



BOARD REPORT

REPORT No.: 2024-34

MEETING DATE: SEPTEMBER 19, 2024

SUBJECT: RECORDS RETENTION SCHEDULE UPDATES

RECOMMENDATION

THAT with respect to Report No. 2024-34 (Corporate Services Division), we The District of Thunder Bay Social Services Administration Board (the Board) approve the updated Records Retention Schedules as presented;

AND THAT the necessary by-law be presented to the board, for consideration.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with recommended amendments to the Records 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 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, which 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 22 of By-law Number 03-2021 – Governance and Procedural, provides that the Chief Executive Officer (CEO) 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. As a result of the recent review, updates were required to the current retention schedules. The following are the recommended updates:

SECTION	SERIES TITLE AND DESCRIPTION	UPDATE
SSB20	Board Administration - MEETINGS	Department was increased to 2 years to reflect current practice.
SSS20-02	Integrated Social Services - Child Care – SPECIAL NEEDS	Series will be removed now that documents have met final retention expiry date.
SSS30-05	Integrated Social Services – HOMELESSNESS PREVENTION PROGRAM (HPP)	New Schedule required with provincial change in program. Retention is in accordance with program funding contract requirements.
SSP10	Policies, Procedures & Directives - POLICIES	Changed to: Final: Destroy only after superseded, to reflect current and best practices.
SSP20	Policies, Procedures & Directives – PROCEDURES	Changed to: Final: Destroy only after superseded, to reflect current and best practices.
SSP30	Policies, Procedures & Directives – JOB AIDS & GUIDES	Changed to: Final: Destroy only after superseded, to reflect current and best practices.
SSH30	Human Resource Management – RECRUITMENT AND SELECTION	Retention period updated based on Bill 149. Human Resources must now retain Recruitment and Selection documents for 3 years (previously 1 year), after the advertisement closing date.
SSH80-03	Human Resource Management – PANDEMIC SCREENS STAFF,	Clarification Note added that this series is time limited and ended in 2022 based on world health organization declarations. The series will be retained at this time.

SECTION	SERIES TITLE AND DESCRIPTION	UPDATE
	VISITOR/VENDOR AND CLIENTS	
SSA30	Asset Management – INSURANCE CLAIMS	Description updated to provide clarity relative to start of retention schedule.
SSA30-01	Asset Management - CURRENT INSURANCE CLAIMS	New schedule created to reflect insurance best practices to separate current claims from closed claims
SSA30-02	Asset Management – CLOSED INSURANCE CLAIMS	New Schedule created to reflect insurance best practices to separate current claims from closed claims.
SSI80	Information and Information Technology Management – DISTRIBUTION	Retention period updated from 5 years to 7 years to reflect funding agreement requirements.

STRATEGIC PLAN IMPACT

Although not a specific strategy within the 2024 – 2027 Strategic Plan, appropriate documents and records are an element of an effective system of internal control, a requirement within TBDSSAB's funding agreements, and meets legislative requirements relative to privacy, thereby supporting all programs and financial stewardship of the organization.

FINANCIAL IMPLICATIONS



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

The cost for records management services is included annually in the operating budget. In 2024, an amount of \$28,900 was included for these services, which includes off-site storage of archived files, and destruction processes in accordance with the Records Retention By-law and related Schedules.

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 MATERIALSAttachment #1 [Records Retention Schedule](#)

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SIGNATURE	
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SIGNATURE	
SUBMITTED BY:	William (Bill) Bradica, Chief Executive Officer



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



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SOCIAL SERVICES ADMINISTRATION BOARD

BOARD ADMINISTRATION

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



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SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
SSB10	BOARD RECORDS 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. <u>Note</u> : All agenda's, minutes & reports of regular session meetings are moved to SSB40 once the meeting has taken place.	Department: 2 years Total: 15 years Final: Permanent <i>Subject to Review</i>
SSB20	MEETINGS 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.	Department: 24 year Total: 2 years Final: Destroy
SSB30	BOARD COMMITTEES & ADVISORY TABLES 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.	Department: 2 years Total: 15 years Final: Permanent <i>Subject to Review</i>



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Series #	Series Title and Description	Retention and Disposition
SSB40	<p>PUBLIC BOARD RECORDS</p> <p>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.</p> <p><u>Note</u>: For closed session meetings, only minutes are included in this series. See SSB10 for closed session agendas and reports.</p>	<p>Department: 5 years Total: Permanent <i>Subject to Review</i></p>
SSB50	<p>BOARD COMPOSITION & GOVERNANCE</p> <p>To provide a record of TBDSSAB representation, membership, guidelines, and decision. 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.</p>	<p>Department: 2 years Final: Permanent <i>Subject to Review</i></p>



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SOCIAL SERVICES ADMINISTRATION BOARD

MANAGEMENT AND ADMINISTRATION

SSM10	Department Planning & Minutes
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



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Series #	Series Title and Description	Retention and Disposition
SSM10	DEPARTMENT PLANNING & MEETINGS Records of meetings for staff committees/ <u>tables</u> and department/division level planning. Includes staff meetings notices, agenda and minutes. The series also includes departmental planning, strategic plans, and operational reports.	Department: 2 years Total 7 years Final: Destroy
SSM20	STATISTICS 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. <u>Note</u> : Includes SSM20-01 to 04	Department: 2 years Total 10 years Final: Destroy
SSM30	ADMINISTRATIVE SUPPORT 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.	Department: 2 years Total 7 years Final: Destroy
SSM40	ASSOCIATIONS AND ORGANIZATIONS 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 conference 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.	Department: 2 years Total 7 years Final: Destroy



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Series #	Series Title and Description	Retention and Disposition
SSM50	INTER-GOVERNMENTAL RELATIONS 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.	Department: 2 years Total 7 years Final: Destroy
SSM70	BUSINESS CONTINUITY PLANNING 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. Records used in planning and delivering management responses related to incident management.	Department: 2 years Total 2 years Final: Destroy <i>After Superseded</i>



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INTEGRATED SOCIAL SERVICES PROGRAMS

SSS10	Ontario Works Program
SS10-01	Client Files – OW
SS10-02	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
SSS10-06	Client Files – OW Scanned Documents
SSS10-07	Crown Briefs
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
SSS20-05	Client Files – CC Scanned Documents
SSS30	Housing Programs
SSS30-01A,D-H	Client Files – Housing Programs
SSS30-02	Housing Providers
SSS30-03	Community Homelessness Prevention Initiative
SSS30-04	Reaching Home Initiative
SSS30-05	Homelessness Prevention Program (HPP)
SSS40	Property Management
SSS40-01	Client Files -I Property Management Tenants
SSS40-02	Client Files – Property Management Tenants with Arrears
SSS40-03	Client Files – Culling Electronic Tenant Records
SSS40-04	Client Files – HP Scanned Documents



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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 service plans, projects, 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><u>Note</u>: 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>



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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><u>Note</u>: Psychological Assessment for client 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>This service ended October 31, 2019. (As of 2030 when final documents complete retention, this schedule will be removed)</p>	<p>Department: 5 years Total 10 years Final: Destroy</p>
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>



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Series #	Series Title and Description	Retention and Disposition
SSS10-05	ONTARIO WORKS UNFOUNDED FRAUD 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.	Department: 1 year Total 1 year Final: Destroy
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 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



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Series #	Series Title and Description	Retention and Disposition
SSS20	CHILD CARE & EARLY YEARS PROGRAMS To provide a record of Child Care Programs, EarlyON 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 project, compliance reviews and Child Care Registry information.	Department: 1 year Total 7 years Final: Destroy
SSS20-01	CHILD 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 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. 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.)	Department: 1-year Total 7-years Final: Destroy



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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. EarlyON programs, although not under a formal Quality Assurance program, are monitored through support of the TBDSSAB Child Care staff.</p> <p>This program ended December 31, 2019. (As of 2027 when final documents complete retention, this schedule will be deleted)</p>	<p>Department: 1 year Total 7 years Final: Destroy</p>
SSS20-04	<p>PEDAGOGICAL MODEL</p> <p>Records related to the TBDSSAB team of Pedagogists supporting Child Care and EarlyON 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 EarlyON 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>



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Series #	Series Title and Description	Retention and Disposition
SSS20-05	CLIENT FILES – CC SCANNED DOCUMENTS 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 occurs during the 90-day hold period.	Department: 90 days Total 90 Days Final: Destroy
SSS30	HOUSING PROGRAM 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.	Department: 1 year Total 7 years Final: Destroy
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 and 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



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Series #	Series Title and Description	Retention and Disposition
SSS30-01 A	<p>CLIENT FILES – HOUSING PROGRAMS CANCELLED / INELIGIBLE (REGULAR, SPECIAL NEEDS AND EXCEPTIONAL)</p> <p>Related 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.</p>	<p>Department: 1 year</p> <p>Total 7 years</p> <p>Final: Destroy</p>
SSS30-01 D	<p>NORTHERN HOME REPAIR (NHRP) HOMEOWNERS</p> <p>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.</p> <p>Consists of documents relative to homeowners improving their single-family homes that require essential repairs and/or modifications to increase accessibility.</p> <p>This program ended December 31, 2012.</p>	<p>Department: 1 year</p> <p>Total 7 years</p> <p>Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSS30-01 E	<p>ONTARIO RENOVATES (OR) HOMEOWNERS</p> <p>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 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.</p> <p>Consists of documents relative to homeowners improving their single-family homes that require essential repairs and/or modifications to increase accessibility.</p> <p>(As of August 1, 2020, electronic files)</p>	<p>Department: 1 year Total 7 years Final: Destroy</p>
SSS30-01 F	<p>HOMEOWNERSHIP HABITAT</p> <p>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.</p> <p>Contains personal information including name, address, citizenship, SIN, income/assets, income tax and employment history and birth certificates, mortgage documentation.</p> <p>This program ended December 31, 2012</p>	<p>Department: 1 year Total 7 years Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSS30-01 G	<p>PROVINCIAL RENT BANK</p> <p>This series includes application forms, supporting verification information / documentation and correspondence related to eligibility.</p> <p>Contains personal information including contact name, citizenship, SIN, income/assets, income tax and employment history, birth certificates and utility information/verification.</p> <p>This program ended March 31, 2013</p>	<p>Department: 2 years Total 7 years Final: Destroy</p>
SSS30-01 H	<p>EMERGENCY ENERGY FUND</p> <p>This series includes application forms, supporting verification information / documentation and correspondence related to eligibility.</p> <p>Contains personal information including contact name, citizenship, SIN, income/assets, income tax and employment history, birth certificates and utility information/verification.</p> <p>This program ended March 31, 2013</p>	<p>Department: 2 years Total 7 years Final: Destroy</p>
SSS30-02	<p>HOUSING PROVIDERS</p> <p>To document information related to the non-profit housing providers relative to the housing programs that they are administered under. This series includes deficit reduction 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.</p>	<p>Department: 2 years Total 7 years Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSS30-03	<p>COMMUNITY HOMELESSNESS PREVENTION INITIATIVE PROGRAM (CHPI)</p> <p>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 Support Program and Ontario Works, as well as non-social assistance recipients.</p> <p><u>Note</u>: The 7-year retention period will not begin until the end of the CHPI program is determined. For Agreements see SSL30 Contracts and Agreements which are permanent.</p>	<p>Department:</p> <p>1 year</p> <p>Total</p> <p>7 years</p> <p>Final: Destroy</p>
SSS30-04	<p>REACHING HOME INITIATIVE</p> <p>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 of imminent risk of becoming homeless.</p> <p><u>Note</u>: The program is time limited ending March 31, 2022.</p>	<p>Department:</p> <p>1 year</p> <p>Total</p> <p>6 years</p> <p>Final: Destroy</p>
<u>SSS30-05</u>	<p><u>HOMELESSNESS PREVENTION PROGRAM (HPP)</u></p> <p><u>HPP is the combination of the former Home for Good, Community Homelessness Prevention Initiative and Strong Communities Rent Supplement Program.</u></p> <p><u>To provide a record of activities for HPP. Includes information related to emergency shelters, outreach activities, support services as well as documents for applicants applying for Housing Security Funds that are funded through HPP. Applicant records include clients in receipt of the Ontario Disability Support Program and Ontario Works, as well as non-social assistance recipients. Also includes information pertaining to long term supportive and transitional housing capital projects funded by HPP.</u></p>	<p><u>Department</u></p> <p><u>2 years</u></p> <p><u>Total</u></p> <p><u>7 years after the end of the respective affordability periods</u></p>



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Series #	Series Title and Description	Retention and Disposition
	Note: The 7 year retention period will not begin until the end of the HPP affordability period. For Agreements see SSL30 Contracts & Agreements which are permanent.	
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



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Series #	Series Title and Description	Retention and Disposition
SSS40-01	<p>CLIENT FILES – TENANT</p> <p>To provide a record of activity for clients in the Property Management, Rent Supplement and Investment in Affordable Housing programs.</p> <p>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.</p> <p>As of October 1, 2019 electronic files</p>	<p>Department: 1 year Total 5 years Final: Destroy</p>
SSS40-02	<p>CLIENT FILES – TENANT WITH ARREAS</p> <p>To provide a record of activity for clients in the Property Management, Rent Supplement and Investment in Affordable Housing programs with Arrears.</p> <p>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.</p> <p>As of October 1, 2019, electronic files</p>	<p>Department: 1 year Total 7 years Final: Destroy</p>
SSS40-03	<p>CLIENT FILES – CULLING ELECTRONIC TENANT RECORDS</p> <p>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 filesfile's 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.</p>	<p>Department: 1 year Total 1 year Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSS40-04	CLIENT FILES – HP SCANNED DOCUMENTS Scanned documents which have been electronically uploaded and filed within 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	POLICIES 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.	Department: 3 years Total 3 years Final: Destroy <u>only</u> <i>After superseded</i>
SSP20	PROCEDURES To document TBDSSAB procedures and their development. This series includes approval procedures, background information, research materials, drafts, correspondence, and authorizations regarding development of and final procedure documents.	Department: 3 years Total 3 years Final: Destroy <u>only</u> <i>After superseded</i>
SSP30	JOB AIDS & GUIDES To document TBDSSAB Job Aids, Guides and their development. This series includes background information, research materials, drafts, correspondence, and authorizations regarding development of and final job aids and guides.	Department: 3 years Total 3 years Final: Destroy <u>only</u> <i>After superseded</i>



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



**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: 2 years</p> <p>Total: 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 receipts 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: 1 year</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSF30	<p>ACCOUNTS PAYABLE</p> <p>Records relating to accounts payable, including:</p> <p>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 hotel 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, parking 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: 1 year</p> <p>Total: 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 reconciliation, 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: 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
SSF60	<p>YEAR END</p> <p>Contains audit program documentation, working papers, year-end reconciliations, including balance sheets, income statement, 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 (FRQs), 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
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Series #	Series Title and Description	Retention and Disposition
SSF90	RESERVE FUNDS Records relating to the establishment and operation of reserve funds for contingencies, future capital projects, and program delivery.	Department: 2 years Total: 7 years Final: Destroy
SSF100	PROGRAM FUNDS Records relating to grants received through Provincial and Federal Agreements for program service delivery. Includes records relating to financial administration of the disbursement of grants given to outside organizations, agencies and individuals.	Department: 2 years Total: 7 years Final: Destroy
SSF110	LEVY Records related to the management of the Levy. Includes financial information and invoices as well as documentation and correspondence related to the Levy.	Department: 2 years Total: 7 years Final: Destroy
SSF120	LONG TERM DEBT 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.	Department: 2 years Total: 7 years Final: Destroy



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



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

HUMAN RESOURCES MANAGEMENT

SSH10	Personnel Files (Individual Employee Files)
SSH10-01	Personnel Files (with Occupation Exposure Reports)
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 Relation
SSH70	Employee Relations
SSH80	Health and Safety
SSH80-01	Safety data sheets (SDS)
SSH80-02	Joint health and safety committee
SSH80-03	Pandemic Screens Staff, Visitor/Vendor & Clients
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, authorization 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><u>Note</u>: 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><u>Note</u>: 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:</p> <p>2 years</p> <p>Total:</p> <p>10 years</p> <p>Final: Destroy</p> <p><i>After termination of employment</i></p>



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Series #	Series Title and Description	Retention and Disposition
SSH10-01	<p>PERSONNEL FILES with Occupational Exposure Reports</p> <p>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.</p>	<p>Department: 2 years</p> <p>Total: 40 years</p> <p>Final: Destroy <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>



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Series #	Series Title and Description	Retention and Disposition
SSH25	GENERAL To provide a record of documentation with respect to general HR items such as memos, 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/advertisement, 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. <u>Excludes</u> : unsolicited applications; these are not accepted.	Department: 31 years Total: 43 years Final: Destroy



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Series #	Series Title and Description	Retention and Disposition
SSH35	<p>DISABILITY (WSIB)</p> <p>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.</p> <p><u>Note:</u> Employee specific incident and accident reports, logs and other related records are moved to the employee file once WSIB process is completed. See SSH10.</p>	<p>Department: 2 years</p> <p>Total: 10 years</p> <p>Final: Destroy</p>
SSH40	<p>COMPENSATION & BENEFITS</p> <p>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.</p> <p>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.</p>	<p>Department: 2 years</p> <p>Total: 7 years</p> <p>Final: Destroy</p>



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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, court 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 the 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: 2 years</p> <p>Total: 10 years</p> <p>Final: Destroy</p>



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Series #	Series Title and Description	Retention and Disposition
SSH70	EMPLOYEE RELATIONS 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. Records documenting the employment transition process for individual employees under notice of layoff. Records include employment transition letters, options sheets, offer/assignment letters, employee displacement documentation, direct assignment information, information on temporary or permanent assignments, notes, and exit documentation. Documentation with respect to terminations, staff surveys and human rights.	Department: 2 years Total: 7 years Final: Destroy



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Series #	Series Title and Description	Retention and Disposition
SSH80	<p>HEALTH & SAFETY AND WELLNESS</p> <p>Documentation relating 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
SSH80-03	PANDEMIC SCREENS STAFF VISITORS/VENDORS AND CLIENTS 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>This series is time limited ending 2022</u>	Department: 180 days Total: 180 days Final: Destroy
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 to 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 Communications



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Series #	Series Title and Description	Retention and Disposition
SSC10	PUBLICATIONS 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.	Department: 1 year Total: 5 years Final: Destroy
SSC20	CORRESPONDENCE To provide a record of the complaints and commendations as well as inquiries received by TBDSSAB. Records relating to public inquiries, complaints and commendations or responses related to operational and program activities, which have required complex or detailed responses.	Department: 1 year Total: 5 years Final: Destroy
SSC30	MEDIA 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 new releases, weekly media scans as well as advertisements to the public.	Department: 1 year Total: 5 years Final: Destroy
SSC40	EVENTS 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.	Department: 1 year Total: 5 years Final: Destroy



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Series #	Series Title and Description	Retention and Disposition
SSC50	REFERENCE LIBRARY 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.	Department: 1 year Total: 5 years Final: Destroy
SSC60	ARCHIVES To provide a series for electronically archived materials. This series contains superseded directives, policies, legislation and statistics of TBDSSAB.	Department: 1 year Total: 10 years Final: Destroy
SSC70	PUBLIC COMMUNICATIONS 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.	Department: 1 year Total: 5 years Final: Destroy



**THE DISTRICT OF THUNDER BAY
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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
SSA30-01	Current Insurance Claims
SSA30-02	Closed Insurance Claims
SSA40	Security – Physical Assets
SSA40-01	Security – Operation Reports
SSA40-02	Video Surveillance



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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, 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><u>Note</u>: For fire prevention, plans and related inspections see SSA10-2A&B, SSA11.</p>	<p>Department: 2 years</p> <p>Total: 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 alternations, 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: 10 years</p> <p>Total: Permanent</p> <p>Final: 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: Permanent</p> <p>Total: Permanent</p> <p>Final: Permanent</p> <p><i>Subject to Review</i></p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSA10-02A	FIRE / PROPERTY SAFETY PLANS 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.	Department: Permanent Total: Permanent Final: Permanent
SSA10-02B	FIRE / PROPERTY SAFETY INSPECTIONS 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. <u>Note</u> : Dry pipe sprinkler system inspections are under SSA11 due to 15-year inspection cycle.	Department: 2 years Total: 5 Years Final: Destroy
SSA11	FACILITIES MANAGEMENT – CAPITAL 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. 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.	Department: 10 years Total: 20 Years Final: Destroy



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

Series #	Series Title and Description	Retention and Disposition
SSA12	DISPOSITION OF PROPERTIES 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.	Department: 10 years Total: Permanent Final: Permanent
SSA20	MOVEABLE ASSET INVENTORY Records relating to the control of moveable assets such as furniture and equipment through the various stages of receipt, storage, inventory and issuing. Records include inventory reports. 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. Records relating to the use, maintenance, and repair of owned and leased vehicles such as cars, all-terrain vehicles, trucks and 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.	Department: 2 years Total: 5 years Final: Destroy
SSA30	INSURANCE CLAIMS To maintain a record of insurance claims against TBDSSAB for personal or property. The retention applies once the file is closed. Note: for coverage information, see SSF50.	Department: 2 years Total: 5 years Final: Destroy



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SOCIAL SERVICES ADMINISTRATION BOARD**

Series #	Series Title and Description	Retention and Disposition
<u>SSA30-01</u>	<u>CURRENT INSURANCE CLAIMS</u>	<u>Department</u> <u>Until file is closed</u> <u>FINAL Move to SSA30-02</u>
<u>SSA30-02</u>	<u>CLOSED INSURANCE CLAIMS</u>	<u>Department</u> <u>2 years</u> <u>Total 5 years</u> <u>FINAL: Destroy</u>



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

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 the 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
	<u>Note:</u> 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
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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: 5-7 years</p> <p>Final: Destroy</p> <p><i>Destroy after appeal period and judicial review period have expired</i></p>
SSI20	<p>IT/SYSTEM 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>



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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 date 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 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</p> <p><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>



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Series #	Series Title and Description	Retention and Disposition
SSI40	END-USER SUPPORT Records relating to the provision of support service to end-user 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.)	Department: 1 year Total: 7 years Final: Destroy
SSI50	TELECOMMUNICATION 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 related to Business Communication Manager phone assignments.	Department: 1 year Total: 7 years Final: Destroy
SSI60	RECORDS MANAGEMENT Records include copies of records series and schedules, associated working papers, citation indexes for schedules and file classification plans. This series includes Records Transfer Lists and documents related to electronic and hardcopy records stored in off-site storage or kept permanently.	Department: 1 year Total: 10 years Final: Destroy <i>Destroy after record series is superseded or made obsolete</i>



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Series #	Series Title and Description	Retention and Disposition
SSI70	RECORDS DISPOSITION 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.	Department: 1 year Total: 20 years Final: Destroy <i>Destroy after records destroyed or transferred to the off-site storage</i>
SSI80	DISTRIBUTION Records relating to mail, postal, courier services and organization and stocking forms. Records relating to postal services provided by Canada Post including postal rates, postal codes, regulations, and service inquiries, signed mail slips and spoiled postage. 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.	Department: 1 year Total: 5 7 years Final: Destroy
SSI90	WEBSITE 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.	Department: 1 year Total: 7 years Final: Destroy



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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 serves off-site. These contain backed up digital files from TBDSSAB network servers. Some of these digital files contain personal information on TBDSSAB clients.</p> <p><u>Note:</u> 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 ad software design and system architecture, including system specifications, and application and data design documents.</p> <p>Some records from completed project (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>

Attachment #1
Report No. 2024-34

[illegible]



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SS1120 CON'TD	<p><u>Draft documents and 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 & 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, conference and meetings used to prepare correspondence, papers, minutes and transcripts, • Minor drafts not circulated for comment. <p>Note: 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>	<p>Destroy immediately when the final master record has been completed and filed</p>



**THE DISTRICT OF THUNDER BAY
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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: 1 year</p> <p>Total: 10 years</p> <p>Final: Destroy <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, decision.</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: 1 year</p> <p>Total: 10 years</p> <p>Final: Destroy <i>Destroy after all administrative actions are completed</i></p>



**THE DISTRICT OF THUNDER BAY
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Series #	Series Title and Description	Retention and Disposition
SSL30	<p>CONTRACTS AND 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 in terms and conditions of contracts.</p>	<p>Department: 1 year</p> <p>Total: Permanent</p> <p>Final: Permanent</p> <p><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 years</p> <p>Total: 25 years</p> <p>Final: Destroy</p> <p><i>After superseded</i></p>