

## Customer Service Standards Procedure

Approved By: Clerk  
Approval Date: March 31, 2023  
Effective Date: March 31, 2023  
Revision Date:

### Procedure Statement

Various records and types of information are available to the public through routine disclosure and may not require a formal review through an FOI request. Accessing municipal information and application records will, whenever possible, be made available to the public on the municipal website, orally, or through public inspection at each respective municipal department.

**Application:** This policy shall apply to all municipal employees of the Township of Douro-Dummer.

### References & Related Policies and Procedures:

Records Retention By-law

*Municipal Act*

*MFIPPA*

A30 - Customer Service Standard and Conduct Policy

A31 – Routine Disclosure Policy

C8 – Policy Governing Policies

### Consequences of Non-Compliance:

It is important that all employees are in compliance with the appropriate procedures as set out by the Township. Failure to comply with this procedure may result in disciplinary actions as per the HR Handbook.

**Review Cycle:** This procedure will be reviewed on an as needed basis.

## Procedures

### 1) Routine Disclosure

Various records and types of information are available to the public through routine disclosure and may not require a formal review through an FOI request. Accessing municipal information and application records will, whenever possible, be made available to the public on the municipal website, orally, or through public inspection at each respective municipal department.

#### Appendix A

- Documents to be Routinely Disclosed outlines various records which may be routinely disclosed. Prior to disclosure, the Township will consider MFIPPA exemptions, information content, current practices, and the nature of the request.
- Requests that meet the requirements of Appendix A may be released by all municipal employees. However, prior to the disclosure of any records, staff may consult with their Manager / Supervisor. Where uncertain about any disclosure, the Clerk or designate may be consulted.

### 2) Requests for Routine Disclosure

Requests may be verbal or in writing. The Township reserves the right to require that a request be submitted in writing where the request is unclear or where the information being requested is of a personal, detailed or sizeable nature. To assist with the request, requesters are encouraged to use **Appendix B – Routine Disclosure Request Form**.

Requests for records made under the Routine Disclosure Policy should be directed to the Clerk who will then forward the request to the appropriate department. Notwithstanding, the Township reserves the right to request at any time that requestors make their requests through a single point of contact to be determined by the Township.

### 3) Personal Information

The Policy does not include disclosure of personal information as defined by MFIPPA:

- a) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,
- b) information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
- c) any identifying number, symbol or other particular assigned to the individual,

- d) the address, telephone number, fingerprints or blood type of the individual,
- e) the personal opinions or views of the individual except if they relate to another individual,
- f) correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
- g) the views or opinions of another individual about the individual, and
- h) the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

#### **4) Not Required to Create or Re-Crete Records**

The Township is not required to provide information discussed but not recorded or create records which do not otherwise exist.

Records are disposed of as per the authority of the Records Retention By-law. The Township is not required to re-create records disposed of in accordance with the By-law.

#### **5) Records in Accessible Formats**

Where possible, records and information will be published or made available in accessible formats in accordance with accessibility related policies and procedures. Applicants are requested to contact the municipality if an alternate format is required.

#### **6) Denied Routine Disclosure Request**

The Township has the authority to deny a request for routine disclosure, as well as redact certain portions of any document that is being disclosed as permitted within MFIPPA. If a request for routine disclosure is denied, a formal FOI request can be submitted.

#### **7) Fees**

The following provisions shall apply to this policy for the recovery of all reasonable direct and indirect costs associated with responding to requests for information.

The charging of fees is authorized under MFIPPA, the Municipal Act (through the Township's User Fee By-law), and applicable regulations. There will be no initial charge applied for the request. However, fees may be required for the following:

- o Manually searching for records
- o Preparing a record for disclosure
- o Computer and other costs incurred in locating, retrieving, processing and copying a record
- o Shipping
- o Other costs incurred in responding to a request

Where the total fee is estimated to exceed \$100 an estimate will be provided prior to staff processing the request. Payment for 50% of the estimate will be required prior to proceeding. The applicant may work with staff to amend the request with the intention of reducing the fee.

The full payment of all fees will be required before providing the requested information.

### **8) Response to Routine Disclosure Request**

The time to complete a request will be based on an individual request basis as determined by staff.

Staff will strive to provide a response to the request within 30 days which may include:

- clarification of the requested records,
- completion and distribution of the requested records;
- estimate to complete the request; or
- request for additional time to complete the application.

### **Responsibilities**

Employees are responsible for:

Complying with this procedure and speaking to their supervisor when it is not possible.

**Appendix A  
 Documents to be Routinely Disclosed**

The following list outlines possible records and types of information which are available or can be made available through the routine disclosure process.

<b>Document</b>	<b>Location and Special Notes</b>
<b>General and Governance</b>	
Municipal Policies	Municipal Website
By-laws	Agenda and Minute Manager on Municipal Website
Staff Reports	Agenda and Minute Manager on Municipal Website
Official Studies	Municipal Website
Information regarding municipally owned surplus land	Planning Department
Summary of Tender Results	Respective Department
Strategic Plan	Municipal Website
Media Releases	Municipal Website
Agreements and contracts a. Subdivision, site plan, encroachment b. Leases c. Facility rentals	a. Planning Department b. Clerk's Department c. Provided to the signing partners
<b>Finance</b>	
Annual Approved Budget	Municipal Website
Audited Financial Statements	Municipal Website
Council Expenses/ Remuneration	Agenda and Minute Manager on Municipal Website
Tax certificates, statement of accounts, statements of taxes paid	Provided to the property owner or agent
Tax rolls and records	Ownership information can be viewed at the Municipal Office only.
<b>Building and Planning</b>	
Building permits	Permit application forms are released to property owners or their representatives
Building or property standards inspections	Released to property owner or representative
Planning related documents and development records	Municipal Website
Subdivision / site plan agreement information	Municipal Website

Building services reports or compiled statistics	Agenda and Minute Manager on Municipal Website
Official plans and amendments	Municipal Website
Zoning and Official Plan Designations	Municipal Website and County of Peterborough Public GIS
Zoning applications, notices and decisions	Municipal Website
Zoning and Work Order Certificates	Released to property owner or representative
<b>Municipal Election</b>	
Election candidate information	Municipal website
Election candidate financial reports	Municipal website
Voters' List	Available for viewing during and immediately prior to the municipal election by registered candidates
<b>Fire &amp; Emergency Services</b>	
Emergency Management Plan	Applicable sections only
Fire prevention and public safety information	Municipal Website
Fire code inspections	Released to property owner or representative
<b>Parks and Recreation</b>	
Recreational programming and facility rental information	Municipal website
Information pertaining to tourism or special events and activities	Municipal website

**Appendix B**

**Township of Douro-Dummer  
Routine Disclosure Request Form**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Provide a detailed description of the requested information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Preferred Method of Access to Record:

Examine Original Onsite     Receive Physical Copy     Receive Copy Electronically

\_\_\_\_\_  
Requester's Signature

\_\_\_\_\_  
Date

Personal information contained on this form is collected under the Municipal Freedom of Information Act and will be used to answer your request. Questions about this collection should be directed to the Municipal Clerk.

**Internal Use Only:**

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Date Received	Request No.	Comments
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