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Town of Aurora  
**Policy**  
Legislative Services

Contact: Program Manager, Records Management

Approval Authority: CAO

Effective: October 5, 2022

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## Routine Disclosure

### Purpose

Routine disclosure is the release of the Town of Aurora's administrative or operational records. Members of the public can request the release of records through this policy, or through the [Municipal Freedom of Information and Protection of Privacy Act](#) (the "Act").

In compliance with the [Act](#), the Town has put measures into place that provide access to records and information and protect personal information.

This policy is designed to streamline the Town's release of records to support the organization's operating needs and transparency by supporting good business practices and internal controls and authorities.

### Scope

This policy applies to all Town employees, elected officials, students and volunteers, contractors, subcontractors and third-party providers offering services on behalf of the Town, who have access to or in the course of their duties handle any records under the custody and control of the Town, regardless of medium and / or format. Further, this policy applies to any collection, use and / or disclosure of any personal information by the Town. It does not apply to records or information subject to any exemptions as per the [Act](#).

### Definitions

#### Active Dissemination

The routine or periodic release of Town records identified in Appendix B in the absence of a request. These records are classified as public records as per the [Record Classification Structure and Retention By-law](#) Schedule A and can be released by departments at any time.

## **Confidential Information**

Any information that is of a personal nature to Town employees or clients or information that is not available to the public. If disclosed, the information could result in loss or damage to the Town or could give the persons to whom it is disclosed an advantage.

## **Freedom of Information (Freedom of Information) Requests**

A written request by a person seeking access to records under Section 17 (1) of the [Act](#) or, an individual seeking access to their own personal information under Section 37 (1) of the [Act](#).

## **Head**

The Town Clerk, as designated by a by-law enacted by Aurora Town Council.

## **Informal Requests**

Written requests which do not require processes outlined in the [Act](#).

## **Personal Information**

As defined by the [Act](#), personal information is recorded information about an individual's identity, including:

- Information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual
- 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
- Any identifying number, symbol or other particular assigned to the individual
- The address, telephone number, fingerprints or blood type of the individual
- The personal opinions or views of the individual except if they relate to another individual
- 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
- The views or opinions of another individual about the individual
- 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

Identity information in a business context is not considered personal information.

## **Redact**

The process of concealing sensitive information prior to publication or release.

## **Routine Disclosure**

The release of certain records identified in [Appendix A](#) in response to requests made informally and not through Freedom of Information requests.

### **Third-party Information**

Personal information of a person, or scientific, technical, commercial, financial, or labour relations information supplied by someone other than the requestor or the Town.

## **Policy**

Key principles of the [Act](#) include:

- Most information held by public institutions should be publicly accessible
- Only under specific limited circumstances, as described in the [Act](#), should information be withheld from the public
- All personal information, and otherwise confidential information held by public institutions, should be protected from unwarranted disclosure
- Individuals who provide personal information to public institutions have a right at any time to view and/or correct this information

Records containing personal information will not be disclosed to anyone other than the individual to whom the information pertains to, unless the personal information is redacted first, or its release is authorized by a policy, by-law or legislation.

Records listed in [Appendix A](#) will only be disclosed through this policy and will not be released through a Freedom of Information request. The fee for records disclosed through this policy can be found in Freedom of Information the Town of Aurora's [Fees and Charges By-law](#). There are several exceptions to the fees, also listed in the [Fees and Charges By-law](#).

The following documents have fixed rates:

- Plot, Engineering Drawings
- Property Information Request
- Tax and Water / Wastewater Certificate

Documents being released without fixed rates will follow the rates Freedom of Information or Routine Disclosure rates in the [Fees and Charges By-law](#).

### **Active Dissemination**

- Records identified in [Appendix B](#) that can be released through active dissemination shall be released at the discretion of management or as required by legislation
- Records may be released through social media, physical or digital means as required, or in accordance with best practices by the appropriate department

## Responsibilities

### Employees

- Assist the public with informal requests for records
- Consult with their supervisor / manager / director or the Town Clerk when there are uncertainties about disclosure and / or dissemination
- Ensure that all personal information is protected as per the [Act](#)
- Notify their managers / supervisors immediately of any breach of privacy

### Management

- Assist the public with informal requests and active dissemination of records
- Consult with their director or the Town Clerk when there are uncertainties about disclosure and / or dissemination
- Ensure that personal information is protected and is not released outside of the [Act](#)
- Inform their director and the Town Clerk immediately of any breach of privacy

### Directors and CAO

- Oversee the routine disclosure and active dissemination of records associated with their departments
- Ensure all divisions within their departments maintain compliance with respect to privacy as set out in the [Act](#), and ensure all personal information is managed and protected
- Consult with the Town Clerk when there are uncertainties about disclosure and / or dissemination
- Communicate to the Town Clerk if there has been a breach of privacy

### Town Clerk

- Update appendices and procedures as required
- Monitor compliance with the policy and procedures
- Decide whether to approve a waiver of fees associated with access to any records
- Provide guidance as to the process to submit a formal Freedom of Information request
- Ensure Freedom of Information requests are processed as the delegated authority of the head under the [Act](#)
- Provide notice to any affected person if their privacy was breached and will ensure that a copy of the notice is attached to the file from where the original records are housed according to the [Record Classification Structure and Retention By-law](#)
- Notify the Information and Privacy Commissioner's (I.P.C.) office of any breach

## **Monitoring and Maintenance**

CAO / directors / managers / supervisors and employees should work collaboratively to resolve issues related to this policy. Any employee found to be disrespecting the terms of this policy other than under exceptional circumstances, emergencies or operational requirement is subject to an investigation and discipline deemed appropriate by their immediate supervisor, Human Resources, the Town Clerk and / or CAO.

This policy will be reviewed two years from its effective or revision date, in accordance with the Town of Aurora's policy maintenance schedule.

## **References**

- [Municipal Act, 2001, S.O. 2001, c. 25](#)
- [Municipal Elections Act, 1996, S.O. 1996, c. 32, Sched.](#)
- [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56](#)
- [By-law - Fees and Charges - 6471-23](#)
- [By-law - Record Classification Structure and Retention Schedule - 6586-24](#)
- Policy - Code of Conduct
- Policy - Corporate Use of Social Media by Employees
- Standard Operating Procedure - Freedom of Information Request
- Standard Operating Procedure - Routine Disclosure
- [Town of Aurora Freedom of Information Webpage](#)

## Appendix A

### Record Series to be Released Through Routine Disclosure

- Access to Information & Personal Information Protection – Compliance Reports
- (Past) Achievement / Recognition Awards
- Air Photography
- Air Pollution and Control
- Building Permits\*
- By-laws
- Committee of Adjustment (CoA)
- Committees Appointed – Meeting Management
- Committees Appointed – Meeting Management Council / Committee Audio and Visual
- Council Agendas and Minutes
- Debt
- Drinking Water Quality Management System (DWQMS)
- Environmental Applications and Approvals
- Environmental Assessments
- Environmental Monitoring and Control
- Financial Information Return (FIR) and Municipal Performance Management Program (MPMP) Reporting
- Financial Statements and Auditor's Reports
- Fleet / Vehicle History and Maintenance Records for Fleet
- Hardware and Software Manuals / Instructions / Operating Procedures
- Heritage Resources
- Inspections – Building\*
- Job Descriptions
- Long Range Capital Plan Approved – Final
- (Past / Inactive) Maps
- Master Plans
- (Past / Inactive) Media Coverage about the Town of Aurora
- Municipal Election Administrative Records\*
- Municipal Election Records – Campaign Finance
- Noise Pollution and Control
- Ontario Land Tribunal Decisions
- Organization Design
- Pesticide / Herbicide Application
- Planning Applications\*
- Policies, Procedures, Standards and Guidelines
- (Past / Inactive) Presentation and Speeches

- Property Reference File (Residential and Non-Residential)\*
- Property Tax: Charity and Vacancy Rebates
- (Past / Inactive) Recreation Pool Water Testing
- Road and Linear Asset Design Planning / Reconstruction
- Staff Reports to Council
- Strategic and Administrative Plans
- Street Names and Numbers
- Training Opportunities – External
- Transportation Studies
- Tree Inspections
- Utility Location Records
- Weather Monitoring
- Web / Social Media Analytics
- Weed Control

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\* Personal information cannot be released unless it belongs to the person who has made the request and photo identification has been checked.

## Appendix B

### Record Series to be Released Through Active Dissemination

- Achievement / Recognition Awards
- Air Photography
- By-laws
- Cash Receipts<sup>i</sup>
- Committee of Adjustment (CoA)
- Committees Appointed – Meeting Management
- Council / Committee Audio and Visual
- Council Agendas and Minutes
- Election Records – Voters / Poll Lists<sup>ii</sup>
- External Website Content Management
- Hazardous Materials
- Heritage Resources
- Job Descriptions
- Long Range Capital Plan – Approved – Final
- Maps
- Master Plans
- Media Coverage about the Town of Aurora
- Municipal Election Records – Campaign Finance
- Organization Design
- Pesticide / Herbicide Application
- Photographs – Town of Aurora Event<sup>iii</sup>
- Presentations and Speeches
- Promotional, Publication Material and Information Packages Production and Distribution
- Property Assessment Rolls<sup>iv</sup>
- Property Tax Assessments, Levy Adjustments and Appeals
- Public Notices
- Recreation Pool Water Testing
- Recreational Program Records
- Staff Reports to Council<sup>v</sup>
- Strategic and Administrative Plans
- Street Names and Numbers
- Templates and Forms – Blanks

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<sup>i</sup> These records are only to be released to the person that made a payment and can provide proof of their transaction.

<sup>ii</sup> The Voters' List is available per the [Municipal Elections Act](#).

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<sup>iii</sup> Personal information must be redacted and cannot be released.

<sup>iv</sup> These records may only be viewed at Town Hall and can not be photocopied or photographed.

<sup>v</sup> Closed session staff reports cannot be released.