p> <p><u>Total:</u> <u>40 years</u></p> <p><u>Final: Destroy</u> <i>after termination of employment</i></p>
SSH15	<p>ATTENDANCE</p> <p>To maintain information related to attendance. Information collected includes time sheets, hours worked, error or exception reporting, biweekly pay details, overtime reports and lieu and absence reports. Records relating to employee leaves, absenteeism, and vacation. Records may include reports and general program information</p> <p>Records relating to methodologies, procedures, and agreements used in scheduling hours of work, including guidelines for flexible hours, job sharing, and early closing and overtime, as well as call-back agreements, and supporting documentation.</p>	<p>Department: 1 year</p> <p>Total: 2 years</p> <p>Final: Destroy</p>
SSH20	<p>ORGANIZATIONAL DESIGN</p> <p>To provide a record of the staffing structure of TBDSSAB. This series includes records relating to the creation and documentation of job positions and job classifications as well as organizational charts and staff complement reports.</p> <p>Documents include: new job classifications, rejected classification requests, and the reclassification of existing positions, as well as job position descriptions and records relating to individual classification review procedures and appeals.</p> <p>Records relating to the establishment of individual positions, related human resources requirements, and position allocations. May also include rejected requests for the establishment of positions.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy <i>Subject to Review</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

SSH25

GENERAL

To provide a record of documentation with respect to general HR items such as memo's, reports and working papers. This series does not include employee specific records.

Department:

1 year

Total:

3 years

Final: Destroy

SSH30

RECRUITMENT AND SELECTION

Records relating to recruitment and selection. This series consists of requisite approvals to begin competitions, position descriptions, selection criteria, area of search documentation, internal and external job postings/advertisements, documentation, lists of candidates, interview schedules, and lists of selection committee members. Also includes interview formats and questions, rating and ranking materials, candidates' written consent to check references, reference check information, applications for employment, interview reports, and correspondence with applicants, including offer or rejection letters where applicable.

Department:

1 year

Total:

1 year

Final: Destroy

Excludes: unsolicited applications; these are not accepted.



**THE DISTRICT OF THUNDER BAY
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SSH35

DISABILITY (WSIB)

Records relating to individual claims made to the WSIB by TBDSSAB employees. These include Form 7, attending physician reports, benefits history documentation, current injury/accident details, accident investigation reports, WSIB reports, and other health information, correspondence, return to work plans/certifications, employment accommodation plans, and WSIB appeals.

Note: Employee specific incident and accident reports, logs and other related records are move to the employee file once WSIB process is completed see SSH10.

Department:

2 years

Total:

10 years

Final: Destroy

SSH40

COMPENSATION & BENEFITS

To provide information relative to compensation and benefits within the organization. This series consists of compensation and benefit reports, job evaluations, vacation, sick leave, salary administration and pay equity as well as salary increments, OMERS and general increases and collective bargaining increases as well as Record of employment correspondence.

Records detailing individual employees' deductions as well as working copies of rules and regulations used to calculate the various deductions from employee pay including deductions for the Canada Pension Plan, unemployment insurance, and income tax, as well as non-statutory deductions such as those for group insurance.

Department:

2 years

Total:

7 years

Final: Destroy



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSH45	<p>ACCESSIBILITY - AODA</p> <p>To provide information and record action relative to the Accessibility for Ontarians with Disability Act. Includes correspondence and reporting required to meet the standards. Includes communication and public space design for employees and clients.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSH50	<p>TRAINING AND DEVELOPMENT</p> <p>Records relating to TBDSSAB staff training and development, including the planning and funding of training. This series will contain test results, course evaluations, external training authorization, succession planning, tuition reimbursement, training resource material and staff orientation package.</p> <p>Records relating to the planning and scheduling of training and development courses and workshops for employees and volunteer staff. Records include attendance records, records relating to course content, course evaluations, and related reports and comments.</p>	<p>Department: 2 years</p> <p>Total: 5 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSH60	<p>LABOUR RELATIONS</p> <p>Records relating to the administration of grievances, appeals arbitration, and adjudications within TBDSSAB. Records may originate from any of the various steps within the grievance and arbitration process from the filing of grievances through to the issuance of arbitration awards. Records include correspondence, copies of grievances, legal documentation, notes, decisions, and settlement documents.</p> <p>Records pertaining to union-related matters may include general correspondence, union-related policies, minutes and agenda for ad hoc union/management meetings, current seniority lists, and union time off lists.</p> <p>Records relating to collective agreements and interpretations pertaining to employees, including copies of signed collective agreements, union and management proposals, correspondence, survey data, documentation regarding collective bargaining agreed upon items, and notes. Also includes interpretations and letters of understanding. Also includes non-union agreement interpretations, and guidelines and policies relating to non-bargaining unit employees.</p>	<p>Department:</p> <p>2 years</p> <p>Total:</p> <p>10 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSH70	<p>EMPLOYEE RELATIONS</p> <p>Records relating to official complaints by staff, including background material and histories, union correspondence, legal correspondence, and investigation reports including human rights and harassment complaints.</p> <p>Records documenting the employment transition process for individual employees under notice of layoff. Records include employment transition letters, options sheets, offers/assignment letters, employee displacement documentation, direct assignment information, information on temporary or permanent assignments, notes, and exit documentation.</p> <p>Documentation with respect to terminations, staff surveys and human rights.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSH80	<p>HEALTH & SAFETY AND WELLNESS</p> <p>Documentation relative to the Employee Assistance Program (EAP) LifeWorks. Documentation pertaining to first aid services, fire evacuation plans, inspections and audit records, safety bulletins and technical documents used for research.</p> <p>Ministry of Labour orders and supporting documentation issued under the Occupational Health and Safety Act, which relate to TBDSSAB employees.</p> <p>Workplace inspection forms.</p> <p>Also records pertaining to personal protective equipment, emergency response and pandemic planning and minutes and agendas for the Wellness Committee as well as information and event planning for Wellness Program initiatives.</p> <p>Records relating to health and safety training for staff including first aid training, certification training, Workplace Hazardous Materials Information System (WHMIS) training, training relating to transportation of dangerous goods, and courses on managing health and safety. Records include attendance records, records relating to course content, evaluation reports and comments.</p>	<p>Department: 2 years</p> <p>Total: 6 years</p> <p>Final: Destroy</p>
SSH80-01	<p>SAFETY DATA SHEETS (SDS)</p> <p>Safety Data Sheets (SDS). Paper copies only. SDS expire every five years or sooner if there has been a significant change. The retention period applies after the SDS has expired.</p> <p>Links are provided to on-line SDS sheets and therefore there is no need to keep electronic version.</p>	<p>Department: 2 years</p> <p>Total: 2 years</p> <p>Final: Destroy <i>After superseded</i></p>



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Series #	Series Title and Description	Retention and Disposition
SSH80-02	JOINT HEALTH AND SAFETY COMMITTEE Minutes and agendas for the Joint Health and Safety Committee.	Department: 2 years Total: 15 years Final: Destroy
<u>SSH80-03</u>	<u>Pandemic screens staff visitors/vendors and clients</u> <u>Records relating to pandemic screening of staff, visitors/vendors and clients for the purpose of meeting the requirements set out in provincial regulations. This schedule will remain in effect until such time as the Province updates or withdraws the requirements of this legislation.</u>	<u>Department:</u> <u>180 Days</u> <u>Total:</u> <u>180 Days</u> <u>Final: Destroy</u>
SSH90	LEADERSHIP TEAM To provide a series to contain documents relative to the curriculum for internal training programs delivered by program supervisors, daily activity reports (completed by staff for visits outside the office), instructions for management regarding STD and LTD as well as incident reports.	Department: 2 years Total: 2 years Final: Destroy <i>After superseded</i>
SSH100	PUBLIC HR RECORDS To provide open access for all staff to human resource reference documents. Originals remain in appropriate schedules above based on HR subject. Only PDF copies would be accessible for staff to reference.	Department: 2 years Total: 2 years Final: Destroy <i>After superseded</i>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

COMMUNICATIONS

SSC10	Publications
SSC20	Correspondence
SSC30	Media
SSC40	Events
SSC50	Reference Library
SSC60	Archives
SSC70	Public Communication



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSC10	<p>PUBLICATIONS</p> <p>To record development, design, and editing of pamphlets, articles, and other publications, as well as printing, layout, graphic design, and distribution of these published materials. Also contains documentation relative to marketing, advertising, and visual identity.</p>	<p>Department: 1 year</p> <p>Total: 5 years</p> <p>Final: Destroy</p>
SSC20	<p>CORRESPONDENCE</p> <p>To provide a record of the complaints and commendations as well as inquiries received by TBDSSAB.</p> <p>Records relating to public inquiries, complaints and commendations or responses related to operational and program activities, which have required complex or detailed responses.</p>	<p>Department: 1 year</p> <p>Total: 5 years</p> <p>Final: Destroy</p>
SSC30	<p>MEDIA</p> <p>To provide a record of the media related to the operations of TBDSSAB. This series contains all documentation relative to major issue management, internal communications, audio-visual files, news clippings and news releases, weekly media scans as well as advertisements to the public.</p>	<p>Department: 1 year</p> <p>Total: 5 years</p> <p>Final: Destroy</p>
SSC40	<p>EVENTS</p> <p>To provide a record of the special events related to the operations of TBDSSAB. This series contains all documentation relative to major events held by the board, ceremony and speeches and presentation information.</p>	<p>Department: 1 year</p> <p>Total: 5 years</p> <p>Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSC50	<p>REFERENCE LIBRARY</p> <p>To provide a record of the reference material used in operations as well as provide e-links to legislation and externally referenced sites i.e. sites with up to date statistics. The documentation relative to reference material for research and policy development that pertain to TBDSSAB is also under this series.</p>	<p>Department: 1 year</p> <p>Total: 5 years</p> <p>Final: Destroy</p>
SSC60	<p>ARCHIVES</p> <p>To provide a series for electronically archived materials. This series contains superseded directives, policies, legislation and statistics of TBDSSAB.</p>	<p>Department: 1 year</p> <p>Total: 10 years</p> <p>Final: Destroy</p>
SSC70	<p>PUBLIC COMMUNICATIONS</p> <p>This series contains internal communications, newsletters, schedules for staff (vacations/floaters) phone scripts, lobby signs and presentation and information received from external sources (i.e. bus schedules) , logo's, graphics and photos as well as minutes for full staff and caseworkers' meetings.</p>	<p>Department: 1 year</p> <p>Total: 5 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

ASSET MANAGEMENT

SSA10	Facilities Management - Operations
SSA10-01A	Construction Projects
SSA10-01B	Blueprints and Architectural Drawings
SSA10-02A	Fire / Property Safety Plans
SSA10-02B	Fire / Property Safety Inspections
SSA11	Facilities Management – Capital
SSA12	Disposition of Property
SSA20	Moveable Asset Inventory
SSA30	Insurance Claims
SSA40	Security – Physical Assets
SSA40-01	Security – Operation Reports
SSA40-02	Video Surveillance



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSA10	<p>FACILITIES MANAGEMENT - OPERATIONS</p> <p>Records relating to the operation and maintenance of buildings, facilities, and structures including janitorial and cleaning services, after hours reports, general maintenance reports, grounds maintenance, and activities pertaining to mechanical systems and security equipment/camera placement.</p> <p>As of March 22, 2019, maintenance requests all electronic</p> <p>Records relating to waste management program: recycling, garbage pick-up, and waste reduction programs.</p> <p>Note: For fire prevention, plans and related inspections see SSA10-2A&B, SSA11</p>	<p>Department:</p> <p>2 years</p> <p>Total:</p> <p>10 years</p> <p>Final: Destroy</p>
SSA10-01A	<p>CONSTRUCTION – PROJECT FILES</p> <p>Records relating to the planning, design, and construction of individual buildings, facilities, and structures. Also included are records dealing with major alterations, renovations or additions to existing buildings and structures as well as demolitions of buildings or structures. Records include planning and design documentation and implementation documents.</p>	<p>Department:</p> <p>10 years</p> <p>Total:</p> <p>Permanent</p> <p>Final:</p> <p>Permanent</p> <p><i>Subject to Review</i></p>
SSA10-01B	<p>BLUEPRINT & ARCHITECTURAL DRAWINGS</p> <p>Contains blueprints, architectural drawings, building plans and permits including appraisal reports, correspondence, surveys, and reports. May also contain copies of original legal documents such as deeds.</p> <p>These drawings will become superseded/obsolete after the building has been sold or destroyed or otherwise disposed of.</p>	<p>Department:</p> <p>Permanent</p> <p>Total:</p> <p>Permanent</p> <p>Final:</p> <p>Permanent</p> <p><i>Subject to Review</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSA10-02 A	<p>FIRE / PROPERTY SAFETY PLANS</p> <p>Records relating to the Safety Plans for each building. Includes records for fire safety device locations, as well as emergency evacuations procedures and contact list for building owner and supervisory staff.</p>	<p>Department: Permanent</p> <p>Total: Permanent</p> <p>Final: Permanent</p>
SSA10-02 B	<p>FIRE / PROPERTY SAFETY INSPECTIONS</p> <p>Records relating to the fire and property inspections and drill records as well as system inspections and certification of fire safety, maintenance and test records for fire suppression systems, as well as Fire Plan updates.</p> <p>Note: Dry pipe sprinkler system inspections are under SSA11 due to 15-year inspection cycle.</p>	<p>Department: 2 years</p> <p>Total: 5 years</p> <p>Final: Destroy</p>
SSA11	<p>FACILITIES MANAGEMENT - CAPITAL</p> <p>Records include utility systems maintenance: air conditioning, ventilation, heating, other environmental control systems, lighting and electrical systems, water and plumbing systems and dry pipe sprinkler inspections.</p> <p>Building Conditional Assessments (BCA's), Building Audits and related operational review items relative to the management of TBDSSAB properties. Includes BCA's for housing providers funded but not operated by TBDSSAB. BCA's include copies of correspondence and copies of work orders as well as technical reports i.e. energy audits.</p>	<p>Department: 10 years</p> <p>Total: 20 years</p> <p>Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSA12	<p>DISPOSITION OF PROPERTIES</p> <p>Records relating to the disposal of TBDSSAB lands or buildings through sale. May include reports and recommendations to the Board, sale records, surveys, deeds and copies of financial documents.</p>	<p>Department: 10 years</p> <p>Total: Permanent</p> <p>Final: Permanent</p>
SSA20	<p>MOVEABLE ASSET INVENTORY</p> <p>Records relating to the control of moveable assets such as furniture and equipment through the various stages of receipt, storage, inventorying and issuing. Records include inventory reports.</p> <p>Records relating to the transfer or disposal of moveable assets through sale, disposal, condemnation, destruction, and write-off. Records include sale authorization documents, surplus furniture and equipment lists, disposal vouchers, and tendering documents, including those related to the disposal of vehicles.</p> <p>Records relating to the use, maintenance, and repair of owned and leased vehicles such as, cars, all-terrain vehicles, trucks, vans. Includes work orders, operating standards, inspection reports, storage regulations, and maintenance records as well as technical specifications, equipment catalogues, and vendor literature, which have been filed for ongoing program functions.</p>	<p>Department: 2 years</p> <p>Total: 5 years</p> <p>Final: Destroy</p>
SSA30	<p>INSURANCE CLAIMS</p> <p>To maintain a record of insurance claims against TBDSSAB for personal or property.</p> <p>NOTE: for coverage information, see SSF50.</p>	<p>Department: 2 years</p> <p>Total: 5 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSA40	<p>SECURITY – PHYSICAL ASSETS</p> <p>To maintain a record of security of assets.</p> <p>Records relating to the physical security of buildings and other areas requiring special protective measures, including alarm systems, key combinations, use of locks, and security personnel.</p> <p>Records relating to key logs. Lists identify lock codes and matching keys</p> <p>Note: Once the building is sold or otherwise disposed of the logs can be destroyed.</p>	<p>Department: Permanent</p> <p>Total: Permanent</p> <p>Final: Permanent</p> <p><i>Destroy 2 years after building is sold or destroyed</i></p>
SSA40-01	<p>SECURITY – OPERATION REPORTS</p> <p>Administration of personnel security programs includes personnel clearances, passes, records relating to identification methods, documentation concerning badging, and other related records such as visitor/vendor sign in logs for main office.</p>	<p>Department: 3 years</p> <p>Total: 3 years</p> <p>Final: Destroy</p>
SSA40-02	<p>SECURITY - VIDEO SURVEILLANCE</p> <p>To maintain surveillance video recordings of incidents within the main office, satellite offices and housing properties. Video surveillance is used as a measure to protect public safety, detect or deter and assist in the investigation of criminal activity. Its operation has been set up to minimize privacy intrusion by having an automatic overwrite when the disk is full. Only records used that are related to incidents of public safety are maintained under this series (forms include -video surveillance system requests for release of record, video surveillance system review log and video surveillance system disposal log & video system public notification signage template).</p>	<p>Department: 3 years</p> <p>Total: 3 years</p> <p>Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
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Note: Once video records have been turned over to Law Enforcement, they sign off and accept responsibility for the proper retention and disposal as appropriate for police evidence.



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

INFORMATION AND INFORMATION TECHNOLOGY MANAGEMENT

SSI10	Freedom of Information and Protection of Privacy (MFIPPA)
SSI20	IT/Systems Project Management
SSI30	Database Administration
SSI40	End-User Support
SSI50	Telecommunications
SSI60	Records Management
SSI70	Records Disposition
SSI80	Distribution
SSI90	Website
SSI100	Network Tape Management
SSI110	Systems and Network Administration
SSI120	Transitory Records



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSI10	<p>FREEDOM OF INFORMATION</p> <p>Records relating to requests for information, investigations, privacy complaints, and appeals under the <i>Municipal Freedom of Information and Protection of Privacy Act</i> (MFIPPA). Includes copies of information provided to requestors and related correspondence as well as requests from Citizenship and Immigration Canada sponsorship program to confirm if an individual was in receipt of Ontario Works.</p> <p>Also included are tracking system records, support information, studies, reports and correspondence.</p>	<p>Department: 1 year</p> <p>Total: 5 years</p> <p>Final: Destroy <i>Destroy after appeal period and judicial review period have expired</i></p>
SSI20	<p>IT/SYSTEMS PROJECT MANAGEMENT</p> <p>Records relating to information technology architecture and standards. Includes records documenting planning and strategies for information systems technology as well as research and evaluations relating to new technologies.</p> <p>Records relating to system hardware and software design and system architecture, including system specifications, and application and data design documents.</p> <p>Records documenting disaster incidents as they relate to information technology and electronic records, and the steps taken to remedy the situation to the satisfaction of all concerned parties. Records include incident reports, correspondence, and reviews.</p>	<p>Department: 1 year</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSI30	<p>DATABASE ADMINISTRATION</p> <p>Records relating to testing the functionality of systems, including test plans, the results and analyses of tests carried out on systems, test data and user acceptance test signoffs.</p> <p>Records for centrally managed databases for which database administration requires specialized documentation. These typically feature decentralized access through more than one IT system (such as in the case of distributed databases) through, for example, client servers and specialized databases forming part of the larger system.</p> <p>Records documenting the assignment of user privileges and the steps required to bring systems online once testing is complete.</p> <p>Records relating to database maintenance including maintenance scheduling and the purging of old data. May include copies of operations manuals.</p> <p>Records relating to network maintenance and management within main and district offices. Includes records documenting the day-to-day management of local-area networks (LANs), wide-area networks (WANs), and other types of computer networks.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy <i>Destroy after database has been fully decommissioned and the information it contains has met applicable retention requirements, or has been successfully migrated to another system</i></p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSI40	<p>END-USER SUPPORT</p> <p>Records relating to the provision of support services to end-users of information systems and technology. Includes records related to the establishment and operation of help desk services, including inquiry logs, and escalations. In addition, it includes records related to customized information retrieval services provided to end-users for systems, which do not directly support client needs (ad-hoc reports, queries, etc.). It also includes records related to the provision of training (user orientation, etc.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p>
SSI50	<p>TELECOMMUNICATIONS</p> <p>Records relating to the development and operation of telecommunications systems such as voice mail (i.e. tree routing) Records may include correspondence, implementation documentation, inventories, cut-off notices and changes. Records relating to Business Communication Manager phone assignments.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>7 years</p> <p>Final: Destroy</p>
SSI60	<p>RECORDS MANAGEMENT</p> <p>Records include copies of records series and schedules, associated working papers, citation indexes for schedules and file classification plans.</p> <p>This series includes Records Transfer Lists and documents related to electronic and hardcopy records stored in off-site storage or kept permanently</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>10 years</p> <p>Final: Destroy <i>Destroy after record series is superseded or made obsolete</i></p>



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Series #	Series Title and Description	Retention and Disposition
SSI70	<p>RECORDS DISPOSITION</p> <p>Records include memos sent to Senior Administration for sign off on final disposition of records. Also includes disposition certificates and disposal notices for records that have been destroyed through on-site shredding services or at off-site storage facility.</p>	<p>Department: 1 year Total: 20 years Final: Destroy <i>Destroy after records destroyed or transferred to the off-site storage</i></p>
SSI80	<p>DISTRIBUTION</p> <p>Records relating to mail, postal, courier services and organization and stocking forms.</p> <p>Records relating to postal services provided by Canada Post including postal rates, postal codes, regulations, and service inquiries, signed mail slips and spoiled postage.</p> <p>Also records relating to courier services such as lists of rates and services, inquiries, reports and courier slips and documents related to inter-office mail services between floors. Mailing and distribution lists.</p>	<p>Department: 1 year Total: 5 years Final: Destroy</p>
SSI90	<p>WEB SITE</p> <p>To maintain IT records for the website and website content for TBDSSAB. Includes documents relating to items such as renewal of domain name and lists of authorized web administrator.</p>	<p>Department: 1 year Total: 7 years Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSI100	<p>NETWORK BACKUP MANAGEMENT</p> <p>To maintain a copy of monthly backups. The copies include date and are kept on local servers off-site. These contain backed up digital files from TBDSSAB network servers. Some of these digital files contain personal information of TBDSSAB clients.</p> <p>Note: See Program schedules (SSS) for a list of the different types of personal information collected.</p> <p>Discontinued physical tapes as of December 2018; As of 2025 all physical tapes will have completed retention and be deleted.</p>	<p>Department: 1 year</p> <p>Total: 7 years</p> <p>Final: Destroy</p>
SSI110	<p>SYSTEM AND NETWORK ADMINISTRATION</p> <p>Records relating to network maintenance and management within and between agencies, regions, districts, or branches. Includes records documenting the day-to-day management of local-area networks (LANs), wide-area networks (WANs), and other types of computer networks.</p> <p>Records relating to system hardware and software design and system architecture, including system specifications, and application and data design documents.</p> <p>Some records from completed projects (SSI20) migrate to this series once project is ongoing. Planning and background of project will remain in the project file.</p>	<p>Department: 1 year</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



**THE DISTRICT OF THUNDER BAY
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**SSI120
CON'TD**

Surplus duplicates - Consists of extra or additional copies of a master document where nothing has been added, annotated, changed or deleted and the copies have been created, distributed, and used only for convenient reference.

Destroy immediately when no longer actively used and referred to

Examples include:

- Photocopies of paper documents,
- Extra electronic copies of electronic documents,
- Unaltered printouts from electronic records where the electronic version is the master record,
- Unaltered electronic copies of paper records where the paper version is the master record,
- Reading or circulation copies,
- Extra copies of the identical document within the same file,
- Copies of widely distributed materials such as manuals, directives, bulletins, instructions, guidelines, reports, agendas/minutes,

Excludes: Duplicate records in a different medium that are maintained on an ongoing basis because they add significant functionality beyond other available formats (e.g. database records; spreadsheets; negatives).

Excludes: Duplicate records that are maintained because an organizational decision has been made that they are required for an extended period in order to carry out administrative, operational and decision-making activities.

Failed output records - Consists of records that are unusable as a result of a failed output or duplication process.

Destroy immediately upon output failure

Examples include failed print jobs (printer, photocopier, facsimile, photo finishing), failed audio or video reproductions, outputs resulting from abnormally ended jobs, improper selection criteria and programming errors.



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSI120 CON'TD	<p><u>Draft documents & working papers</u> - preliminary versions of documents, such as correspondence, reports, minutes; rough notes; research materials and calculations, that were collected and used in the preparation of a final document, but are not needed once the final version of a document is completed, distributed and filed as the master record, i.e. drafts and working materials that do not indicate new decisions, formal approvals, or contain significant or substantial changes or comments that provide insight into the evolution of the final version.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Annotated duplicates with editing and formatting notes, • Drafts that represent stylistic, spelling or grammatical changes, • Comments on drafts of internal memoranda, routine correspondence, and reports incorporated into a final draft, • Rough notes, outlines and calculations, • Lists of points to be considered or included, • Ideas or suggestions received from co-workers, • Audio recordings of dictated correspondence, conferences and meetings used to prepare correspondence, papers, minutes and transcripts, • Minor drafts not circulated for comment. 	Destroy immediately when the final master record has been completed and filed
	<p><u>Note:</u> Transitory records must be destroyed using methods appropriate to their level of sensitivity and/or security classification. For example, if a transitory record contains personal information it must be disposed of in the confidential shredding bins as these documents are shredded so that the personal information cannot be reconstructed.</p>	



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

LEGAL

SSL10	Internal Action
SSL20	External Action
SSL30	Contracts & Agreements
SSL35	Landlord Rent Supplement Agreements



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSL10	<p>INTERNAL ACTION</p> <p>To maintain records relative to internal legal records of TBDSSAB consisting of a variety of subjects.</p> <p>Legal opinions and advice provided regarding issues, policies, appeals, claims and practices as they relate to the programs and clients of the organization. May also include correspondence, reference material and draft documents relating to interpretation and application of the statutes administered by the Board and a variety of other legal matters affecting the Board.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>10 years</p> <p>Final: Destroy</p> <p><i>Destroy after all administrative actions are completed</i></p>
SSL20	<p>EXTERNAL ACTION</p> <p>To maintain records relative to external legal records of The District of Thunder Bay Social Services Administration Board.</p> <p>Information relative to outside legal action, risk management and incident reports (client). As well as Board Solicitor correspondence.</p> <p>Case files relating to work undertaken by outside legal services in representing TBDSSAB in litigation, including appeals. May include correspondence with staff and other lawyers, notes, background information, supporting documentation, court documents, investigation reports, research materials, transcripts of hearings, decisions.</p> <p>Records are used to document legal actions taken pursuant to acts and regulations and to keep records of proceedings before courts and tribunals.</p>	<p>Department:</p> <p>1 year</p> <p>Total:</p> <p>10 years</p> <p>Final: Destroy</p> <p><i>Destroy after all administrative actions are completed</i></p>



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSL30	<p>CONTRACTS & AGREEMENTS</p> <p>To maintain final agreements between the various Ministries and TBDSSAB as well as agreements between TBDSSAB and various service providers. Includes data sharing and protocol agreements. Correspondence regarding the contents of contracts and agreements between TBDSSAB and various organizations, agencies, governments, and individuals, drafts of contracts and agreements, notes, and research materials.</p> <p>Records are used to prepare and/or negotiate contracts in consultation with program managers, and to provide legal evidence of the terms and conditions of contracts.</p>	<p>Department: 1 year Total: Permanent Final: Permanent <i>After superseded</i></p>
SSL35	<p>LANDLORD RENT SUPPLEMENT AGREEMENTS</p> <p>To maintain final agreements between the various rent supplement landlords. Correspondence regarding the contents of contracts and various organizations, agencies, governments, and individuals, drafts of contracts and agreements, notes, and research materials.</p> <p>Records are used to prepare and/or negotiate contracts in consultation with program managers, and to provide legal evidence of the terms and conditions of contracts.</p> <p>As of June 2020, all documents are electronic.</p>	<p>Department: 2 year Total: 25 years Final: Destroy <i>After superseded</i></p>