

File No.: 04-1000-20-2018-497

October 4, 2018

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of September 14, 2018 for:

**Regarding the Mayor, Chief of Staff and Personnel in the Office of the Mayor. Request is for the following:**

- 1. Internal memorandums and correspondence regarding relocation, disposal, destruction and/or deletion of information and data software, hardware and/or files; Invoices, orders, reports, and documentation of appointments/schedules regarding the relocation, disposal, destruction and/or deletion of information and data software, hardware and/or files, either by contractors or in-house personnel;**
- 2. Internal memorandums and correspondence regarding document disposal/shredding; Invoices, orders, reports, and documentation of appointments/schedules regarding document disposal/shredding services, either by contractors or in-house personnel; and**
- 3. Any records about archiving of information kept in the Office of the Mayor or by its personnel.**

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2018-497); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,



**Barbara J. Van Fraassen, BA**  
**Director, Access to Information & Privacy**

[Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

\*If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:ag

From: "[Madsen, Sian](mailto:Sian.Madsen@vancouver.ca)" <[Sian.Madsen@vancouver.ca](mailto:Sian.Madsen@vancouver.ca)>

To: "[Quinlan, Kevin](mailto:Kevin.Quinlan@vancouver.ca)" <[Kevin.Quinlan@vancouver.ca](mailto:Kevin.Quinlan@vancouver.ca)>

Date: 8/22/2018 9:01:50 AM

Subject: RE: Mayor's Office Records Management Meeting

Attachments: ADMIN-009P - Elected Officials Off-boarding Procedures for Records - 2018-08-16.tr5

Kevin,

The attached procedure outlines the requirements for managing the records of departing elected officials. This procedure includes a checklist that is to be completed and returned to the City Clerk or Deputy City Clerk for final signoff. Below is a list of the most commonly used records classification categories used for filing the Mayor's records.

|            |   |
|------------|---|
| 08-9000-01 | General Records                             |
| 08-9000-10 | Public Correspondence                       |
| 08-9000-11 | Greetings                                   |
| 08-9000-20 | Speeches and Presentations                  |
| 08-9000-30 | Project Records                             |
| 08-9000-40 | Issues Records                              |
| 08-9000-50 | Subject Records                             |
| 08-9000-51 | Government and Department Reference Records |

Please let me know if you have any questions.

Regards,

Sian Madsen, MA, MAS  
Corporate Records Administrator  
City Hall, 3<sup>rd</sup> floor, Access to Information, City Clerks Department  
604-873-7428

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**From:** Quinlan, Kevin  
**Sent:** Tuesday, August 14, 2018 11:22 AM  
**To:** Van Fraassen, Barbara  
**Cc:** Madsen, Sian  
**Subject:** RE: Mayor's Office Records Management Meeting

Thanks Barb, sounds good. It would also be helpful to have what's required written out and provided in a memo I can circulate with staff so we have a hard copy to point to in the future. Cheers

---

**From:** Van Fraassen, Barbara  
**Sent:** Monday, August 13, 2018 5:05 PM  
**To:** Quinlan, Kevin  
**Cc:** Madsen, Sian  
**Subject:** Mayor's Office Records Management Meeting  
**Importance:** High

Hello Kevin – Paul noted you'd like some help with the Mayor's office records as the current Mayor transitions out of office. Sian Madsen, our Corporate Records Administrator will be able to provide good support and help for you.

s.22(1) I suggest you send a meeting invitation with her for Monday when she returns and she'll provide as much help as you need. I sent her an email explaining that you would need support to manage the Mayor's office records through the transition.

s.22(1)

Barbara J. Van Fraassen  
Director, Access to Information & Privacy

City Clerk's Department  
City of Vancouver  
Tel. (604) 873-7999  
Email: [Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)

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|                     |  |
|---------------------|--|
| PROCEDURE TITLE     | <b>Elected Officials: Off-boarding Procedures for Managing City Records</b>                        |
| CATEGORY            | Council  |
| PROCEDURE NUMBER    | ADMIN-009P   |
| RELATED LEGISLATION | Records Management By-law No. 9067; Corporate Records and Information Management Policy, ADMIN-009 |
| PROCEDURE OWNER     | City Clerk's Office - Access to Information and Privacy  |
| ACCESS              | Internal only  |

## PROCEDURE STATEMENTS

### 1.0 Scope

This procedure applies to departing Elected Officials which includes the Mayor and members of Council.

### 1.1 General Procedures for Departing Elected Official

- i. Section **3.0, the Records Management Review Checklist**, is to be completed when an Elected Official is terminating their term of office with the City of Vancouver. Once complete, the signed copy must be returned to the City Clerk or Deputy City Clerk.
- ii. The completed, signed form will be filed with Human Resources after the Elected Official has terminated their term of office. Forms will be stored in the Elected Official's Personnel/Contract folder. (Classified under 07-1200-11 – Human Resources Management – Employee and Labour Relations Contracts)

### 2.0 Responsibilities of Departing Elected Official

#### Corporate Records

Departing Elected Officials are responsible for ensuring all corporate records are filed in accordance with this procedure. Corporate records include (although not limited to):

- Any record created or received by an Elected Official while acting in their capacity as an Elected Official, i.e. reference material, issue files, or research compiled while serving in office or compiled by a City staff and provided to an Elected Official about a civic issue.
- Any correspondence from private citizens sent to an Elected Official at City Hall and any correspondence sent by an Elected Official on City letterhead.

# ADMINISTRATIVE PROCEDURE

- Records related to an Elected Official's involvement with an external agency while acting as a representative of the City.
- Records related to financial transactions on behalf of an Elected Official.
- Any emails and related attachments that pertain to City business and sent directly to an Elected Official.

## **Transitory Records**

Departing Elected Officials are responsible for ensuring all transitory records are deleted or destroyed. Transitory records are records required for a limited time to complete a routine action, used in the preparation of final records, (i.e. draft documents), or are retained for information or as convenience copies for a limited period of time.

## **Private/Personal Records**

Departing Elected Officials are responsible for ensuring all private or personal records are removed from City property, i.e. office, servers and devices. These include:

- Records related to participation in a political organization or election campaign, i.e. constituency records.
- Records related to an Elected Official's involvement with or membership in a private business, external agency, volunteer organization, charity, etc., while not acting in their capacity as an Elected Official.

## **Archives**

Consult with City Archives regarding donation of your private records, as appropriate.

## **3.0 Records Management Review Checklist**

### **3.1 Email**

- Review and sort all emails in your Outlook folders and delete any that are transitory (such as messages used for casual or personal communications, meeting requests, and circulars).
- Identify and sort any emails sent or received that have ongoing business value, i.e. information needed to carry out business functions or provide evidence of a business activity. Elected Official's Assistant to file these records into VanDocs.

**Please note:** Correspondence sent to Mayor and Council and responses are filed and retained in Lagan.

### **3.2 Other digital storage locations (including non-City issued devices)**

- Review and sort all electronic records that have ongoing business value that are not located in Outlook (such as shared and personal drives, tablets, laptops, Dropbox, etc.). Elected Official's Assistant to file these records into VanDocs.
- Delete all transitory records (such as duplicate copies or external publications).

# ADMINISTRATIVE PROCEDURE

- Delete all personal information, such as resumes, personal emails, etc.
- Ensure all .pst files are deleted.
- Ensure all records on the C: drive are deleted.
- Ensure contents of the Recycle Bin are deleted.

### 3.3 Paper records

- Review all paper records in your care and custody.
- Identify any transitory records that are no longer needed and securely shred them.
- Identify any personal records and remove from City premises or securely shred them.
- Transfer files that have ongoing business value to your assistant for filing.
- Box any inactive hard copy records (if applicable) in standard record storage boxes, and have your assistant prepare them for transfer to off-site storage in accordance with the City's Corporate Record Centre procedures.

|                                 |  |
|---------------------------------|--|
| Elected Official                |  |
| City Clerk                      |  |
| Director, Access to Information |  |

### APPROVAL HISTORY

|                        |   |           |
|------------------------|---|-----------|
| Version 1 approved by: | Departmental General Manager / equivalent | 8/16/2018 |
|                        | Katrina Leckovic, City Clerk              |           |

Next review date                      8/16/2021

From: ["Falconer, Cobi" <Cobi.Falconer@vancouver.ca>](mailto:Cobi.Falconer@vancouver.ca)

To: ["Hagiwara, Rosemary" <rosemary.hagiwara@vancouver.ca>](mailto:rosemary.hagiwara@vancouver.ca)  
["Sebastian, Lorraine" <lorraine.sebastian@vancouver.ca>](mailto:lorraine.sebastian@vancouver.ca)

Date: 9/5/2018 11:05:48 AM

Subject: Off-boarding Elected Officials – Managing Records

Attachments: Off boarding Memo - September 5, 2018 From ATIP Director.pdf

Sending memo on behalf of the ATIP Director.

Further information will be provided shortly.

Warm regards,  
Cobi

**Cobi Falconer MAS, MLIS, CIPP/C**

FOI Case Manager

City Hall, 3<sup>rd</sup> floor, Access to Information, City Clerks Department

P: 604.871.6584 | E: [Cobi.Falconer@vancouver.ca](mailto:Cobi.Falconer@vancouver.ca)

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## MEMORANDUM

September 5, 2018

TO: Rosemary Hagiwara, Lorraine Sebastian

CC: Katrina Leckovic

FROM: Barbara Van Fraassen  
Director, Access to Information and Privacy (ATIP)

SUBJECT: Off-boarding Elected Officials – Managing Records

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This memo is to inform Mayor's Office Support Staff and Council Support Staff that ATIP is providing recordkeeping guidance and tools to ensure that all Off-boarded Elected Official City records are retained and filed appropriately.

### Timeline:

#### September 2018

- Online training module completion

Mayor and Council Assistants provided with instructions and link to FOI, Privacy and Records Management Online training module through CityLearn and completion before September face-to-face training session.

- Introduction to RIM portion of Off-Boarding Elected Officials process

Brief face-to-face training session with Mayor and Council Assistants to outline and explain steps involved in completing the Off-boarding checklist (enclosed).

#### October 2018

- Off-boarding Checklist communicated to Elected Officials by Director of Business & Election Services

Completed form must be signed off by last day of Elected Officials as part of the outgoing procedure.

:Encl.



|                     |  |
|---------------------|--|
| PROCEDURE TITLE     | <b>Elected Officials: Off-boarding Procedures for Managing City Records</b>                        |
| CATEGORY            | Council  |
| PROCEDURE NUMBER    | ADMIN-009P   |
| RELATED LEGISLATION | Records Management By-law No. 9067; Corporate Records and Information Management Policy, ADMIN-009 |
| PROCEDURE OWNER     | City Clerk's Office - Access to Information and Privacy  |
| ACCESS              | Internal only  |

## PROCEDURE STATEMENTS

### 1.0 Scope

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### 1.1 General Procedures for Departing Elected Official

- i. Section **3.0, the Records Management Review Checklist**, is to be completed when an Elected Official is terminating their term of office with the City of Vancouver. Once complete, the signed copy must be returned to the City Clerk or Deputy City Clerk.
- ii. The completed, signed form will be filed with Human Resources after the Elected Official has terminated their term of office. Forms will be stored in the Elected Official's Personnel/Contract folder. (Classified under 07-1200-11 – Human Resources Management – Employee and Labour Relations Contracts)

### 2.0 Responsibilities of Departing Elected Official

#### Corporate Records

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**Please note:** Correspondence sent to Mayor and Council and responses are filed and retained in Lagan.

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|                                 |  |
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| Elected Official                |  |
| City Clerk                      |  |
| Director, Access to Information |  |

### APPROVAL HISTORY

|                        |   |           |
|------------------------|---|-----------|
| Version 1 approved by: | Departmental General Manager / equivalent | 8/16/2018 |
|                        | Katrina Leckovic, City Clerk              |           |

**Next review date**                      **8/16/2021**

From: "[Freedom of Information Office](mailto:FreedomofInformation.Office@vancouver.ca)" <[FreedomofInformation.Office@vancouver.ca](mailto:FreedomofInformation.Office@vancouver.ca)>

To: "[Hagiwara, Rosemary](mailto:rosemary.hagiwara@vancouver.ca)" <[rosemary.hagiwara@vancouver.ca](mailto:rosemary.hagiwara@vancouver.ca)>  
"[Sebastian, Lorraine](mailto:lorraine.sebastian@vancouver.ca)" <[lorraine.sebastian@vancouver.ca](mailto:lorraine.sebastian@vancouver.ca)>

Date: 9/7/2018 12:21:51 PM

Subject: Off-boarding Elected Officials – Managing Records - Online Training Module

Good afternoon, as per the Memo, the following is a link to the **Online FOI, Privacy and RIM Training Module** which has been gleaned from CityWire: <http://citywire.city.vancouver.bc.ca/spotlight/handling-city-information.htm>

An invitation will be sent shortly regarding the brief face-to-face training session with the Mayor and Council Assistants regarding the Off-boarding Checklist for Managing City Records.

Warm regards,  
Cobi

---

**From:** Falconer, Cobi

**Sent:** Wednesday, September 05, 2018 11:06 AM

**To:** Hagiwara, Rosemary ([rosemary.hagiwara@vancouver.ca](mailto:rosemary.hagiwara@vancouver.ca)); Sebastian, Lorraine ([lorraine.sebastian@vancouver.ca](mailto:lorraine.sebastian@vancouver.ca))

**Cc:** Council Support (COV) - DL; Leckovic, Katrina; Van Fraassen, Barbara; Madsen, Sian

**Subject:** Off-boarding Elected Officials – Managing Records

Sending memo on behalf of the ATIP Director.

Further information will be provided shortly.

Warm regards,  
Cobi

**Cobi Falconer MAS, MLIS, CIPP/C**

FOI Case Manager

City Hall, 3<sup>rd</sup> floor, Access to Information, City Clerks Department

P: 604.871.6584 | E: [Cobi.Falconer@vancouver.ca](mailto:Cobi.Falconer@vancouver.ca)

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From: ["Falconer, Cobi" <Cobi.Falconer@vancouver.ca>](mailto:Cobi.Falconer@vancouver.ca)

To: ["Falconer, Cobi" <Cobi.Falconer@vancouver.ca>](mailto:Cobi.Falconer@vancouver.ca)

["Madsen, Sian" <Sian.Madsen@vancouver.ca>](mailto:Sian.Madsen@vancouver.ca)

["Mah, Haley" <Haley.Mah@vancouver.ca>](mailto:Haley.Mah@vancouver.ca)

["Rowley, Cheryl" <Cheryl.Rowley@vancouver.ca>](mailto:Cheryl.Rowley@vancouver.ca)

["Sebastian, Lorraine" <lorraine.sebastian@vancouver.ca>](mailto:lorraine.sebastian@vancouver.ca)

["Basi, Sarah" <sarah.basi@vancouver.ca>](mailto:sarah.basi@vancouver.ca)

Date: 9/11/2018 12:33:33 PM

Subject: Introduction to RIM portion of Off-Boarding Elected Officials process

Attachments: Off boarding Memo - September 5, 2018 From ATIP Director.pdf

This meeting is a brief face-to-face training session with Cobi Falconer and Sian Madsen to outline and explain steps involved in completing the Off-boarding checklist (enclosed).

---

## MEMORANDUM

September 5, 2018

TO: Rosemary Hagiwara, Lorraine Sebastian

CC: Katrina Leckovic

FROM: Barbara Van Fraassen  
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SUBJECT: Off-boarding Elected Officials – Managing Records

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| RELATED LEGISLATION | Records Management By-law No. 9067; Corporate Records and Information Management Policy, ADMIN-009 |
| PROCEDURE OWNER     | City Clerk's Office - Access to Information and Privacy  |
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| Elected Official                |  |
| City Clerk                      |  |
| Director, Access to Information |  |

### APPROVAL HISTORY

|                        |   |           |
|------------------------|---|-----------|
| Version 1 approved by: | Departmental General Manager / equivalent | 8/16/2018 |
|                        | Katrina Leckovic, City Clerk              |           |

Next review date                      8/16/2021