

THE REGIONAL MUNICIPALITY OF YORK

Housing York Inc.
March 11, 2009
Report of the
General Manager

RECORDS AND INFORMATION MANAGEMENT POLICY

1. RECOMMENDATION

It is recommended that:

1. The Board of Directors approve the policy for Records and Information Management as set out in *Attachment 1*.

2. PURPOSE

The purpose of this report is to adopt a Records and Information Management policy for Housing York Inc. to ensure the effective safekeeping, privacy and proper destruction of both physical and electronic records.

3. BACKGROUND

A Records and Information Management policy supports effective decision-making, meeting operational requirements and protecting and enforcing legal rights

Records management is important to all sizes of businesses whether for-profit or not-for-profit because it sets out a system to control the creation, use, maintenance, and disposition of recorded information.

Housing York Inc., as a local housing provider, is governed by the *Social Housing Reform Act, 2000*. Section 112 of the *Social Housing Reform Act, 2000* requires that housing providers keep records for prescribed periods of time and Sections 162-166 sets out standards for the collection, storage and disclosure of personal information. York Region, as Service Manager, is also permitted to identify additional records within reason that may be required.

Housing York Inc. is also required to comply with the *Municipal Freedom of Information and Protection of Privacy Act* and it stipulates additional responsibilities for maintaining documentation and ensuring the integrity of records.

4. ANALYSIS AND OPTIONS

Housing York Inc. has legal obligations for record keeping and safeguarding personal information

The *Social Housing Reform Act, 2000* requires housing providers to retain their financial records and those relating to a housing project (property) for at least seven years after the fiscal year end. Additionally, records relating to tenant households are to be retained for at least five years after the date the household vacates their rental unit.

Under the *Social Housing Reform Act, 2000*, Housing York Inc. is also required to protect the personal information that is collected in the course of business, and personal information that may also be collected, if necessary, to perform duties under the Act.

Housing York Inc.'s Records and Information Management policy to mirror the Region's policy

The proposed Records and Information Management policy (see *Attachment 1*) is similar to the Region's Records and Information Management policy. The policy is comprehensive in addressing care and control over both physical records and electronic records and it addresses legislative compliance for the destruction of records. Housing York Inc. records will be managed according to recognized standards and best practices, while following applicable legislation and regulations. The policy stipulates that our records will be classified, stored, retained and disposed of in a manner consistent with the Region's practices, where practical.

Destruction of records requires two signatories

The proposed Records and Information Management policy sets out the requirement for the co-signatories of the General Manager, Housing York Inc. and the Region's Records Manager before an official record can be destroyed. The dual approval process will ensure that both the unique Housing York Inc. requirements and sound records management practices are met.

5. FINANCIAL IMPLICATIONS

A Records and Information Management policy provides a framework for efficient records management while meeting applicable legal requirements. The cost implications are manageable within the approved budget.

6. LOCAL MUNICIPAL IMPACT

Sound record keeping practices are an integral part of being a well managed housing corporation that provides affordable housing across the Region.

7. CONCLUSION

The Board should adopt the attached Records and Information Management policy to establish the requirements and business practices for record keeping.

For more information on this report, please contact Sylvia Patterson, Assistant General Manager, Housing York Inc. at Ext. 2091.

The Senior Management Group has reviewed this report.

Recommended by:

Approved for Submission:

Sylvia Patterson
Assistant General Manager

Joann Simmons
General Manager

February 26, 2009

Attachment - 1

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