

RDA #	MINISTRY	Office	CONTACT	Date Received	LISTTYPE	# BOXES	DATE APPROVED	DATE CONFIRMED	DATE FOLLOW UP FOR SECTION 6 SUBMISSION	Comments
DE21-009	SDPR	335	Lezli.Gardner@gov.bc.ca	04/23/2020	CRMS	1				
DE-20-689	SDPR	432	Diane.Craig@gov.bc.ca	07/27/2020	Spreadsheet	11				
DE21-224	SDPR	422	Tammara.Tesar@gov.bc.ca	08/14/2020	Spreadsheet	1				
DE20-614	SDPR	106	Alana.Fediuk@gov.bc.ca	12/17/2019	spreadsheet	1				
DE20-381	SDPR	Planning and Strategic	Nina.Olander@gov.bc.ca	01/17/2020	CRMS	1				
DE20-505	SDPR	463	Christine.Evans@gov.bc.ca	01/22/2020	CRMS	1				
DE20-751	SDPR	434	Tammara.Tesar@gov.bc.ca	02/07/2020	Spreadsheet	4				
DE20-789	SDPR	472	Tammara.Tesar@gov.bc.ca	02/28/2020	spreadsheet	2				
DE20-798	SDPR	11	theresa.turner@gov.bc.ca	03/03/2020	CRMS	2				

RDA #	MINISTRY	Office	CONTACT	Date Received	LISTTYPE	# BOXES	DATE APPROVED	DATE CONFIRMED	DATE FOLLOW UP FOR SECTION 6 SUBMISSION	Comments
DE20-052	SDPR	335	<a href="mailto:Lezli.Gardner@gov.bc.ca">Lezli.Gardner@gov.bc.ca</a>	16-Apr-19	CRMS	1	9-May-19			
DE20-066	SDPR	HSDG86	<a href="mailto:Kim.Forsdick@gov.bc.ca">Kim.Forsdick@gov.bc.ca</a>	29-Apr-19	CRMS	1	10-May-19			
DE20-518	SDPR	594	<a href="mailto:tammara.tesar@gov.bc.ca">tammara.tesar@gov.bc.ca</a>	11/04/2019	CRMS	1	11/07/2019	12/04/2019		
DE20-614	SDPR	106	<a href="mailto:Alana.Fediuk@gov.bc.ca">Alana.Fediuk@gov.bc.ca</a>	12/17/2019	spreadsheet	1				
DE20-381	SDPR	Planning and Strategic	<a href="mailto:Nina.Olander@gov.bc.ca">Nina.Olander@gov.bc.ca</a>	01/17/2020	CRMS	1				
DE20-505	SDPR		<a href="mailto:Christine.Evans@gov.bc.ca">Christine.Evans@gov.bc.ca</a>	01/22/2020	CRMS	1				
DE18-630	SDPR	980	<a href="mailto:theresa.turner@gov.bc.ca">theresa.turner@gov.bc.ca</a>	01/28/2020	CRMS	1		01/28/2020		
DE19-326	SDPR	980	<a href="mailto:theresa.turner@gov.bc.ca">theresa.turner@gov.bc.ca</a>	01/28/2020	CRMS	2		01/28/2020		
DE15-023	SDPR	Financial ops	<a href="mailto:theresa.turner@gov.bc.ca">theresa.turner@gov.bc.ca</a>	01/28/2020	CRMS	9		05/09/2014		
DE20-498	SDPR	21	<a href="mailto:theresa.turner@gov.bc.ca">theresa.turner@gov.bc.ca</a>	01/28/2020	CRMS	1		11/28/2019		
DE20-751	SDPR	434	<a href="mailto:Tammara.Tesar@gov.bc.ca">Tammara.Tesar@gov.bc.ca</a>	02/07/2020	Spreadsheet	4				
DE20-789	SDPR	472	<a href="mailto:Tammara.Tesar@gov.bc.ca">Tammara.Tesar@gov.bc.ca</a>	02/28/2020	spreadsheet	2				
DE20-798	SDPR	11	<a href="mailto:theresa.turner@gov.bc.ca">theresa.turner@gov.bc.ca</a>	03/03/2020	CRMS	2				
DE21-009	SDPR	335	<a href="mailto:Lezli.Gardner@gov.bc.ca">Lezli.Gardner@gov.bc.ca</a>	04/23/2020	CRMS	1				
DE-20-689	SDPR	432	<a href="mailto:Diane.Craig@gov.bc.ca">Diane.Craig@gov.bc.ca</a>	07/27/2020	Spreadsheet	11				
DE21-224	SDPR	422	<a href="mailto:Tammara.Tesar@gov.bc.ca">Tammara.Tesar@gov.bc.ca</a>	08/14/2020	Spreadsheet	1				



Training	Course #	Duration	Type	All Staff	EDRMS Users	Records - No System	Records - CRMS	Records - EDRMS
IM117: Protection of Privacy, Access to Information and Records Management	ITEM-652-7	Self paced	Online	M	M	M	M	M
Records Management-Email Organization	ITEM-1193-1	Self paced	Online	X	X	X	X	X
Digital Recordkeeping: Developing Organizational Excellence	ITEM-1395-1	Self paced	Online	*	*	*	*	*
Records Management: Administrative Practices	ITEM-1161-1	Self paced	Online	*	*	*	*	*
Building Trust through Good Information Management Habits 1 of 2	<a href="#">I@WW 2021</a>	30min	Webinar	*	*	*	*	*
Building Trust through Good Information Management Habits 2 of 2	<a href="#">I@WW 2021</a>	30min	Webinar	*	*	*	*	*
EDRMS Content Manager Implementation	ITEM-1280-1	Self paced	Online	*	*	*	*	*
EDRMS Disposition Processes	ITEM-1288-1	Self paced	Online		X	X	X	X
EDRMS Content Manager End User	ITEM-1019-3	Self paced	Online		X	X	X	X
EDRMS Content Manager Information Worker	ITEM-1020-2	Self paced	Online		X	X	X	X
IM 112: Records Management Foundations	ITEM- 1100-1	Self paced	Online	X	X	X	X	X
RM Community of Practice	ITEM-724-36	1 hr/month	Online Mtg	*	*	X	X	X

M = Mandatory  
 X = recommended  
 \* = Optional  
 "Records -..." = designated records person for program area

# RIPD Information Restructure

## Training Sessions:

1. Why it's Important
2. **Types of Records**
3. ARCS
4. Kick off/Go live



As you will recall, part of the RIPD Information Restructure project, we have put together 4 short training sessions.

Welcome to Training Session #2 – Types of records where we focus on official versus transitory records

## Two Types of Records

Official

Transitory

Did you know, there are TWO TYPES of records?

1. Official
2. Transitory

## Official Records

Those that document or  
provide evidence of  
business activities...

...regardless of their  
format.

### Does your record:

- Reflect decision making?
- Contain policy or procedures?
- Call for a reply or action?
- Document ministry business?

**Then it is an OFFICIAL record**

Official records are those that document or provide evidence of business activities regardless of their format.

'Regardless of their format' means it could be a sticky note, an email, a sound records, a word document, etc. The format has no bearing on it being considered official or not.

To help determine if it's an official record, ask yourself the questions on the right hand side of the slide... If you say yes to **any** of these then you have an official document and **it must be kept**

## Transitory Records

Those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record...

....again, they can exist in any format

Can usually be deleted

*\*unless it's part of a current or anticipated FOI request or litigation*

Did someone say delete?!?



Transitory Records are those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record. Again, it can exist in any format.

It is critical to know the difference because we want to know what is official and therefore needs to be kept and what is transitory and therefore can be destroyed or deleted.

Yes, that's right, I said DELETED!!! Transitory records are the ONLY records that can be deleted but only IF it is not part of a current or anticipated FOI request or litigation.

Let's look at the 3 different types of transitory records...(next slide)

## Categories/Types

1. **Convenience Copies:** extra copies created and retained for convenient reference, including photocopies
2. **Unnecessary Duplicates:** stocks of informational material that has no further usefulness
3. **Working Material & Drafts:** rough notes, preliminary drafts, etc.

**Does NOT include 'substantive drafts', those are official records**

The 3 types of transitory records are... Convenience Copies, Unnecessary Duplicates and Working Materials/Drafts.

There are two great resources we'll link you to at the end of this lesson....be sure to review so you feel confident in making the decision if something is official or transitory

It really is up to the person creating the records, err on the side of keeping the document if there's any uncertainty. It can be hard for someone to tell if another person's document is a duplicate or reference copy versus final if it isn't clearly indicated through naming conventions or other means.

Note, when we say 'drafts', that does not include 'Substantive Drafts' –

**Q:** who knows what we mean by the term 'substantive draft'??

(confirm that this is a draft where something significant has changed – recommending option 1 instead of 2 now for example)

**A: EG:** if direction shifts part way through, between V06 and V07, keep both plus any record that explains why the shift... then say new info between V10 and V11, keep both and any record that explains the shift, but do not need to keep any other versions beyond those and the final version because all other versions are just grammatical or formatting changes so can be considered transitory and can be deleted.

## Transitory is applied to a record not a file



As you could see with the examples in the previous slide, when we talk about applying the transitory record schedule, it is usually about applying it to a single record, not a file of records.

If records have been grouped together into a file, a classification likely needs to be applied to the file.

You will be receiving a flow chart called the Email Decision Diagram that can actually be used to determine if a record is transitory or not. Despite it being named "Email" the concept can be applied to all records.

## "Poll" One

What % of records in Government do you think are Transitory??

- a. 1 – 20%
- b. 20 - 40%
- c. 40 – 60%
- d. 60 – 80%
- e. 80 – 90%
- f. 90 - 100%

Since we do not have the polling option in Teams like we used to in Skype, use the comments box or take yourself off mute. To answer the question.

Can anyone guess the percentage of active records in government that are Transitory??

The correct answer is E) 80 – 90% - **mainly due to emails....** (Information provided from Government Records Services (GRS))

Think about the volume of emails you send and receive and how few of those need to be filed in your program areas main filing system.

We pay for storage and the reality is we are paying to store what is largely transitory material. Understanding the difference between what's official and what's transitory is CRITICAL



## "Poll" Two

What records can you decide are transitory and therefore can simply delete??

- a. Records you created and decide are transitory
- b. Announcements of social events
- c. Duplicates
- d. Routine correspondence about drafts and revisions
- e. Blank stationary with out of date information
- f. All of the Above

Let's do another quick poll... Of the six options, what records can you decide are transitory and therefore can simply delete?

Correct answer: F) all of the above.

Something to note regarding A in this list... a lot of the time, you can only decide if something was transitory if YOU were part of it's creation, unless it falls clearly into categories b, c, & e for example. If you were not the creator and lets say are doing a clean up job, most of time you will have to assume it is a legitimate record that must be kept.

All the more reason to keep things tidy, delete along the way if applicable, and not leave a mess for others. Think about some of the folders on the LAN, from employees that no longer work here – what a job for us now as we weren't involved in creating then we have to review and err on the side of it being an official record and follow the final disposition process.

## Resources and last thoughts...

- Destroy transitory records immediately to make it easier to file and find information as well as saving storage and unnecessary processing costs
- TIP: add 'transitory' right in the title when creating

### Review:

- [Transitory Information Guide](#) (web)
- [Transitory Information Quick Tips](#) (web)
- [Transitory Information Schedule](#) (web)
- [Email Decision Diagram](#) (document)

Personal responsibility is key

\*TIP: add word 'transitory' to the title of the document when you create it for a quick cue it can be deleted

The items in GREEN are the highly recommended homework for this lesson.

Again, we just want to reinforce personal responsibility related to records management.



**ANY QUESTIONS?**

Thank you!!



# RIPD RECORDS MANAGEMENT PROCEDURES GUIDE

## INTRODUCTION

**Records management** is the effective and systematic control of an organization's records—regardless of medium—throughout their entire life cycles, from receipt or creation to final disposition.

BC Government requirements for establishing office recordkeeping systems are set in the following:

- [Information Management Act \(IMA\)](#)
- [Managing Government Information Policy \(MGIP\)](#)
- [Freedom of Information and Protection of Privacy Act \(FOIPPA\)](#) and FOIPP Regulation
- [Core Policy and Procedures Manual Chapter 12](#)
- [Administrative and Operational Records Classification Systems \(ARCS and ORCS\)](#)

The purpose of this Guide is to record the agreed-upon standard, which ensures RIPD's compliance with government's record management legislation, policy and standards.

## GOVERNMENT RECORDS

BC Government employees are responsible for managing all records they create and receive while conducting business activities.

**Official Records** document or provide evidence of business activities, regardless of format.

Records are classified as official if they:

- reflect decision-making;
- contain policy or procedure;
- call for a reply or action; or,
- document Ministry business.

All official records are to be stored on our divisional LAN under the correct ARCS folders. These records must be accessible, complete and secure.

❖ Do not save your files in Outlook, your personal (H:) drive, or your hard (C:) drive.

**Transitory Records** are only needed for a limited period to complete a routine action or prepare a subsequent record. True transitory records can usually be deleted unless they're part of a current FOI request or anticipated litigation.

Review the [Transitory Records Guide](#) or speak to the branch records officer/team lead if you have questions or need help determining what is transitory.

## FILE MANAGEMENT

### Saving a File

- Use appropriate naming conventions to name your file.
- Insert new file within an appropriately titled folder.
- ❖ It is not recommended to go further than six (6) levels down within our LAN structure.

**Example** of branch LAN, the different levels, and terminology:

<b>Level 1</b>	0100-499 ADMIN	("0100-499" = <a href="#">ARCS section</a> )
<b>Level 2</b>	0100 ADMIN Staff Meet	("0100" = <a href="#">Primary number</a> )

<b>Level 3</b>	20 ELMSD Branch Meetings	("20" = <a href="#">Secondary number</a> )
<b>Level 4</b>	20190806 Face to Face Meeting	(existing or create a new titled
folder)		
<b>Level 5</b>		(insert/save file)

## **Saving an Email**

Emails that are considered 'transitory records' (defined [above](#)) do not need to be moved to the LAN.

❖ Most of our emails are, indeed, transitory.

Emails that fall into the 'official records' category (defined [above](#)) need to be classified and saved on the LAN manually as a .msg file.

### **Procedure for saving emails from Outlook to the LAN:**

1. Highlight email→ right-click and select Copy→ choose the location and file in appropriate folder on the LAN→ right-click, select Paste.
2. You may now rename the file; right-click on file→ select Rename→ type new name→ press Enter.
3. You can delete the email from your Outlook, once you have finished saving it to the LAN.

## **Moving a File**

When moving a file over to a different location, use Copy and Paste from the edit menu. Once completed, you can delete the old (source) file. This method ensures the new location's permissions are picked up and attached to the file when it is saved there, rather than the file retaining and carrying over old permissions from the original (source) location.

- ❖ Do not use Cut and Paste, or the 'drag and drop' method, when moving a file.
- ❖ You may also need/want to rename the newly located file, to fit the parameters and conventions of the new location.

## **Directory and Folder Structure**

The overall branch LAN structure mirrors the [ARCS structure](#). All files and records are to be saved in the appropriate classification folder.

### **General conventions for folders:**

- When the [primary](#) or [secondary](#) classification is to be noted, the order will be <classification> <title> using a space (no underscore or dash).

**Example:** 100 ADMIN ("100" = classification; "ADMIN" = title)

- Folders at the root (level 1) can only be created by administrative staff.
  - Folders for [primary](#) or [secondary](#) classifications may be created by staff if the classification does not already exist, and if it complies with the relevant schedule and naming convention.
  - An 'R' preceding a folder name—formatted as either '(R)' or 'R)—indicates that access is restricted. Administrative staff are responsible for maintaining access permissions to these folders.
- ❖ See Appendix A for list of restricted folders, permissions and review process.
- Use '&' instead of 'and' in folder names.
  - Do not use commas in folder names (can cause IT reporting issues).



## Working Folders

No folders with the title “working folder” are to be created within individual program or project folders.

- ❖ However, this does not mean working documents cannot be saved in a program folder as a “draft.” The goal is to save things in the right place right from the start.

**Example:** A draft decision note or communication or workplan would go in the corresponding program folder from the start and does not belong in a separate “working folder.” Talk to your team lead etc. if you have questions about best practices/use of working folders.

## Document Names

Document names should contain enough information to properly describe the contents of the document, while also being short enough to help users quickly identify and retrieve accurate information.

- ❖ The entire path name cannot exceed 256 characters, so keeping file and folder names relatively short is critical.

When determining the elements to be used, and the order of elements, it is critical to think about how users will retrieve the documents and design the naming conventions accordingly. It may also be necessary to differ the structure and order of name elements from one directory to another. The naming structure of documents in different folders needs to be based on user retrieval requirements.

- ❖ Directory and folder names—by their nature—will contain information that defines the document content. Elements in a folder name do not need to also be in the document name.

**Example:** a folder marked “Accounts Payable” means that the documents contained in the folder need not contain the words “accounts” or “payable[.]”

### **Naming conventions for files:**

1. Spaces are to be used between words, not underscores or dashes.
- ❖ See Appendix B for exceptions.
2. Punctuation is to be avoided.

**Example:** no ‘, \*, -, etc.

3. When it is necessary to add a date, the format is YYYYMMDD.

**Example:** 20200125

4. When it is necessary to indicate fiscal year, the format is FY####.

**Example:** FY1920

5. When it is necessary to indicate calendar year, the format is CY##.

**Example:** CY19

6. When it is necessary to use versions, the format is v## (lower case).

**Example:** v05; final versions are to be named vFinal

7. When it is necessary to indicate document type, use agreed upon acronym (not spelling out the type).

- ❖ See Appendix C for list of acronyms.

8. Order of elements will be <title> <date> <type> <version>.

**Example:** Awards 20200125 BN v05

- ❖ Not all elements will be required on every file/document.

### Retention Schedules

The [ARCS](#) information schedule provides a timetable governing the life span of information, to ensure it is managed and kept or destroyed according to legislated requirements. Information schedules consist of '[primaries](#)' and '[secondaries](#),' and each secondary has its own retention and disposition timetable.

Get familiar with the timetables for the areas you are responsible for (i.e., the folders on the LAN where you work and save files). File owners/program leads are responsible for managing the full life cycle of records and identifying when files are eligible for final disposition (FD). Once identified for FD, administrative staff will initiate the destruction process.

If files of old material are found, add "Closed" and the classification number to the folder.

<Destruction Process to be inserted once new LAN operational>

### KEY CONTACTS AND RESOURCES

#### Contacts

- ❖ **Ministry Records Officer:** Tammy Tesar; E-mail [SDPR.RM@gov.bc.ca](mailto:SDPR.RM@gov.bc.ca)
- ❖ **Government Records Services:** E-mail [GRS@gov.bc.ca](mailto:GRS@gov.bc.ca)
- ❖ **Branch Records Officer:**

#### Resources

- ❖ [Records Management Guides and Learning](#)

## APPENDIX A - RESTRICTED FOLDERS

The owner of the restricted folder is responsible to review the permissions at least annually. The Executive Director and/or Directors may contact the branch admin any time to initiate changes through incident monitor (IM), to restricted folders and/or permissions.

Folder Name	Restriction Rationale	Owner	Backup Owner(s)	Staff with Access
(R) ADM	Exec. records/ADM file/HR disciplinary files	Suzanne Christensen	Gail Treharne	Suzanne Christensen
				Gail Treharne
				Herjinder Grewal
				Sharon Bell
(R) ADM ISSUES MGR	Exec. records/sensitive files	Suzanne Christensen	Gail Treharne	Jen Zacher
				Jayne Ducker
				Suzanne Christensen
				Gail Treharne
				Herjinder Grewal
				Sharon Bell
(R) ADMIN & FIN	Exec. records/sensitive files	Herjinder Grewal	Gail Treharne	Jen Zacher
			Hollie Fidler	Jayne Ducker
				Herjinder Grewal
				Gail Treharne
				Jennifer Wilson
				Hollie Fidler
				Monika Strausz
				Sharon Bell
(R) ED	Sensitive HR & project files (shared x-division, RIPD EDs)	Herjinder Grewal	Gail Treharne	Rob Bruce
			Jennifer Wilson	Leah Squance
				Whitney Borowko
				Daniel Huang
				Herjinder Grewal
				Gail Treharne
				Sharon Bell
(R) HR	Exec records/sensitive files	Herjinder Grewal	Gail Treharne	Suzanne Christensen
			Jennifer Wilson	Herjinder Grewal
				Gail Treharne
				Jennifer Wilson
				Sharon Bell
(R) MGMT	Sensitive HR & project files (shared x-division, RIPD mgmt.)	Herjinder Grewal	Gail Treharne	Rob Bruce
			Jennifer Wilson	Linda DeBenedictis
				Sean Hayes
				Leah Squance
				Darren Tannas
				Melissa Bauer
				Melissa Ross



				Whitney Borowko
				Denise Sandison
				Jordan Deppiesse
				Kayleigh Gumiriza
				Daniel Huang
				Michael Ross
				Shannon Pendergast
				Jeff Henderson
				Herjinder Grewal
				Gail Treharne
				Jennifer Wilson
				Sharon Bell
PORTAL AG	Sensitive files (shared w/ AG)	Leah Squance	Darren Tannas	Leah Squance
			Monika Strausz	Darren Tannas
				Marena Martens
				Susan Schiphorst
				Monika Strausz
PORTAL FASB	Sensitive files (shared w/ FASB)	Leah Squance	Melissa Bauer	Leah Squance
			Monika Strausz	Melissa Bauer
				Ryan Sharkey
				Jordan Carris
				Monika Strausz
R) RESB	Sensitive files (RESB mgmt.)	Rob Bruce	Linda DeBenedictis	Rob Bruce
			Sean Hayes	Linda DeBenedictis
				Sean Hayes
				Jennifer Wilson
				Hollie Fidler
				Sharon Bell
R) RLAFB	Sensitive files (RLAFB mgmt.)	Leah Squance	Darren Tannas	Leah Squance
			Melissa Bauer	Darren Tannas
			Monika Strausz	Melissa Bauer
				Melissa Ross
				Monika Strausz
				Jennifer Wilson
				Hollie Fidler
				Sharon Bell
R) RLAFB CASEFILE S	Sensitive recon./lit./appeals case files	Leah Squance	Darren Tannas	Leah Squance
			Melissa Bauer	Darren Tannas
			Monika Strausz	Melissa Bauer
				Melissa Ross
				Marena Martens
				Ryan Sharkey
				Jordan Carris
				Susan Schiphorst
				Monika Strausz

				Jennifer Wilson
R) SPIB	Sensitive files (SPIB mgmt.)	Whitney Borowko	Denise Sandison	Whitney Borowko
			Jordan Deppiesse	Denise Sandison
			Jennifer Wilson	Jordan Deppiesse
				Kayleigh Gumiriza
				Jennifer Wilson
				Hollie Fidler
				Sharon Bell
R) SPLB	Sensitive files (SPLB mgmt.)	Daniel Huang	Shannon Pendergast	Daniel Huang
			Jeff Henderson	Michael Ross
			Jennifer Wilson	Shannon Pendergast
				Jeff Henderson
				Jennifer Wilson
				Hollie Fidler
				Sharon Bell
R) SPLB BRANCH	Sensitive files (all SPLB staff)	Daniel Huang	Shannon Pendergast	Daniel Huang
			Jeff Henderson	Michael Ross
			Jennifer Wilson	Shannon Pendergast
				Jeff Henderson
				Amber Beattie
				Pam Christenson
				Chelsea Bowen
				Deanna Raffle
				Ross Turner
				Lindsay Bolton
				Jennifer Wilson
				Hollie Fidler
				Sharon Bell

## APPENDIX B - RIPD NAMING CONVENTION EXCEPTIONS

Use this space to document any exceptions to standard naming conventions listed in this document. For example, if your work requires the use of underscores in titles, document here the classification documents with underscores will be saved in and the reason why.

## APPENDIX C – FILE TYPE ACRONYMS/ABBREVIATIONS

Please note, individual teams may also identify acronyms appropriate for their unique team needs.

Due to length, the acronyms list has been split up according to the section headers listed below. These headings are set to be collapsed by default – click the arrow to the left of a header to expand the contents of that section.

Any acronyms referenced in “Expanded Wording” or “Notes” table columns, or in section headers, are hyperlinked to their own locations in the list so that you may easily look up their own expanded wording; CTRL + click hyperlinks for quick navigation to their corresponding locations.

**HINT:** If you’re unsure of which section to look in but do know the expanded wording (or at least part of it) of the acronym you’re looking for, press CTRL + F on your keyboard to enter search terms. The search will retrieve any corresponding terms in the document, regardless of whether headings are expanded or collapsed.

### ARCS

Acronym	Expanded Wording	Notes
<b>ARCS</b>	<b>Administrative Records Classification System</b>	
ADMIN	Administration	Classifications 100-499
BLDG	Building	Classifications 500-699
EQUIP	Equipment	Classifications 700-899
FIN	Finance/Financial	Classifications 900-1299
HR	Human Resources	Classifications 1300-1999
IT	Information Technology	Classifications 6000-6999

### RIPD—Program/Focus Areas

Acronym	Expanded Wording	Notes
<b>RIPD</b>	<b>Research, Innovation and Policy Division</b>	
IGR	Intergovernmental Relations	<a href="#">SPIB</a>
LEG	Legislation	<a href="#">SPLB</a>
LIT	Litigation	<a href="#">RLAFB</a>
POL	Policy	<a href="#">SPLB/SPIB</a>
POVRED	Poverty Reduction	<a href="#">SPIB</a>
RAAF	Reconsideration, Appeals and Administrative Fairness	<a href="#">RLAFB</a>
RECON	Reconsideration	<a href="#">RLAFB</a>
REGS	Regulations	<a href="#">SPLB/SPIB</a>
RES	Research	<a href="#">RESB</a>

### RIPD—Branches

Acronym	Expanded Wording
RESB	Research Branch

RLAFB	Reconsideration, Litigation and Administrative Fairness Branch
SPIB	Strategic Policy Initiatives Branch
SPLB	Strategic Policy and Legislation Branch

#### **SDPR—Other Divisions/Branches/Program Areas/Miscellaneous Organizations**

Acronym	Expanded Wording
MO	Minister's Office
DMO	Deputy Minister's Office
CU	Correspondence Unit
ACD	Accessibility Directorate <b>Formerly: AS (Accessibility Secretariat)</b>
ACDPOL	Accessibility Policy Team
ACDSE	Accessibility Stakeholder Engagement Team
CSD	Corporate Services Division
CPSI	Corporate Planning and Strategic Initiatives Branch
FASB	Financial and Administrative Services Branch
SHRC	Strategic Human Resources and Communications Branch
EAAT	Employment and Assistance Appeal Tribunal
ELMSD	Employment and Labour Services Division
DSB	Divisional Services Branch
EODB	Employment Opportunities Development Branch
OP	Operations Branch
PPD	Program and Policy Development Branch
ISD	Information Services Division
BOB	Business Operations Branch
BPB	Business Performance Branch
CTO	Chief Technology Office
SP	Sector Priorities
MOC	Ministry Operations Centre
OASQ	Office of the Advocate for Service Quality
SDD	Service Delivery Division
CS	Community Services
HSP	Homelessness Supports Project Team <b>Formerly: OHC (Office of Homelessness Coordination)</b>
OS	Operations Support
PLMS	Prevention and Loss Management Services
SSB	Strategic Services Branch
VS	Virtual Services

#### **SDPR—Programs & Initiatives**

Acronym	Expanded Wording	Notes
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BCEA	BC Employment and Assistance Program	Program
PRS	Poverty Reduction Strategy	Initiative

### **BCEA—Assistance**

Acronym	Expanded Wording
DA	Disability Assistance
HA	Hardship Assistance
IA	Income Assistance
SA	Supplementary Assistance

### **BCEA—Supplements/Exemptions/Subsidies/Programs/SVCS**

Acronym	Expanded Wording
AEE	Annual Earnings Exemption
CVS	Community Volunteer Supplement
EAO	Employment and Assistance Office
MNS	Monthly Nutritional Supplement
SEP	Self Employment Program
STS	Special Transportation Subsidy
THS	Transitional Health Services

### **BCPS—Ministries**

Acronym	Expanded Wording
AEST	Ministry of Advanced Education, Skills and Training
AG	Attorney General
AGRI	Ministry of Agriculture
CITZ	Ministry of Citizens' Services
EDUC	Ministry of Education
EMLI	Ministry of Energy, Mines and Low Carbon Innovation
ENV	Ministry of Environment and Climate Change Strategy
FIN	Ministry of Finance
FLNRO	Ministry of Forests, Lands, Natural Resource Operations and Rural Development
HLTH	Ministry of Health
IRR	Ministry of Indigenous Relations and Reconciliation
JTT	Ministry of Jobs, Trade and Technology
MCFD	Ministry of Children and Family Development
MLAB	Ministry of Labour
MMA	Ministry of Municipal Affairs
MMHA	Ministry of Mental Health and Addictions
PSSG	Ministry of Public Safety and Solicitor General
SDPR	Ministry of Social Development and Poverty Reduction

TACS	Ministry of Tourism, Arts, Culture and Sport
TRAN	Ministry of Transportation and Infrastructure

### BCPS—Other Ministry Divisions/Branches/Miscellaneous Organizations

Acronym	Expanded Wording	Notes
3CMB	Comptroller General, Corporate Compliance and Controls Monitoring Branch	<a href="#">OCG</a>
BCWS	BC Wildfire Service	<a href="#">FLNRO</a>
EMBC	Emergency Management BC	<a href="#">PSSG</a>
GEO	Gender Equity Office	<a href="#">FIN</a>
GSB	Government Services Branch	<a href="#">EMBC (PSSG)</a>
HLBC	HealthLinkBC	<a href="#">HLTH</a>
HRSD	Highways and Regional Services Division	<a href="#">TRAN</a>
IJPLD	Indigenous Justice Policy and Legislation Division	<a href="#">AG</a>
IMB	Information Management Branch	<a href="#">FLNRO</a>
OCG	Office of the Comptroller General	<a href="#">FIN</a>
PECC	Provincial Emergency Coordination Centre	<a href="#">EMBC (PSSG)</a>
PREOC	Provincial Regional Emergency Operations Centre	<a href="#">EMBC (PSSG)</a>

### BCPS—Other Ministry Programs

Acronym	Expanded Wording	Notes
CIHR	Child in the Home of a Relative *Closed 2010*	<a href="#">MCFD</a>
CYSN	Child and Youth with Support Needs Family Support Services	<a href="#">MCFD</a>
FMEP	Family Maintenance Enforcement Program	<a href="#">AG</a>
IOMHIP	Integrated Offender Management Program & Homelessness Intervention Project	Inter-Min
	<b>Formerly: HIP</b> (Homelessness Intervention Project) *Pilot*	Amalgamated into IOMHIP
	<b>Formerly: IOM</b> (Integrated Offender Management Program)	
PDHHS	Provincial Deaf and Hard of Hearing Services	<a href="#">MCFD</a>
STADD	Services to Adults with Developmental Disabilities	<a href="#">MCFD</a>

### BCPS—Frameworks/Processes/Systems

Acronym	Expanded Wording	Notes
BCEMS	BC Emergency Management System	<a href="#">EMBC</a> Framework
CEMP	Comprehensive Emergency Management Plan	<a href="#">EMBC</a> Framework
CRV	Compliance Review	<a href="#">BCEA</a> Process
EP	Employment Plan	<a href="#">BCEA</a> Planning Tool
PIA	Privacy Impact Assessment	<a href="#">OPC</a> Process
STRA	Security Threat and Risk Assessments	<a href="#">OCIO</a> Procedure Standard

TEAMS	Temporary Emergency Assignment Management System	<a href="#">EMBC</a> Staffing System
WES	Work Environment Survey	<a href="#">XGOV</a> Employee Engagement Program
YTP	Youth Transition Planning	<a href="#">MCFD</a> Process

### **BCPS—Benefits/Grants/Subsidies**

Acronym	Expanded Wording	Notes
BCCOB	BC Child Opportunity Benefit	<a href="#">MCFD</a>

### **BC—Central Agencies**

Acronym	Expanded Wording
CABRO	Crown Agencies and Board Resourcing Office
CIRMO	Corporate Information and Records Management Office
GCPE	Government Communications and Public Engagement
OCG	Office of the Comptroller General
OCIO	Office of the Chief Information Officer
OTP	Office of the Premier
PSA	BC Public Service Agency
PSECS	Public Sector Employers' Council Secretariat
PTR	Provincial Treasury

### **BC—Central Agencies—Program Areas**

Acronym	Expanded Wording	Notes
BCBIG	BC Behavioural Insights Group	<a href="#">PSA</a>

### **BC—Crown Corporations**

Acronym	Expanded Wording
BCH	BC Housing
CLBC	Community Living BC
CMHC	Canada Mortgage and Housing Corporation
DBC	Destination BC
TL	TransLink

### **BC—Crown Corporations—Programs**

Acronym	Expanded Wording	Notes
AHOP	Aboriginal Homeless Outreach Program	<a href="#">BCH</a> Program
CPDP	Continuing Professional Development	<a href="#">BCH</a> Contractor Program
HOP	Homelessness Outreach Program	<a href="#">BCH</a> Program
HPP	Homelessness Prevention Program	<a href="#">BCH</a> Program
ILBC	Independent Living BC	<a href="#">BCH</a> Program
RAP	Rental Assistance Program	<a href="#">BCH</a> Program

RTS	Regional Transportation Strategy	<a href="#">TL</a> Strategy
SAFER	Shelter Aid for Elderly Renters	<a href="#">BCH</a> Program
SRI	<a href="#">SRO</a> Renewal Initiative	<a href="#">BCH</a> Program

### **BC—Independent Agencies**

Acronym	Expanded Wording
HIBC	Health Insurance BC
OAG	Office of the Auditor General
OIPC BC	Office of the Information and Privacy Commissioner for BC
OPC	Office of the Privacy Commissioner of Canada
OSA	Office of the Seniors Advocate
WBC	WorkBC
WSBC	WorkSafeBC

### **BC—Independent Agencies—Programs & SVCS**

Acronym	Expanded Wording	Notes
CEP	Community and Employer Partnership	<a href="#">WBC</a> Fund
ES	Employment Services	<a href="#">WBC</a> Service
	<b>Formerly: EPBC</b> (Employment Program BC)	Renamed ES
	<b>Formerly: CAP</b> (Community Assistance Program)	Amalgamated into EPBC
	<b>Formerly: EPPD</b> (Employment Programs for Persons with Disabilities)	
MSP	Medical Services Plan	<a href="#">HIBC</a> Program
SPEI	Single Parent Employment Initiative	<a href="#">WBC</a> Service

### **BC—Provincial Resource & Outreach Programs**

Acronym	Expanded Wording
ACEBC	Academic Communication Equity BC
CAPERBC	Centre for Accessible Post-Secondary Education Resources
CAYA	Communication Assistance for Youth and Adults
POPDB	Provincial Outreach Program for Students with Deafblindness
SETBC	Special Education Technology BC

### **Other Provincial Ministries/Independent Agencies/Initiatives**

Acronym	Expanded Wording	Notes
OIPRD	Office of the Independent Police Review Director	Ontario Agency
MCCSS	Ministry of Children, Community and Social Services	Ontario Ministry
MYAP	Multi-Year Accessibility Plan	<a href="#">OIPRD</a> Initiative

### **Federal—Organizations & Program Areas**



Acronym	Expanded Wording	Notes
ASC	Accessibility Standards Canada	
	<b>Formerly: CASDO</b> (Canadian Accessibility Standards Development Organization)	
CBSA	Canadian Border Services Agency	
CIRNAC	Crown–Indigenous Relations and Northern Affairs Canada	
	<b>Formerly: AANDC</b> (Aboriginal Affairs and Northern Development Canada)	
ESDC	Employment and Social Development Canada	
	<b>Formerly: HRDC</b> (Human Resources and Skills Development Canada)	
FOD	Financial Operations Directorate	<a href="#">HC</a>
	<b>Formerly: GCFM</b> (Grants and Contributions Financial Management Division)	
GoC	Government of Canada	
HC	Health Canada	
IGRS	Intergovernmental Relations Secretariat	
IPGB	Immigration Program Guidance Branch	<a href="#">IRCC</a>
	<b>Formerly: OMCB</b> (Operational Management and Coordination Branch)	
IRB	Immigration and Refugee Board of Canada	
IRCC	Immigration, Refugees and Citizenship Canada	
	<b>Formerly: CIC</b> (Citizenship and Immigration Canada)	
ISC	Indigenous Services Canada	
PHAC	Public Health Agency of Canada	
PSC	Public Safety Canada	
R&E	Research and Evaluation Branch	
SETNET	Settlement Network	<a href="#">IRCC</a>
	<b>Formerly: IPMB</b> (Integration Program Management Branch)	
TBSC	Treasury Board of Canada Secretariat	

### Federal—Programs/Networks/Resources

Acronym	Expanded Wording	Notes
CN	Centralized Network	<a href="#">IRCC</a> Network
	<b>Formerly: CPR</b> (Centralized Processing Region)	
DIAP	Disability Inclusion Action Plan	<a href="#">ESDC</a> Initiative
G&C	Grant and Contribution	<a href="#">HC</a> Program Umbrella
ISET	Indigenous Skills and Education Training	<a href="#">ESDC</a> Program
NESS	National Emergency Strategic Stockpile	Supply Resource
PME	Practice Management Education	<a href="#">IRCC</a> Course Umbrella
RDSP	Registered Disability Savings Plan	<a href="#">ESDC</a> Program

### Federal—Benefits & Supplements

Acronym	Expanded Wording	Notes
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CCB	Canada Child Benefit	
	<b>Formerly: UCCB</b> (Universal Child Care Benefit) & <b>CTB</b> (Child Tax Benefit)	Amalgamated into CCB
CDB	Canada Disability Benefit	
CERB	Canada Emergency Response Benefit	Closed
CPP	Canada Pension Plan	
CPPD	Canada Pension Plan Disability	
CRB	Canada Recovery Benefit	Closed
GIS	Guaranteed Income Supplement	
OAS	Old Age Security	

### **FPT—Organizations/Groups/Initiatives**

Acronym	Expanded Wording	Notes
C&EC	Compliance and Enforcement Collaborative	Working Group
DIS	Directors of Income Support	<a href="#">FPT</a> Committee
ICYCWG	Indigenous Children and Youth in Care Working Group	Working Group
NCB	National Child Benefit	Initiative
RCMP	Royal Canadian Mounted Police	Organization
SDRIC	Social Development Research and Information Committee	<a href="#">FPT</a> Committee

### **BC—Municipal Organizations/Groups/Initiatives**

Acronym	Expanded Wording	Notes
CoV	City of Vancouver	City
PWDAC	Persons with Disabilities Advisory Committee	Vancouver Municipal Committee
RGS	Regional Growth Strategy	Metro Vancouver

### **Groups—Cabinet & Caucus Committees**

Acronym	Expanded Wording
CCSI	Cabinet Committee on Social Initiatives
CWGCOV	Cabinet Working Group on COVID
CWGCR	Cabinet Working Group on Community Recovery
CWGMHAH	Cabinet Working Group on Mental Health, Addictions and Homelessness
GCCSI	Government Caucus Committee on Social Initiatives
LRC	Legislative Review Committee
TB	Treasury Board

### **Groups—Minister/[DM](#)/[ADM](#) Committees**

Acronym	Expanded Wording
MDEC	Ministers-Deputies Emergency Committee
MRSS	Ministers Responsible for Social Services

DMCEM	Deputy Minister's Committee on Emergency Management
DMCSI	Deputy Minister's Committee on Social Initiatives
DMCSP	Deputy Minister's Committee on Sustainable Shared Prosperity
DMRSS	Deputy Ministers Responsible for Social Services
ADMCEM	Assistant Deputy Minister's Committee on Emergency Management
ADMCHH	Assistant Deputy Minister's Committee on Housing and Homelessness
ADMCSI	Assistant Deputy Minister's Committee on Social Initiatives
ADMCSPP	Assistant Deputy Minister's Committee on Housing and Homelessness

### Groups—Other Committees/Councils/Panels

Acronym	Expanded Wording	Notes
ALCAC	Accessibility Legislation and COVID-19 Advisory Committee	Amalgamated to form new ALCAC
	<b>Formerly:</b> ALCAC (Accessibility Legislation Consultation Advisory Committee) & CDWG (COVID-19 Disability Working Group)	
BIP	Basic Income Panel	
DIS	Directors of Income Support	
ECDI	Executive Committee for Diversity and Inclusion	
FNLC	First Nations Leadership Council	
OSA COA	Office of the Seniors Advocate Council of Advisors	
PAC	Provincial Accessibility Committee	
PG	President's Group	
PRAC	Poverty Reduction Advisory Committee	
RDSP AG	RDSP Action Group	
SIP	Supporting Increased Participation	Advisory Group
UBCM	Union of BC Municipalities	

### Groups—Gatherings

Acronym	Expanded Wording
FNLG	First Nations Leadership Gathering

### Groups—CoPs

Acronym	Expanded Wording
ACoP	Accessibility Community of Practice
PLCoP	Policy Community of Practice
PRCoP	Procurement Community of Practice

### Groups—ERGs

Acronym	Expanded Wording
EAAC	Employee Accessibility Advisory Council
EAN	Employee Advisory Network
IEN	Indigenous Employees Network

### Groups—Public Sector Employer's Associations

Acronym	Expanded Wording
CSSEA	Community Social Services Employer's Association

### Positions/Roles/Titles

Acronym	Expanded Wording	Notes
ADM	Assistant Deputy Minister	
BSDW	Band Social Development Worker	<a href="#">EAW</a> Equivalent
CEO	Chief Executive Officer	
CFO	Chief Financial Officer	
CIO	Chief Information Officer	
CIS	Community Integration Specialist	
CRSQ	Community Relations and Service Quality Manager	
CSW	Client Service Worker	
CYSNW	Child and Youth with Support Needs Worker	
DIR	Director	
DM	Deputy Minister	
EA	Expense Authority	
EAW	Employment and Assistance Worker	
EFO	Executive Financial Officer	
EXEC	Executive	
FMW	Family Maintenance Worker	
IO	Investigative Officer	
LGC	Lieutenant Governor in Council	
MGMT	Management	
MGR	Manager	
MHO	Medical Health Officer	
MNS	Minister Nicholas Simons	
PGT	Public Guardian and Trustee	
PHO	Provincial Health Officer	
PJH	Premier John Horgan	
PPIM	Policy and Program Implementation Manager	
PS	Parliamentary Secretary	
PSS	Parliamentary Secretary (Nikki) Sharma	
QCS	Quality and Compliance Specialist	
RCIC	Regulated Canadian Immigration Consultant	



RCY	Representative for Children and Youth	
RO	Reconsideration Officer	
TA	Temporary Assignment	
TBS	Treasury Board Staff	

## Civil Society Organizations

Acronym	Expanded Wording
CBA	Canadian Bar Association
CBABC	Canadian Bar Association BC Branch

## PSOs

Acronym	Expanded Wording	Notes
CAV	Canadian Administrator of Video Relay Service Inc.	<a href="#">CRTC</a>
CICC	College of Immigration and Citizenship Consultants	
CRTC	Canadian Radio-television and Telecommunications Commission	
FNHA	First Nations Health Authority	
PHSA	Provincial Health Services Authority	
	<b>Formerly: BCCSS</b> (BC Clinical and Support Services)	Amalgamated with PHSA
	<b>Formerly: HSSBC</b> (Health Shared Services BC)	Renamed BCCSS

## PSOs—Programs & SVCS

Acronym	Expanded Wording	Notes
BCEHS	BC Emergency Health Services	<a href="#">PHSA</a>
	<b>Formerly: BCAS</b> (BC Ambulance Service)	
BCCDC	BC Centre for Disease Control	<a href="#">PHSA</a>
CDEMT	Communicable Disease Emergencies Management Team	<a href="#">FNHA</a>
CVRS	Canada Video Relay Services	<a href="#">CAV</a> ( <a href="#">CRTC</a> )
EtPE	Entry-to-Practice Exam	<a href="#">CICC</a>
	<b>Formerly: FSE</b> (Full Skills Exam)	{ <a href="#">RCIC</a> Candidates}
IPP	Immigration Practitioner Program	<a href="#">CICC</a>
PME	Practice Management Education	<a href="#">CICC</a>
SS	Support Services	<a href="#">PHSA</a> Service Provider

## Provincial-Territorial Organizations

Acronym	Expanded Wording
BCAFN	BC Assembly of First Nations

## Non-Profits & Not-for-Profits

Acronym	Expanded Wording
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ATBC	Aboriginal Tourism of BC
BCANDS	BC Aboriginal Network on Disability Society
BCFNJC	BC First Nations Justice Council
BCPIAC	BC Public Interest Advocacy Centre
CAPIC	Canadian Association of Professional Immigration Consultants
CASA	Child, Adolescent and Family Mental Health
CDAC	Communication Disability Access Canada
CDBA	Canadian Deafblind Association
CDBABC	Canadian Deafblind Association – BC Chapter
CMHA	Canadian Mental Health Association
CMHABC	Canadian Mental Health Association – BC Division
CNIB	Canadian National Institute for the Blind
COSCO	Council of Senior Citizens’ Organizations of BC
DABC	Disability Alliance BC
FSIBC	Family Support Institute of BC
GVAD	Greater Vancouver Association for the Deaf
GVAT	Greater Victoria Acting Together
HBT	Healthcare Benefit Trust
IPAC	Institute of Public Administration Canada
PBC	Pacific Blue Cross
PIAC	Public Interest Advocacy Centre
PPF	Public Policy Forum
PRAXIS	Praxis Spinal Cord Institute
	<b>Formerly: RHI</b> (Rick Hansen Institute)
SPARCBC	Social Planning and Research Council of Canada
UBCIC	Union of BC Indian Chiefs
UDI	Urban Development Institute
VRDC	Victoria Disability Resource Centre
WHO	World Health Organization

### Non-Profit & Not-for-Profits—Programs & [SVCS](#)

Acronym	Expanded Wording	Notes
HCAG	Homelessness Community Action Grants	<a href="#">SPARCBC</a> Program

### Agreements

Acronym	Expanded Wording
CASA	Confidence and Supply Agreement
CSA	Corporate Supply Agreement
ISA	Information Sharing Agreement
LMAPD	Labour Market Agreement for People with Disabilities

LMDA	Labour Market Development Agreement
LMTA	Labour Market Transfer Agreement
MOU	Memorandum of Understanding
NDA	Non-Disclosure Agreement
WDA	Workforce Development Agreement

## United Nations Conventions/Declarations/Proclamations

Acronym	Expanded Wording
IDPD	International Day for Persons with Disabilities
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
UNDRIP	United Nations Declaration on the Rights of Indigenous Peoples

## LEG/REGS

Acronym	Expanded Wording
ABCA	<i>Accessible British Columbia Act</i>
ACA	<i>Accessible Canada Act</i>
AL	Accessibility Legislation
CICCA	<i>College of Immigration and Citizenship Consultants Act</i>
DRIPA	<i>Declaration on the Rights of Indigenous Peoples Act</i>
EAPWDA	<i>Employment and Assistance for People with Disabilities Act</i>
EPA	<i>Emergency Program Act</i>
FOIPPA	<i>Freedom of Information and Protection of Privacy Act</i>
IRPA	<i>Immigration and Refugee Protection Act</i>
IRPR	Immigration and Refugee Protection Regulation
OHSR	Occupational Health and Safety Regulation
RTA	<i>Residential Tenancy Act</i>

## Policy Resources

Acronym	Expanded Wording
BCEA PPM	<a href="#">BCEA</a> Policy and Procedures Manual
CPPM	Core Policy and Procedures Manual

## Internal Finance & Purchasing

Acronym	Expanded Wording
AP	Accounts Payable
AR	Accounts Receivable
BEA	Business Expense Approval
BTA	Business Transaction Account
CoA	Chart of Accounts
DCV	Distribution Centre of Victoria

ICB	Invoice Coding Block
JV	Journal Voucher
PCARD	Purchase Card
QP	Queen's Printer
RC	Responsibility Centre
SL	Service Line
STOB	Standard Object of Expenditures

## Documents

Acronym	Expanded Wording
BN/DN/IN/MN	Briefing Note/Decision Note/Information Note/Meeting Note
CABSUB	Cabinet Submission
ITR	Intent to Rent Form
JD	Job Description
PID	Project Initiation Document
RFL	Request for Legislation
SN	Speaking Notes
TBSUB	Treasury Board Submission

## Internal Software/Applications/Tools

Acronym	Expanded Wording
CDW	Corporate Data Warehouse
CFS	Corporate Financial System
	<b>Formerly: CAS</b> (Corporate Accounting System)
CSAS	Corporate Signing Authority System
EDRMS	Enterprise Document and Records Management System
ESS	Employee Self Service
ICM	Integrated Case Management
IRT	Incident Reporting and Tracking
MIS	Management Information System
MYSC	My Service Centre
PACT	Policy Acceptance Tool
T&P	Time and Pay

## External & General Applications/Tools/Processes

Acronym	Expanded Wording	Notes
GCMS	Global Case Management System	<a href="#">IRCC &amp; CBSA</a>
GCOS	Grants and Contributions Online Services	<a href="#">ESDC</a> Stakeholders
LAN	Local Area Network	
MAPS	Making Action Plans	Planning Process
MYSS	My Self Serve	



	<b>Formerly: SSAA</b> (Self-Serve Assessment and Application)	Client Application
PATH	Planning Alternate Tomorrows with Hope	Planning Process
SFTS	Secure File Transfer System	
VPN	Virtual Private Connection	

## Provinces

Acronym	Expanded Wording
AB	Alberta
BC	British Columbia
MB	Manitoba
NB	New Brunswick
NL	Newfoundland and Labrador
NS	Nova Scotia
NT	Northwest Territories
NU	Nunavut
ON	Ontario
PEI	Prince Edward Island
QC	Quebec
SK	Saskatchewan
YT	Yukon

## Miscellaneous Terminology

Acronym	Expanded Wording
AACS	Augmentative/Alternative Communication System
AFP	Analysis of Financial Position
BC	British Columbia
BCP	Business Continuity Plan(ning)
BCPS	BC Public Service
BI	Basic Income
BKGD	Background
CDE	Communicable Disease Emergency
CoP	Community of Practice
CPD	Continuing Professional Development
CY	Calendar Year
CYE	Calendar Year End
DE&I	Diversity, Equity and Inclusion
DHH	Deaf and Hard of Hearing
EFT	Electronic Funds Transfer
EI	Employment Insurance
EOD	End of Day

ERG	Employee Resource Group
ESG	Environmental, Social and Governance Factors
EWD	Engagement and Workforce Development
FM	Family Maintenance
FN	First Nations
FOI	Freedom of Information
FPT	Federal/Provincial/Territorial
FT	Full Time
FTE	Full Time Employee
FY	Fiscal Year
FYE	Fiscal Year End
GBA+	Gender Based Analysis Plus
HR	Human Resources
IB	Information Bulletin
IEP	Individual Education Plan
IMIT	Information Management and Information Technology
IT	Information Technology
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning and “Plus”
LGBTQ2S	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning and Two Spirit
LICO	Low Income Cut Off
LMA	Labour Market Adjustment
LTR	Letter
MBM	Market Basket Measure
MMIWG	Missing and Murdered Indigenous Women and Girls
MSG	Message
MTG	Meeting
NFA	No Fixed Address
NGO	Non-Governmental Organization
OGD	Other Governmental Department
OIC	Order in Council
OLR	Online Resource
OP	Overpayment
PIB	Personal Information Bank
PPE	Personal Protective Equipment
PPM	Policy and Procedures Manual
PSO	Public Sector Organization
PSW	Public Service Week
PT	Part Time
PTE	Part Time Employee
RM	Records Management
RTW	Return to Work

SME	Subject Matter Expert
SRO	Single Room Occupancy
SVC	Service
SVCS	Services
TBA	To be Assigned
TBD	To be Determined
TOR	Terms of Reference
TPA	Third Party Administrator
TR	Temporary Resident
TRR	Telephone Response Record
VRS	Video Relay Service
WFH	Work from Home
XDIV	Cross-Divisional
XGOV	Cross-Government
XJURIS	Cross-Jurisdictional
XMIN	Cross-Ministry

## Managing Personal Storage on your H:Drive



Hi, My name is Tammy Cummings and I am the Mistry Records Officer for SDPR. I report to the DMO and work closely with all the divisions.

## What are my responsibilities ?

The Transitory Information Schedule and the Appropriate Use Policy both require employees to:

- **Dispose of transitory information and ensure that before deleting the information is not relevant to a FOI or request for legal discovery**

### **Did you know???**

Costs for H: Drives over 1.5 GB is  
s. 17 B/month

As government employee's we all should be able to determine what is transitory information from what is an official record. By getting in the habit of routinely deleting transitory information it ensures that the right information is being stored and it's more cost effective for government.

Did you know that each employee is allotted 1.5 GB of storage and any storage that exceeds this costs the ministry s. 17 GB/month. Again, if you have not deleted transitory information and you receive an FOI or litigation request, you must produce the transitory records.

Example if a group of 1000 employees each have 2.5 GB on H: Drive the additional costs would be s. 17 per month

## Official Records

Those that document or provide evidence of business activities...

...regardless of their format.

### Does your record:

- Reflect decision making?
- Contain policy or procedures?
- Call for a reply or action?
- Document ministry business?

**Then it is an OFFICIAL record**

Official records are those that document or provide evidence of business activities regardless of their format.

‘Regardless of their format’ means it could be a sticky note, an email, a sound records, a word document, etc. The format has no bearing on it it’s considered official or not.

To help determine if it’s an official record, ask yourself the questions on the right hand side of the slide... If you say yes to **any** of these then you have official document and **it must be kept**

## Transitory Records

Those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record...

....again, they can exist in any format

Can usually be deleted

*\*unless it's part of a current or anticipated FOI request or litigation*

Did someone say delete?!?



Transitory Records are those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record. Again, can exist in any format.

It is critical to know the difference because we want to know what is official and therefore needs to be kept and what is transitory and therefore can be destroyed or deleted.

Yes, that's right, I said DELETED!!! Transitory files are the ONLY files that can be deleted but only IF it is not part of a current or anticipated FOI request or litigation.



## Categories/Types

1. Transitory Messages
2. Transitory Drafts
3. Transitory Rough Notes and working Materials
4. Transitory Copies
5. Transitory Systems Information
6. Transitory Information from External Sources

**Does NOT include 'substantive drafts',  
those are official records**

Categories:

1. Transitory Messages (examples could be emails, MS Team Chats, voice mails – it does not document a decision)
2. Transitory Drafts (Drafts that have minor changes between versions)
3. Transitory Rough Notes and Working Materials (Examples could be flipcharts or lists of ideas- this is information used to support projects and develop official records)
4. Transitory Copies (examples could be convenience copies for a meeting or partial copies – these copies are not needed as evidence of a decision)
5. Transitory Systems Information (examples could be cookies, internet browsing history- this is information that is no longer needed after it is entered into a system)
6. Transitory Information from External Sources (examples could be junk mail, unsolicited correspondence or advertising – this is published, solicited and unsolicited items)

There are two great resources we'll link you to at the end of this lesson....be sure to review so you feel confident making the decision if something is official or transitory



It really is up to the person creating the records, err on the side keeping the document if there's any uncertainty. It can be hard for someone to tell if another person's document is a duplicate or reference copy versus final if it isn't clearly indicated through naming conventions or other means.

Note, when we say 'drafts', that does not include 'Substantive Drafts' –

**Q:** who knows what we mean by the term 'substantive draft'??

(confirm that this is a draft where something significant has changed – recommending option 1 instead of 2 now for example)

**A: EG:** if direction shifts part way through, between V06 and V07, keep both plus any record that explains why the shift... then say new info between V10 and V11, keep both and any record that explains the shift, but do not need to keep any other versions beyond those and the final version because all other versions are just grammatical or formatting changes so can be considered transitory and can be deleted.

## Quick tips

- Find and manage files on your H: Drive
- Remove personal records
- Move sensitive files to the safe location
- Empty your recycle bin

Open File Explorer and click on your personal (H:) drive. It will show your IDIR in the name. Then right click and select properties and it will calculate the size of your H drive. You can also use the search box and type in keywords such as draft to locate records that can be deleted.

Regularly scan your H: Drive for personal files and delete them.

Often, staff will store sensitive information in their H: drive and it is recommended to move these records to a restricted folder in your LAN.

Items that you delete and/or move to your recycle bin are still stored on your H: drive until these items are emptied from this bin. IF you receive an FOI request the items sitting in your recycle bin would have to be gathered and produced.

Staff often keep things on their H: drive for easy retrieval and getting in the habit of questioning yourself is a good first step.

## "Poll" One

What % of records in Government do you think are Transitory??

- a. 1 – 20%
- b. 20 - 40%
- c. 40 – 60%
- d. 60 – 80%
- e. 80 – 90%
- f. 90 - 100%

So can anyone guess the percentage of active records in government that are Transitory??

The correct answer is E) 80 – 90% - **mainly due to emails....**

We pay for storage and the reality is we are paying to store what is largely transitory material. Understanding the difference between what's official and what's transitory is CRITICAL

## “Poll” Two

What records can you decide are transitory and therefore can simply delete??

- a. Records you created and decide are transitory
- b. Announcements of social events
- c. Duplicates
- d. Routine correspondence about drafts and revisions
- e. Blank stationary with out of date information
- f. All of the Above

Let’s do another quick poll... Of the six options, what records can you decide are transitory and therefore can simply delete?

Correct answer: F) all of the above.

Something to note regarding A in this list... a lot of the time, you can only decide if something was transitory if YOU were part of it’s creation, unless it falls clearly into categories b, c, & e for example. All the more reason to keep things tidy, delete along the way if applicable, and not leave a mess for others. Think about some of the folders on the LAN, from employees that no longer work here – what a job for us now as we weren’t involved in creating then we have to review and err on the side of it being an official record and follow the final disposition process.

## Resources and last thoughts...

- Destroy transitory records immediately to make it easier to file and find information as well as saving storage and unnecessary processing costs
- TIP: add 'transitory' right in the title when creating

### Review:

- [Transitory Records Guide](#) (web)
- [Transitory Records Schedule](#) (web)

**Personal responsibility is key**

\*TIP: add word 'transitory' to the title of the document when you create it for a quick cue it can be deleted

Again, we just want to reinforce personal responsibility related to records management.





## RIPD Training Overview

### **Training Sessions:**

- 1. Why it's Important**
- 2. Types of Records**
- 3. ARCS**
- 4. Kick off/Go live**

Hi, my name is Tammy Cummings and I am the Ministry Records Officer. I advise the Ministry on anything records related. I started my career with SDPR in 2015 and worked front line in a CS office, then I moved over to Ops Support in SDD and worked on a project to centralize our client files into two file hubs in the province. Since 2021 I have been the MRO and the records portfolio was recently moved from CPSI to the DMO's office last fiscal.

We provided training to RIPD at the end of 2021 and it included four one hour training sessions delivered over four weeks. Today I am going to do a high level overview of the training for new staff.

I also would like to acknowledge that I live in Lake Country and I respectfully acknowledge that I live, work and play on the unceded territory of the Syilx Okanagan people whose traditional home lands I have the privilege to be on.

# RIPD LAN Reorganization Project

## Old/Unorganized LAN

- Admin etc
- ADMO Requests
- Committees
- Estimates planning - 2022
- L-team
- RIPD 30-60-90
- WES
- Work Tools
- Z - Archive
- 2-4-6 May 2021
- Branch Description - final
- Housekeeping
- Mandate scoping docs and timelines
- SPIB Standing Agenda
- SPIB Vacation 2021
- SPIB Vacation 2022
- Stand-up July

## New/Organized LAN

- (R) ADM
- (R) ADM ISSUES MGR
- (R) ADMIN & FIN
- (R) ED
- (R) HR
- (R) MGMT
- 0100-499 ADMIN
- 0500-899 BLDG&EQUIP 6000-6999 IT
- 0900-1299 FIN
- 1300-1999 HR
- CLIFF & eAPPS
- ORCS
- PORTAL AG
- PORTAL FASB
- (R) RESB
- (R) RLAFB
- (R) RLAFB CASEFILES
- (R) SPIB
- (R) SPLB
- (R) SPLB BRANCH
- TEMPLATES & RESOURCES
- TO BE DESTROYED READ ONLY

RIPD's new LAN is going to be based on governments legislated classification system and everybody needs to learn how to use this classification system. We are providing a high level overview of records management foundations and providing resources for those of you who would like additional information. This is an example of an old unorganized network drive and a sample of a new organized LAN. RIPD's LAN may not look exactly like the sample New LAN on this slide. Jennifer will introduce you to the new LAN structure and the naming conventions document. The new structure will be in alignment with other areas who have already undergone this such as, Corporate Services Division, ELMSD and Accessibility Secretariate.

## Why it's Important

- Legislation:

- Information Management Act (IMA) – specifically Documenting Government Decisions.
- Freedom of Information and Protection of Privacy Act (FOIPPA)

- IM 112: Records Management Foundations

- Managing information effectively is the shared responsibility of **every employee**

*Psst: This is the (optional but strongly encouraged) homework*

So, why is this important?

- First and foremost – it's the law! These two acts outline our responsibilities as public servants. I'm not getting into the details in our short time together, but this alone is a compelling reason for us to care about this topic.
- There is an additional Information Management course for all public servants called IM 112: Records Management Foundations. I strongly encourage you to take this additional training.
- Information and Records Management is a shared responsibility of **every employee**. We are each responsible for the documents/files and emails we create and receive through the course of our careers as public servants.

## ARCS and ORCS

- Information Schedules
- Governs how records are organized and managed
- ARCS = Administrative Records Classification System
- ORCS = Operational Records Classification System



I'm sure you've heard people talk about ARCS and ORCS.

These are two types of "Information schedules" and they provide a timetable that governs the life span of information to ensure that it is managed and kept or destroyed according to legislated requirements.

ARCS stands for Administrative Records Classification System and is for administrative records. This would be for the common business functions in every ministry and are usually internally directed.

ORCS stands for Operational Records Classification System – ORCS are specific to offices and unique to the types of records a particular office creates. SDPR has a ministry wide ORCS called the Social Services ORCS

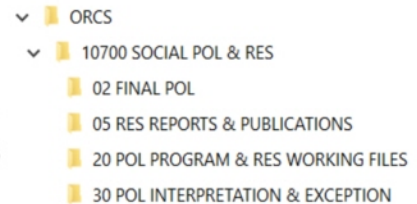
The image on the right shows the life cycle from creating or receiving a record to it's disposal.



## Understanding the Lingo

- Primaries – basic building blocks based on business function
- Secondaries – cover sub-groups of records and govern how long things are kept and what happens at the end of its life

- **Closer Look:** [ARCS webpage](#)



Information schedules consist of primaries and secondaries that explain what types of records are covered and how to manage them.

The PRIMARY is the basic building block of the information schedule, it describes and identifies groups of records that relate to one business function.

Within each primary there are several SECONDARIES. Secondaries cover sub-groups of records that relate to different functions and activities.

The secondary connects the records to timetables governing how long they are kept in active use, semi-active storage and whether they will be destroyed or preserved.

The image on the right hand side of the slide shows how primary and secondary classifications look on a LAN folder. The first set of numbers are the primary number and the two digits after the dash are the secondary number. You can see how 10700 Social Policy and Resources has a number of sub folders with unique names.

Let's take a closer look at the ARCS webpage – which is a CRITICAL RESOURCE we all need to be familiar with.

## Official Records vs Transitory Records

Those that document or provide evidence of business activities...

...regardless of their format.

### Does your record:

- Reflect decision making?
- Contain policy or procedures?
- Call for a reply or action?
- Document ministry business?

**Then it is an OFFICIAL record**

Official records are those that document or provide evidence of business activities regardless of their format.

‘Regardless of their format’ means it could be a sticky note, an email, a sound records, a word document, etc. The format has no bearing on it being considered official or not.

To help determine if it’s an official record, ask yourself the questions on the right hand side of the slide... If you say yes to **any** of these then you have an official document and **it must be kept**

Transitory Records are those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record. Again, it can exist in any format. I will email out some additional guides after on how to determine if your records are transitory.

It is critical to know the difference because we want to know what is official and therefore needs to be kept and what is transitory and therefore can be destroyed or deleted.

## Resources and last thoughts...

- [Documenting Government Decisions](#)
- [FOIPPA](#)

**Personal responsibility is key**

**IM 112 course** – check ‘MyLearning’

As promised, we have included the links for Documenting Government Decisions and FOIPPA. I will send this presentation out to everyone after so it is easily accessible.

Again, I can't say enough the importance of personal responsibility.

You are being strongly encouraged to take the IM 112.

## Ongoing/Every Day Practices

- Right place and right name from the start
- Regularly move *emails* that are important/official records to the proper place on the LAN
- Regularly delete transitory records

Some everyday practices that will help ensure our success....

- Put things in the right place with the right name right from the start
- Regularly move emails that have important decisions and are official records to the proper LAN location
- Regularly delete transitory records – including emails or documents/files etc.



**ANY QUESTIONS?**

Thank you!!





## PLMS – Records Management Training

Tammara Cummings  
Ministry Records Officer  
Deputy Minister's Office

Hi, My name is Tammy Cummings and I am the Ministry Records Officer for SDPR. Nina Olander is here with me today.

To start I would like to explain my background, I have been working for SDPR since 2015. I started in Community Services working front line and then moved over to Ops Support and I played a large role in the creation of our two file hubs we have for the GA records. Since April of 2021 I have been the MRO for SDPR. In this role I advise all the divisions on anything records management related I am also the authority for all government records destructions that happen on site. I also issue redundant source information schedules. I have a degree in Human Justice and I have completed two years towards my Masters in Counselling Psychology.

Nina Olander- I have worked with government for 28 years and started my career with BC Archives which is now Government Records Services at Citizen Services. I have extensive background in records management, FOI and documents production. I worked in Energy, Mines and Petroleum Resources as the Team lead for RM, FOI and document discovery. I then came to SDPR as the MRO in 2018 and have since moved into management for Corporate Planning and the RM portfolio moved from CPSI to the DMO last year. Information Management is my passion and I am still involved

when called upon.

Today we are going to review:

What belongs on a Fraud Case File

Official records versus transitory records

The legislation that explains our responsibilities

PIB	<b>-50 Fraud investigation case files</b>	SO+1y	14y	DE
	(covers fraud investigations, including those closed due to insufficient evidence and those involving a sanction; does not cover unfounded or sensitive/restricted investigations)			
	(includes referral form, employment and payment records, tape matches, investigation worksheet, screen prints from MIS/ICM, overpayment chart, court documents (e.g., judgments and orders), Investigation Registration and Conclusion form, repayment agreement, production orders, bank records and any other pertinent documents relating to the investigation)			
	(arrange active files by calendar year, then alphabetically by			

[Key to ARCS/ORCS Codes and Acronyms](#)

2017/12/14

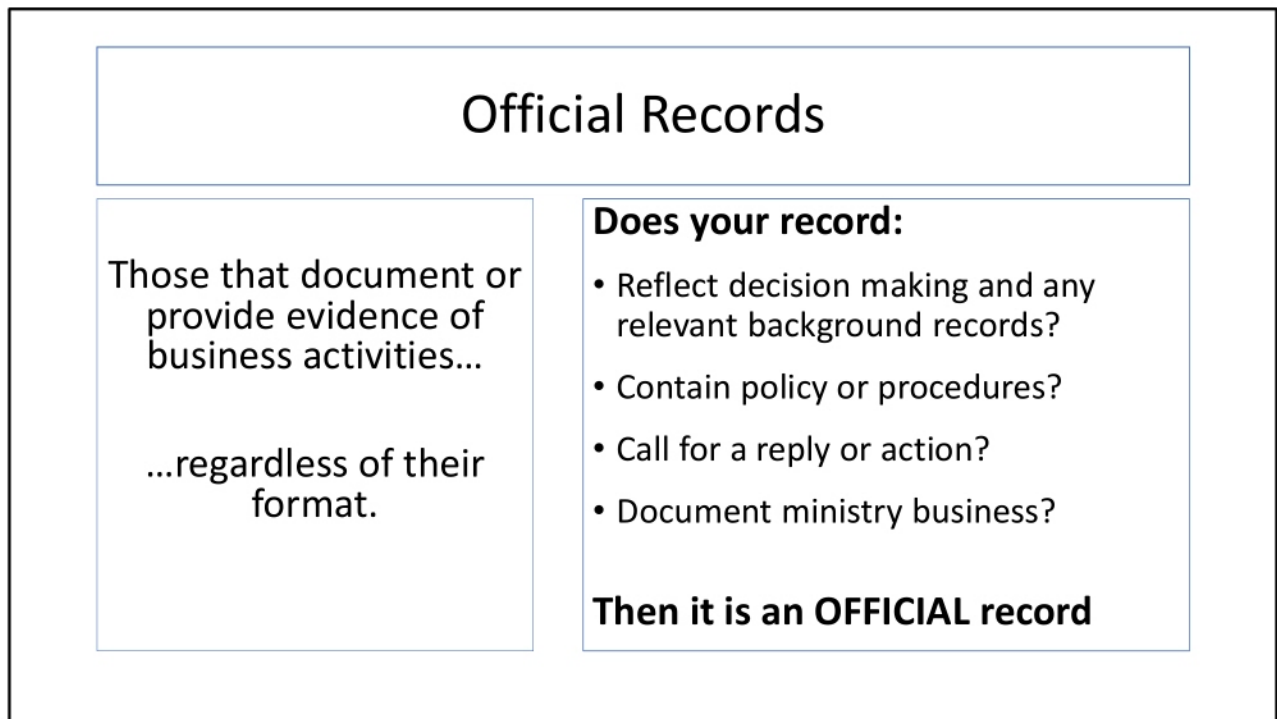
Schedule 133400

SSER ORCS

17

This is the section in our Social Services Operational Records Classification System (ORCS) that describes what types of records are in a Fraud Investigation Case File. As you can see this includes referral form, employment and payment records, tape matches, investigation worksheet, screen prints from MIS/ICM, overpayment charts, court documents, Investigation Registration and Conclusion form, repayment agreement, production orders, bank records and any other pertinent documents relating to the investigation.

In the next couple of slides we are going to discuss transitory information. Not all government information needs to be retained and hopefully after this session you will be able to identify information that is transitory versus information that should be retained on the Fraud Case File.



Official records are those that document or provide evidence of business activities regardless of their format.

‘Regardless of their format’ means it could be a sticky note, an email, a sound records, a word document, etc. The format has no bearing on if it’s considered official or not.

To help determine if it’s an official record, ask yourself the questions on the right hand side of the slide... If you say yes to **any** of these then you have official documents. Remember that decision making records should also have background material included.

## Transitory Records

Those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record...

Again, they can exist in any format

Transitory Records are those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record. Again, it can exist in any format.

It is critical to know the difference because we want to know what is official and therefore needs to be kept and what is transitory and therefore can be destroyed or deleted. If we keep everything in the client file, then it takes more time to gather records for FOI and litigation. By not destroying transitory records the file can easily reach 100 pages when in fact it could be 60 pages. This saves a lot of time down the road for FOI and litigation.

Transitory files are the **ONLY** files that can be deleted without approved documentation, but only IF it is not part of a current or anticipated FOI request or litigation.

Again, some examples of Transitory Messages can include:

announcements of social events, cc copies (unless you are the main staff member responsible for the matter), emails conveying an attachment (if it doesn't add value

to the attachment), meeting arrangements, routine correspondence about drafts and revisions or keeping multiple copies of the same email stream. You just need to keep the latest version that captures all the back and forth.



## **Categories/Types**

- 1. Transitory Messages**
- 2. Transitory Drafts**
- 3. Transitory Rough Notes and working Materials**
- 4. Transitory Copies**
- 5. Transitory Systems Information**
- 6. Transitory Information from External Sources**

There are six Categories:

1. Transitory Messages (examples could be emails, MS Team Chats, voice mails – again if it does not document a decision)
2. Transitory Drafts (Drafts that have minor changes between versions)
3. Transitory Rough Notes and Working Materials (Examples could be flipcharts or lists of ideas- this is information used to support projects and develop official records)
4. Transitory Copies (examples could be convenience copies for a meeting or partial copies – these copies are not needed as evidence of a decision)
5. Transitory Systems Information (examples could be cookies, internet browsing history- this is information that is no longer needed after it is entered into a system)
6. Transitory Information from External Sources (examples could be junk mail, unsolicited correspondence or advertising – this is published, solicited and unsolicited items)

There are two great resources we'll link you to at the end of this lesson....be sure to review so you feel confident making the decision if something is official or transitory

It really is up to the person creating the records, you have to err on the side keeping the document if there's any uncertainty. It can also be hard for someone else to tell if another person's document is a duplicate or reference copy versus final if it isn't clearly indicated through naming conventions or other means.

## "Poll" One

What % of records in Government do you think are Transitory??

- a. 1 – 20%
- b. 20 - 40%
- c. 40 – 60%
- d. 60 – 80%
- e. 80 – 90%
- f. 90 - 100%

So can anyone guess the percentage of active records in government that are Transitory??

The correct answer is E) 80 – 90% - **mainly due to emails....**

We pay for storage and the reality is we are paying to store what is largely transitory material. Understanding the difference between what's official and what's transitory is CRITICAL

## “Poll” Two

What records can you decide are transitory and therefore can simply delete??

- a. Records you created and decide are transitory
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- d. Routine correspondence about drafts and revisions
- e. Blank stationary with out of date information
- f. All of the Above

Let’s do another quick poll... Of the six options, what records can you decide are transitory and therefore can simply delete?

Correct answer: F) all of the above.

Something to note regarding A in this list... a lot of the time, you can only decide if something was transitory if YOU were part of it’s creation, unless it falls clearly into categories b, c, & e for example. All the more reason to keep things tidy, delete along the way if applicable, and not leave a mess for others. Think about some of the folders on the LAN, from employees that no longer work here – what a job for us now as we weren’t involved in creating them and we now have to review and err on the side of it being an official record and follow the final disposition process.

## Resources and last thoughts...

- Destroy transitory records to make it easier to file and find information as well as to save on storage costs and unnecessary processing costs

### Review:

- [Transitory Records Guide](#) (web)
- [Transitory Records Schedule](#) (web)

Personal responsibility is key

We will be sending out some reference material after this meeting which will supplement the training. Remember that you can create transitory records throughout the course of your work day and not all those records need to go into the client file. Another example would be an IM bubble of another staff member asking about a file that you are working on. An IM or an email stream asking about a file does not mean that it has to be part of the file.





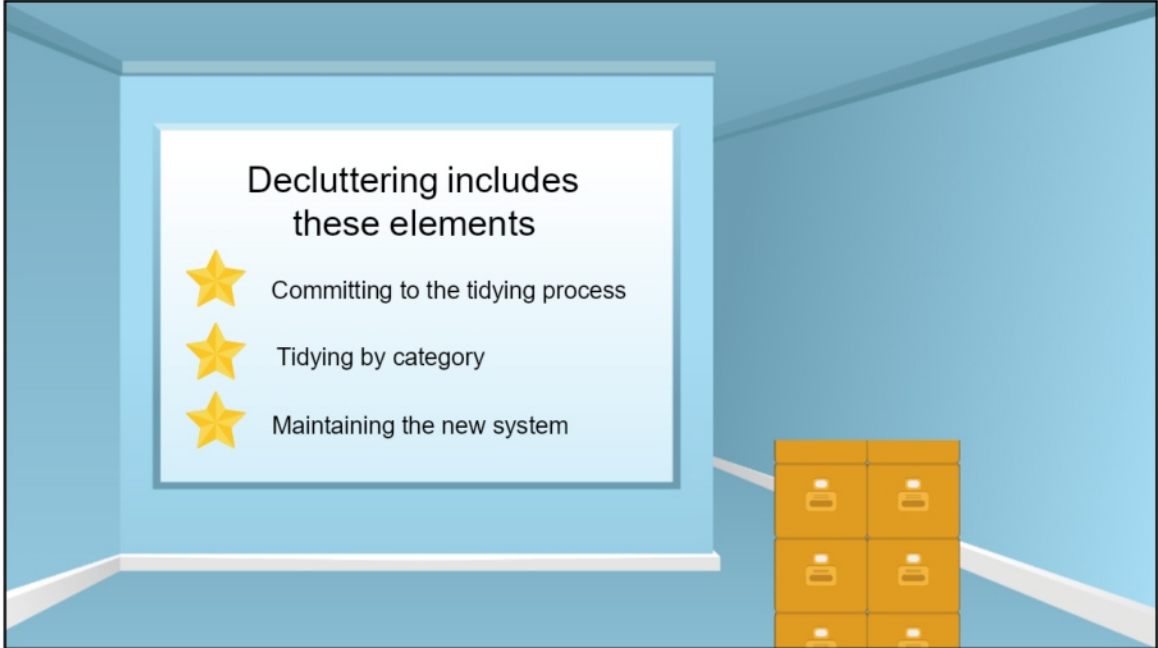


Today we're going to talk about how you can declutter your H: Drive.

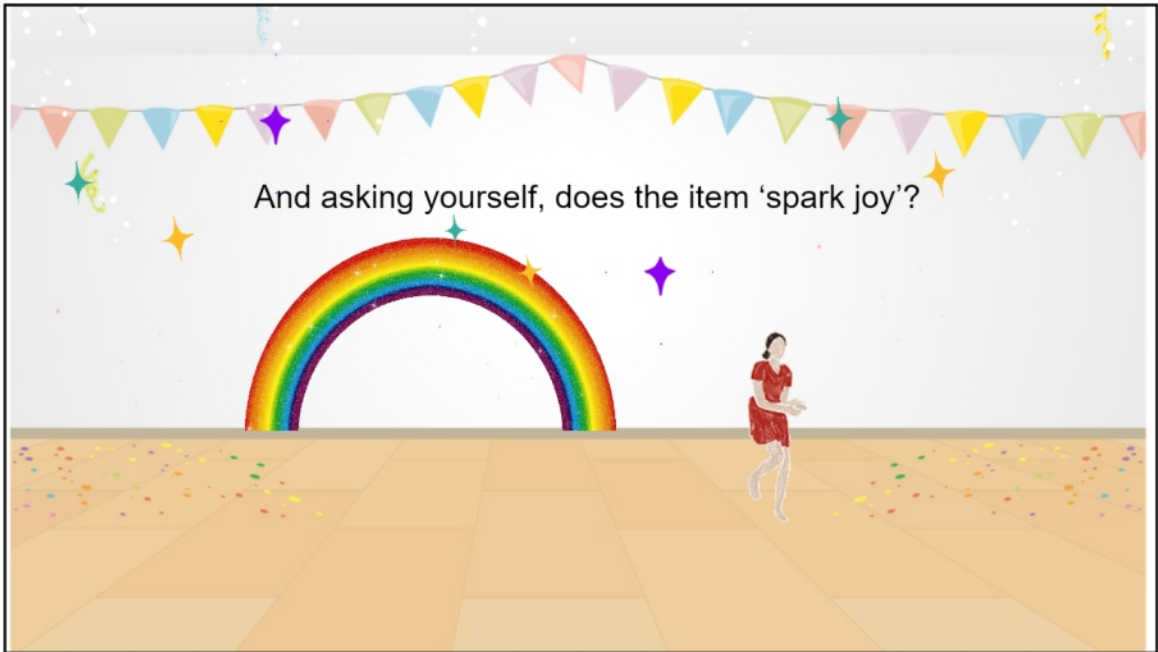
Decluttering is a method of simplifying  
and organizing your home



These days the idea of decluttering is very popular. Netflix has a number of home improvement shows dedicated to the art of decluttering. This has inspired many of us to simplify our lives by decluttering our houses and only keeping things that spark joy.



Decluttering involves a number of key elements. These include committing to the tidying process, tidying by category, maintaining the new system...



and asking the question does the item 'spark joy'?



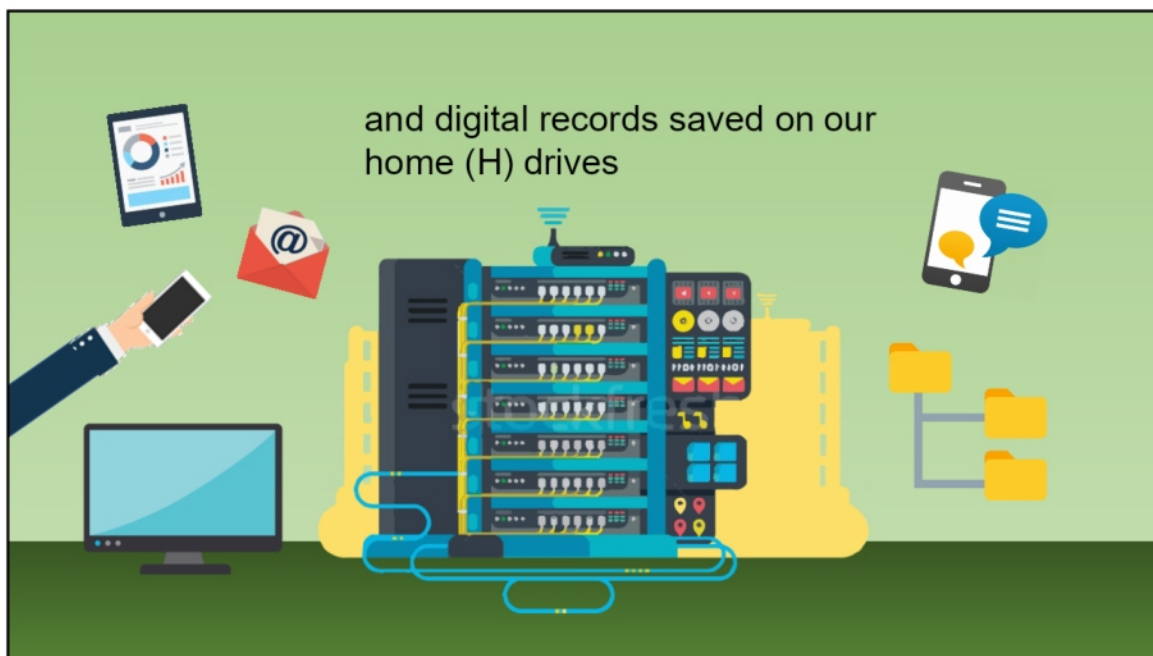
We can apply these ideas at work

We can apply these same ideas at the office

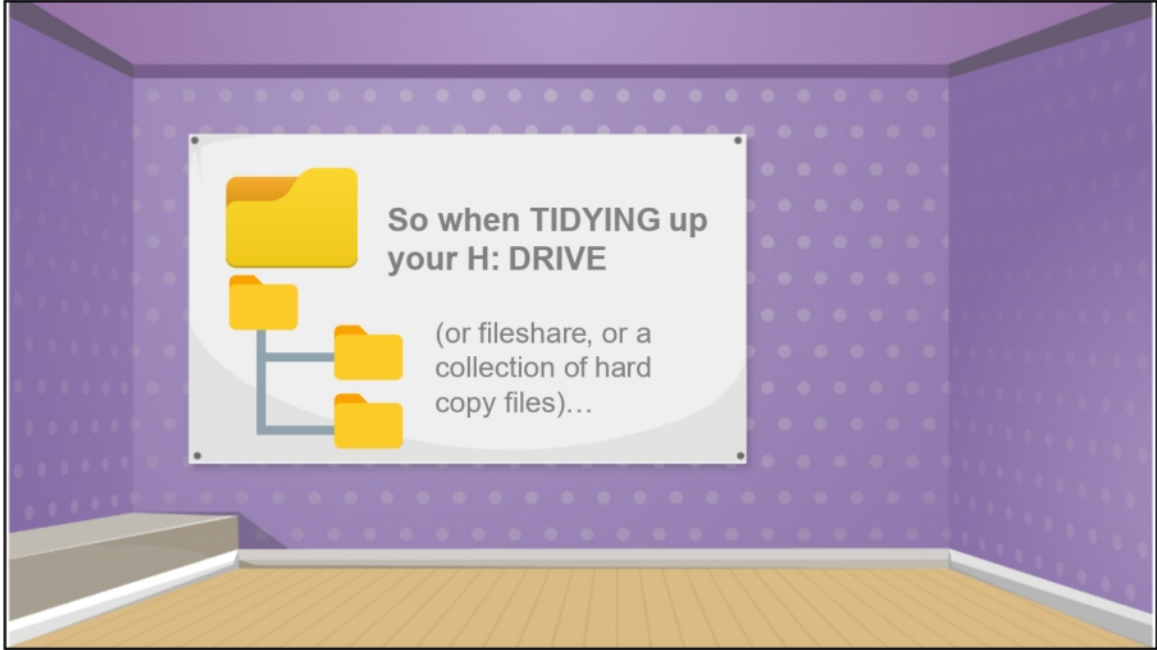


including tidying up physical records.





And digital records saved on our H drives.



So when tidying up your H: Drive, or fileshare, or filing cabinet full of paper documents...

you can apply a decluttering approach.

1. COMMITTING to the process
2. ACTIONING items that spark panic
3. IDENTIFYING official records
4. ASSESSING the risk of what remains

This includes committing to the process, actioning items that spark panic, identifying official records and then assessing the risk of what remains.



**COMMIT** to the  
process.

First commit to the process. Dedicate time to the task.

Dedicate resources.

Set a timeline for completion.



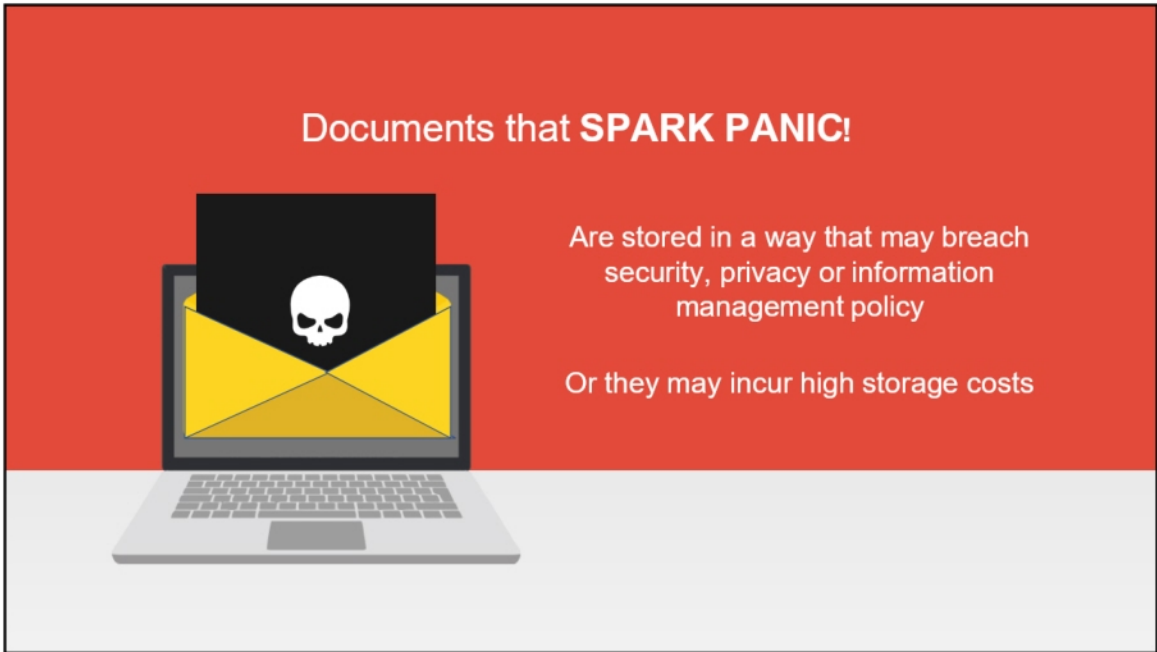
This will include things such as dedicating staff resources, and giving yourself a deadline to complete the process.



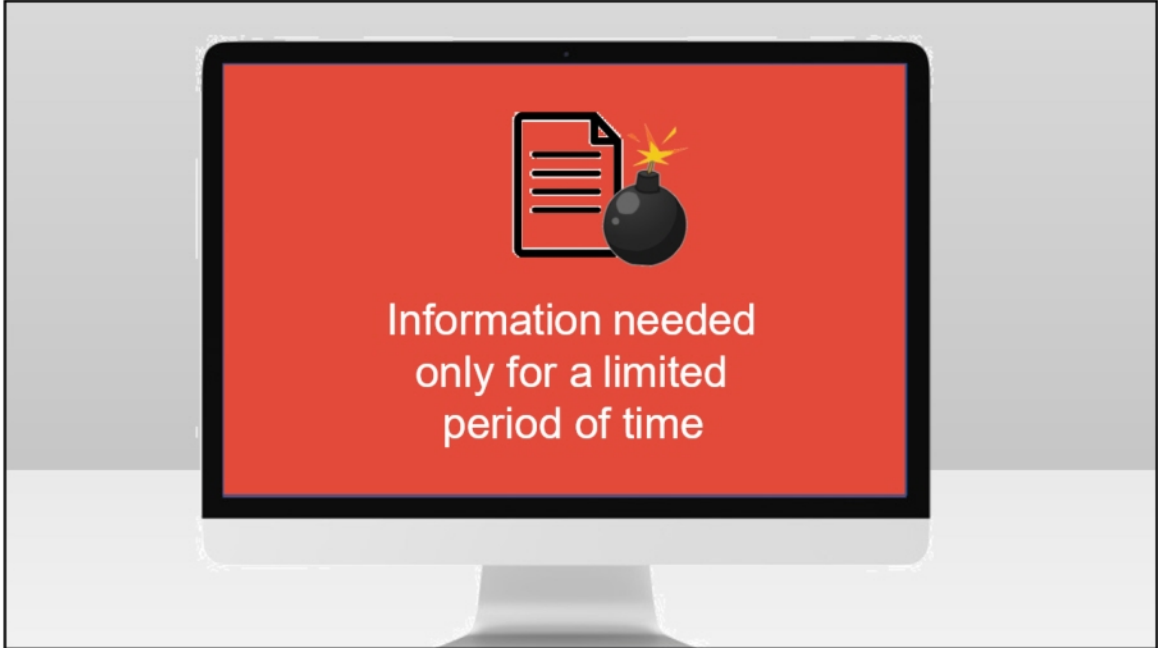


Identify  
documents that  
SPARK PANIC!

Next you need to identify any documents capable of sparking panic of you, your manager, or the BC Government in general.

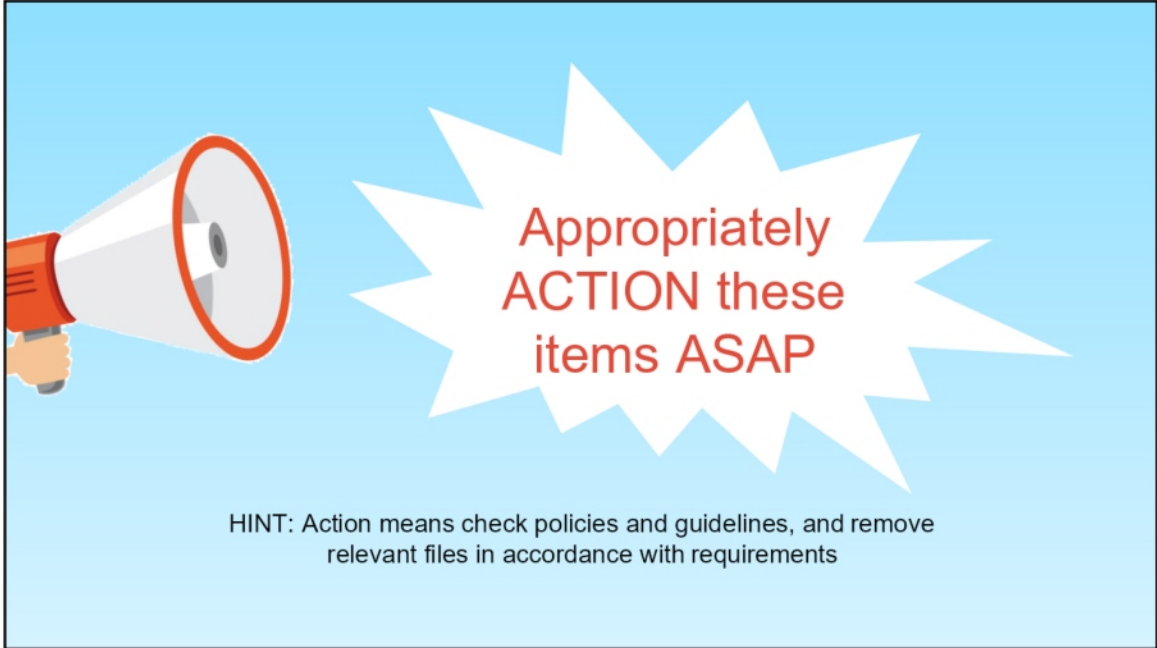


Documents that spark panic tend to be stored in a way that may breach security, privacy or information management policy or result in high storage costs.



Some examples may include  
outlived its usefulness.

that has



Documents that spark panic need to be actioned immediately. Action means to check all relevant policies and guidelines, and remove or destroy the documents or files as required.



### 3. Identify **OFFICIAL** records

Next up is to identify the official records...



**... and put these into an appropriate  
recordkeeping system**

HINT: This can be a case management system or  
LAN classified by ARCS or ORCS

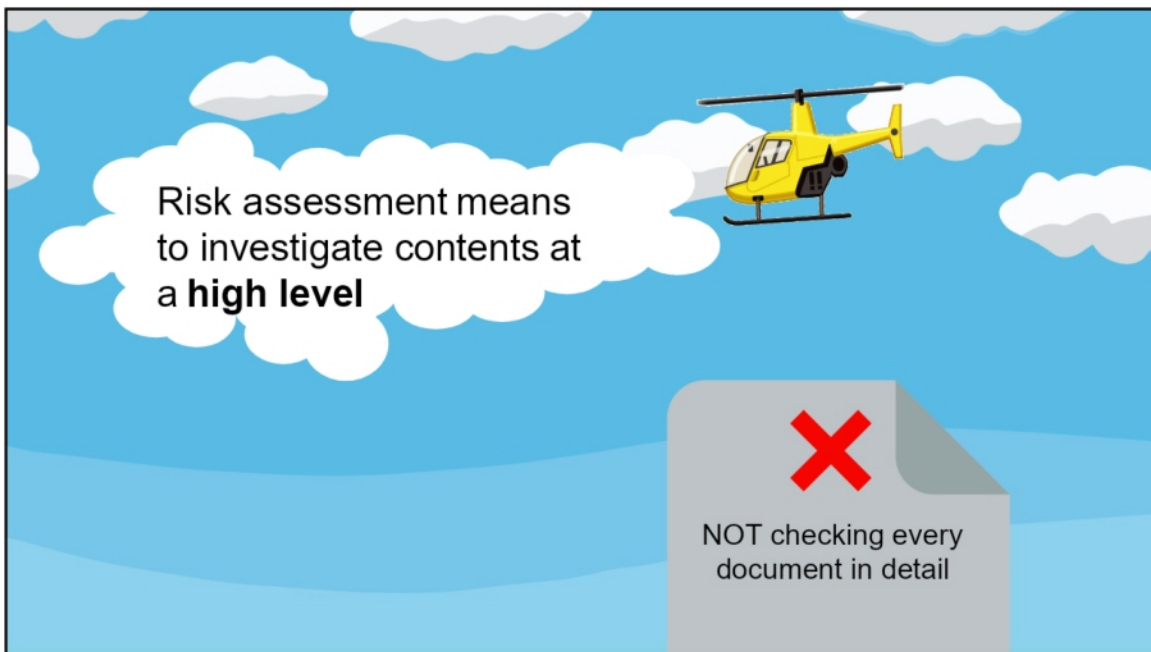
... and then put these high value documents into an appropriate recordkeeping system. Examples of recordkeeping systems include case management systems or on a LAN classified by ARCS or ORCS.



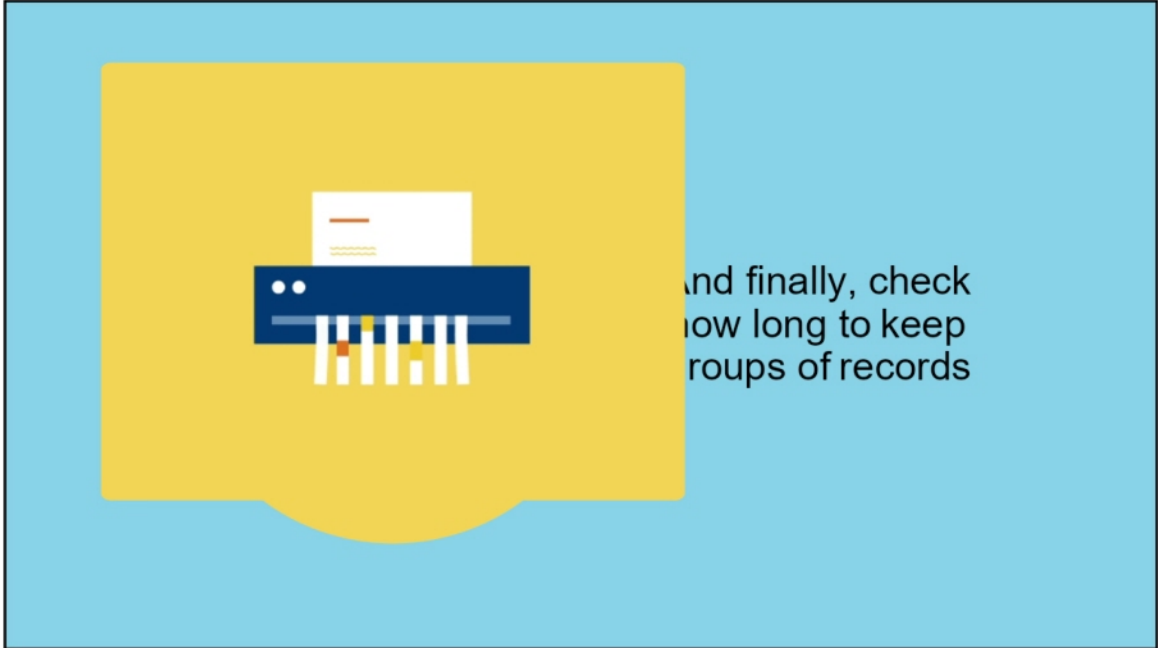
### 3. **Assess the risk** of what remains



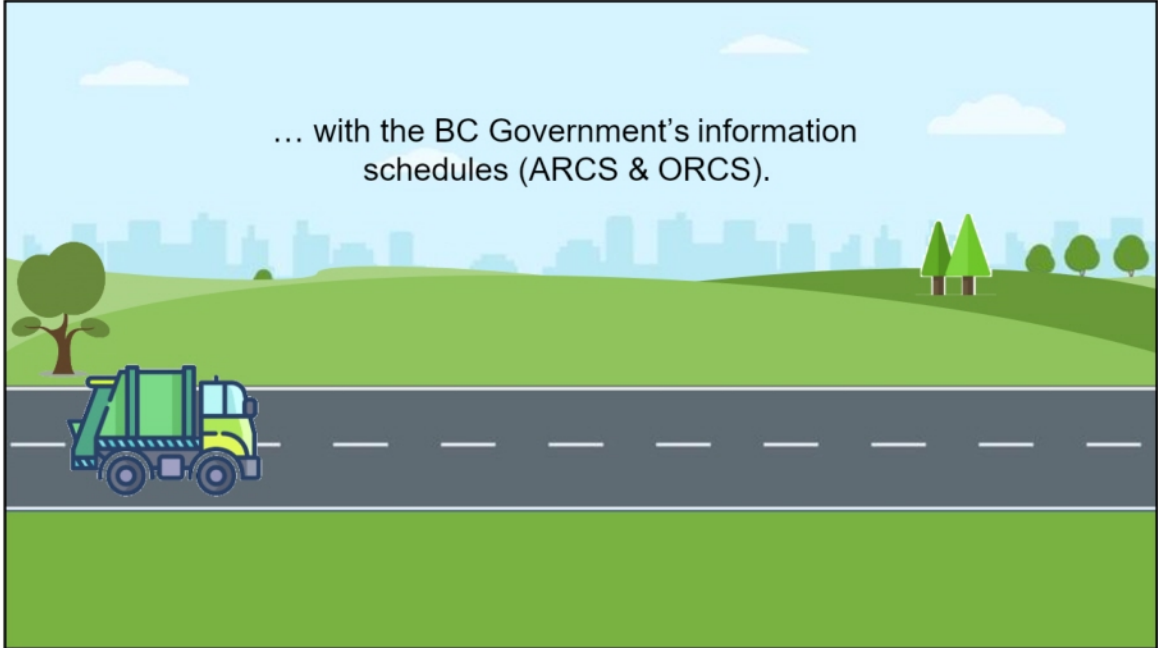
Then you need to assess the risk of the remaining documents.



Risk assessment means to assess at a high level the overall contents of what is remaining in the H: drive or file share. This does not mean you are required to check every single document in detail.



You then need to assess how long each group of documents need to be kept for.



This can be done by checking the BC Government's information schedules.



Keep in mind, the best way to deal with digital clutter is to prevent it from happening!

Avoid using your personal drive to store official government records. And make a habit to clean out duplicates and personal items.

Need more information?

SDPR.RM@gov.bc.ca

Go to  
The Loop

If you need more information, visit the Records Management page on The Loop.



# **Ministry of Social Development and Poverty Reduction**

## **Records Management Governance Framework**

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## INTRODUCTION

The Ministry of Social Development and Poverty Reduction (SDPR) is committed to a proactive and integrated records management program that ensures the effective and efficient management of government information. This commitment involves all employees managing the information they create or receive.

The purpose of this framework is to provide context, guiding principles, and support to staff while helping to create a better understanding of their roles and responsibilities. The Records Management (RM) Governance Framework includes the following:

- Guiding Principles.
- Governance and Program Management Structure.
- Policies and Procedures.
- Corporate Governance Structure.
- Roles and Responsibilities.
- Reporting and Compliance.
- Training.

The Deputy Ministers Office (DMO) is responsible for oversight for the Ministry's Records Management program. The DMO collaborates with and supports each division to ensure they have the necessary tools, knowledge, and training to complete and maintain their records and meet legislation requirements.

## **GUIDING PRINCIPLES**

Records management within SDPR is based on the following guiding principles:

### **Systematic and Structured**

This oversight follows a structured and sound format that involves well-defined and organized processes consistent with BC Government legislation, policies, procedures, guidelines, and priorities. It is based on the best available information.

### **Participatory and Consultative**

Key stakeholders, internal and external, are consulted and involved in records management processes and decisions, as appropriate.

### **Takes Human Factors into Account**

Information management is only as good as the people involved in planning and implementation. Employees' abilities, adaptability, and training needs are critical to consider in the design of records management processes and tools. Effective records management is necessary as it has impacts for both employees and the clients served by the Ministry.

### **Continuous Improvement**

Resources and training are reviewed and updated regularly to ensure the operational needs of the ministry are addressed and the program continues to meet legislative requirements. DMO will continue to update the Annual Action Plan, outlined further in this document, to ensure alignment with governing bodies.

## GOVERNANCE AND PROGRAM MANAGEMENT STRUCTURE

The following provides an overview of the Records Management Governance Framework and its systematic and structured layout. The Information Management Act and Freedom of Information and Protection of Privacy Act at the top of the diagram guides and directs Core Policy, Corporate Policy, and IM IT Policy. Under Core Policy are directives from the CRO, under Corporate Policy are the Standards of Conduct and Appropriate Use Policy with the IM/IT policies and standards acting alone.

The Ministry's Records Management Program is governed by our guiding principles in addition to:

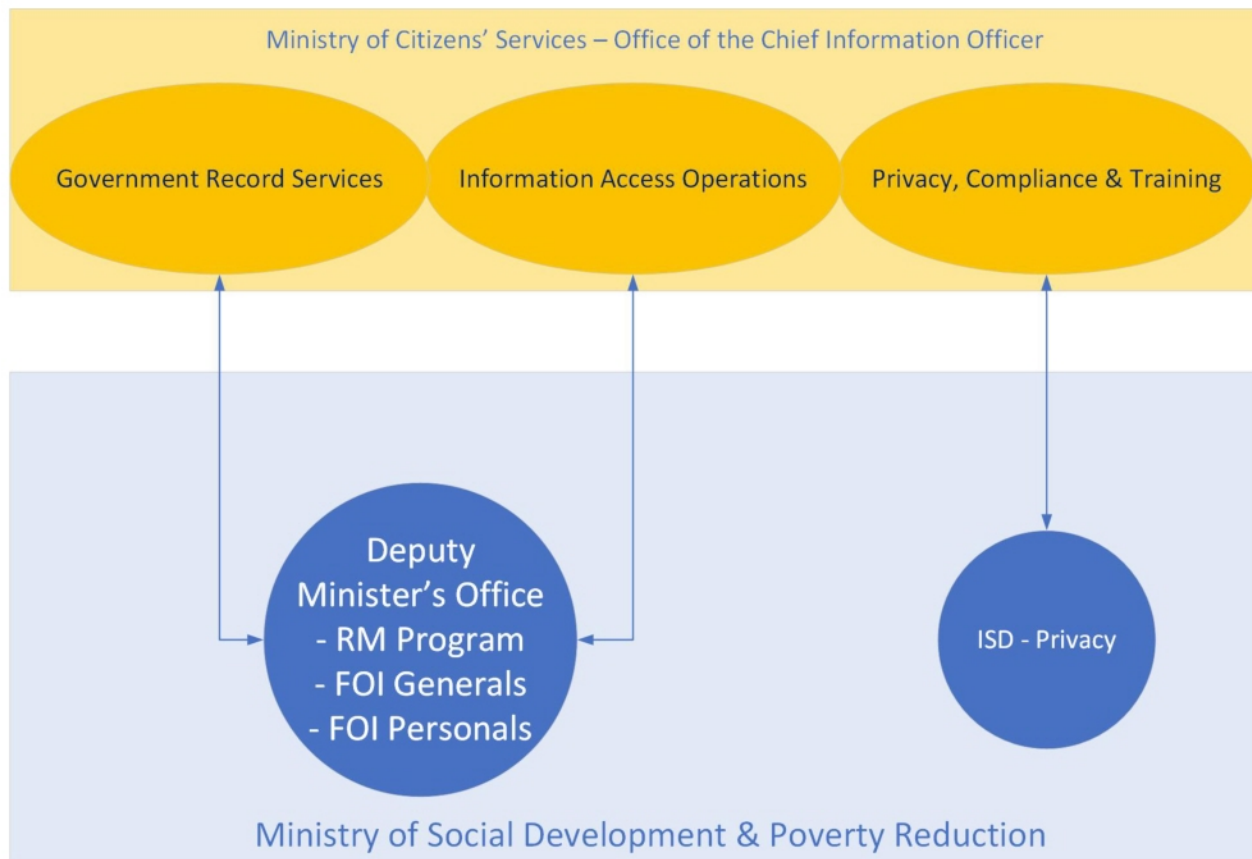
The [Core Policy and Procedures Manual Chapter 12: Information Management and Information Technology Management](#), [Information Management Act](#) (IMA) and [Freedom of Information and Protection of Privacy Act](#) (FOIPPA).

The IMA came into force in May 2016 and replaced the [Document Disposal Act](#) as government's primary information management law. The IMA applies to all ministries, to [courts in a limited way](#) and to [designated public sector organizations](#).

Information management obligations must also be considered in conjunction with:

- [Directives and guidelines issued by the Chief Records Officer](#) (CRO) under the IMA; and
- Corporate policies, standards and strategic direction issued by government, including the [Standards of Conduct for BC Public Service Employees](#), the [Draft Principles that Guide the Province's Relationship with Indigenous Peoples](#), the Province's Digital Principles, and IM IT policies and standards issued by Office of the Chief Information Officer (OCIO); and
- The guiding policy is the [Managing Government Information Policy \(MGIP\)](#). The Recorded Information Management (RIM) manual still provides guidance to support the management of government information.

The OCIO, which is led by the Government Chief Information Officer (GCIO) and includes the CRO, is the central authority responsible for government Information Management and Information Technology (IM/IT) both the GCIO and the CRO collaborate with Ministries to set corporate policy, standards and guidelines related to IM. The OCIO's Government Records Service (GRS) provides expert advice and services to help Ministries meet their IM obligations. Ministries are responsible for managing information in their custody or control in the way that makes the most sense for their lines of business.





## **SDPR RECORDS MANAGEMENT CORPORATE POLICY - PROPOSED**

The SDPR records management principles take human factors into account and provide a well-planned and supported structure to ensure the appropriate management of records received and produced by everyone within SDPR. The Ministry's Governance Framework will be reviewed annually and as required, to ensure that it is up to date, participatory and consultative.

Executive will:

- Establish and maintain a records management program in compliance with policy and legislation.
- Establish and maintain adequate standards, policies, procedures, and work practices.
- Ensure that supporting materials are updated regularly and made available to the entire Ministry.
- Ensure adequate training and resources are available for all staff; and
- Ensure regular awareness of the importance of records management is shared.

Managers/Supervisors will:

- Establish and maintain a records management program in compliance with policy and legislation.
- Ensure roles and responsibilities within the program are communicated efficiently and effectively; and
- Ensure any customized resources and training is kept up to date.

Employees will:

- Follow policies and procedures laid out within the program.
- Participate in training; and
- Report any issues or missing information.

## REPORTING AND COMPLIANCE

As outlined in the SDPR RM Annual Cycle, the high-level reporting and compliance requirements are outlined below. These requirements are high-level and key to building and maintaining successful RM practices and to ensure involvement across the Ministry and coordinated by the Ministry Records Officer

### SDPR RM ANNUAL CYCLE - TENTATIVE

The Ministry RM annual cycle is outlined below and is based on a calendar year. The various processes throughout the year are developed by the Ministry Records Officer in consultation with Executive, and RM Divisional Representatives, and includes key decision points.

#### RM Annual Cycle

The RM annual cycle includes RM activities that are conducted every year, as well as additional actions included to support SDPR's RM practices. The RM annual cycle is developed in consultation with the Divisional Representatives and reviewed and approved by Executive.

#### Ministry Executive Reporting

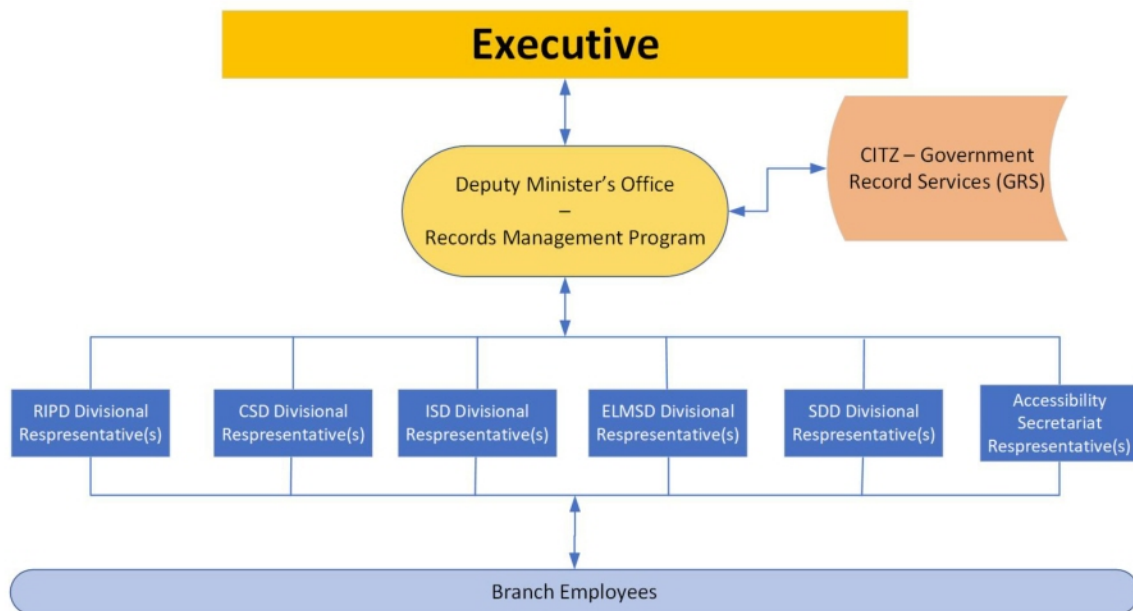
- Annual report is rolled up into an executive report out, including:
  - High-level overview explaining records management activities across all the divisions and recommendations made by the MRO.

#### Internal Monitoring/Reporting

- Review and update Records Management Governance Framework every two years.
- Tracking of RM practices and monitoring of lessons learned/after action reports; and implementation of future risk mitigation strategies

## SDPR RECORDS MANAGEMENT CORPORATE GOVERNANCE STRUCTURE

SDPR's Governance Structure is explained in the below chart. The branch employees report to their respective divisions; RIPD, CSD, ISD, ELMSD, SDD and Accessibility Secretariat. All six divisional leads report to the Ministry Records Officer in the Deputy Minister's Office (DMO) for corporate oversight. The DMO works in collaboration with CITZ, Government Records Services (GRS).



## ROLES AND RESPONSIBILITIES

The various roles ensure consistency, collaboration, and compliance within records management programs across government.

### Office of the Chief Information Officer (OCIO)

- Includes the Government Chief Information Officer (GCIO) and CRO, who is the central authority responsible for government IM IT. Both GCIO and CRO collaborate with ministries to set corporate policy, standards and guidelines related to IM.
- OCIO's Government Records Service (GRS) provides expert advice and services to help ministries meet their IM obligations.
- GRS provides direction and guidance to each Ministry to manage information in their custody or control in the way that makes the most sense for their lines of business.

### Executive

- Provide direction and support to the program areas that enables the divisions to develop records information management (RM) practices
- Consults as required on major changes within the business and subsequent updates to RM practices
- Provide direction and partake in mandatory records management training

### DMO Corporate Oversight and Ministry Records Officer

- Corporate oversight of the program held by the Director and the Ministry Records Officer.
- Day-to-day oversight and implementation of the program at the corporate level is performed by the Director and Manager of Corporate Planning and the Ministry Records Officer, by Divisional Representatives/Coordination at the division level.
- Manage Ministry Records Management Program requirements and deliverables in accordance with Core Policy and OCIO standards, tools, and templates.
- Facilitate resource material development and maintenance through the provision of consultation and training to Ministry divisions, branches, and business units.
- Provide expert records management advice and recommendations to Ministry Executive.
- Assist the Information Services Division in the development and decommissioning of applications containing ministry data.
- Report on Ministry Records Management Program status to Ministry Executive.
- Assist program areas with reviews of information incidents when they involve lost records and communicate these reports to stakeholders.
- Document and incorporate best practices and corporate oversight that aligns with the recommendations from GRS, current policy, and legislation.
- Represent the Ministry within the Committee of Ministry Information Managers (CMIM) to ensure alignment with other Ministries.

### **Division Representatives/Coordinators**

- Help ensure that all division's locations/offices develop, maintain, update, and exercise RM practices that are aligned with Ministry and divisional priorities and responsibilities.
- Ensure that division leadership and employees are provided timely and appropriate information on RM practices
- Ensure that RM practices and requirements are communicated to appropriate stakeholders and decision-makers.
- Attend meetings and workshops on RM practices if required.

### **Local Site Contacts – RM Coordinators, Site Representatives/Site Leads**

- Ensure that all division's locations/offices/sites develop, maintain, and exercise RM Practices that are aligned with Ministry and divisional priorities and responsibilities through coordination with their Divisional Representative/Coordinator and Ministry Records Officer.
- Provide coordination and resource support in response to RM practices affecting their division and/or the Ministry.
- Develop and maintain RM practices and framework plans to guide and support RM as per the policies and legislation



## **TRAINING**

From Core Policy and Procedures Manual, 12.3.3, Part III: It explains which records are government records that must be managed in accordance with cross-government records legislation and policy. Ministries, agencies, boards, and commissions are responsible for implementing the policies, systems, standards, and guidelines provided by GRS to ensure that the government records for which they are responsible (as “current legal custodians”) are properly managed.

All government employees are responsible for managing the government records they create and receive in the course of their work, in accordance with legislation and policy identified in the Core Policy.

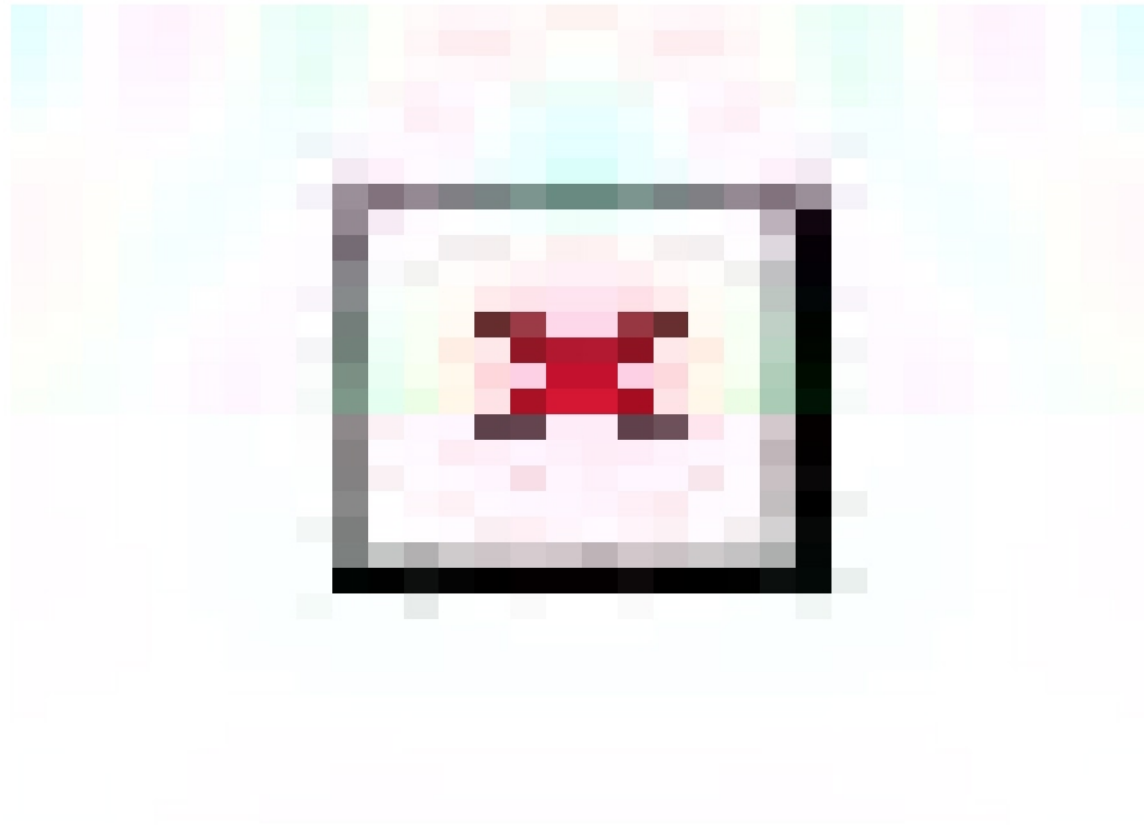
IM117 is mandatory on a bi-annual basis. While this training provides a high-level introduction to records management responsibilities, further detailed training is essential to comply with the duty to document.

The principle of continuous improvement is applied to training materials and resources are located on LOOP, GRS intranet and DMO LOOP

### **Roles and Responsibilities Training**

- Records management is a responsibility of all government staff as per Core Policy
- See training matrix in appendix A

## APPENDIX A



M = Mandatory  
X = recommended  
\* = Optional  
"Records -..." = designated records person for program area



### **Training Sessions:**

Hi, my name is Tammy Cummings and I am the Ministry Records Officer. I advise the Ministry on anything records related. I started my career with SDPR in 2015 and worked front line in a CS office, then I moved over to Ops Support in SDD and worked on a project to centralize our client files into two file hubs in the province. Since 2021 I have been the MRO and the records portfolio was recently moved from CPSI to the DMO's office last fiscal.

I also would like to acknowledge that I live in Lake Country and I respectfully acknowledge that I live, work and play on the unceded territory of the Syilx Okanagan people whose traditional home lands I have the privilege to be on.

## Why it's Important

- Legislation:

- Information Management Act (IMA) – specifically Documenting Government Decisions.
- Freedom of Information and Protection of Privacy Act (FOIPPA)

- IM 112: Records Management Foundations

- Managing information effectively is the shared responsibility of **every employee**

*Psst: This is the (optional but strongly encouraged) homework*

So, why is this important?

- First and foremost – it's the law! These two acts outline our responsibilities as public servants. I'm not getting into the details in our short time together, but this alone is a compelling reason for us to care about this topic.
- There is an additional Information Management course for all public servants called IM 112: Records Management Foundations. I strongly encourage you to take this additional training.
- Information and Records Management is a shared responsibility of **every employee**. We are each responsible for the documents/files and emails we create and receive through the course of our careers as public servants.

## ARCS and ORCS

- Information Schedules
- Governs how records are organized and managed
- ARCS = Administrative Records Classification System
- ORCS = Operational Records Classification System



I'm sure you've heard people talk about ARCS and ORCS.

These are two types of "Information schedules" and they provide a timetable that governs the life span of information to ensure that it is managed and kept or destroyed according to legislated requirements.

ARCS stands for Administrative Records Classification System and is for administrative records. This would be for the common business functions in every ministry and are usually internally directed.

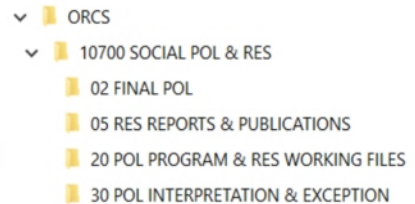
ORCS stands for Operational Records Classification System – ORCS are specific to offices and unique to the types of records a particular office creates. SDPR has a ministry wide ORCS called the Social Services ORCS

The image on the right shows the life cycle from creating or receiving a record to it's disposal.

## Understanding the Lingo

- Primaries – basic building blocks based on business function
- Secondaries – cover sub-groups of records and govern how long things are kept and what happens at the end of its life

- **Closer Look:** [ARCS webpage](#)



Information schedules consist of primaries and secondaries that explain what types of records are covered and how to manage them.

The PRIMARY is the basic building block of the information schedule, it describes and identifies groups of records that relate to one business function.

Within each primary there are several SECONDARIES. Secondaries cover sub-groups of records that relate to different functions and activities.

The secondary connects the records to timetables governing how long they are kept in active use, semi-active storage and whether they will be destroyed or preserved.

The image on the right hand side of the slide shows how primary and secondary classifications look on a LAN folder. The first set of numbers are the primary number and the two digits after the dash are the secondary number. You can see how 10700 Social Policy and Resources has a number of sub folders with unique names.

Let's take a closer look at the ARCS webpage – which is a CRITICAL RESOURCE we all need to be familiar with.

## Official Records vs Transitory Records

Those that document or provide evidence of business activities...

...regardless of their format.

### Does your record:

- Reflect decision making?
- Contain policy or procedures?
- Call for a reply or action?
- Document ministry business?

**Then it is an OFFICIAL record**

Official records are those that document or provide evidence of business activities regardless of their format.

‘Regardless of their format’ means it could be a sticky note, an email, a sound records, a word document, etc. The format has no bearing on it being considered official or not.

To help determine if it’s an official record, ask yourself the questions on the right hand side of the slide... If you say yes to **any** of these then you have an official document and **it must be kept**

Transitory Records are those that are only needed for a limited period of time to complete a routine action or prepare a subsequent record. Again, it can exist in any format. I will email out some additional guides after on how to determine if your records are transitory.

It is critical to know the difference because we want to know what is official and therefore needs to be kept and what is transitory and therefore can be destroyed or deleted.

## Resources and last thoughts...

- [Documenting Government Decisions](#)
- [FOIPPA](#)

**Personal responsibility is key**

**IM 112 course** – check ‘MyLearning’

As promised, we have included the links for Documenting Government Decisions and FOIPPA. I will send this presentation out to everyone after so it is easily accessible.

Again, I can't say enough the importance of personal responsibility.

You are being strongly encouraged to take the IM 112.

## Ongoing/Every Day Practices

- Right place and right name from the start
- Regularly move *emails* that are important/official records to the proper place on the LAN
- Regularly delete transitory records

Some everyday practices that will help ensure our success....

- Put things in the right place with the right name right from the start
- Regularly move emails that have important decisions and are official records to the proper LAN location
- Regularly delete transitory records – including emails or documents/files etc.



## Creating Rules in Emails



**ANY QUESTIONS?**

Thank you!!



# DMO RM Team Job Overviews and Workflow

## Job Overviews

### **Team Lead Senior Policy Analyst AO27**

Reporting to the Director of Executive Operations *coordinates and leads projects, research, development and implementation of* information access and information management services for the Ministry of Social Development and Poverty Reduction within the DMO. Position directly supports the Director in achieving strategic goals, objectives and performance targets, adhering to rigid time schedules (legislative and otherwise), and coordinating timely completion of projects and assignments in accordance with ministry-internal and government approved standards. This position exercises independence and discretion in managing a high volume of sensitive Freedom of Information and Protection of Privacy Act (FOIPPA) request files and concurrent assignments and provides a critical leadership role within the business unit. This position is a key member of the DMO team and provides direct leadership for records management and Freedom of Information (FOI) staff members as well as virtual teams across ministry, while supporting projects and initiatives within their area of responsibility.

### **Ministry Records Officer AO 24**

The Ministry Records Officer is the strategic advisor and subject matter expert for the ministry and bridges the worlds of information technology and program information management ensuring the ministry is informed of the changing landscape of recorded information management. This role ensures legislative policy information management (IM) requirements and corporate objectives are achieved across the ministry and takes initiatives and program changes from original concept through final completion, including multi-year transformations.

### **Senior Information Management Analyst AO18**

The FOI Analyst is responsible for providing records and information analysis for SDPR in accordance with Freedom of Information and Protection of Privacy Act (FOIPPA) and determines if records should be released, redacted or withheld. Responds to complex and non routine Freedom of Information (FOI) access requests and coordination of document production for SDPR. Develops and administers information directories and assists the Ministry Records Officer in implementation of the FOI records management framework.

### **Information Access Analyst AO12**

The Information Access Analyst is responsible to process access requests for SDPR records in accordance with Freedom of Information and Protection of Privacy Act (FOIPPA), to assist the Information Management Analyst in responding to routine and formal Freedom of Information (FOI) access requests and coordination of document production for SDPR.

Daily Workflow in addition to Projects and Oversight of Ministry Wide IM, gathering, and destruction, RM and FOI standards, Policy, training and guidelines:

#### **FOI Personals:**

- Applicant Submits Request for Information
- IAO receives; consults with Applicant to narrow/define
- IAO sends to DMO SDPR FOI general inbox
- 15 reviews the request and seeks clarification
- Determines where records need to be sent for gathering
- Answer questions from Program areas and tracks progress/due dates
- If issues arise, assistance is provided by the 18.
- Program area gathers information and submits to IAO shared LAN for review

- 15 reviews package for duplication, misfiles, date ranges etc and follows up with IAO if issues identified.
- Copy the shared FOI inbox to signal to 15 to copy records from shared folder to DMO LAN.
- IAO reviews records & applies severing.
- IAO sends package to 18 for review
- 18 sends recommendation identifies, issues and risks to Team lead for signoff.
- Team Lead sends signed off package to IAO
- IAO disperses finalized package to the applicant.

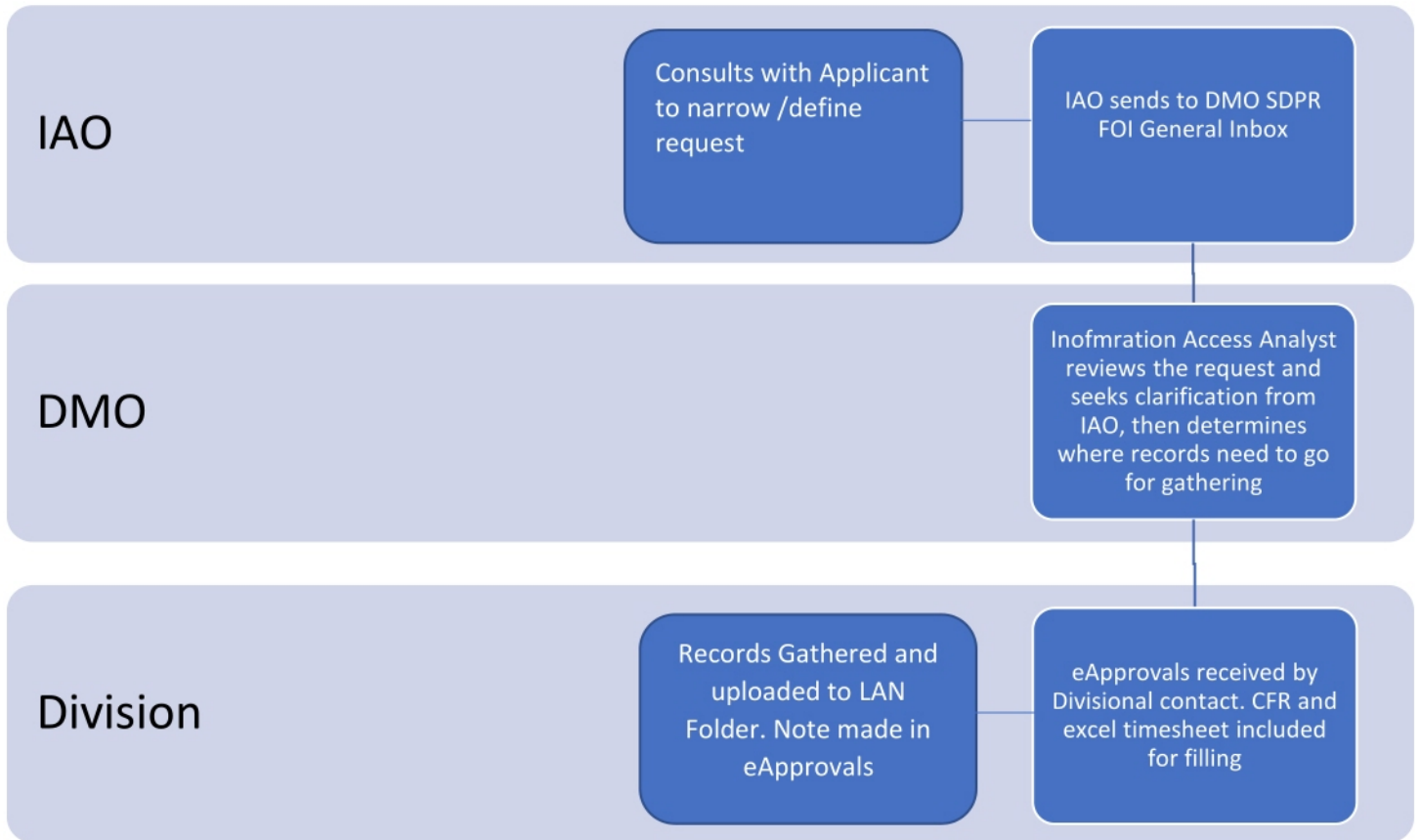
#### **FOI Generals:**

- Applicant Submits Request for Information
- IAO receives; consults with Applicant to narrow/define
- IAO sends to DMO SDPR FOI general inbox
- 15 reviews the request and seeks clarification
- Determines where records need to be sent for gathering
- 15 creates eApproval and sends CFR to divisions for gathering
- Answer questions from Program areas and tracks progress/due dates
- If issues arise the 18 is brought in.
- If there are cost estimate from the program area, they are sent to IAO
- IAO consultation happens with 15
- If complications or issues arise IMA is brought in.
- Once fees are resolved, program area gathers information and submits via Shared LAN
- 15 reviews package for duplication, misfiles, date ranges etc and follows up with 18 if issues are identified.
- Gathered records are sent to IAO with harms identified by 18. Copy the shared FOI inbox to signal to 15 to copy records from shared folder to DMO LAN.
- IAO reviews records & produces a redline package.
- IAO sends package to Team Lead for review with cc to 18 for tracking purposes.
- Team Lead sends signed off package to DM for approval
- DM sends to MO for approval if needed
- IAO disperses finalized package to the applicant.

#### **Court Order Process:**

- AG send requests to DMO SDPR FOI general inbox
- 15 reviews the request and seeks clarification
- Determines where records need to be sent for gathering
- Answer questions from Program areas and tracks progress/due dates
- Program area gathers information and submits to AG shared LAN for review
- 18 reviews and identifies gaps, working with program areas to gather additional information if needed.
- 18 notifies AG that the records are ready.

## Standardized FOI Future Process Flow



## BCIP: Access Resources

Item	Link	Description
CPO webpage	<a href="#">CPO webpage</a>	Main webpage for CPO. Topics covered include PIAs, contracts, privacy breaches, training, and resources.
FOI webpage	<a href="#">FOI webpage</a>	Main page for FOI requests. Resources include
OIPC website	<a href="#">OIPC</a>	Office of the Information & Privacy Commissioner's (OIPC) main webpage. Resources found here include how-to on filing FOIs, complaints, and request for reviews; reports on recent rulings and legislation; and education webinars, videos, and podcasts.
Proactive Disclosure	<a href="#">Proactive Disclosure</a>	Webpage listing ministerial directives for the release of government information.
Make an FOI Request	<a href="#">Make a FOI Request</a>	Webpage for submitting an FOI request.
Fee Estimate Guidelines	<a href="#">Fee Estimates Guidelines</a>	Guidance document on fee estimates for the collection and preparation of electronic records in response to FOI requests.
Section 25	<a href="#">Section 25 Disclosure</a>	Main page on Section 25. Section 25 stipulates that the head of the public body must disclose information where disclosure is clearly in the public interest.
FOIPPA Foundations	<a href="#">FOIPPA Foundations</a>	Resource page listing both mandatory and additional courses on the topic of privacy and information management. Mandatory training is provided to both government employees and contractors and service providers.
FOIPPA Foundations Tip Sheet 1	<a href="#">FOIPPA Foundations Tip Sheet #1</a>	Tip sheet covering the basics of FOIPPA Foundations. Sections covered include the four domains of information management, where to go for help, and custody and control.
FOIPPA Foundations Tip Sheet 2	<a href="#">FOIPPA Foundations Tip Sheet #2</a>	Tip sheet covering protection of privacy. Sections covered include personal information, authorities, disclosing and storing sensitive personal information outside of Canada, and information/privacy breaches.
FOIPPA Foundations Tip Sheet 3	<a href="#">FOIPPA Foundations Tip Sheet #3</a>	Tip sheet covering access to information. Sections covered include FOI exceptions to disclosure, extensions, consulting with third parties, and proactive disclosure.
Privacy Helpline	<a href="mailto:privacy.helpline@gov.bc.ca">privacy.helpline@gov.bc.ca</a> PH: 250-356-1851	Contact information for the Privacy Helpline. A resource open to both government employees



		and the public for answering privacy related questions. The helpline is monitored Monday to Friday, 08:30am to 04:30pm, excluding holidays.
Information Management Training Directory	<a href="#">Information Management Training</a>	Expand your learning with our IM Training Directory, where you can browse recommended learning pathways, find contact information for direct support, search for learning resources including information management communities of practice.



# DMO RECORDS MANAGEMENT PROCEDURES GUIDE

## INTRODUCTION

**Records management** is the effective and systematic control of an organization's records—regardless of medium—throughout their entire life cycles, from receipt or creation to final disposition.

BC Government requirements for establishing office recordkeeping systems are set in the following:

- [\*Information Management Act \(IMA\)\*](#)
- [\*Managing Government Information Policy \(MGIP\)\*](#)
- [\*Freedom of Information and Protection of Privacy Act \(FOIPPA\)\*](#) and FOIPP Regulation
- [\*Core Policy and Procedures Manual Chapter 12\*](#)
- [\*Administrative and Operational Records Classification Systems \(ARCS and ORCS\)\*](#)

The purpose of this Guide is to record the agreed-upon standard, which ensures DMO's compliance with government's record management legislation, policy and standards.

## GOVERNMENT RECORDS

BC Government employees are responsible for managing all records they create and receive while conducting business activities.

**Official Records** document or provide evidence of business activities, regardless of format.

Records are classified as official if they:

- reflect decision-making;
- contain policy or procedure;
- call for a reply or action; or,
- document Ministry business.

All official records are to be stored on our divisional LAN under the correct ARCS folders. These records must be accessible, complete and secure.

❖ Do not save your files in Outlook, your personal (H:) drive, or your hard (C:) drive.

**Transitory Records** are only needed for a limited period to complete a routine action or prepare a subsequent record. True transitory records can usually be deleted unless they're part of a current FOI request or anticipated litigation.

Review the [Transitory Records Guide](#) or speak to the branch records officer/team lead if you have questions or need help determining what is transitory.

## FILE MANAGEMENT

### Saving a File

- Use appropriate naming conventions to name your file.
  - Insert new file within an appropriately titled folder.
- ❖ It is not recommended to go further than six (6) levels down within our LAN structure.

**Example** of branch LAN, the different levels, and terminology:

<b>Level 1</b>	0100-499 ADMIN	("0100-499" = <a href="#">ARCS section</a> )
<b>Level 2</b>	0100 ADMIN Staff Meet	("0100" = <a href="#">Primary number</a> )
<b>Level 3</b>	20 DMO Branch Meetings	("20" = <a href="#">Secondary number</a> )
<b>Level 4</b>	2023-06-21 Face to Face Meeting	(existing or create a new titled fold
<b>Level 5</b>		(insert/save file)

## Saving an Email

Emails that are considered 'transitory records' (defined [above](#)) do not need to be moved to the LAN.

❖ Most of our emails are, indeed, transitory.

Emails that fall into the 'official records' category (defined [above](#)) need to be classified and saved on the LAN manually as a .msg file.

### **Procedure for saving emails from Outlook to the LAN:**

1. Highlight email→ right-click and select Copy→ choose the location and file in appropriate folder on the LAN→ right-click, select Paste.
2. You may now rename the file; right-click on file→ select Rename→ type new name→ press Enter.
3. You can delete the email from your Outlook, once you have finished saving it to the LAN.

## Moving a File

When moving a file over to a different location, use Copy and Paste from the edit menu. Once completed, you can delete the old (source) file. This method ensures the new location's permissions are picked up and attached to the file when it is saved there, rather than the file retaining and carrying over old permissions from the original (source) location.

- ❖ Do not use Cut and Paste, or the 'drag and drop' method, when moving a file.
- ❖ You may also need/want to rename the newly located file, to fit the parameters and conventions of the new location.

## Directory and Folder Structure

The overall branch LAN structure mirrors the [ARCS structure](#). All files and records are to be saved in the appropriate classification folder.

### **General conventions for folders:**

- When the [primary](#) or [secondary](#) classification is to be noted, the order will be <classification> <title> using a space (no underscore or dash).

**Example:** ADMIN 100 ("ADMIN" = title; "100" = Classification)

- Folders at the root (level 1) can only be created by administrative staff.
- Folders for [primary](#) or [secondary](#) classifications may be created by staff if the classification does not already exist, and if it complies with the relevant schedule and naming convention.
- An 'R' preceding a folder name—formatted as either '(R)' or 'R'—indicates that access is restricted. Administrative staff are responsible for maintaining access permissions to these folders.
- Use '&' instead of 'and' in folder names.
- Do not use commas in folder names (can cause IT reporting issues).

## Working Folders

No folders with the title "working folder" are to be created within individual program or project folders.

- ❖ However, this does not mean working documents cannot be saved in a program folder as a “draft.” The goal is to save things in the right place right from the start.

**Example:** A draft decision note or communication or workplan would go in the corresponding program folder from the start and does not belong in a separate “working folder.” Talk to your team lead etc. if you have questions about best practices/use of working folders.

## **Document Names**

Document names should contain enough information to properly describe the contents of the document, while also being short enough to help users quickly identify and retrieve accurate information.

- ❖ The entire path name cannot exceed 256 characters, so keeping file and folder names relatively short is critical.

When determining the elements to be used, and the order of elements, it is critical to think about how users will retrieve the documents and design the naming conventions accordingly. It may also be necessary to differ the structure and order of name elements from one directory to another. The naming structure of documents in different folders needs to be based on user retrieval requirements.

- ❖ Directory and folder names—by their nature—will contain information that defines the document content. Elements in a folder name do not need to also be in the document name.

**Example:** a folder marked “Accounts Payable” means that the documents contained in the folder need not contain the words “accounts” or “payable[.]”

### **Naming conventions for files:**

1. Spaces are to be used between words, not underscores or dashes.

- ❖ See Appendix B for exceptions.

2. Punctuation is to be avoided.

**Example:** no ‘, \*, -, etc.

3. When it is necessary to add a date, the format is YYYY-MM-DD.

**Example:** 2023-01-25

4. When it is necessary to indicate fiscal year, the format is FY####.

**Example:** FY1920

5. When it is necessary to indicate calendar year, the format is CY##.

**Example:** CY23

6. When it is necessary to use versions, the format is v## (lower case).

**Example:** v05; final versions are to be named vFinal

7. When it is necessary to indicate document type, use agreed upon acronym (not spelling out the type).

- ❖ See Appendix C for list of acronyms.

8. Order of elements will be <date> <title> <type> <version>.

**Example:** 2023-01-25 Awards BN v05

- ❖ Not all elements will be required on every file/document.

## **Retention Schedules**

The [ARCS](#) information schedule provides a timetable governing the life span of information, to ensure it is managed and kept or destroyed according to legislated requirements. Information



schedules consist of '[primaries](#)' and '[secondaries](#),' and each secondary has its own retention and disposition timetable.

Get familiar with the timetables for the areas you are responsible for (i.e., the folders on the LAN where you work and save files). File owners/program leads are responsible for managing the full life cycle of records and identifying when files are eligible for final disposition (FD). Once identified for FD, administrative staff will initiate the destruction process.

If files of old material are found, add "Closed" and the classification number to the folder.

Folder Name	Restriction Rationale	Owner	Backup Owner(s)	Staff with Access
Archived		Brooke Raiqiso		Jeff Keene
				Tammara Cummings
Correspondence		Brooke Raiqiso		Jeff Keene
				Tammy Cummings
				Greg Visco
				Jennifer Wilson
Deputy Minister		Brooke Raiqiso		Jeff Keene
				Jonny Rodermond
				Tammara Cummings
				David Galbraith
Document Production		Brooke Raiqiso		Tammara Cummings
				Jeff Keene
				Jonny Rodermond
Mgmt (R)	Sensitive HR	Brooke Raiqiso		Jennifer Wilson
				Tammara Cummings
Records Management		Tammara Cummings	Brooke Raiqiso	Jeff Keene
				Jennifer Wilson


Folder Name	Restriction Rationale	Owner	Backup Owner(s)	Staff with Access
SDPR AG	Shared for between DMO and AG for records production	Brooke Raiqiso	Tammara Cummings	Full list on RM LAN
Shared MO DMO	Sensitive Materials	Brooke Raiqiso		Hasham Kamran
				Alexandra Andrei
				Julie D'Argis
				Samuel Godfrey
				Valerie McKnight
				Darcy Olsen
Strategic Initiatives		Brooke Raiqiso		Jeff Keene
				Teresa Kovacs
				Tammara Cummings

## Commonly Used Acronyms

<b>CIRMO</b>	Corporate Information and Records Management Office
<b>COIPA</b>	Common or Integrated Program Agreement
<b>CPO</b>	Corporate Privacy Office
<b>FOI</b>	Freedom of Information
<b>FOIPPA</b>	Freedom of Information and Personal Protection Privacy Act
<b>GRS</b>	Government Record Services
<b>IAO</b>	Information Access Office
<b>IIMP</b>	Information Incident Management Process
<b>ISA</b>	Information Sharing Agreement
<b>IU</b>	Investigative Unit
<b>MPO</b>	Ministry Privacy Officer
<b>OIPC</b>	Office of the Information and Privacy Commissioner
<b>PI</b>	Personal Information
<b>PIA</b>	Privacy Impact Assessment
<b>PID</b>	Personal Information Directory
<b>PIPA</b>	Personal Information and Protection Act
<b>PIPEDA</b>	Personal Information Protection Electronic Documents Act
<b>PMAP</b>	Privacy Management and Accountability Policy
<b>PPS</b>	Privacy Protection Schedule
<b>RO</b>	Records Officer

Provincial Redundant Source Record Schedule (RSRS) Index													
NOTE: September 23, 2015: RO Teams have agreed to use the Provincial Index Log to issue all future RSR Numbers - all previously issued numbers will not be amended. Previously issued numbers are recorded within the respective sheets of this spreadsheet (titled by issuing RO team). The starting RSR number for this new													
NOTE: RSRs relating to the Ministry of Health must be sent to Tobacco Litigation for Approval													
RSR Number	Ministry	Office(s)	Paper Original Record Schedule #	Record Schedule Name	Classification #	Secondary Title	Start Date of RSRS Applicability	Final Dispositio n of Original Record Schedule	RO Team Contact	Date Signed by Client	Status (pending; approved; cancelled; superseded)	Comments	Returned Approval to Client
RSR-0071	Ministry of Social Development and Poverty Reduction	Financial Operations	133400	ORCS	50100-25	Employment and assistance (EA) case data	2017-09-11	DE	Betty Cote	pending		Employment and assistance (EA) case data (SO nil DE); batched records scanned into ICM & attached to EA Case in ICM; CPP - Canada Pension Plan Draft Documents	
RSR-0087	Ministry of Social Development and Poverty Reduction	FASB	133400	Social Services			2018-01-01		Patrick Klassen		pending	questions to client about image quality document	
RSR-0088	Ministry of Social Development and Poverty Reduction	Pacific Blue Cross	133400	Social Services	40100-20, 40100-40, 40400-20, 40500-20, 40500-30, 40500-35, 40600-20, 40700-20, 409000-20	Health and Dental Claim Submissions	2017-11-01	DE	Patrick Klassen	2018-11-30	Approved		2018-12-07
RSR-0090	Ministry of Social Development and Poverty Reduction	STADD - Services to Adults with Developmental Disabilities		Ministry ORCS		Black Books holding notes from client meetings transcribed to COLLABORATE			Patrick Klassen		Pending		
RSR-0091	Ministry of Social Development and Poverty Reduction	Service Delivery Division, Operations Support	133400	Social Services	10500-03	Client Signed Cheque Stubs	2018-01-01	DE	Patrick Klassen	2019-05-16	Approved	waiting on potential final wording change and client approval.	2019-05-29
RSR-0092	Ministry of Social Development and Poverty Reduction	Service Delivery Division, Operations Support	133400	Social Services	30000-20	Client Benefit Case Files (Batch Filing)	2000-01-01	DE	Patrick Klassen	2022-02-09	Approved	waiting on potential final wording change and client approval.	2022-02-10
RSR-0093	Ministry of Social Development and Poverty Reduction	Service Delivery Division, Operations Support	133400	Social Services	50100-62	My Self Serve Portal data		DE	Patrick Klassen		pending	waiting for questions to be answered.	
RSR-0102	Ministry of Social Development and Poverty Reduction	Finance and Administrative Services Branch	133400/100001	Social Services/ARCS	10300-20/350-20	Debt Recovery Review Case Files/Legal Matters Files	2018-12-11	DE/SR	Maryanne Stoughton		Pending		
RSR-0109	Ministry of Social Development and Poverty Reduction	Alliance Management Office	100001	ARCS	1070-20	Contract Management Files		DE	Patrick Klassen		pending		
RSR-0110	Ministry of Social Development and Poverty Reduction	Services Delivery Division, Operations Support	133400	Social Services	30500-20	Family Maintenance client case files	2011-01-01	DE	Patrick Klassen	2020-02-10	Approved	for material scanned into ICM and then batch filed and stored offsite, as well as all future material that would have been batch filed and scanned within the 30500-20 classification.	2020-03-04
RSR-0111	Ministry of Social Development and Poverty Reduction	Health Assistance Branch	133400	Social Services	40300-30 and 40300-35	Persons with Disabilities designation approved client case files and persons with disabilities designation denied client case files		DE	Patrick Klassen		pending		
RSR-0116	Ministry of Social Development and Poverty Reduction	Pacific Blue Cross	133400	Social Services	40100-20, 40100-40, 40400-20, 40500-20, 40500-30, 40500-35, 40600-20, 40700-20, 409000-20	Health and Dental Claim Submissions		DE	Patrick Klassen	2019-10-01	Approved	extension of contract related to RSR-088 for the year 2020.	2019-10-02
RSR-0150	Ministry of Social Development and Poverty Reduction		133400	Social Services ORCS	10500-13	Fraud Allegation reporting data	2021-05-31	DE	Patrick Klassen	2021-06-14	Approved	decommissioning of the FARS system, all data will be sent to the Corporate Data Warehouse (CDW) for it to live out its life cycle.	2021-06-17
RSR-0153	Ministry of Social Development and Poverty Reduction	Service Delivery Division	133400	SDPR ORCS	10500-03	Integrated Voice recognition (IVR) Converted into PDF and ingested into ICM for storage	2021-12-06	DE	Patrick Klassen	2021-09-29	Approved		2021-11-16
RSR-0156	Ministry of Social Development and Poverty Reduction	Service Delivery Division	133400	SDPR ORCS	10500-03	Monthly Report HR0081 form submitted by clients via MYSS in a HTML format and saved in ICM as a PDF.	Dec-21	DE	Patrick Klassen	2022-02-09	APPROVED	a fairly narrow focused RSR based on a particular submission type for forms.	2022-02-10



## Defining Terminology

Acronym	Stands for	Description
AHR	Adhoc (All) History Report	Provides history of a file via searchable MIS notes. Use CTRL F to search the document using the terms: "box, closed, cls, open, opn, accession, rap" for clues re: existence of physical files related to a case. Report request is submitted by supervisors via MIS. <a href="#">AHR Review</a>
Applicant (not an acronym)	The person(s) requesting the records	May be an individual, law firm or other interested party. Eligibility of an applicant's access to personal records is determined by IAO before RM staff receive the request
BP	Batch Print	ICM tool used to gather all records on a case or service request into one document in preparation to submit to IAO
CFR	Call for Records	The form IAO forwards to request records -uses a 9 digit # pre-fixed by MSD e.g.: MSD-2021-12345
CTS	Client Transaction System	Document storage system used prior to ICM <a href="#">CTS Documents</a>
EDRMS – Content Manager	Enterprise (Electronic) Document & Records Management System	Records management system used for managing physical and electronic records. Used to search for Physical Health Records prior to CTS or ICM. Also used to manage off-siting physical records
FOI	Freedom of Information	Term related to requests Records Management (RM) staff process for clients under the authority of the Freedom of Information and Protection of Privacy Act- FOIPPA
FM	Family Maintenance	FM cases were once managed by SDPR. Cases were created through the client's Employment Assistance case and the client was referred to a Family Maintenance case worker. The program ended and all Family Maintenance records should be located off-site. These historical records still exist within the ICM system and must be provided to clients upon request.
GA	Employment & Assistance	Previously known as GAIN file. This is a legacy term used to identify Employment & Assistance cases.
GRS	Gov't Records Services	Responsible for appraising and scheduling government information; providing records management policy and practice advice, guidance, training; and managing offsite storage of government's physical records. Provides the All-Status report.

HA	Health Assistance	Health Assistance processes client requests for health services and equipment through the ICM Health case. Additional health records may be attached to the Employment & Assistance case (GA) <a href="#">Health Visual</a>
IAO	Information Access Operations	The designated body responsible for processing FOI requests received from citizens in accordance with FOIPPA
ICM	Integrated Case Management	Database software used currently to manage client electronic records and cases. Use ICM to gather all attachment (records) related to FOI requests.
MIS	Management Information System	MIS is a legacy database used to record client interaction before CTS & ICM. The two databases (ICM & MIS) communicate with one another. MIS history can be requested through the AHR report. The AHR report is used to locate multiple accessions under which physical files are kept in offsite storage.
OFS	Off-site	Describes physical file location of records stored off-site in a Gov't contracted facility.
PLMS	Prevention & Loss Management Services	PLMS conducts compliance reviews & investigations on selected cases.
PWD	Persons with Disabilities	Clients designated by the ministry as persons with disabilities who are eligible for additional health related supports and services. Relates to ICM service request and health cases.
SR	Service Request	Initiated in ICM by Ministry Staff to process actions required on cases. Actioning SR's often results in documents being attached to a case in ICM. Consider the Case as the container and the SR as the action of putting something into the container to achieve a desired result.
TPA	Third Party Administration	Assigned to clients who require interaction with the ministry to be facilitated by a third party.

## OTHER IMPORTANT TERMS

Accession #		6 digit # - Assigned to records by GRS and applied when records are sent to off-site – essentially a tracking # you, RCS and the storage facility will use to identify and track a group of boxes off-sited together. i.e.: 97-0000. Identify box #'s within the Accession# i.e.: 97-0000- <b>0123</b> .
All Status Report	Generated by GRS and details all accessions that are at offsite storage that pertain to our Ministry. It tells us whether certain boxes are active, destroyed, where they are located, and the retention period.	Search (CTRL + F) input the first 6 digits of the accession#—without the dash. Look for the box number within that accession
ARS626	Retrieval/Return Form	Form used for requesting retrieval of files to the Hub(s) <a href="#">ARS626</a>

CPF	Owner Office	Indicated in ICM when a physical file exists & is stored at a file hub or off-site facility. CPF is the ID, Owner office is the location. Request physical file(s) if required for date range.
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### **Batch Print Tips**

Use the 4 applets (ENTITIES, ENTITY ATTACHMENTS, PRINTABLE ATTACHMENTS, NON-PRINTABLE ATTACHMENTS) to sort and include or not, records (attachments) based on the FOI request i.e.: the type of records requested, and the date range requested.

These 4 applets are all connected. When you click on, add, or remove attachments, these actions will display different attachments in other applets.

### **Applet breakdown**

APPLET	CONTENTS	ACTION
ENTITIES	Includes all the Cases & Service Requests attached to the GA Key Player – the GA Case is automatically highlighted when a batch print is begun	<ul style="list-style-type: none"><li>-Sort the entities by created date oldest to newest</li><li>-Disregard any entities that do not fall within the requested date range</li><li>-Include records from GA, Bus Pass, and Health Cases (combined batch)</li><li>-Use the arrows at the bottom of the applet to advance the pages as you go</li></ul> <b>DO NOT INCLUDE:</b> INCIDENT Entity records unless the incident type is a complaint (noted when reviewing Contact Summary). Check with FOI lead if unsure. <b>INCLUDE:</b> FRIN (sub-type records) indicates a PLMS review has been conducted. Include if authorized to do so (notice from FOI lead that CIU has no concerns)– if unsure check with lead. -FM or SPO case require separate batch prints.
ENTITY ATTACHMENTS	Shows all the attachments from the highlighted line of the ENTITIES applet (the selected SR or Case)	Select: Select All button, note all entity attachments are now highlighted. Select: Add Selected button, all entity attachments have been added and now appear in the PRINTABLE <u>or</u> NON-PRINTABLE ATTACHMENTS applets.
PRINTABLE ATTACHMENTS	All attachments within this applet will be included in the batch print	You have added these from the Entity Attachments – they may be removed or printed separately from this applet as required.
NON-PRINTABLE ATTACHMENTS	Records that may be required for the FOI request but must be saved to the IAO folder separately	Check non-printable status: PROFILED - Save COMPLETED – Save CANCELLED - Remove IN-PROGRESS - Remove



		VOID – Remove OPEN – Discuss with RM Lead * <b>ARCHIVED-</b> <a href="#">Archived</a> Click on the N in the “Printed?” column and check off the record to keep track of the ones you have saved
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### **Batch Print Status:**

<b>BATCH PRINT STATUS (Result)</b>	<b>ACTION</b>
Complete	Open document & save the .pdf to the appropriate MSD shared drive folder
Complete with Errors	Identify the error document(s) in the printable attachment applet (print status). Open & review the record, save separately to the appropriate MSD shared drive folder Document won't open: <ul style="list-style-type: none"> <li>- Refer to “BATCH ERROR DOCUMENT INSTRUCTIONS” for direction on specific types of error docs.</li> <li>- <a href="#">BATCH ERROR DOCUMENT INSTRUCTIONS - Aug 2021.docx</a></li> </ul>
Incomplete	Identify problematic documents (often bank statements) remove them save them separately as non-printables and re-create batch. If unable to remedy, submit a ticket (may include snip) and Support will identify which docs are preventing the batch from completing.
Remains at Submitted Stage	ICM batch notification error. Identify problematic documents (often blank '81's or ITR's) remove them and re-create batch. If unable to remedy, submit a ticket (may include snip) and Support will identify which docs are preventing the batch from completing.

### **Saving records to IAO shared drive:**

Create a sub-folder in the main FOI folder for each key player case – i.e.: FM#####,  
 GA##### (key player) GA##### (spouse or dependent)

### **NAMING CONVENTIONS**

<b>RECORD</b>	<b>SAVE IN</b>	<b>NAME IT</b>
GA Case Batch Print	GA folder	GA12121212-BP
Combined Case Batch Print	GA folder	GA12121212+HS+BusP-BP
SR Batch Print	GA folder	FOI#-BP (eg. 2022-21928-BP)
Spouse Case Batch Print	Spouse Case folder	GA12345678- BP
GA Non-Printable	GA folder	GA12121212-NP-Year-Month-Day
GA CTS Documents	GA folder	GA12121212-CTS-Year-Month-Day
GA CTS Notes	GA folder	GA12345678-CTS-Note
SR Notes	GA folder	SR-1-232323232323-Notes

Health Case <b>Centralized Notes</b>	GA folder	1-565656565656-Health Case Notes
Bus Pass Case <b>Centralized Notes</b>	GA folder	1-454545454545-Bus Pass Notes
GA Centralized Case Notes	GA Folder	GA12345678-Centralized Case Notes
Complaint Incidents	GA folder	GA12345678 Complaint Incident Notes
FM Case Batch Print	FM folder	FM12121212-BP
FM Non-Printable	FM folder	FM12121212-NP-Year-Month-Day
FM CTS Documents	FM folder	FM12121212-CTS-Year-Month-Day
PWD Application & Approval Only	GA folder	GA12345678-BP
PWD from HA	GA folder	GA12345678 PWD Application and Approval
Physical Record	Appropriate folder (FM/GA/SPO)	Scanned Physical File

### **Email Response to RM Mailbox** (Roll Up)

Summarize what you've saved in the MSD shared drive CFR folder. Separate details by Case. Depending on the records you gathered, your roll up response may include all or some of the items below:

1 GA BP (Combined GA, Bus Pass case, Health case?) # of pages

NP - # saved

1 FM BP # of pages

NP – # saved

Centralized Case Notes

CTS – Yes/No

EDRMS – Yes/No

- FOI contact has PWD status and the CFR date range begins after April 1, 2018 – EDRMS search is not required.

Unattached SRs Notes?

Bus Pass/HS/CTS Notes?

Physical file(s) recall to file hub. Forwarded to IAO? Scanned to Folder?

# How to complete CFR form

## Section 1: FOI Request Details

- IAO will provide this information to the program area to identify responsive records

- If there isn't enough detail, contact FOI Lead to ask for clarification from IAO. Senior Records Analyst will request Deputy Minister Office (DMO) to review
- The wording in the **Description** in Section 1 provides clarification regarding the scope of records being requested. If the description asks for:
  1. Records "in your client's name" then we will not provide records from a spouse or dependent file.
  2. Records "related to your client" then we will provide records from a spouse or dependent file within date range. (see note 1 below)
  3. An adhoc history report (AHR) review may be required to confirm the association date if the FOI date range is prior to the advent of ICM records

## Section 2: Initial Records Assessment

- Answers demonstrate the program area exercised due diligence in determining its response
- **Do you hold responsive records?**
  - Answer NO if your program area doesn't have responsive records and provide an explanation, i.e., records were destroyed per retention schedules
  - Answer YES if your program area does have responsive records
- **Are you aware of other records within your public body?**
  - Answer **YES** if you are aware of Case records that may contain records **in the date range requested**. Identify records in the response box – ELMSD, FASB, PLMS)
  - If the CFR missed a program area (ELMSD, SDPR Ops, PLMS) advise FOI lead so that DMO will route the CFR to the appropriate business area.
- **Are you aware of other records held by another public body?**
  - Answer NO if only MSD has responsive records
  - Answer YES if another public body may have records so that IAO knows to transfer part or all of the request. We shouldn't be able to see these records (ie MCF)
- **Are there physical records your program area is sending to IAO?**
  - Answer NO if your program area turns all physical records into electronic records
  - Answer YES if your program area is mailing physical records to IAO. Include details and separate by case.

## Section 3: Search Summary

- Each program area should establish a standardized search pattern for FOI requests and then adjust when program areas change, records holdings change, services change, etc.
- Here is a list of items that IAO would prompt a program area to consider but should not be limited to these areas as the program area is the "knowledgeable owner" of those records:
  - **SDPR Ops Support**
    - Are there responsive ICM/CTS (electronic) records?
    - Are there responsive ICM Health Case records (ICM HAB)?
    - Are there responsive physical files located at a district office or offsite?
    - **Identify other existing cases that, per the request, we may not be gathering records from (ie FM). (& or Not within date range)**
  - **ELMSD**



- Are there WorkBC/EPBC (Apr 1/12 onwards)?
  - Are there provincial legacy program files (closed by Mar 31/12)?
  - Are there federal legacy program files (closed by Mar 31/12)?
  - Are there ICM & Case notes for all WorkBC/EPBC records?
  - Are there responsive physical files located offsite?
- **PLMS**
    - PLMS has advised their response captures records visible in ICM by Criminal Investigations Unit (CIU) only
    - Unless noted all other PLMS records reside electronically in the GAIN file and will be provided by SDPR OPS when canvassed

## Section 4: Harms Assessment

- Program areas are not being asked to sever records or to identify applicable sections of FOIPPA
- They are asked to identify issues that may impact severing and/or release such as active investigations, the client has an alert/caution or the client is TPA, etc.
- IAO is very familiar with what is released versus not; for most files, the program area does not need to indicate anything outside of the 'standard severing of third party personal and BC government employee IDIRs'

## Section 5: Program Area Contact Information

If IAO has any questions about the response/records, they will contact this person to discuss.

Simply Insert this email address: [SDSI.OPS.Support.RecordsManagement@gov.bc.ca](mailto:SDSI.OPS.Support.RecordsManagement@gov.bc.ca)

into the response section of Section 5.

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## Helpful Tips:

- Service Request Tips:
  - Navigate to the **Contact Summary** page. Sort SR's by **Created** date. Within the SR applet, review any SRs listed not attached to a Case. Take note of these **SR numbers** or click the **hyperlink** to the SR and navigate to the SR **Attachment** tab to see if there are any attachments or notes-save notes to the appropriate IAO shared folder using consistent naming conventions
  - When reviewing **Entities** of a Batch Print add these service request numbers and ensure they are included in **Printable Attachments**, if within date range
- To find GA Case attachments that are not attached to a SR:
  - In the GA Case, **Attachment** tab click on the **Query Attachment** button. In the profiling applet below enter "IS NULL" in the SR Number field. Click Go. This will display all documents attached to the case and no SR assigned. Further sorting

can be done by **Contact Last Name, First Name, Category, Sub-Category**, etc. Do not include Cancelled or Void attachments

- If the Contact Summary shows two GA Cases - one as a Key Player and another as a Spouse or Dependent – drill into the **GA Case** in which the **Contact is the Key Player**. Use the **Batch Print** button within the GA Case Attachments tab to see all the SRs where the Contact is listed
- If the Contact is only a Spouse or Dependent on a GA case, this can be viewed on the **Contact Summary** page within the **Cases** applet.
  - Click on the **SR** hyperlink for an SR where the Contact is the only contact listed to review for attachments and begin the batch process. If there are attachments on the SR write down the SR number for later use
- Health Assistance records are Contact specific. Health related attachments may be located on a Health Case or on SRs within a GA Case
- To locate health related attachments for a contact within GA Case in SRs: Navigate to the **Contact Summary** screen and review the **Service Request** applet for SRs assigned to Service Office 070 and/or health related SR's
  - Health related SRs examples are not exclusive. Review “The Matrix” for additional SR types and sub-types:  
Type: Health Supplement or Application or Reconsideration  
Sub-Type: PWD/PPMB/Medical Equipment & Devices/Medical Supplies/MNS/STNS/Diet Supplement/Medical Transportation

### **Batch Filing**

After 2011 electronic records were consistently created by scanning & profiling documents to the appropriate case file in ICM. Hard copies of some documents were retained by offices (see document Matrix) and stored in the form of Batch Filing. The batch filing is then off sited per the protocol. Sometimes (rarely) it is necessary to retrieve a document from on or off-site batch filing. **Note: batch filing has been approved for on-site destruction via the RSRS. Records may not be available for retrieval.**

### **Contact Search**

In some cases, IAO will only provide contact information about an applicant. In this case, we will perform a contact search to bring up the client's file.

Under the “Contact” tab in ICM populate the fields for which you have information. E.g., first name, last name, DOB, PHN#, etc. Click **Search ICM**. Also, if you are only provided with a first and last name, this could bring up other clients in ICM. With the information you are provided, determine which, in the list, is the contact you are looking for. Note: you can enter partial names and the birthdate to search. Contact FOI lead if additional clarification required to identify the correct client.

### **Locating Records when applicant is dependent or spouse on a case**

If an applicant is requesting records, but they do not have their own case, we need to search for cases where they are a dependent or spouse.

Bring up the case in ICM (either through a contact search or with case information). Review Contact start and End dates. Drill into the last name of the Case Name (the Key Player on the case, not the applicant for the FOI). In the Service Requests applet, locate an SR that is attached to the applicant's name and drill into it. From the **Attachments** tab click **Batch Print**. A new BP will open and from here you can process the BP in the applicant's name.

### **Note 1:**

Sometimes the start date of a client's association on another case (as a spouse or dependent) is not accurately reflected on the client's case.

Check the association history of the applicant on another case to determine the accurate start date:

From the list of cases on the client's contact summary drill into the spouse or parent case. On the case summary page use the HISTORY tab (may be in drop down), drill into the Association History link and review the list for your applicant and the date range indicated as start & end date.

An adhoc history report (AHR) review may be required to confirm the association date if the FOI date range is prior to the advent of ICM records

### **Note 2:**

In the ENTITIES applet the column labelled "Entity" note if it is a Case or SR that we are gathering records from. This is the column where "Incident" will be displayed. Do not gather records from Incidents. We only gather records from SRs and Cases.

The column labelled "Entity Number" is the SR# or Case Number that the records have been attached to.

**Not all attachments on a Case are attached to an SR and not all attachments on an SR are attached to a Case**

**Saving:**

Location	Save	Path
s. 15	Our LAN - FOI Record Gathering Details, Checklist, Emails, ARS626, AHR	Administration -100-499, Freedom of Information 292, 292-40, 2021 FOI Requests, CFR# folder
s. 15	IAO shared LAN - FOI Records-for IAO	Call for Records, CFR# folder, create sub-folder(s) for records for each case

**Finding:**

Item	Location	Path
AHR- Adhoc (All) History Report	s. 15	Call for Records, R2W_RO_File Hist_M1212-01_Gathering, Monthly Folder, Daily Folder, GA/FM#
FOI Training Resources	s. 15	Administration -100-499, Freedom of Information 292, FOI Training Resources
HAB PWD files spreadsheet	s. 15	Administration -100-499, Freedom of Information 292, 83-2986
Health Visual	s. 15	Administration -100-499, Freedom of Information 292



HOPE  
Office 333  
999 Water Ave  
VOX 1L0

INCLUDE FULL BOX  
RANGE ON EACH  
ARS645 REQUEST,  
NOT JUST FIRST  
NUMBER

Accession #	Application # Box Range	Initial request sent	Paperwork Submitted with box content list	RCS email rec'd with offsite approval/directions	boxes picked up	Status in ICM	Notes
97-4890	235357 1162-1191	yes	10-Jun-21	yes	yes		
97-4890	235507 1192-1221	yes	16-Jun-21	22-Jun-21	yes		
97-4890	235595 1222-1251	18-Jun-21	12-Jul-21	20-Jul-21	yes		
97-4890	235741 1252-1281	12-Jul-21	26-Jul-21	3-Aug-21	yes		
97-4890	235793 1282-1311	21-Jul-21	20-Aug-21	23-Aug-21	yes		
97-4890	235837 1312-1341	28-Jul-21	13-Sep-21	14-Sep-21	yes		
97-4890	235862 1342-1371	3-Aug-21	20-Oct-21	27-Oct-21	yes, nov 8		
97-4890	235870 1372-1401	5-Aug-21	4-Nov-21	9-Nov-21	yes		
97-4890	236282 1402-1431	4-Nov-21	29-Dec-21	11-Nov-21	rec'd by Iron Mountain 2022-02-08		
97-4890	236554 236487 1432-1461	29-Dec-21	14-Jan-22	19-Jan-22	rec'd by Iron Mountain 2022-02-08		
97-4890	236569 1462-1491	14-Jan-22	31-Jan-22	2-Feb-22	March 3, RCS, Grant McLachlan confirmed these records are at Iron Mountain		no waybills, all done verbally with Purolator as GRS should receive the waybill
97-4890	236648 1492-1521	31-Jan-22	10-Feb-22 2022-02-11 This was sent on Sat March 26	11-Feb-22	March 3, RCS, Grant McLachlan confirmed these records are at Iron Mountain		These are the last boxes to be integrated into ICM
97-4890	236709 1522-1551	10-Feb-22	31-Mar-22	31-Mar-22	picked up		Note: this is the first offsite project using ICM box content list. GRS advised of this in email.
97-4890	236733 1552-1581	15-Feb-22	2-May-22	5-May-22	11-May-22	Sent to Off-site	
97-4890	236968 1582-1611	30-Mar-22	9-May-22	10-May-22	11-May-22	Sent to Off-site	
97-4890	237100 1612-1641	2-May-22	16-May-22	17-May-22	1-Jun-22	Sent to Off-site	
97-4890	237144 1642-1671	9-May-22	30-May-22	1-Jun-22	8-Jun-22	Sent to Off-site	
97-4890	237185 1672-1701	16-May-22	31-May-22	2-Jun-22	8-Jun-22	Sent to Off-site	
97-4890	237239 1702-1731	30-May-22	17-Jun-22	27-Jun-22	5-Jul-22	Sent to Off-site	
97-4890	237258 1732-1761	31-May-22	28-Jun-22	11-Jul-22	yes	Sent to Off-site	
97-4890	237374 1762-1791	17-Jun-22	11-Jul-22	15-Jul-22	yes	Sent to Off-site	
97-4890	237429 1792-1821	28-Jun-22	14-Jul-22	15-Jul-22	yes	Sent to Offsite	
97-4890	237470 1822-1851	11-Jul-22	21-Jul-22	22-Jul-22	yes	Sent to Offsite	
97-4890	237490 1852-1881	14-Jul-22	28-Jul-22	3-Aug-22	yes	Sent to Offsite	
97-4890	237536 1882-1911	21-Jul-22	16-Aug-22	17-Aug-22	yes	Sent to Offsite	
97-4890	237569 1912-1941	28-Jul-22	22-Aug-22	23-Aug-22	yes	Sent to Offsite	
97-4890	237625 1942-1971	11-Aug-22	30-Aug-22	1-Sep-22	yes	Sent to Offsite	
97-4890	237667 1972-2001	23-Aug-22	6-Sep-22	7-Sep-22	yes	Sent to Offsite	
97-4890	237690 2002-2031	30-Aug-22	20-Sep-22	22-Sep-22	yes	Sent to Offsite	
97-4890	237732 2032-2061	7-Sep-22	26-Sep-22	28-Sep-22	yes	Sent to Offsite	
97-4890	237776 2062-2091	20-Sep-22	3-Oct-22	5-Oct-22	yes	Sent to Offsite	
97-4890	237818 2092-2121	26-Sep-21	5-Oct-22	11-Oct-22	yes	Sent to Offsite	
97-4890	237897 2122-2151	3-Oct-22	13-Oct-22	17-Oct-22	yes	Sent to Offsite	
97-4890	237919 2152-2181	5-Oct-22	21-Oct-22	26-Oct-22	yes	sent to offsite	
97-4890	237935 2182-2211	13-Oct-22	3-Nov-22	8-Nov-22	picked up Nov 29	Sent to offsite	
97-4890	237959 2212-2241	21-Oct-22	8-Nov-22	10-Nov-22	picked up Nov 29	Sent to offsite	
97-4890	237982 2242-2271	26-Oct-22	16-Nov-22	18-Nov-22	picked up Nov 29	Sent to Offsite	
97-4890	237993 2272-2301	27-Oct-22	17-Nov-22	22-Nov-22	picked up Nov 29	Sent to Offsite	
97-4890	238022 2302-2331	2-Nov-22	30-Nov-22	1-Dec-22	picked up Jan 3 and Jan 12	Sent to Offsite	
97-4890	238088 2332-2361	17-Nov-22	30-Nov-22	1-Dec-22	picked up Jan 3 and Jan 12	Sent to Offsite	
97-4890	238116 2362-2391	24-Nov-22	6-Dec-22	8-Dec-22	picked up Jan 3 and Jan 12	Sent to Offsite	
97-4890	238136 2392-2421	30-Nov-22	15-Dec-22	16-Dec-22	picked up Jan 3 and Jan 12	Sent to Offsite	
97-4890	238157 238169 2422-2451	6-Dec-22	28-Dec-22	29-Dec-22	picked up Jan 3 and Jan 12	Sent to Offsite	
97-4890	238159 2452-2481	7-Dec-22	29-Dec-22	30-Dec-22	picked up Jan 3 and Jan 12	Sent to Offsite	
97-4890	238176 2482-2511	13-Dec-22	5-Jan-22	6-Jan-22	picked up Jan 12	Sent to Offsite	
97-4890	238234 2512-2541	29-Dec-22	10-Jan-22	18-Jan-23	picked up Jan 20	Sent to Offsite	
97-4890	238266 2542-2571	5-Jan-23	18-Jan-23	23-Jan-23	picked up Feb 3	Sent to Offsite	
97-4890	238286 238294 2572-2601	10-Jan-23	23-Jan-23	3-Feb-23	picked up Feb 7	Sent to Offsite	
97-4890	238295 2602-2631	12-Jan-23	23-Jan-23	3-Feb-23	picked up Feb 7	Sent to Offsite	
97-4890	238298 2632-2661	13-Jan-23	6-Feb-23	8-Feb-23	picked up Feb 10	Sent to Offsite	
97-4890	238305 2662-2691	13-Jan-23	15-Feb-23	16-Feb-23	picked up Feb 21	Sent to Offsite	
97-4890	238431 2692-2721	2-Feb-23	21-Mar-23	23-Mar-23	picked up Mar 29	Sent to Offsite	
97-4890	238506 2722-2751	15-Feb-23	18-Apr-23	20-Apr-23	picked up Apr 26	Sent to Offsite	
97-4890	238698 2752-2781	21-Mar-23	3-May-23	8-May-23	Picked up May 16	Sent to Offsite	
97-4890	238839 2782-2811	18-Apr-23	25-May-23	26-May-23	Picked up May 29	Sent to Offsite	
97-4890	238961 2812-2841	3-May-23	6-Jun-23	6-Jun-23	Picked up Jun 8	Sent to Offsite	
97-4890	239126 2842-2871	25-May-23	15-Jun-23	5-Jul-23	Picked up July 7	Sent to Offsite	
97-4890	239182 2872-2901	6-Jun-23	26-Jun-23	5-Jul-23	Picked up July 7	Sent to Offsite	
97-4890	239232 2902-2931	15-Jun-23	10-Jul-23	11-Jul-23	Picked up July 14	Sent to Offsite	

97-4890	239268 2932-2961	26-Jun-23	31-Jul-23	3-Aug-23 Picked up August 8	Sent to Offsite
97-4890	239321 2962-2991	10-Jul-23	14-Aug-23	18-Aug-23 Picked up August 29	Sent to Offsite
97-4890	239408 2992-3021	31-Jul-23	22-Aug-23	25-Aug-23 Picked up August 29	Sent to Offsite
97-4890	239465 3022-3051	14-Aug-23	1-Sep-23	5-Sep-23 Picked up Sept 6	Sent to Offsite
97-4890	239515 3052-3081	22-Aug-23	19-Sep-23	22-Sep-23 Picked up Sept 27	Sent to Offsite
97-4890	239574 3082-3111	1-Sep-23	13-Oct-23	18-Oct-23 Picked up Oct 18	Sent to Offsite
97-4890	239627 3112-3141	19-Sep-23	27-Nov-23	29-Nov-23 Picked up Dec 1	Sent to Offsite
97-4890	239775 3142-3171	13-Oct-23	20-Dec-23	21-Dec-23 Picked up Dec 21	Sent to Offsite
97-4890	239932 3172-3201	27-Nov-23	4-Jan-24	4-Jan-24 Picked up Jan 8	Sent to Offsite
97-4890	240105 3202-3231	4-Jan-24	11-Jan-24	18-Jan-24 Picked up Jan 22	Sent to Offsite
97-4890	240134 3232-3261	9-Jan-24	18-Jan-24	29-Jan-24 Picked up Jan 30	Sent to Offsite
97-4890	240154 3262-3291	15-Jan-24	25-Jan-24	29-Jan-24 Picked up Jan 31	Sent to Offsite
97-4890	240199 3292-3321	23-Jan-24	2-Feb-24	7-Feb-24 Picked up Feb 8	Sent to Offsite
97-4890	240256 3322-3351	29-Jan-24	7-Feb-24	8-Feb-24 Picked up Feb 9	Sent to Offsite
97-4890	240295 3352-3381	6-Feb-24	15-Feb-24	16-Feb-24 Picked up Feb 21	Sent to Offsite
97-4890	240313 3382-3411	8-Feb-24	23-Feb-24	26-Feb-24	Sent to Offsite
97-4890	240356 3412-3441	16-Feb-24			Open
97-4890	240393 3442-3471	26-Feb-24			Open

Updated content list forwarded to Kathy Aug 4/23

re-submitted request Oct 26th, GRS does not have the original request on file



**Cell:** B11

**Comment:** Williams, Kathy SDPR:EX

GRS sent new app number Jan 13 as old number was given to 2 different requests.

Forwarded the correction to Hope team Jan 13

01/13/2022 05:21 PM

PORT ALBERNI  
Office 138  
4070 8th Ave  
V9Y 4S4

INCLUDE FULL  
BOX RANGE ON  
EACH ARS645  
REQUEST, NOT  
JUST FIRST  
NUMBER

Accession #	Application #	Box Range	Initial application request sent	Paperwork Submitted with box content list	RCS email rec'd with offsite approval/directions	boxes picked up	Status in ICM	Notes
97-4891	235347	599-628				yes		
97-4891	235541	629-658	10-Jun		24-Jun	yes		
97-4891	235596	659-688	18-Jun	6-Jul-21	13-Jul	yes		
97-4891	235639	689-718	28-Jun	3-Aug-21	9-Aug-21	yes		
97-4891	235816	719-748	26-Jul	26-Oct-21	27-Oct-21		2-Nov-21	
97-4891	235830	749-778	28-Jul	29-Dec-21	13-Jan-22		13-Jan-22	These are the last boxes to be integrated into ICM
97-4891	235863	779-808	3-Aug-21	19-Apr-22	21-Apr-22		3-May-22	Sent to Offsite
97-4891	235871	809-838	5-Aug-21	7-Sep-22	7-Sep-22		9-Sep-22	Sent to Offsite
97-4891	237521	839-868	19-Jul-22	28-Dec-22	29-Dec-22		29-Dec-22	Sent to Offsite
97-4891	238188	869-898	14-Dec-22	17-Jan-23	19-Jan-23		19-Jan-23	Sent to Offsite
97-4891	238293	899-928	12-Jan-23	10-Feb-23	16-Feb-23		17-Feb-23	Sent to Offsite
97-4891	238461	929-958	7-Feb-23	28-Feb-23	8-Mar-23		9-Mar-23	Sent to Offsite
97-4891	238562	959-988	24-Feb-23	10-Mar-23	16-Mar-23		20-Mar-23	Sent to Offsite
97-4891	238673	989-1018	15-Mar-23	28-Mar-23	30-Mar-23		5-Apr-23	Sent to Offsite
97-4891	238762	1019-1053	30-Mar-23	24-Apr-23	25-Apr-23		26-Apr-23	Sent to Offsite
97-4891	239091	1054-1074	17-May-23	5-Jul-23	6-Jul-23		12-Jul-23	Sent to Offsite
97-4891	239468	1075-1092	15-Aug-23	16-Oct-23	19-Oct-23		20-Oct-23	Sent to Offsite
97-4891	240155	1093-1103	15-Jan-24	9-Feb-24	12-Feb-24		15-Feb-24	Sent to Offsite
97-4891	240357	1104-1133	16-Feb-24				Open	11 boxes

HOPE  
Office 333  
999 Water St  
VOX 1LO

Accession #	Application #	Box Range	Initial application request sent	Paperwork Submitted with box content list	RCS email rec'd with offsite approval/directions	boxes picked up	Status in ICM	Notes
97-6722	236579	0001-0050	01/17/2022	2-Jun-22	2-Jun-22	8-Jun-22	Sent to Off-site	First offsite in ICM - closed cases
97-6771	236710	0001-0007	03/01/2022	23-Mar-22	25-Mar-22	Apr-22	ARCS - not in ICM	These are historic ARCS records from Region 200
97-7046	237377	0001-0002	17-Jun-22	20-Jun-22	7-Jul-22	yes	ARCS - not in ICM	ARCS SR/FR Disposition records requiring Archivist Review
97-7050	237382	0001-0001	06/21/2022	21-Jun-22	21-Jul-22	yes	ARCS - not in ICM	1 box of ARCS that have not yet reached their retention
97-6867	236937	0001-0050	03/30/2022	20-Jun-22	28-Jun-22	yes	Sent to offsite	2nd project for closed approved GA's
97-6126	235072						not yet in ICM	ICM auto-closed this accession prior to it being used. Sent note to RCS.
97-7044	237373	0001-0050	17-Jun-22	1-Nov-22	2-Nov-22	yes	Sent to offsite	GA's closed >1yr
97-7326	238002	0001-0040	1-Nov-22	17-Jan-23	19-Jan-23	picked up Jan 20	Sent to Offsite	GA's closed >1yr replacing 97-6126, closed GA's >10 yrs
97-7362	238135	0001-0019	30-Nov-22	6-Dec-22	11-Jan-23	yes	Sent to Offsite	
97-7508	238575	0001-0020	28-Feb-23	7-Mar-23	10-Mar-23	ready for pick up March 13	Sent to Offsite	GA's closed >1yr
97-7643	238960	0001-0023	3-May-23	9-May-23	15-May-23	19-May	Sent to Offsite	closed GA's >10 yrs
97-7717	239140	0001-0028	30-May-23	1-Jun-23	6-Jun-23	8-Jun-23	Sent to Offsite	30000-20 Client Benefit Case Files - Closed >1yr
97-7781	239289	0001-0030	5-Jul-23	12-Jul-23	13-Jul-23	17-Jul-23	Sent to Offsite	GA closed >10 yrs
97-7782	239290	0001-0030	5-Jul-23	14-Jul-23	26-Jul-23	28-Jul-23	Sent to Offsite	HOLD note added to description on ARS617: HOLD UNTIL MINISTRY FREEZE ON DESTRUCTION OF CLIENT RECORDS LIFTED (30000-20 Client Benefit Case Files) GA closed >1yr
97-7807	239388	0001-0050	14-Jul-23	18-Dec-23	20-Dec-23	27-Dec-23	Sent Offsite	GA CLOSED >1yr (with the inclusion of 16 files that have reached final disposition in 2023. Comment added to Section 8 of ARS617 after speaking with Grant McLachlan at GRS, explaining why those records are in this accession) GA closed >1yr
97-7873	239525	0001-0030	24-Aug-23	5-Sep-23	7-Sep-23	11-Sep-23	Sent to Offsite	Accession history has been added in ICM for all of these records note added to ARS617-GA files with volumes in previous accessions eligible for destruction
97-7910	239640	0001-0003	21-Sep-23	22-Sep-23	26-Oct-23	28-Oct-23	N/A	PLMS RECORDS OFFSITED FROM HOPE
97-7911	239641	0001-0030	21-Sep-23	4-Oct-23	4-Oct-23	5-Oct-23	Sent to Offsite	closed GA's >10 yrs HOLD note added to description on ARS617: HOLD UNTIL FREEZE ON DESTRUCTION OF CLIENT RECORDS LIFTED (30000-20 Client Benefit Case Files)
97-8034	239985	0001-0030	28-Nov-23	28-Dec-23	29-Dec-23	3-Jan-24	Sent to Offsite	GA closed >1yr
97-8073	240104	0001-0030	4-Jan-24	23-Jan-24	24-Jan-24	25-Jan-24	Sent to Offsite	GA Closed >10yr
97-8103	240198	0001-0050	23-Jan-24	31-Jan-24	2-Feb-24	6-Feb-24	Sent to Offsite	GA Closed >10yr
97-8132	240257	0001-0030	31-Jan-24	6-Feb-24	8-Feb-24	9-Feb-24	Sent to Offsite	GA Closed Under 10 yr
97-8147	240296	0001-0050	6-Feb-24	21-Feb-24	22-Feb-24	27-Feb-24	Sent to Offsite	GA Closed Over 10yr
97-8177	240380	0001-0030	21-Feb-24	23-Feb-24			Awaiting Approval	GA Closed Over 10yr
97-8180	240391	0001-0030	26-Feb-24					

Accession #	Application #	Box Range	Initial application request sent	Paperwork Submitted with box content list	RCS email rec'd with offsite approval/directions	boxes picked up	Status in ICM	Notes
97-5785	234333	4	22-Oct-20	25-Aug-22	25-Aug-22		already showing as offsite -	
97-6147	235108	0001-0018	25-Mar-21	25-May-22	3-Jun-22		30-Aug due to MIS to ICM integration	
	<del>237699</del>						9-Jun-22 OFFSITE	
97-6900	237032	0001-0018	8-Apr-22	27-Apr-22	2-May-22	5-May-22	Sent to Offsite	FM files (fire files) offsite GA closed >10 yrs
97-7082	237475	30-Jan	12-Jul-22	19-Oct-22	28-Nov	29-Nov-22	Sent to Offsite	
97-7152	237648	0001-0030	17-Aug-22				Sent to offsite	
97-7349	238100	0001-0030	21-Nov-22	10-Jan-23	11-Jan-23	13-Jan-23	Sent to Offsite	
97-7424	238296	0001-0030	12-Jan-23	23-Jan-23	6-Feb-23	7-Feb-23	Sent to Offsite	GA closed >10 yrs
97-7476	238460	0001-0030	7-Feb-23	16-Feb-23	2-Mar-23	3-Mar-23	Sent to Offsite	GA closed >10 yrs
97-7520	238595	0001-0030	3-Mar-23	11-Apr-23	13-Apr-23	14-Apr-23	Sent to Offsite	GA closed >10 yrs
97-7563	238729	0001-0003	24-Mar-23	26-Jul-23	1-Aug-23		Entered in EDRMS	Historic ARCS from PA storeroom
97-7564	238732		24-Mar-23				Entered in EDRMS	Historic ORCS-HR81's from PA storeroom
								GA closed >10 yrs HOLD note added to description on ARS617: HOLD UNTIL FREEZE ON DESTRUCTION OF CLIENT RECORDS LIFTED (30000-20 Client Benefit Case Files)
97-7615	238872	0001-0013	24-Apr-23	10-May-23	15-May-23	18-May-23	Sent to Offsite	GA closed > 1 yr
97-7696	239071	0001-0060	17-May-23	29-Jun-23	6-Jul-23	11-Jul-23	Sent to Offsite	
		2023-07-19 Resubmitted 2023-08-02 without note in description						
97-7826	239434	0001-0013	2023-07-19 resubmitted 2023-08-14 without note in description	15-Aug-23	16-Aug-23	17-Aug-23	Sent to Offsite	GA closed >10 yrs (30000-20 Client Benefit Case Files)
97-7837	239461	0001-0001		16-Aug-23	18-Aug-23	21-Aug-23	NOT IN ICM - Excel spreadsheet	TPA GA files for Courtenay office
97-7843	239469	0001-0059	15-Aug-23	26-Jan-24	31-Jan-24	8-Feb-24	Sent to Offsite	GA closed >1yr entered in ICM Aug 16/23
97-8007	239917	0001-0001	21-Nov-23	21-Nov-23	27-Nov-23	4-Dec-23	NOT IN ICM - Excel spreadsheet	FM batch filing
							NOT IN ICM - Excel spreadsheet (unable to enter in EDRMS)	HR81's prior to 2001 (not included in RSR-0091 SDPR)
97-8010	239228	0001-0004	23-Nov-23	27-Nov-23	1-Dec-23	4-Dec-23	OPEN	
97-8151	240312	0001-	9-Feb-24					

**Cell:** B4

**Comment:** Williams, Kathy SDPR:EX  
GRS sent new application number due to system error  
04/13/2022 11:25 PM

Office	Date of Request	Destruction #	Status	Notes
Port Alberni	2-Mar-23	DE SDPR 23-0008	Approved and the destruction of these records confirmed	
Port Alberni	24-Mar-23	DE SDPR 23-0011	Approved and the destruction of these records confirmed	For Office 145 Ucluelet Records
Hope	9-Aug-23	DE SDPR 23-0015	Approved and the destruction of these records confirmed	For Office 434 Kelowna Records
Hope	22-Nov-23	DE SDPR 23-0022	Approved and the destruction of these records confirmed	



## ELMSD - WorkBC (ES/ATS/AS) Records Return Checklist:

### STEP ONE: Request the Accession Paperwork from DRC

**Note:** Print a copy of this checklist to follow process

**WorkBC Centre** emails the Divisional Records Coordinator (DRC), to request accession paperwork to start the annual transfer of closed client employment files to off-site storage. Each Region returns records in their assigned quarter to manage workload volumes.

The WorkBC Centre provides the following information:

- i) **WorkBC Centre Catchment Name and Number in the subject line:**  
E.g.: R1 WorkBC 07-ES-1-MAXIMUS-Victoria
- ii) Specific WorkBC Program (ES, ATS, or AS)
- iii) Approximate number of files to be transferred to offsite storage in this accession series
- iv) WorkBC Centre onsite **Contact** and **Alternate Name** (telephone and email)
- v) **Physical Location** Address (mailing and physical if they are different)

*Division Records Coordinator (DRC) will proceed with request for accession paperwork from Government Records Services (GRS) and provide Accession and Application number by email. Each Accession/Application may only be used once. GRS recommends that a maximum of 20 boxes per accession be submitted. Multiple accessions may be requested.*

*DRC will provide a blank box listing template in excel with the correct formatting for WorkBC Centre use. GRS prefers each box list use a separate sheet in the workbook. This template has been approved by Govt Records Services for our use only.*

#### **WorkBC Annual Quarterly Records Return Schedule:**

A designated time for service providers to transfer closed case files assists with processing volumes for DRC / GRS. GRS prefers that a three-year span for the returning records for each accession be adhered to.

R1 Vanc Island Employment Services (ES) Returns Sep  
R1 Assistive Technology Services (ATS) Returns Sep

R2 Vancouver / Lwr Mainland Employment Services (ES) Returns Dec  
R2 Apprenticeship Services (AS) Returns Dec

R3 Interior Employment Services (ES) Returns Mar

R4 North Employment Services (ES) Returns Jun

### STEP TWO: WorkBC Centre to completes the Box Content List and box up files

#### **Acquire standardized record storage box (es) or approved equivalent.**

Standardized records storage boxes are made from corrugated cardboard and will hold up to max 40 lbs of paper, but to withstand stacking weight. Boxes also need to be sturdy to withstand transfer to the storage facility. These are kept in storage until full disposition and records are eligible for destruction.



If incorrect boxes are used the Storage Facility may charge a re-boxing fee.

**NOTE:** 1 file standard file cabinet equals 2 to 2.5 boxes depending on how tightly they are filed in the cabinet. Size is 15" X 12" X 10 or 1 cubic foot.

## ELMSD - WorkBC (ES/ATS/AS) Records Return Checklist:

### WorkBC Centre reviews (ORCS) client file contents to ensure *all* relevant materials are included.

The following are examples of the types of records (*paper and electronic*) that may be in the custody of the WorkBC Centre. This is not a definitive listing:

*Client evaluations; client assessments; client applications and other forms provided by the ministry; client training plans; information on benefits (financial and service) supplied to the client(s); client class and/or session attendance lists; project and/or contract evaluation records/information; training packages/information newly developed under the terms of the contract and/or as an element of the services being contracted; all forms whether created by the ministry or by the contractor for the purpose of client intake, assessment or tracking; client tracking tools whether paper or electronic; including procedural guidelines related to development or revision of these tools; and all electronic data created during the course of the contract that relates to the contract.*

### WORKBC client case records (Physical vs Digital):

Physical paper documents are scanned into the ICM database, and the physical scanned document is retained and placed into a physical client case file. All records in the ICM database are deemed to be the original documents.

Remember we **DO NOT** have the **LEGAL** authority to shred or destroy any scanned documents.

Records created digitally which are part of the client electronic case file in ICM is already in the custody and control of the Ministry. There is no need to "copy" documents from the database to add to physical file.

### **NEW:** Record Management Tool

All ES, ATS and AS Contractors will now have a self-serve tool to help easily identify closed files in an Excel spreadsheet to better support your annual case files archive activities. It includes most of the data elements required on box lists and file labels.

Further instruction is available on the [Extranet section on Records Management](#).

### WorkBC Centre saves blank excel template box content listing provided by DRC:

The WorkBC Centre adds the closed file listing to excel template and saves the new excel document with the naming convention.

Use the Accession number and WorkBC Centre in the filename: 96-1234 WorkBC 07-ES-1 Victoria box 1-5

Due to the large volumes of documents to process consistency in naming conventions is appreciated

### WorkBC Centre fills box (es) with physical client file records in alphabetical ascending order.

Complete box content listing in full. Complete the Open / Closed Date of the case.

Box Content Listing contains all individual client information:

- List the files in ALPHA Order, by SURNAME. The Template will have a column for surname and one for given name.
- Full name (surname and given name, and (aliases/nicknames in brackets)
- Employment program description: (WorkBC Centre– Employment Services (ES), Assistive Technology Services (ATS) and Apprenticeship (AS)
- Date Range of each client file (Open / Closed date of file: YYYY-MMM-DD).
- Use ONLY the Client WorkBC Program Case Number
- WorkBC program client case number is used as a search tool to fulfil any future FOI requests.

Box #	WORKBC Service (ES or AS or ATS)	SURNAME	Given Name	[Open] YYYY-MMM-DD	[Close] YYYY-MMM-DD
1	1-XXXX-XXXX	Flinstone	Frederick (Fred)	2019-APR-01	2020-JUN-13
1					
1					
1					
1					

- Please highlight the earliest open date and latest close date for each individual box listing. DRC will submit the date range for the entire set of boxes offsite. Govt Records uses this information to calculate when the individual box is eligible for final disposition (destruction) in storage.



## ELMSD - WorkBC (ES/ATS/AS) Records Return Checklist:

### Dates:

For RM purposes, the start date for WorkBC program will be Apr 1, 2019 if not stated otherwise.

**Case File Date Range** is determined by the open or start date of when client first received services, assigned their program case number and the date in which the case was closed. All box listings must have the completed date ranges to be approved.

**Box Date range** is determined by the oldest start date and the most recent closed date. This last date determines how long the records listed the accession number is stored until full disposition (destruction).

### What is the closed date when client transfers to another WorkBC location?

Where a client has "transferred out of one WorkBC Centre to continue services with another WorkBC Centre the date of transfer is deemed to be the "closed date" for records management purposes. Please make note of this date on the file label, as ICM only details program participation. This "transferred" physical case file is closed for this WorkBC Centre and ready for archiving. The client will have a closed physical file at more than one WORKBC location.

## STEP THREE: Draft / Final Approval of Box Content List & Affix Box Labels

### WorkBC Centre emails draft box content listing to DRC at [ELMSDFOI@gov.bc.ca](mailto:ELMSDFOI@gov.bc.ca) :

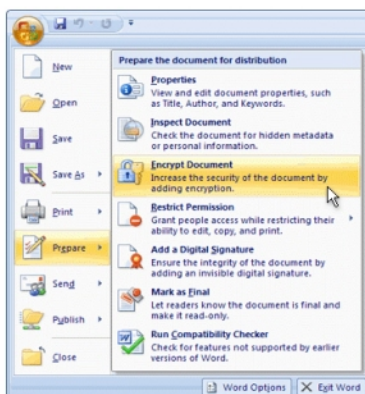
The WorkBC Centre emails a draft box content listing for review / approval.

The list must be password protected (encrypt). It is recommended that the accession number is used as a password.

If there are no issues, the DRC will advise by email and then mail out the accession box labels. See below on how to proceed to encrypt or password protect your document.

### How to Encrypt your file and set a password to open it.

Use your "accession number" as the password for the draft box list.



Click the **Microsoft Office Button** , point to **Prepare**, and then click **Encrypt Document**.

In the **Encrypt Document** dialog box, in the **Password** box, type a password, and then click **OK**.

Please use the "accession number" assigned as your password.

In the **Confirm Password** dialog box, in the **Re enter password** box, type the password again, and then click **OK**.

To save the password, save the file.

### WorkBC Centre receives box labels from DRC:

This is the specific format for how the label is to be written and the box number as per example.

e.g.: 83-1234-0001, 83-1234-0002



Where the "box label" is affixed to the box is also specific. This is to be affixed to the side of the box (*with the handle*).

**Tip:** It is helpful to stack boxes the same way so that the "lids open same side" and then add the accession box labels – so all the labels match on the same side, as it makes it easier to track all boxes that relate to the one accession number when stacked.



## ***ELMSD - WorkBC (ES/ATS/AS) Records Return Checklist:***

### **WorkBC Centre inserts approved copy of box content list for each box as file guide:**

Once the box content listings are approved by the DRC. The WorkBC Centre will be advised to print a hard copy of the approved box listing this list needs to be placed inside each individual box.

This box content listing becomes a file guide for any future retrieval or FOI requests.

The box contents must match exactly to the box content list, to avoid any issue with "lost files" that are either misfiled in another box or slipped into another case file.

Any corrections or changes to the box listing must be updated in the box (es) before transfer to storage takes place.

Your DRC is available to answer any questions you may have during the boxing process to ensure all preventable errors are avoided. Email: [ELMSDFOI@gov.bc.ca](mailto:ELMSDFOI@gov.bc.ca), using "your accession number in the subject line".

### ***STEP FOUR: Approval to Transfer Records and Pick Up of Records to Off Site Storage***

Once the DRC has processed accession paperwork, it is submitted for approval by the GRS.

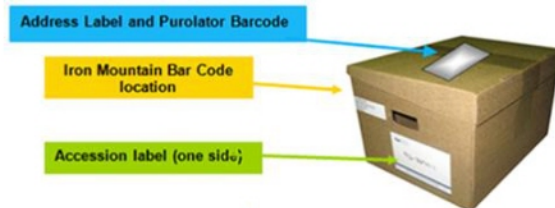
GRS emails instructions to both the DRC/WorkBC Centre on how to transfer of boxes to storage facility. Instructions vary across the province and are specific to your location.

If your office has any changes in contact or alternate contact names, please advise the DRC as soon as you can to avoid any delay in box pick up.

### **EMAIL Notice of Pick Up & Transfer of Records / Confirmation of Pick Up:**

GRS sends a detailed email to Office outlining one of the two box transfer options. It is important that your contact and alternate name and email addresses are send to the DRC if there are any changes.

Which method used to pick up the completed boxes will be determined based on your location in the province. An estimated time will be provided in the Pickup and Transfer of Records email notice is sent.



### ***STEP FIVE: Confirmation of Box Pick Up by email to both GRS and DRC***

**WorkBC Centre emails the confirmation of box pickup** to the DRC and GRS. GRS must advise storage facility of the transfer arrival. The DRC completes final close out tasks. DRC can be copied on Confirmation email to GRS.

### **Any questions?**

Just email your questions to Divisional Records Coordinator at: [ELMSDFOI@gov.bc.ca](mailto:ELMSDFOI@gov.bc.ca) , with your Accession number in the subject line of your email.

IDA Number (DEYY-###-MIN-DIV)	IDA Number Issue Date	Division	Branch	Preparer	Approver	Approval Type	Description of Information	Has a Review for Responsive Info Been Completed (e.g., FOI, Litigation)?	Ministry Approval Date	Destruction Date	Destruction Method	System Updated to Show Destroyed Status?	Notes
DE 22-542	23-03-2022	SDD	SDD-CS	Andrea Townsend	Debbie Fehr	One Time	ARCS	y	2023-01-30				
DE 23-018 SDPR	2022-05-10	CSD	Fin Ops -013	Theresa Turner	Jim Swam	One Time	ARCS	Y					
DE 23-070 SDPR	2022-05-30	CSD	FASB-011	Theresa Turner	Megan Pratt	One time	ARCS	Y	2022-06-14	2022-06-23			
DE 23-071 SDPR	2022-06-13	CSD	FASB-FOPS	Theresa Turner	Jim Swam	One Time	ARCS/ORCS	Y					
DE SDPR 22-0001	2022-04-14	SDD	Ops Support Hiring	Charlene Byford - Supervisor	Sylvia Trudea Manager	One Time	LAN - emails	Y	2022-08-10	2022-08-12	Destroyed on LAN by Supervisor	No- records are not tracked in a system	
DE SDPR 22-0002	2022-05-05	SDD	Organizational Health and Dev	Tammy	Scott Hill	One Time	LAN - emails	Y	2022-05-05	2022-06-01	Destroyed on LAN by Supervisor	No- records are not tracked in a system	
DE SDPR 22-0003	2022-06-02	CSD	FASB	Rae Brooke Westmacott- Supervisor	Sylvia Trudea Manager	One Time	ARCS	Y					
DE SDPR 22-0004	2022-08-10	SDD	Ops Support Hiring	Andrea Townsend	Debbie Fehr	One Time	ARCS	Y	2022-08-15	2022-09-01	Destroyed on LAN by Supervisor	No-records are not tracked in a system	
DE SDPR 22-0005	2022-09-16	SDD	Ops Support	Andrea Townsend	Debbie Fehr	One Time	ARCS	Y	2022-10-17	2022-10-20	Destroyed on LAN by Supervisor	No-records are not tracked in a system	
DE SDPR 22-0006	2022-10-28	SDD	Ops Support	Andrea Townsend	Linda Herman	One Time	ORCS	Y	2022-10-28	?	Destroyed by Belfour	No-records are not tracked in a system	Records fall under RSRs and destroyed at belfour due to bio hazard
DE SDPR 22-0007	2022-12-09	SDD	CS	Christine Evens		One Time	ARCS						
DE SDPR 23-0001	2023-01-13	SDD	PLMS-CIU	Manju	John	One Time	ARCS	Y				No records are not tracked in a system	
DE SDPR 23-0002	2023-01-20	SDD	SDD-CS	Andrea Townsend	David Rice	One Time	ORCS	Y	2023-02-08	2023-02-15		EDRMS	
DE SDPR 23-0003	2023-01-20	SDD	SDD-CS	Andrea Townsend	David Rice	One Time	ARCS	y	2023-08-08	2023-02-15		EDRMS	
DE SDPR -23-0004	30-Jan-20	SDD	SDD- Ops Support	Andrea Townsend	Debbie Fehr	One Time	ARCS	Y	2023-01-30	2023-03-16	shred/it	No records are not tracked in a system	
DE SDPR 23-0005	2023-02-15	SDD	Ops Support	Andrea Townsend	Debbie Fehr	One Time	ARCS	Y	2023-03-15	2023-03-24		No records arenot tracked in the system	
DE SDPR 23-0006	2023-02-15	ISD	Acc	Tammy	?	On going	ORCS	Y	?				
DE SDPR 23-0007	2023-02-22	SDD	Ops Support	Andrea Townsend	Debbie Fehr	one time	ARCS	Y	2023-02-22	2023-02-28			
DE SDPR 23-0008	2023-03-03	SDD	Ops Support	Kathy Willams	Jordan Miller	One Time	ARCS	Y	2023-07-24	2023-11-14	Shred-it		New content list provided.
DE SDPR 23-0009	2023-03-03	SDD	SDD-CS	Andrea Townsend	Debbie Fehr	one time	ARCS	y	2023-03-15	16-Mar-23			Hold for litagatin- GRS not updating EDRMS
DE SDPR 23-0010	2023-03-10	SDD	PLMS-CIU	Sam Johnstone		One Time	ARCS						
DE SDPR 23-0011	2023-03-28	SDD	CS	Kathy Willams	Tammara Cummings	One Time	ARCS	Y	2023-08-04	2023-08-14	Shred-it		
DE SDPR 23-0012			SR with attachements										
DE SDPR 23-0013	2023-08-04	SDD	Ops Support Hiring	Charlene Byford - Supervisor	Tammara Cummings	one time	ARCS	Y	2023-08-04	2023-08-01			
DE SDPR 23-0014	2023-08-04	ELMSD	operations	Carol-Ann	Tammara Cummings	one time	ARCS	y	2023-08-04	2023-08-15	shred it		
DE SDPR 23-0015	2023-08-11	SDD	CS	Kathy Willams	Jordan Miller	one time	ARCS	y	2023-08-15	2023-08-14	shred it		
DE SDPR 23-0016	2023-08-11	SDD	hiring	Amy	Mike Aldridge	one time	ARCS	y	2023-08-22	2023-10-12	Deleted from Outlook	No, records not tracked in a system	
DE SDPR 23-0017	2023-08-15	SDD	CS	Catherine Squire	Melanie Heizer	one time	ARCS	y	2023-10-25	2023-11-21	Onsite Shredding Bins		
DE SDPR 23-0018	2023-10-20	SDD	PLMS	Maria Baker	Melanie Heizer	One time	ARCS	Y	2023-10-26	2023-10-30	Onsite Shredding Bins		
DE SDPR 23-0019	2023-10-20	ELMSD	operations	Carol-Ann	Melanie Heizer	One time	ARCS	y	2023-10-20	2023-10-24	Onsite Shredding Bins		
DE SDPR 23-0020	2023-10-30	ELMSD	operations	Carol-Ann	Melanie Heizer	One time	ARCS	y	2023-10-30	2023-10-30	Onsite Shredding Bins		
DE SDPR 23-0021	2023-11-17	CSD	People Stratagies Branch	Heather Thornburn	Melanie Heizer	One time	ORCS						
DE SDPR 23-0022	2023-11-22	SDD	Ops Support	Kathy Willams	Tara Farmere	One Time	EA No Case Made (ORCS)	y	2023-12-06	2024-02-26	Onsite Shredding Bins		Boxes being shredded as space is available in Hope. 2024/02/21
DE SDPR 23-0023	2023-11-27	SDD	Operations	Karen Lantos	Melanie Heizer	One Time	Personel Files	NA - employee files	PENDING				
DE SDPR 23-0024	2023-11-27	ELMSD	Ops Support	Carol-Ann			CEP Contract files (ARCS)	y					
DE SDPR 24-01	2024-01-31	ELMSD	Ops Support	Carol-Ann		One Time	physical media	Y	2024-01-31		AIR asset disposal		
DE SDPR 24-02	2024-02-21	SDD	Community Services	Wendy Calvin		One Time	Travel authorization files (Terrace office)	N/A					
DE SDPR 24-03	2024-02-21	SDD	Community Services	Wendy Calvin		One Time	Travel authorization files (office 595 Kitimat)	N/A					
DE SDPR 24-04	2024-02-23	SDD	Community Services	Wendy Calvin		One Time	Cheque reconciliation transmittal logs (Kittimat office)	N/A					
DE SDPR 24-05	2024-02-29	SDD	Ops Support	Rhianna Corlazzoli		One Time							



RSR Number	Office(s)	Paper Original Record Schedule #	Record Schedule Name	Classification #	Secondary Title	Start Date of RSRS Applicability	Final Disposition of Original Record Schedule	RO Team Contact	Date Signed by Client	Status(pending; a	Comments	Returned Approval to Client
RSR-0071	Financial Operations	133400	ORCS	50100-25	Employment and assistance (EA) case data	2017-09-11	DE	Betty Cote	pending		Employment and assistance (EA) case data (SO nil DE); batched records scanned into ICM & attached to EA Case in ICM; CPP - Canada Pension Plan Draft Documents	
f RSR-0087	FASB (GRS)	133400	Social Services			2018-01-01		Patrick Klassen		pending	questions to client about image quality document	
f RSR-0088	Pacific Blue Cross (GRS)	133400	Social Services	40100-20, 40100-40, 40400-20, 40500-20, 40500-30, 40500-35, 40600-20, 40700-20, 409000-20	Health and Dental Claim Submissions	2017-11-01	DE	Patrick Klassen	2018-11-30	Approved		2018-12-07
RSR-0090	STADD - Services to Adults with Developmental Disabilities (GRS)		Ministry ORCS		Black Books holding notes from client meetings transcribed to COLLABORATE			Patrick Klassen		Pending		
f RSR-0091	Service Delivery Division, Operations Support (GRS)	133400	Social Services	10500-03	Client Signed Cheque Stubs (HR81)	2018-01-01	DE	Patrick Klassen	2019-05-16	Approved	waiting on potential final wording change and client approval.	2019-05-29
f RSR-0092	Service Delivery Division, Operations Support (GRS)	133400	Social Services	30000-20	Client Benefit Case Files (Batch Filing)	2000-01-01	DE	Patrick Klassen	2022-02-09	Approved	waiting on potential final wording change and client approval.	2022-02-10
f RSR-0102	Finance and Administrative Services Branch (GRS)	133400/100001	Social Services/ARCS	10300-20/350-20	Debt Recovery Review Case Files/Legal Matters Files	2018-12-11	DE/SR	Maryanne Stoughton		Cancelled		
f RSR-0109	Alliance Management Office (GRS)	100001	ARCS	1070-20	Contract Management Files		DE	Patrick Klassen		pending		
f RSR-0110	Services Delivery Division, Operations Support (GRS)	133400	Social Services	30500-20	Family Maintenance client case files	2011-01-01	DE	Patrick Klassen	2020-02-10	Approved	for material scanned into ICM and then batch filed and stored offsite, as well as all future material that would have been batch filed and scanned within the 30500-20 classification.	2020-03-04
f RSR-0111	Health Assistance Branch (GRS)	133400	Social Services	40300-30 and 40300-35	Persons with Disabilities designation approved client case files and persons with disabilities designation denied client case files		DE	Patrick Klassen		pending		
f RSR-0116	Pacific Blue Cross (GRS)	133400	Social Services	40100-20, 40100-40, 40400-20, 40500-20, 40500-30, 40500-35, 40600-20, 40700-20, 409000-20	Health and Dental Claim Submissions		DE	Patrick Klassen	2019-10-01	Approved	extension of contract related to RSR-088 for the year 2020.	2019-10-02
RSR-0150	SDPR (GRS)	133400	Social Services ORCS	10500-13	Fraud Allegation reporting data	2021-05-31	DE	Patrick Klassen	2021-06-14	Approved	decommissioning of the FARS system, all data will be sent to the Corporate Data Warehouse (CDW) for it to live out its life cycle.	2021-06-17
f RSR-0153	Service Delivery Division	133400	SDPR ORCS	10500-03	Integrated Voice recognition (IVR) Converted into PDF and ingested into ICM for storage	2021-12-06	DE	Patrick Klassen	2021-09-29	Approved		2021-11-16
f RSR-0156	Service Delivery Division	133400	SDPR ORCS	10500-03	Monthly Report HR0081 form submitted by clients via MYSS in a HTML format and saved in ICM as a PDF.	2021-12-01	DE	Patrick Klassen	2022-02-09	APPROVED	a fairly narrow focused RSR based on a particular submission type for forms.	2022-02-10
f RSR5-SDPR -0001	SDD	133400,	Social Services	30500-30	Virtual Services, Funeral Sups	2010-01-01	Paper to ICM/Scan	Tammy	2022-06-02	Approved		44739
f RSR5-SDPR-0002	SDD	133400	Social Services	40100-20,30,35,40	Ops Support, Contracts	2020-01-01 to 2024-12-31	Paper to Scan	Tammy	2022-06-14	Approved		44740
f RSR5-SDPR-0003	FASB	10001;	ARCS	1050-09	CSD/FO	2012-09-04	Paper to scan	Tammy	2022-11-14	Approved		
f RSR5-SDPR-0093	SDD	133400, 62		On-going	SSB		MYSS to ICM (PDF)	Tammy	2022-11-14			
f RSR-0093	Service Delivery Division, Operations Support	133400	Social Services	50100-62	My Self Serve Portal data	2017-02-01	DE	Patrick Klassen		pending	waiting for questions to be answered.	
f RSR5 SDPR 0004	Acc	133400,		10700-20	Acc		Feedback tool to Excel	Tammy	2023-02-17		Very specific to this project.	
f RSR5 SDPR 0005	SDD	133400,		30000-20	SSB		digital migration	Tammy	2023-03-27			



Hold Number	Division/Branch	First Box	Last Box	Schedule	Classification #	Secondary Title	Start Date of Hold	Final Disposition Eligibility	Status	Hold End date	Comments
83-2213		272	272	133400	30000-20	Client benefit case files		2019-01-01			2020-04-27 memo Patrick Klassen requests hold via Nina Olander due to National Inquiry into Missing and Murdered Women and Indigenous Women. 2020-04-28 GM.
83-2304		108	112	133400	30000-20	Client benefit case files		2018-03-01			
83-2380		155	155	133400	30500-20	Family maintenance client case files		2022-03-01			
83-2876		558	572	133400	-	Open GAIN files with debt registered - Vancouver Island (active files)					Memo August 22, 2018 Rowena Doyle and Theresa Turner requested HOLD. 44 OCG provided a directive to hold all BCEA cheques from destruction effective Feb 9, 2018. There is an investigation going on. j. 2018-08-22
83-3162		455	475	100001	1050-9	Financial transaction batches		2016-04-01			Memo August 22, 2018 Rowena Doyle and Theresa Turner requested HOLD. 44 OCG provided a directive to hold all BCEA cheques from destruction effective Feb 9, 2018. There is an investigation going on. j. 2018-08-22
83-3291		1	6	206175	30500-20	Family maintenance client case files (batched and scanned into ICM)		2020-04-01			Memo 2020-08-21 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-21 GM.
83-3292		1	23	206175	30000-20	GA client case files (batched after scanning into ICM)		2009-07-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3293		33	48	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3294		1	7	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3295		1	2	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3296		1	2	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3297		1	8	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3298		1	5	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-27 jm
83-3299		1	16	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-25 GM.
83-3300		6	10	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3301		1	14	206175	30000-20	Client benefit case files (batched after scanning into ICM)		2019-06-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-25 GM.
83-3302		1	5	206175	30000-20	GA client case files		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3306		5	18	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3307		1	33	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
8-33307		43	53	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3309		1	12	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3310		1	15	206175	30000-20	Client benefit case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3311		1	2	206175	30000-20	Client benefit case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-27 jm
83-3312		1	4	206175	30000-20	Client benefit case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3313		11	17	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-08-21 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-21 GM.
83-3314		1	13	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3315		1	4	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3316		1	17	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3317		1	10	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-08-21 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-21 GM.
83-3318		1	11	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3319		19	20	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3321		1	26	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3322		1	11	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-27 jm
83-3323		1	19	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-27 jm
83-3324		1	6	206175	30000-20	Client benefit case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3326		1	31	206175	30000-20	GA Client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3327		1	36	206175	30000-20	Client benefit case files (batched after scanning into ICM)		2019-06-01			Memo 2020-08-21 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-21 GM.
83-3328		1	7	206175	30000-20	GA client case files (batched after scanning into ICM)		2019-06-01			Memo 2020-06-30, Nina Olander requests hold due to new RSR required. smf 2020-07-02
83-3329		1	5	206175	30000-20	Client benefit case files (batched after scanning into ICM)		2019-06-01			Memo 2020-06-30, Nina Olander requests hold due to new RSR required. smf 2020-07-02
83-3336		1	24	206175	30000-20	Client benefit case files		2023-02-01			2023-05-23 CA-587: changed STORLOC_ID_CURR from 11 to 9.
83-3346		19	46	206175	30000-20	Client benefit case files		2023-04-01			Memo 2023-07-19 Patrick Klassen via Tammy Cummings requests hold due to opioid litigation. 2023-07-19 GM.
83-3348		115	148	206175	30000-20	Client benefit case files		2023-02-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3358		1	2	206175	30000-20	Client benefit case files		2023-04-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3407		1	7	206175	30500-20	Family maintenance client case files (batched after scanning into ICM)		2020-04-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3409		1	4	206175	30500-20	Family maintenance client benefit case files (batched after scanning into ICM)		2020-04-01			Memo 2020-08-21 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-21 GM.
83-3411		1	1	206175	30500-20	Family maintenance client case files (batched after scanning into ICM)		2020-04-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
83-3413		1	2	206175	30500-20	Family maintenance client case files (batched after scanning into ICM)		2020-04-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3414		1	2	206175	30500-20	Family maintenance client case files (batched after scanning into ICM)		2020-04-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-28 jm
83-3418		1	2	206175	30500-20	Family maintenance client case files (batched after scanning into ICM)		2020-04-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
87-0894		8	8	100001	440-20	Reports and statistics		1976-01-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
87-0894		13	18	100001	1000-3	Research and Planning - background material		1983-01-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
87-0894		51	62	100001	200-20	Committee files		1991-02-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
87-0894		81	81	112909	-	Research and Planning records		1984-01-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
87-0894		88	88	100001	280-30	Research and Planning records - Executive correspondence copies		1983-05-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
87-0894		90	90	100001	935-20	Accounts receivable files		1972-04-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
87-0894		1	4	100001	358-20	Library/topical reference materials		1980-01-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
91-0011		601	601	133400	30000-20	Client benefit case files		1999-01-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-24 GM.
92-0011		1	1	133400	30000-20	Client benefit case files		2000-01-01			
92-1483		1	8	105051	-20	Income assistance investigation files		1996-01-01			
92-7544		1	1	133400	10600-40	Non-regional client appeal case files		2016-06-01			Memo January 30, 2015 Sarah Johnson via Bea Nacey requested HOLD. j. 2015-02-02
92-8299		1	14	133400	10600-20	BC Benefits Appeal Board case files		2015-04-01			
93-0011		1	1	133400	30000-20	Client benefit case files		2001-01-01			
93-0106		1	13	-	-	Appeals case files					
93-0294		1	17	100001	1070-20	Contract management files		2010-04-01			Pw sent back to MRO as client was unable to have boxes ready since April 27/01. SI 2001/06/27
93-0366		1	21	-	-	Reconsideration case files					Left Message for Irene Kennedy 256-2700 to call back. si 02/03/14
93-3231		1	6	-	-	Training and employability case files					
93-4180		1	1	-	-	Microfiche 35640-02 Address registry					
93-4284		1	6	133400	10600-90	Regional client reconsideration case files		2003-01-01			
93-4421		1	5	-	-	BC Benefits - reconsideration case files					
93-4835		1	5	-	-	Reconsideration case files					
93-5482		1	7	133400	10600-90	Regional client reconsideration case files		2003-01-01			memo dated Sept 25, 2013 from Donna McLeod requesting Hold. j. 2013-09-25
93-5544		9	29	133400	30000-20	Client benefit case files		2008-03-01			
93-6272		2	4	100001	1070-20	Contract management files		2006-01-01			These contain contract files and a larger conversation needs to happen here regarding how to proceed with TPA client contracts possibly integrated.

93-6272

Hold Number	Division/Branch	First Box	Last Box	Schedule	Classification #	Secondary Title	Start Date of Hold	Final Disposition Eligibility	Status	Hold End date	Comments
93-6533		2	2	100001	324-20	Current employee files, minister's speeches - individual, newspaper clippings, and other administrative records		2000-07-01			
93-6561		1	16	133400	10500-20	Fraud investigation case files		2013-11-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
93-6680		1	15	-	-	ORCS - appeals case files 35100-20					Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
93-8585		1	18	133400	10600-40	Non-regional client appeal case files		2021-07-01			Rec'd Disc. outstanding new box. L-M Shelia Matkovich (Hope) 604869-4529 to call me. sl 02/12/04 Paperwork sent back to MRO. 2003-03-26 CD
94-2291		1	6	870245	-	HR 81 cheque stubs		2007-04-01			
94-3011		98	139	100001	935-30	Outstanding accounts		2004-04-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
94-3626		1	28	133400	10600-40	Non-regional client appeal case files		2021-07-01			Memo January 30, 2015 Sarah Johnson via Bea Nacey requested Hold, j 2015-02-02
94-3803		1	3	100001	1070-20	Contract management files		2006-03-01			
94-4267		1	13	133400	10600-20	BC Benefits Appeal Board appeal files		2022-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
94-4609		1	12	133400	10600-90	Regional client reconsideration case files		2003-01-01			Memo January 30, 2015 Sarah Johnson via Bea Nacey requested Hold, j 2015-02-02
94-4820		1	23	133400	10600-40	Non-regional client appeal case files		2023-07-01			
94-4864		1	1	133400	10600-20	BC Benefits Appeal Board appeal files		2017-04-01			Memo January 30, 2015 Sarah Johnson via Bea Nacey requested Hold, j 2015-02-02
94-5073		1	4	133400	10600-90	Regional client reconsideration case files		2003-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
94-5583		1	10	133400	10600-20	BC Benefits Appeal Board appeal files		2022-02-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
94-6178		1	1	133400	10600-30	Client reconsideration and appeal analysis case files		2028-01-01			memo 2022-04-22 Patrick Klassen via Tammy Cummings request hold 2022-04-22 LT
94-6532	Service Delivery Division	1	6								These contain contract files and a larger conversation needs to happen here regarding how to proceed with TPA client contracts possibly integrated.
94-6532		1	6	100001	1070-20	Contract management files		2011-01-01			memo 2022-04-22 Patrick Klassen via Tammy Cummings request hold 2022-04-22 LT
94-6532		20	20	100001	1050-9	Financial transaction batches		2010-04-01			Memo 2021-08-04 Tammara Tesar requests hold pending review of contents. 2021-08-04 GM.
94-6762		1	28	100001	1070-20	Contract management files		2010-04-01			
94-7030		1	8	100001	1070-20	Contract management files		2010-01-01			
94-7053		1	7	133400	10600-90	Regional client reconsideration case files		2004-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
94-7092		1	6	133400	10600-90	Regional client reconsideration case files		2004-01-01			Memo 2021-08-04 Tammara Tesar requests hold pending review of contents. 2021-08-04 GM.
94-7320		1	3	133400	10600-30	Client reconsiderations and appeal analysis case files		2016-10-01			
94-8227		1	45	100001	1070-20	Contract management files		2011-02-01			Memo 2012-06-26, waiting for ORCS amendment phase to be complete. smi
94-8459		1	8	133400	10600-90	Regional client reconsideration case files		2005-01-01			O/S file list in 91-4043 see RCS
94-9176		1	12	133400	10600-90	Regional client reconsideration case files		2013-06-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
94-9281	Service Delivery Division	1	1	100001	1050-9	Financial transaction batches		2010-04-01		2022-05-24	may contain ORCS & #8211; we will recall and review
94-9727		21	21	133400	30400-20	Employment service client case files		2009-07-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
94-9960		1	12	133400	10600-40	Non-regional client appeal case files		2024-12-01			Memo 2021-08-04 Tammara Tesar requests hold pending review of contents. 2021-08-04 GM.
95-0551		1	9	133400	10600-40	Non-regional client appeal case files		2025-04-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-1070		1	13	100001	1070-20	Contract management files		2012-02-01			memo 2022-04-22 Patrick Klassen via Tammy Cummings request hold 2022-04-22 LT
95-1201		1	3	133400	10600-80	Regional client appeal case file		2017-06-01			memo 2022-04-22 Patrick Klassen via Tammy Cummings request hold 2022-04-22 LT
95-1613	Service Delivery Division	2	2	100001	1070-20			2005-11-01			contract files
95-1613		2	2	100001	1050-9	Financial transaction batches		2013-04-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-1739		1	31	133400	10600-50	Non-regional client reconsideration case files					Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-2559		1	10	133400	10600-40	Non-regional appeal case files		2016-02-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-2657		1	10	133400	10600-80	Regional client appeal case files		2015-07-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-4461		1	7	133400	10600-80	Regional client appeal case files		2016-08-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-4900		1	5	133400	10600-80	Regional client appeal case files		2015-08-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-4925		1	11	133400	10600-80	Regional client appeal case files		2016-08-01			memo November 26, 2013 Donna McLeod via Denise Recchi requested HOLD, j
95-4944		1	30	133400	10600-40	Non-regional client appeal case files		2017-06-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-5000		1	8	133400	10500-3	Client signed cheque stubs (HR 81)		2014-01-01			Memo dated Aug 7 2008 from MRO requesting boxes be placed on hold. cid
95-5101		1	36	133400	10600-40	Non-regional client appeal case files		2017-10-01			Memo dated Aug 7 2008 from MRO requesting boxes be placed on hold. cid
95-5442		1	8	133400	10600-40	Non-regional client appeal case files		2018-02-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-5442		9	28	133400	10600-50	Non-regional client reconsideration case files		2008-08-01			Memo January 30, 2015 Sarah Johnson via Bea Nacey requested Hold, j 2015-02-02
95-5580		1	5	133400	10600-30	Client reconsideration and appeal analysis case files, BC benefits appeal board case files		2016-03-01			W = New transfer report required for facility since box didn't actually go into storage as box was sent to Roxanne Weeds on 2008-08-26 because the box was not labelled on the outside and only two files in the box. wdem
95-5580		6	6	133400	10600-20	BC Benefits Appeal Board case files		2027-02-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-5934		1	1	133400	30300-40	Emergency social services case files		2009-08-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-6626		1	6	133400	10600-40	Non-regional client appeal case files		2017-08-01			Iron Mtn. made four attempts to p/u boxes. However, Antonella Lemme thought the boxes were pickup on March 17, 2009 although she doesn't have a pink slip of order number. At this time we are waiting to see if boxes turn up. See file for further details. wdem 2009-06-22
95-7459		1	4	133400	10600-80	Regional client appeal case files		2018-07-01			
95-8030		1	3	133400	10500-3	Client signed cheque stubs		2013-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-8276		1	7	133400	10500-3	Client signed cheque stubs		2016-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-8501		1	5	133400	10600-80	Regional client appeal case files		2018-08-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-8782		1	5	133400	10600-80	Regional client appeal case files		2018-07-01			See memo dated 2009-12-14 from Hannah Roland requesting boxes to be placed on waiting status. wdem 2009-12-14
95-9478		1	7	100001	925-20	Accounts - payable					Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
95-9909		1	2	133400	10600-80	Regional client appeal case files		2020-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
96-0234		1	2	133400	10600-80	Regional client appeal case files		2020-04-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
96-0583		1	5	133400	10600-80	Regional client appeal case files		2016-08-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
96-1703		1	6	133400	10600-30	Client reconsideration and appeal analysis case files		2016-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
96-2865		1	3	133400	10600-80	Regional client appeal case files		2018-08-01			Memo 2019-11-28, Rowena Doyle requests hold. smi 2019-11-28
96-3174		1	2	133400	10600-80	Regional client appeal case files		2020-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
96-4636		1	1	100001	280-20	Executive briefing notes		2020-01-01			Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23Memo dated January 21, 2015 from Bea Nacey requested HOLDS, j 2015-01-23
96-7519		1	5	133400	10600-30	Client reconsideration and appeal analysis case files		2020-05-01			Memo 2022-05-16 Tammara Cummings requested hold as boxes may contain client contract files. 2022-05-17 LT.
96-8254		2	3	100001	1070-20	Contract management files		2020-04-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
96-8580		3	5	100001	1050-9	Financial transaction batches		2020-04-01			Memo 2020-08-24 Patrick Klassen via Nina Olander requests hold due to issues with digitization of records. 2020-08-26 GM.
	Service Delivery Division	1	2	206175	30500-20	Family maintenance client case files (batched and scanned into ICM)		2020-04-01			
96-8734											Please put the following on hold and please enter into ARIS the reasoning is SDPR MRO has discovers an issue with ICM resulting in corrupt files:
97-0095		3	3	100001	1180-20	Period-end financial reports		2020-04-01			Memo 2019-09-13 Nina Olander requested hold (via Rowena Doyle). da 2019-09-16
97-1808		2	2	100001	1180-20	Period-end financial reports		2020-04-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
97-1927		1	12	100001	350-20	Legal files		2019-01-01			Memo 2020-05-26 Rowena Doyle requested hold (via Nina Olander). 2020-05-29 jm
	Service Delivery Division	1	3	206175	30500-20	Family maintenance client case files (batched and scanned into ICM)		2020-04-01			
97-3314											Please put the following on hold and please enter into ARIS the reasoning is SDPR MRO has discovers an issue with ICM resulting in corrupt files:
	Service Delivery Division	1	1	206175	30500-20	Family maintenance client case files (batched after scanning into ICM)		2020-04-01			
97-3413											Please put the following on hold and please enter into ARIS the reasoning is SDPR MRO has discovers an issue with ICM resulting in corrupt files:
97-4575		1	2	118669	30000-20	Client benefit case files		2023-04-01			H = Ministry as per 617 2021-06-28
97-5022		6	6	133400	50100-25	Employment and assistance (EA) case data					Hold as per AR5617 received 2023-01-11 due to freeze on destruction of client records. 2023-01-17 GM.
97-6339		1	2	-	-	Client Signed Cheque Stubs					Hold as per Memo 2023-01-10 Kathy Williams 2023-01-11 LT
97-7349		1	30	133400	30000-20	Client benefit case files		2022-12-01			Hold as per AR5617 received on 2023-02-03 due to freeze on destruction of client records. 2023-02-09 GM.

Hold Number	Division/Branch	First Box	Last Box	Schedule	Classification #	Secondary Title	Start Date of Hold	Final Disposition Eligibility	Status	Hold End date	Comments
97-7362		1	19	133400	30000-20	Client benefit case files		2025-06-01			Hold on client file destruction as per ARS617 received 2023-02-28, 2023-03-02 LT.
97-7424		1	30	133400	30000-20	Client benefit case files		2021-11-01			Hold as per ARS617 received 2023-04-11 due to freeze on destruction of client records, 2023-04-13 LT.
97-7476		1	30	133400	30000-20	Client benefit case files		2022-08-01			Hold as per ARS617 received 2023-04-11 due to freeze on destruction of client records, 2023-04-13 LT.
97-7520		1	19	133400	30000-20	Client benefit case files		2021-11-01			Hold as per ARS617 received 2023-04-11 due to freeze on destruction of client records, 2023-04-13 LT.
97-7615		1	13	133400	30000-20	Client benefit case files		2023-05-01			Hold as per ARS617 received 2023-07-12 due to freeze on destruction of client records, 2023-09-27 GM.
97-7643		1	23	133400	30000-20	Client benefit case files		2023-03-01			Hold due to freeze on destruction of client records as per ARS617 received 2023-08-15, 2023-10-13 GM.
97-7781		1	24	133400	30000-20	Client benefit case files		2023-06-01			Hold as per 617 rec'd 2023-10-04, Hold until freeze on destruction of client records lifted, 2023-10-06 CC.
97-7826		1	13	133400	30000-20	Client benefit case files		2023-08-01			
97-7911		1	30	133400	30000-20	Client benefit case files		2023-07-01			



Date	Notes
14-Jun-22	<p>GRS numbers that were issued before the transfer of destructions are still being used by staff. GRS did not send an email to cancel their destruction numbers. We have decided to use their numbers if staff submit. If staff are requesting net new then we will issue our numbers. The naming conventions are different to clearly understand the two processes.</p> <p>SDPR issue - DE SDPR 22-000#</p> <p>GRS issue - DE23-000# SDPR</p>

Holds to REMOVE  
97-0095

SDPR

# Records Management

Ministry Wide Guidelines

Ministry Records Officer: Melanie Heizer  
11-17-2023



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## Filing on the LAN

**Administrative records** are common to all offices. They support functions such as the management of facilities, property, materiel, finance, personnel, and information systems, as well as committee activities, agreement development, contract management, information services and obtaining legal opinions.

**Operational records** are unique to each government organization. They support its operations and services in carrying out the functions for which it is responsible according to statute, mandate, or policy.

The **primary number**, a function- or subject-based grouping of records, is the basic building block of *ARCS* and *ORCS*. Primaries are identified with a five-digit number in *ORCS* (three or four digits in *ARCS*) and a descriptive title. Primaries are subdivided into two-digit secondary classifications.

**Secondary numbers** and titles cover specific record series or groupings of records relating to the function covered by the primary. Secondary numbers link the records to the retention and disposition schedule, and the secondary title describes the records. The combination of the two-digit secondary number with the primary number forms the file number (e.g., 100-20 or 23120-04).

**Reserved secondaries** cover records series that are repeated in several primaries:

-00 is reserved for "Policy and procedures" records

-01 is reserved for "general" records that cannot be classified in specified subject or case file secondaries.

-02 to -19 are used for specific subjects and other non-case file series. These are commonly referred to as subject files.

-20 and higher (-30, -40, -50, etc.) is for case file series. A case file secondary number is used for a set of records that document similar and time-limited transactions with respect to a person, event, product, organization, or other entity. The records within each file or data set are generally consistent with other records in the same series. For example, the same types of forms may appear in every file.

You will keep a record for one or more of these four purposes:

1. Legal (*e.g., freedom of information, potential litigation*)
2. Evidential (*e.g., record that certain steps were taken*)
3. Historical (*e.g., indication of how a process has changed over time*)
4. Financial (*e.g., to document financial transactions*)

In other words, a record should be "substantive" to be kept. Examples would be records that:

Reflect decision-making (e.g., minutes from a meeting where policy was defined)

Contain policy or procedures (e.g., memo on policy)

Call for a reply or action (e.g., notes on a grievance case)

Document ministry business (e.g., audit notes)

## PROCESS

Each division or program will have their own established filing process for the LAN, may use EDRMS or a combination of the two. Keep the following in mind when filing information:

- Start at root drive and determine best fit for general topic
- Open the best fit folder and evaluate next best fit at Primary level
- Open best fit folder to determine appropriate secondary
- File here unless there are additional folders. If additional, determine best fit.
- Use your programs established naming conventions to give your document a name.
- If you have frequently used folders, create shortcuts.

## Information destruction

Learn about the steps required for destruction of physical and electronic records.

### Overview

According to the Information Management Act, any records created by government must have a schedule applied. This means that no information (regardless of format) can be destroyed without a schedule in place.

To destroy records on-site you'll need to:

- Request and receive an Information Destruction Authorization (IDA) number and form by emailing [SDPR.RM@gov.bc.ca](mailto:SDPR.RM@gov.bc.ca)
- Prepare files for off-siting including:
  - Identifying closed folders eligible for destruction
  - Consolidating folders to ease creation of lists
  - Completing IDA form and create file list
- Email completed paperwork to branch approval authority (manager level or higher)
- Email IDA form, file list, screenshot and approval to Ministry Records Officer (MRO) for authorization
- Receive approval
- Destroy records
- Update form with destruction information and send back to MRO

The MRO is responsible for maintaining the Ministry office of primary responsibility (OPR) records relating to destructions. All branches will hold Non-OPR copies under 432-30.

This process applies to both physical and electronic records, except screenshots are required for electronic records (and the file list may be slightly different). Ideally, the folders are tracked in a records management system (like EDRMS), but screenshots can be used for electronic folders.

Screenshots must contain the following information:

- Folder name
- Classification
- Indication that the file is closed (either by including 'closed' in the file name or by placing it in a closed folder)

- Date indicating closure (either in the file name or in the 'Date modified' column)

If there are multiple classifications with different retentions, use the Excel file list form (ARS661) to show final disposition date calculations.

For information on how to calculate final disposition dates, check out:

- [ARCs and ORCs User Guide \(PDF\)](#)
- [How to Read an Information Schedule](#)
- [Information Schedule Acronyms and Codes](#)

## 1. Send IDA request to Ministry Records Officer (MRO)

Email [SDPR.RM@gov.bc.ca](mailto:SDPR.RM@gov.bc.ca) with your request. Include a copy of the IDA form (ARS518) with Section 1 filled out. The MRO will return the ARS518 form to you with an IDA number.

## 2. Create file list

### Manual

If you are not using EDRMS and have to create a manual file list, use the Excel file list form (ARS661) found in the instructions on the IDA form.

To ensure the final disposition date is calculated correctly, start your file list using the template located at the same place as the destruction form.

Here's an example of a completed file list form:

ARS661 Last Revised: 2014-08-18				BOX CONTENT FILE LIST							
MINISTRY: SDPR				BRANCH: Corporate Planning and Strategic Information				Accession/RDA #: DE20-1234 SDPR		APPLICATION #: n/a	
BOX #	Schedule	Primary/Secondary	FILE ID	FILE TITLE (include secondary title and file name)	OPR (Y/N)	Start Date	End Date	Retention Schedule	SO Date (if applicable)	Final Disposition Date	
1	100001 188-20		PESCF	Charitable Campaigns - PESCF	Y	1-Jan-11	31-Mar-14	FY+1Y 6Y DE	n/a		1-Apr-21
1	100001 201-20		DMC-HCD	Committee, Cabinet - DMC-HCD	Y	1-Jan-03	31-Dec-04	CY+2Y 12Y DE	n/a		1-Jan-20
1	100001 201-20			Committee, Cabinet - Premier's Task Force	Y	1-Jan-04	31-Dec-04	CY+2Y 12Y DE	n/a		1-Jan-20
1	100001 280-30			Executive Correspondence drafts	N	1-Jan-14	31-Dec-14	SO NIL DE		31-Dec-14	1-Jan-15
1	100001 400-20			Projects - CPSI Service Info Materials	Y	1-Jan-17	31-Dec-17	SO 2Y DE		31-Dec-17	1-Jan-20
1	100001 400-20			Projects - Disability Health Benefits	Y	1-Jan-17	31-Dec-18	SO 2Y DE		31-Dec-18	1-Jan-21
1	100001 400-20			Ministry Performance	Y	1-Jan-11	31-Dec-16	SO 2Y DE		31-Dec-16	1-Jan-19
1	100001 400-20			Strategic Planning	Y	1-Jan-10	31-Dec-16	SO 2Y DE		31-Dec-16	1-Jan-19
1	100001 440-20			Ministry Annual Report	Y	1-Jan-12	31-Dec-17	CY+1Y NIL DE	n/a		1-Jan-19
1	100001 1000-20			Budget Files	Y	1-Jan-06	31-Mar-14	FY+1Y 6Y DE	n/a		1-Apr-21

Ideally, all the folders would be moved to one location, but this may not be possible depending on the folder size.

Next, create a folder and name it "closed folders," either at the root drive or under 432-30, where the files can be moved to.

Add the final disposition date to each folder title so you can easily determine what is eligible for destruction. You should end up with something like this:

-  Z CLOSED FOLDERS
  -  CLOSED 188-20 PESCF 2011-14 (FD = Apr 2021)
  -  CLOSED 201-20 DMC - HCS 2003-04 (FD = 2020)
  -  CLOSED 201-20 Premier's Task Force 2004 (FD = 2020)
  -  CLOSED 280-30 PDFs 2014 (FD=2015)
  -  CLOSED 400-20 CPSI Service Info Materials 2017 (FD=2020)
  -  CLOSED 400-20 Disability Health Benefits 2017-2018 (FD=2021)
  -  CLOSED 400-20 MINISTRY PERFORMANCE 2011-16 (FD=2019)
  -  CLOSED 400-20 STRATEGIC PLANNING 2010-2016 (FD=2019)
  -  CLOSED 440-20 Ministry Annual Report 2012-2017 (FD=2019)
  -  CLOSED 1000-20 BUDGETS FILES 2006-2014 (FD=Apr 2021)

### EDRMS







If you're using EDRMS, follow the established procedure to create a file list and include it with the IDA form when submitting it to the MRO.

### 3. Finalize file list

#### DIGITAL FILES

Once the IDA form has been returned from the MRO with an IDA number assigned to it, you can finalize your file list.

Move all files eligible for destruction into one folder for easy destruction. The non-eligible files can stay there until they are eligible. Using the same example as before, it will now look like this:

-  Z CLOSED FOLDERS
  - >  CLOSED 188-20 PESCF 2011-14 (FD = Apr 2021)
  - >  CLOSED 201-20 DMC - HCS 2003-04 (FD = 2020)
  - >  CLOSED 201-20 Premier's Task Force 2004 (FD = 2020)
  -  CLOSED 400-20 CPSI Service Info Materials 2017 (FD=2020)
  - >  CLOSED 400-20 Disability Health Benefits 2017-2018 (FD=2021)
  - >  CLOSED 1000-20 BUDGETS FILES 2006-2014 (FD=Apr 2021)
  - >  CLOSED 1130-20 HEF 2010-11 (FD=2021)
  -  CLOSED 1665-20 Competition Files 2016-17 (FD=2020)
  - ▼  DE20-1234 SDPR
    - >  CLOSED 280-30 PDFs 2014 (FD=2015)
    - >  CLOSED 400-20 MINISTRY PERFORMANCE 2011-16 (FD=2019)
    - >  CLOSED 400-20 STRATEGIC PLANNING 2010-2016 (FD=2019)
    - >  CLOSED 440-20 Ministry Annual Report 2012-2017 (FD=2019)
    -  CLOSED 1180-35 Reports - electronic 2010-11 (FD=2019)



Take a screenshot of the folders identified for destruction. Include this screenshot in the email to the MRO with the form for final approvals.

Edit your file list to match the folders eligible for destruction. You can either delete the other lines or create a new document and save your work for the next destruction. Continuing with the example, your file list will look like this:

ARS661 Last Revised: 2014-08-18				BOX CONTENT FILE LIST						
MINISTRY: <b>SDPR</b>				BRANCH: <b>Corporate Planning and Strategic Information</b>				Accession/RDA #: <b>DE20-1234 SDPR</b>		
								APPLICATION #: <b>n/a</b>		
BOX #	Schedule	Primary/Secondary	FILE ID	FILE TITLE (include secondary title and file name)	OPR (Y/N)	Start Date	End Date	Retention Schedule	SO Date (if applicable)	Final Disposition Date
1	100001 280-30			Executive Correspondence drafts	N	1-Jan-14	31-Dec-14	SO NIL DE	31-Dec-14	1-Jan-15
1	100001 400-20			Ministry Performance	Y	1-Jan-11	31-Dec-16	SO 2Y DE	31-Dec-16	1-Jan-19
1	100001 400-20			Strategic Planning	Y	1-Jan-10	31-Dec-16	SO 2Y DE	31-Dec-16	1-Jan-19
1	100001 440-20			Ministry Annual Report	Y	1-Jan-12	31-Dec-17	CY+1Y NIL DE	n/a	1-Jan-19
1	100001 1180-35			Reports - electronic	Y	1-Jan-10	31-Mar-12	FY+1Y 6Y DE	n/a	1-Apr-19

### Physical files

Ensure all files being submitted for destruction are together in a box (or boxes). Once approval for destruction has been received, these files will be destroyed as a group. Images of the boxes are not required.

## 4. Complete Section 2

Provide information about the current legal custodian, making sure the information in this section matches the office information for the records.

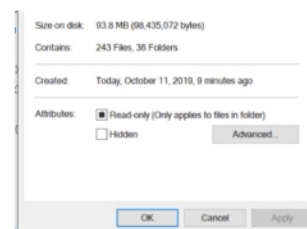
2. Current Legal Custodian	
Ministry/Agency	Office Contact Name and Phone Number (if different than requestor)
Branch/Division	Region/District
Current Location of Information (address)	Information Created By (if different than custodian)

## 5. Complete Section 3

Provide information about the records.

3. Records Identification			
Type of Record Format: <input type="radio"/> Electronic <input checked="" type="radio"/> Physical <input type="radio"/> Both <input type="button" value="Definitions"/>			
Descriptive Title of Records (commonly used title and/or ARCS/ORCS primary and secondary numbers and titles). Or, if using the Redundant Source Records Schedule (Special Schedule 206175), please describe the project or ongoing business process. <a href="#">See attached File List</a>			
Start Date (YYYY-MM-DD)	End Date (YYYY-MM-DD)	Volume of Records	Schedule(s)
2010-01-01	2017-12-31	93.8 MB	100001
<input type="button" value="Add Record"/> <input type="button" value="Delete Record"/>			

- Select the 'Electronic' radial button
- For description, enter the classification and titles for the files, or write "see attached list" if it's a mix of classifications
- Start Date = earliest open date of the files on the list
- End Date = latest closed date of the files on the list





- Volume of records = total number of KB or GB of information (available through folder properties)
- Schedule(s) = 100001 for ARCS and 133400 for ORCS

## 6. Complete Section 4

4. Ministry Approver Authorization			
The information identified is eligible for destruction under an approved information schedule and has been reviewed to ensure there is no related litigation, legal action, request made under FOIPPA, or investigation underway or anticipated.			
Name	Title	I approve the information destruction	Date (YYYY-MM-DD)

- Provide the name and title of the ministry approver
- Prepare an email to this person and attach the file list, screenshot and the completed IDA form
- Ask them to forward the email back to you with “approved” in the body of the email followed by their signature block
- Forward the completed form, file list and approval to [SDPR.RM@gov.bc.ca](mailto:SDPR.RM@gov.bc.ca)

Insert the following disclaimer in the body of the email when seeking divisional approval:

*The records have been checked for opioid-related information, including any documents related to the production, import, purchase, usage or distribution of opioids in the province, and the health care costs associated with opioid use, and no relevant material was found.*

## 7. Destroy records

Once you receive email approval to destroy the records (usually within a week or two), you can delete the electronic records, or shred the onsite physical records by placing them in a locked shred-it bin.

## 8. Confirm destruction of records

In the IDA form attached to the approval email, complete Section 6 to confirm the records have been destroyed. Email the form back to the MRO so they can close the file at their end.

6. Confirmation of Destruction			
Name	Title	Destruction Company	Date (YYYY-MM-DD)
		Deleted from network drive	

## 9. Store information on network drive

It's important to properly store all the information related to the destruction of records onto your office's network drive. This will provide proof of destruction if the records are ever requested for FOI or litigation purposes.

If you haven't already, create a folder on your network drive and name it 'Destruction case files' (classification 432-35). Ensure the following are in the folder (at a minimum):

- Final IDA form with all sections completed
- Approval email from MRO
- Approval email from manager/director sent to MRO
- File list and/or screenshots of folders

## Off-siting

To transfer records off-site, use the Records off-site transfer/Destruction request form (ARS653). Follow the instructions on the form – click the 'overview' button or the question mark icons for additional information.

Forward your request to your supervisor and include the following disclaimer in the body of the email:

*The records have been checked for opioid-related information, including any documents related to the production, import, purchase, usage or distribution of opioids in the province, and the health care costs associated with opioid use, and no relevant material was found.*

Once you have received approval from your supervisor, forward the email to the MRO.

**All records need to be checked for opioid litigation-related documentation.**

Once you have completed the ARS653 form, click 'submit' and follow the instructions provided to you by email.

Find information on off-siting physical boxes including supplies, forms, and guides for boxing records and documenting legal custodians on the [Physical Records Transfer & Offsite Storage](#) records management page.

## 60-day notices

Sixty-day notices are produced by the Government Records Service (GRS). Each month, they create a list (Excel sheet) of off-site accessions approaching end of retention, after which they will be destroyed.

When you receive a 60-day notice:

1. Review each line in the Excel sheet:
  - Look at the 'Classification used to calculate box retention' and locate it in the [ARCS information schedule](#)
  - Confirm the retention period and review the 'Box Content Date – To' column to ensure the retention calculation has been met
    - If you are not able to locate the classification in the ARCS schedule, it may be a historical classification. Search for it the [Summary of changes \(PDF\)](#)

- Note that the classification used to calculate box retention is likely not the only classification included in the accession/box range. This is why the box content lists are provided
2. Review the box content list:
    - The original record 'owner' information may not be in SDPR, as records may transfer custody over time. Ministry names also [change](#)
    - If the accession list is not available, contact the MRO for a copy ASAP so documents can be requested
  3. Check the file list to ensure classification/retention have not changed and all files are eligible for destruction
  4. Review the file list against any FOI/litigation/other review in process:
    - Files should be held for up to 30 days after the FOI paperwork has been provided, pending further review/appeal
    - Contact the MRO to put a hold on a box or remove a file from box as needed
  5. Once the review is complete, contact the MRO to advise about any concerns regarding destructions, or to confirm there are none
    - If there are concerns, specify which accessions/boxes need a hold placed on them until further review can be done
      - Track this information on a spreadsheet (accessions/boxes, reason for hold)