

5.00 Departmental Service Management

Records related to the general administration of a City department.

5.00 Departmental Service Management		Function	Description	Retention and Disposition
5.01	Access and Privacy Records	To record the administration of The Freedom of Information and Protection of Privacy Act (FIPPA) and The Protection of Personal Health Information Act (PHIA) as carried out by a city department.	Correspondence, reports and other records related to the administration of access and privacy legislation by a city department. Includes complaints concerning the administration of FIPPA and PHIA and other correspondence with the Manitoba Ombudsman.	Destroy 2 years after obsolete or superseded.
5.02	Accreditation Records	To maintain a record of compliance as required by accreditation agencies.	Policies, standards, inspection records and other records related to compliance with accreditation requirements.	Destroy 2 years after obsolete or superseded.
5.03	Administrative Directives	To maintain a record of current administrative directives.	Copies of approved administrative directives.	Destroy 2 years after obsolete or superseded.
5.04	Administrative Reports	To maintain a record of administrative reports presented to Council.	Administrative reports, related correspondence and other records related to the preparation and presentation of administrative reports.	Destroy 2 years after obsolete or superseded.
5.05	Applications for Access to Information	To maintain a record of applications received by a department under The Freedom of Information and Protection of Privacy Act.	Applications for access to records under FIPPA received by a City department, related correspondence, and notes.	Destroy 5 years after file closure.
5.06	Audit Reports	To provide a record of audits and examination reports other than those conducted by City Auditor.	Correspondence, reports and other records related to the preparation of audit reports. Includes annual audit, examination of operations, special audits and other financial and procedural audit reports.	Destroy 6 years after creation of record.
5.07	Chronological Files	To maintain a chronological record of correspondence.	Copies of all correspondence arranged chronologically.	Destroy 1 year after creation of record.
5.08	Contracts and Agreements	To maintain a record of signed contracts and agreements and the administration of contracts and agreements.	Signed agreements and contracts, amendments, reports and related correspondence.	Destroy 6 years after termination or expiry of agreements or contract.

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5.09	Corporate Communication Records	To maintain a record of the creation, development and publication of internal and external corporate communications.	Correspondence, drafts, artwork, printing requisitions, and publications.	Destroy 2 years after obsolete or superseded.
5.10	General Inquiry Records	To provide a daily record of inquiries from members of the general public, media, businesses, organizations and other levels of government.	Daily records of inquiries received by City reception, help and information desks, including complaints and requests for assistance and information.	Destroy 1 year after creation of record.
5.11	Mail Control Records	To record the dispatch of inter-office and external mail.	Mailing and distribution lists, returned mail, receipts and correspondence related to the dispatch and receipt of City mail.	Destroy 1 year after creation of record.
5.12	Office Files	To provide a record of day to day office administration activities.	Subject files including departmental correspondence as well as external correspondence concerning department operations and related administrative issues. Includes copies and originals of directives, administrative policies and procedures, staff meeting minutes, routine management reports, operations and work schedules and logs, budget and planning material, requisitions and purchase orders and presentations, working papers and other documents related to general office administration.	Destroy 2 years after creation of record.
5.13	Policies and Procedures	To maintain a record of departmental policies and procedures.	Policies and procedures, including manuals, handbooks, directives, guidelines and other related records.	Destroy 2 years after obsolete or superseded.
5.14	Project Files	To maintain a record of the planning, design, execution and administration of projects.	Project plans, related research and statistical material, project team meeting minutes, related correspondence and communications, analysis and evaluation records.	Destroy 2 years after file closure or conclusion or termination of project.

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5.15	Reference Material	To maintain a library of published material for reference purposes.	Publications that have been acquired and maintained for convenience of reference, including directories, newspaper clippings, supplier catalogues, periodicals, newsletters, legislation, video and audio tapes, and other library materials. Also includes copies of by-laws, press releases, Hansard, council minutes, reports, brochures, pamphlets and other City publications.	Destroy after obsolete or superseded.
5.16	Statistics	To collect and maintain statistics for planning and reporting purposes.	Records related to the collection and use of statistics for planning and reporting purposes.	Destroy 2 years after obsolete or superseded.