Functional Areas, Records Classification & Retention Schedule

Records Classification & Retention By-law

By-Law # 8199-25

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OVERVIEW

The records retention and classification structure is a valuable tool to manage the records and information created or received by the Town of Whitby and as such, it is an important strategic business resource. The systematic application of managing information through a classification structure allows for the control of information assets throughout their lifecycle. By consistently identifying information, regardless of where it is held, the structure removes barriers to access (assuming appropriate permissions) while also protecting privacy and allows information to be available in a timely fashion to those who need it. This access is essential for supporting decision-making and sharing the knowledge developed through collaboration efforts. Such a system also supports accountability and good governance, protects personal and confidential information, captures and preserves the corporate memory and the history of the Town of Whitby while improving organization efficiencies and mitigating risk.

The Town of Whitby's Records Classification and Retention By-law provides staff with the authority to manage records in accordance with relevant policies, legislation and regulations. The Town of Whitby has adopted the standard of a functionally based classification structure to provide a framework for the organization and description of records. The structure is based on the content of the document and applies to all records, regardless of whether they are in paper, digital, image, audio or video format. Each classification category is accompanied by a retention timeframe that reflects applicable legislation and business need. The main reasons for a functional approach are as follows:

- Eliminates duplication of records because all records related to a specific function are grouped together rather than split up among departments;

- Maintains business functions as independent of organizational structure. Changes in organizational structure do not affect the classification scheme and therefore do not result in a need for reassessment;

- Provides integrity and thus reliability when searching for information within the central repository because all "like" things are filed together rather than "classified" under different departments;

- Recognizes that the vast majority of a municipality's functions remain constant, even though department and business area names may change;

- Reduces silos of information.

This document first outlines broad organizational functional areas, then the activities that take place within each function, and finally the record series that belong within each function.

FUNCTIONAL AREAS

Administration & Collaboration *Function Code - AC*	The function of managing the administrative activities of the departments. Records relating to widely referenced and general office information such office administration records, internal and staff committee meetings, minutes, agendas, contact lists, and blank template/forms.
Asset & Infrastructure Management *Function Code - AM*	The function of managing and maintaining the physical assets of Whitby relating to the renovation, replacement, operation, and maintenance of assets, infrastructure, property and equipment, which it owns or leases, and the associated professional standards. This may include linear infrastructure as well as buildings, facilities, lands, vehicles, traffic signals, parks, parking lots, bridges, culverts, street light assets, water mains, stormwater ponds, garages and related work orders. This includes periodic condition assessment and inspections.
Communications, Promotion & Stakeholder Relations *Function Code - CS*	The function of providing internal and external communications, promotions and management of stakeholders. Inclusive of publications and communications that support business objectives, such as advertising of Whitby services (e.g., achievement and recognition awards and liaison activities with external groups). Includes all corporate communications, and advertising. Also includes inquiries and complaints, market research, social media, news releases and media relations. Stakeholder relations for adopt-a-programs at the Town. Management of community services for the Animal Shelter and Arena Concession stands
Environment & Sustainability *Function Code - ES*	The function of managing the environment, including conservation, energy management, and water protection activities. Comprises material involved in developing and implementing policies, strategies, action plans and tools related to environmental management, sustainability and climate change. Records may include the assessment, preservation and conservation of the natural environment, natural life forms and natural resources. Also includes records on environmental programs and policies, environmental approvals and compliance, air and water records, pollution, conservation and energy efficiency, hazardous materials and waste recycling.

Financial Management *Function Code - FM*	The function of managing the financial resources of Whitby through the execution of financial transactions and accounting processes including the receipt, budget control and expenditure of funds, the reporting and auditing of results, and the procurement of goods and services. Records include accounting and revenues administration from property taxes, assessment and appeals, financial planning and reporting, payroll and procurement of goods and services.
Fire & Emergency Services *Function Code - FS*	The function of promoting and protecting the wellbeing of the community through prevention, emergency services, and specialized training for Fire Services staff. Includes records on emergency response, fire response, and fire safety/prevention.
Governance *Function Code - GV*	The function of governing the organization and exercising authority and control to ensure transparency and accountability. Records relating to the ways in which the Corporation of the Town of Whitby is governed and regulated to ensure efficiency, effectiveness and compliance with statutory requirements including records of Council and requests under the Municipal Freedom of Information and Privacy (MFIPPA) legislation. Includes records of Whitby's legislative process, bylaws and agendas and minutes of Council, its Committees and related policies and procedures and Mayoral Decisions. Includes information received from federal, provincial and other municipal governments. Also includes the management of the lifecycle of information through records management services such as records classification and retention systems, disposition, and security classification.
Human Resources *Function Code - HR*	The function of managing Whitby's employees and their relationship with the organization. Records relate to organization charts and job descriptions, recruitment, benefits administration, disability management, labour relations and employee training.

Information Technology *Function Code - IT*	The function of applying and managing information and communications technology to support the business needs of the organization by means of capturing, storing, retrieving, transferring, communicating and disseminating information through electronic systems, including wide-area networks and local-area networks. Includes planning, determining requirements, developing, acquiring, modifying, evaluating and disposing of applications and databases. Also includes communication systems, such as video-conferencing, voice mail, mobile devices, email, instant chat messenger, and the technical aspects of the internet, intranet, and websites.
Legal, Compliance, Licensing & Enforcement *Function Code - LC*	The function of providing legal, enforcement, property management and risk management services to the organization. Records may include various transactional documents, agreements, legal opinions, insurance policies and certificates, third party insurance claim materials and litigation pleadings and appraisals. Also includes by-law enforcement and inspection and the issuance of business permits and licences.
Planning, Engineering, Development & Building *Function Code - PB*	The function of managing physical growth and development within Whitby. Activities include reviewing and amending the official plan and development regulations, preparing appeals and representing Whitby at appeal hearings, handling development inquiries and pre-consultation, issuing building permits, street naming and numbering, heritage planning, review of all development applications, including internal studies to support statutory regulations, planning of parks and open spaces, urban policy and transportation. Also includes administration of subdivision, development, construction and site plans such as quality assurance control, security administration and the final acceptance of new municipal infrastructures. Also includes planning, design, and construction of transportation-related capital infrastructure.
Recreation & Cultural Services *Function Code - RC*	This function of managing, operating and supporting sports and other recreational activities, the arts, social and cultural organizations. Records relate to program registrations and memberships, program monitoring and evaluation, cultural activities such as performances, public art and exhibits and facility reservations.

TABLE HEADINGS

Code
A four digit code composed of the two letter coding associated with the functional filing area of the Records Series and the two digit number associated with the Records Series.

Record Series
Record series are defined as a group of related records that have the same form and function, are filed as a unit and are maintained together for retention scheduling purposes. Record series are destroyed as a unit when the retention period is up unless there is a specific reason that requires Whitby to keep these records (e.g., due to pending legislation, current or anticipated litigation, audits, investigations).

Description
Includes the scope of Official Records contained within a records series. Official records serve as evidence of a business transaction, as such these are the records to which retention is applied. The types of documentation found in each record series are described in what is referred to as a scope note under this description field which in some cases lists specific records, while in others refers more generally to work processes.

Business Retention
This column specifies the length of time records must be kept. An event such as the termination of an agreement or project close may be used to indicate when the retention calculation begins. Retention will be triggered by the relevant date of the record unless the trigger for retention is event based. Retention is listed in years unless another measurement is specifically listed (e.g. days/months).

Retention Coding: S/O = Superseded (S) or Obsolete (O), E = Event, EOL = End of Life, P = Permanent, CY = Current Year

SUMMARY OF RECORD FUNCTIONS & SERIES

ADMINISTRATION & COLLABORATION (AC)		
Collaboration • Internal Meetings & Committees	**Corporate Management** • Disaster/Emergency Management & Recovery • Advice & Recommendations • Policies • Standard Operating Procedures	**Office Management** • Templates & Forms
Projects & Planning • Official Departmental Action Plans • Projects & Project Management • Strategic Corporate		

ASSET & INFRASTRUCTURE MANAGEMENT (AM)		
Asset Management • Cemetery Records, Town Owned • Pest Management • Tree Case Records • Vehicle/Equipment Operation & Maintenance	**Fleet** • Daily Vehicle Inspection Report • Fueling Services	**Infrastructure Management** • Inspections, Transportation Infrastructure • Maintenance • Parking Operations • Street Lighting, Signs & Fences • Winter Maintenance
Stormwater • Emergency Incidents, Flooding & Monitoring • System Drawings, Specifications, Stormwater Management & Study Reports	**Town Facility** • Construction, Renovation & Drawings • Ice Surface Management • Operations & Maintenance • Property Fire Administration • Property & Corporate Security Administration • Repair Requests & Work Orders	

COMMUNICATIONS, PROMOTION AND STAKEHOLDER RELATIONS (CS)

Communications	Community	Economy
• Materials	• Animal Shelter Operations • Awards & Greetings • Education & Engagement • Public Complaint Management • Support Programs & Resources	• Economic Development Management
Stakeholder • Adopt-a-Park/Trail/Road Programs • Advertising • Advertising, Skate Club/Hockey Association • Commemorative Tree & Bench Program • Food/Beverage Concessions		

ENVIRONMENT & SUSTAINABILITY (ES)

Environment	Waste	
• Application & Approvals • Conservation & Energy Management • Environmental Assessments • Incident Management • Monitoring, Control & Reporting • Waterfront Maintenance	• Landfill Management • Load Management • Waste Management	

FINANCIAL MANAGEMENT (FM)

Auditing	General	Payments
• Financial Statement and Financial Reports, Working Papers • Financial Statements and Financial Reports, Final	• Purchase Cards	• Rebate Programs • Payment Relief Administration, Tax • Pre-Authorized Payment Plans • Property Tax Payments
Planning & Accounting	Procurement	Tax
• Budget, Final Approved • Budget, Working Papers • Capital Assets & Tangible Capital Assets • Grants & Funding, from the Town • Grants & Funding, to the Town • Investment Management • Market Evaluations, Town Properties • Trial Balance, Final • Trial Balance, Working Papers	• Files	• Assessments, Write Offs & Appeals • Authorizations • MPAC Assessment Rolls • Provincial Tax Requisitions • Registration Liens • Tax Certificate Inquiries • Tax Roll Billing & Tax Account Administration • Tax Roll Billing & Tax Account Administration, Additions to the Roll
Transactions		
• Accounts Payable/Receivable & Journal Vouchers • Banking Institutions & Petty Cash • Borrowing • Development Related Application Fees & Financial Securities • Donations & Charitable Tax Receipts • Reserve & Reserve Fund Management • Growth Related Development Fees		

FIRE & EMERGENCY SERVICES (FS)

Fire		
• Decontamination & Containment • Inspections • Management • Response Planning • Specialized Equipment/Vehicle Care & Maintenance • Specialized Training • Station Operations		

GOVERNANCE (GV)

Access & Privacy	Council Administration	Election
• Freedom of Information Requests	• Committee & Board Records, Advisory Committees, Boards & Task Forces – General Records • Committee & Board Records, Advisory Committees, Boards & Task Forces - Minutes • Committee & Board Records, Committee of Adjustments • Council & Standing Committees Meeting Records • Council & Standing Committees Meeting Videos • Council Correspondence • Mayoral Decisions – Strong Mayor Powers & Duties	• Planning & Management • Results Report & Ward Boundary Review • Specific Election Records

GOVERNANCE (GV)

Government Relations	Legislative Administration	Records & Document Management
• Annexation & Amalgamation • Intergovernmental & Agency Relations	• By-laws, Final Signed	• Disposition • Program Management • Retention Schedule

HUMAN RESOURCES (HR)

Employee File	Labour & Employee Relations	Payroll Files & Benefits
• Contract Staff • Disability Plan • Fire • Regular Staff (Full and Part Time) & Seasonal Staff	• Grievances • Personnel Investigations • Position Management • Union Negotiation & Settlement	• Fire Staff • Regular, Contract & Seasonal Staff
Safety • Health Screening, Widespread Illness Management • Project Files • Occupational Health	Workforce Management • Job Recruitment Administration • Planning & Recruitment • Employee Analytics • Pay Equity • Training & Education • Work Scheduling & Shift Assignments	

INFORMATION TECHNOLOGY (IT)

Asset Management	Computer & Information Security	Operations & Support
• Technologies	• Business Continuity • IT Infrastructure, Platform & Security • Cyber Security Management	• Client Services • Business Solutions/Systems development, Support & Maintenance • Database, Datasets & Sensor Data • Website & Intranet

LEGAL, COMPLIANCE, LICENSING & ENFORCEMENT (LC)

Agreements & Contracts	Civil Marriage	Enforcement
• Individual Participant Waivers & Releases • Subject to Financial Terms • Town Facility Rental Agreements, Waivers & Insurance	• Marriage Licence Application Administration	• Enforcement Actions • Paid Parking Tickets
Intellectual Property	Legal Affairs	Litigation & Claims
• Copyrights, Trademarks, Logos & Patents	• General • Legal Opinions	• Court & Tribunal Proceedings • Inquests • Ontario Land Tribunal (OLT) • Provincial Offences
Permits & Licensing	Policies, Renewals & Certificates	Real Estate
• Animal Licensing • Engineering & Building Permits • General	• Certificate of Insurance • Insurance Policies, Final • Insurance Policies, Management • Motor Vehicle Licensing & Driver Information, Fleet	• Compliance/Tax Matters • Land Transactions

LEGAL, COMPLIANCE, LICENSING & ENFORCEMENT (LC)

Regulatory & Compliance	Risk Management	
• Delegated Authority & Commissioner of Oaths • Reporting to Regulators • Vital Statistics	• Accident/Incident & Vehicle Collision Reports, Minor/Incapable Person • Accident/Incident, Vehicle Collision & Property Damage Reports • Insurance Claims • Insurance Claims, Minor/Incapable Person • Property Appraisal /Inspections • Town's Insurer, Reports	

PLANNING, ENGINEERING, DEVELOPMENT & BUILDING (PB)

Applications & Approvals	Design & Construction	Development
• Street Naming & Addressing • Condominium Planning • Land Division • Part Lot Control • Pre-Consultation Files • Signage • Site Plan Approvals • Building	• External Engineering Projects • Guidelines & Standards • Subdivision Technical Files • Transportation Infrastructure	• Applications • Subdivision
Heritage	Park & Trail	Planning Policy & Research
• Heritage Designations • Plaque Management • Registry	• Development • Planning	• Strategic Community Improvement Plans • Grading and Drainage • Heritage Conservation District Plans • Traffic Analysis • Traffic Operational Reviews

PLANNING, ENGINEERING, DEVELOPMENT & BUILDING (PB)

Zoning Regulations • Zoning & Official Plan, Working Papers • Zoning & Official Plan, Final		

RECREATION & CULTURE SERVICES (RC)

Culture • Proclamations & Flag Raising • Special Event Management	Program Administration • Development • Memberships • Participant, Subsidy Program • Participants • Volunteer Management	

EXPANDED RECORD SERIES WITH RETENTION

Code	Records Series	Description	Business Retention
ADMINISTRATION & COLLABORATION (AC)			
AC01	**Collaboration - Internal Meetings & Committees**	Includes records relating to the activities of staff committees, task forces, and staff meetings. Includes notices of meetings, agendas, minutes, etc.	O
AC10	**Corporate Management - Disaster/Emergency Management & Recovery**	All records related to the setup and establishment of a disaster relief application centre or Emergency management centre following a Provincial-jurisdiction disaster or emergency event.	15
AC11	**Corporate Management - Advice & Recommendations**	Comments, obligations, recommendations, or other forms of advice prepared for Town departments or parties outside the Town, related to Departmental areas of expertise.	CY+7
AC12	**Corporate Management - Policies & Procedures**	All policies created, adopted and implemented by the Town. Includes supporting documents for the creation of the policy OR All policies providing directions to staff to support the governance and operational infrastructure for the town, includes all records relating to the creation, formal approval of policy and policy tracking.	P
AC13	**Corporate Management - Standard Operating Procedures**	Standard operating procedures (SOP) to guide staff on how to carry out routine operations for efficiency and uniformity. Includes records relating to creation of SOP.	S/O + 5
AC22	**Office Management - Templates & Forms**	Records that relate to standardized documents used in support of business, which provide a standard format for data collection and formatting or provide a best practice format for document creation.	CY + 5
AC30	**Projects & Planning - Official Departmental Action Plans**	Official departmental plans created by various departments, such as the Accessibility Plans, Emergency & Disaster Plans, Energy Management Plans, Environmental Plans, Parks & Sustainability Plans. Records include, but are not limited, to studies, drafts and final plans.	E+10; Event = Plan executed to completion

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Code	Records Series	Description	Business Retention
AC31	**Projects & Planning - Projects & Project Management**	Administration, planning and management Town projects. Records may include all project related documentation such as a project charter, status reports, design documents, communication plans, meeting agendas and minutes.	CY+7
AC32	**Projects & Planning - Strategic Corporate**	Records related to the planning of annual reports, corporate strategic plans, business plans, etc. Can include financial / economic analysis of various issues facing the Town, revenue analysis, fare evasion studies, tax (GST) planning and records related to analysis related correspondence. May include records regarding service area audits, Town related reviews and benchmarking. Note: For final Staff Reports, See GV12.	10
ASET & INFRASTRUCTURE MANAGEMENT (AM)			
AM01	**Asset Management - Cemetery Records, Town Owned**	Records pertaining to Town owned cemeteries. Records of the Cemetery also include plot records, burials, cremations, internment, certificates and permits.	P
AM02	**Asset Management - Pest Management**	All records related to pest management. Includes records related to planning, the purchase of pesticides, application, logging logs, monitoring reports, placement of pesticide and warning flags and other related records.	10
AM03	**Asset Management - Tree Case Records**	Records related to the history of any tree(s) based on a numbered address grouping. Tracking of all identified trees on Town-owned land, planning and planning of new trees, removal of diseased trees.	EOL+2
AM04	**Asset Management - Vehicle/Equipment Operation, Maintenance & Administration**	Records relating to the operation and maintenance of vehicles/equipment. Records include information about specially built or modified equipment, delivery, warranties, and technical manuals/information sheets. In addition, records pertaining to the acquisition, stocking, usage, and inventorying of spare parts, components, subsystems and consumables for equipment. Includes records related to the planning, management, and administration of the fleet program.	EOL+5

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Code	Records Series	Description	Business Retention
AM11	**Fleet - Daily Vehicle Inspection Report**	Daily vehicle inspection report (For CVOR Rated Only) of a commercial motor vehicle or trailer drawn by it. Often contained within a book of daily inspection reports that is kept in the commercial motor vehicle and to which the operator has regular access.	6 Months
AM12	**Fleet - Fueling Services**	Records related to the purchase and consumption of fuel. Includes bulk fuel purchases, storage capacities and usage tracking, consumption tracking reports & forecasts of future consumption.	2
AM20	**Infrastructure Management - Inspections, Transportation Infrastructure**	Inspection reports and documents/reports related to the inspection of all transportation infrastructure including roads, bridges, culverts, pedestrian bridges, pedestrian pathways, retaining walls, boulevards, etc. Records related to the tracking, measurement, and analysis of road and sidewalk conditions. Records include the data entered into any tracking databases or software, and any reports generated by the software, and related analysis, conclusions as well as, any related correspondence.	25
AM21	**Infrastructure Management - Maintenance**	Any records regarding the maintenance of any Town Asset. Records can include but are not limited to information about grading gravel roads and shoulders, ditching, roadside grass mowing, brushing and grubbing, application of dust suppressants on gravel roads, asphalt patching, line marking, curb repairs, debris and litter pick-up.	EOL+2
AM22	**Infrastructure Management - Parking Operations**	The management, planning, and operation of all Town-owned parking facilities, municipal parking passes, including parking lots, parking meters, downtown parking lots. Records include the planning and administration of all parking operations, as well as records regarding tracking and administration of commercial and residential parking petitions, reports and related correspondence with ratepayers or businesses regarding parking petitions and spaces.	5

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Code	Records Series	Description	Business Retention
AM23	**Infrastructure Management - Street Lighting, Signs & Fences**	The planning, administration, inspection and maintenance of light poles, street lights, traffic signals, road fences, park fences and all Town owned signs.	10
AM24	**Infrastructure Management - Winter Maintenance**	The snow clearing activities for clearing snow from roads, sidewalks, fire hydrants, bus shelters, senior residences, and mail boxes. Records include service standard, schedules, plans and maps, and tracking/logging of snow clearing activities and budget expenditures.	10
AM30	**Stormwater - Emergency Incidents, Flooding & Monitoring**	Records regarding an unplanned and unscheduled repair or maintenance, such as a breakage, blockage, or backup. This includes all records related to the incident such as plans, remedial actions, reports, etc. Each incident to be uniquely identified. Records related to riverine and urban flooding. Records can include river systems, flood plain management, flood protection, urban flooding (basement & roadway), related studies and reports, flood damage reduction program, etc. Documents related to the testing of Stormwater (storm Sewer) for any reported incident (odder or suspected cross connection) and sediment & water in the stormwater pond (before cleaning) the purpose of ensuring regulated and applicable measures are within permitted tolerance levels. Records include investigation and monitoring of Stormwater quality through collection, drainage, treatment, lab test analysis and reports. Records can also include lab reports, tests, analysis, evaluations, monitoring results and company or industry information.	10
AM31	**Stormwater - System Drawings, Specifications, Stormwater Management & Study Reports**	All documents related to the location, nature, design, technical specifications, of all storm system components including Stormwater pipes, maintenance holes, catch basins, Stormwater ponds, pumping system, Stormwater reports and most recent master drainage plan study reports of the Lynde, Pringle and Corbett creek systems.	P
AM40	**Town Facility - Construction, Renovation & Drawings**	Records relating to construction and renovation of Town owned facilities or other Town Building Asset, including all drawings and plans. Plans are of a mechanical, electrical, structural nature and are inclusive of floor plans, site plans, aerial plans, etc.	P

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Code	Records Series	Description	Business Retention
AM41	**Town Facility - Ice Surface Management**	The design, planning, and production of annual ice surface(s) at arenas. Includes operation of ice making and refrigeration equipment, supply and usage of chemicals required for the equipment, application of paint patterns, logos, and ads in the ice, testing and monitoring of ice quality, ice coverage materials for special events, etc.	5
AM42	**Town Facility - Operations & Maintenance**	Records related to the monitoring and maintenance of property systems and equipment. Property systems may include, but are not limited to: heating and cooling systems, elevating devices, electrical wiring, plumbing, fire alarms, emergency backup (power generators), pools, arenas, janitorial services, snow removal and inspections Maintenance Management Sheets (MMS) and daily fitness equipment logs submitted by staff and members, etc.	5
AM43	**Town Facility - Property Fire Administration**	The planning and preparation necessary so that individual Town owned buildings will comply with required fire provisions, such as fire equipment locations, fire alarm systems, locations of exits and staircases, evacuation and emergency guidelines, names of emergency contact personnel, vehicle access to the respective building, locations of elevators, and firefighting equipment inspection and maintenance. Records include fire safety plan reports, self-compliance surveys, risk assessments and all supporting/related correspondence.	5
AM44	**Town Facility - Property Security Administration**	All records regarding the management and control of physical security of Town owned facilities and properties. Records include access control system specifications, badge issuance photos, sign in/out registers, staff identification data key control system, computer security, security and camera monitoring (including maps and plans), video surveillance tapes (CCTV). May also include records regarding general security and alarm systems, authorized use of keys and access cards, security clearance files, security logs.	5

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Code	Records Series	Description	Business Retention
AM45	**Town Facility - Repair Requests & Work Orders**	Requests regarding various service/repair needed near, in or on Town owned facilities. Records relating to the creation and processing of Work Orders (W/O). W/O are issued and indicate what tasks need to be performed. These could include cyclical, emergency, preventive, non-emergency repairs and/or maintenance. Records also include completed W/O, estimates, summaries and final charges.	5
COMMUNICATIONS, PROMOTION AND STAKEHOLDER RELATIONS (CS)			
CS01	**Communications - Materials**	-Communications materials are created to protect and promote the Town's reputation, services, and programs. In collaboration with internal partners, the Communications team develops strategies and supporting assets to share key messages through traditional and digital channels, including earned, owned, and paid media, as well as the Town's digital engagement tool, Connect Whitby. These materials may support both ongoing outreach and mandated obligations (e.g., tax due notices), website updates, and can include—though are not limited to—media releases, web storis, public notices, social media content, infographics, speeches, stakeholder engagement tools, media pitches, e-newsletters, direct mail, advertising, web banners, website content, videos, and photography. Engagement also can include surveys, focus groups, etc. Records include Social Media related assets. Records may also include materials distributed via email, including related email distribution lists, Canada's Anti-Spam Legislation (CASL) compliance documentation, and records related to the collection and management of express or implied consent to receive electronic communications from the Town.	S/O +5
CS10	**Community - Animal Shelter Operations**	Day-to-day operations of the animal shelter and management of animals including adoption and veterinary services (vaccines, spay, neuter, euthanasia) on or off-site.	5
CS11	**Community - Awards & Greetings**	Records about awards, recognition and acknowledgements, made to or from the Town.	2

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Code	Records Series	Description	Business Retention
CS12	**Community - Education & Engagement**	Records related to community education programs, outreach, workshops, community discussions, focus groups, surveys, and in relation to any community engagement activities. Educational programs provided by Town departments on services and promoting awareness of items that impact the provision of services by the Town. Includes public education content and multi-media materials.	10
CS13	**Community - Public Complaint Management**	Records relating to an occurrence or complaint made by the public regarding a Town service. Records related to occurrences or complaints submitted by members of the public concerning the delivery of Town services. This includes general citizen inquiries (e.g., to Mayor and Council) and complaints regarding dissatisfaction with how a service is administered, including those filed under the Public Complaint Policy. Also includes records that relate to complaints received by social media or by resident to a council member when shared with Town of Whitby staff for resolution.	5
CS14	**Community – Support Programs & Resources**	Records relating to the Town's community resources that provide programs and services for Whitby residents. This may also include records concerning community support initiatives such as homelessness services, food banks, low-income support programs, and shelters or warming centres. Note: Windrow program application: Annual qualification.	CY+2
CS20	**Economy - Economic Development Management**	Records regarding the planning and projects related to the promotion and expansion of the Town's tax base and growth.	5
CS32	**Stakeholder - Adopt-a-Park/Trail/Road Programs**	Records regarding the donation or collection of funds for the adoption of a park, trail or road and all other records related to the program. program. Note: For Volunteer Management, see RC14.	E+2 Event= Expiry

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Code	Records Series	Description	Business Retention
CS33	**Stakeholder - Advertising**	The provision of advertising opportunities for outside organizations to promote their goods and services at Town facilities such as benches, rink boards, etc. Records include all supporting and ancillary documents related to the agreement, including drafts, amendments, renewals, etc.	CY+7
CS34	**Stakeholder - Advertising, Skate Club/Hockey Association**	Correspondence with the Whitby Minor Hockey League and the Whitby Skate Club regarding the placement, approval, installation of advertising within the Arena.	CY+ 7
CS35	**Stakeholder - Commemorative Tree & Bench Program**	All records related to the construction of and supply of commemorative benches and trees including planting locations. Also includes tracking, collection of donations, supply and placement of bench plaques or any other related records.	10
CS36	**Stakeholder - Food/Beverage Concessions**	The arrangement for the provision of food and beverages (alcohol and non-alcohol) through third parties, via contract. Records include copies of contracts and all related/ancillary documents such as menus and price lists. Each contract with each supplier forms a case consisting of the contract and all related records. Each case will have a unique name.	5
ENVIRONMENT & SUSTAINABILITY (ES)			
ES01	**Environment - Application & Approvals**	Applications for incentive programs and approval/rejection of a Certificate of Approval for any facility that releases emissions to the atmosphere, discharges contaminants to ground or surface water, provides potable water supplies, or stores, transports or disposes of waste. Records include applications and approvals for air and noise, waste disposal site approvals, waste management system approvals, sewage work approvals, municipal and non-municipal drinking water approvals, applications and requirements, and approvals from all other federal, provincial or municipal governments.	10

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Code	Records Series	Description	Business Retention
ES02	**Environment - Conservation & Energy Management**	Records pertaining to conservation program(s) or conservation of wetlands, woodlots, waterways, creeks/trails, etc. As well as, records about the Central Lake Ontario Conservation Authority (CLOCA) or any Regional Conservation Authority.	15
ES03	**Environment - Environmental Assessments**	Environmental assessments within and outside the Town boundaries. Studies of environmental issues and impacts relating to soil, tree preservation and mitigation, geotechnical, infrastructure expansion, water, air, and other environmental issues, as required by legislation.	20
ES04	**Environment - Incident Management**	Any environmental-related occurrence such as a spill of toxic materials, a release into the atmosphere of a hazardous material, leakage into water of hazardous or toxic materials, or an occurrence of monitored levels outside allowable/acceptable limits. Records include test results, actions taken, public notices issued, remediation efforts, studies and reports, etc.	25
ES05	**Environment - Monitoring, Control & Reporting**	The monitoring of and reporting upon various environmental factors such as pollution levels, air quality, noise levels and any other environmental concern.	25
ES06	**Environment - Waterfront Maintenance**	Records related to major harbour maintenance and repair, monitoring physical condition of harbour, marine safety and environment.	25
ES10	**Waste - Landfill Management**	Includes all records on historical, current and any potential future landfills within the Town limits. Records could include water and gas level reports or any documentation that are set out by the Ministry of Environment (MOE).	P

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Code	Records Series	Description	Business Retention
ES11	**Waste - Load Management**	Records related to the management and administration of waste loads. Records include weighing of waste hauling vehicles, customer data collection, assessment of load contents, periodic load inspections, special loads (manifests, permits, etc.) and collection of fees assessed for waste loads.	10
ES12	**Waste - Waste Management**	Records related to the collection of household solid waste and organics (green bin, yard/leaf waste, Xmas trees) and management of resources to provide collection services. Includes both regular collections and those that exceeds maximum allowable collection limits, "special" waste items, special consideration program and permits for CFC-containing items. Records include administration and management records for bag tags and CFC stickers and related correspondence about residual garbage and special collections.	5
FINANCIAL MANAGEMENT (FM)			
FM01	**Auditing - Financial Statement and Financial Reports, Working Papers**	Records pertaining to the annual activity of auditing the Town's financial statements and Financial Information Returns. This would include the related annual working papers.	CY+7
FM02	**Auditing - Financial Statements and Financial Reports, Final**	Final version of Town's financial statements and Financial Information Returns.	P
FM10	**General - Purchase Cards**	Records regarding the purchase card (p-card) program, changes to card status and any personal documentation from staff for set-up.	E+2 Event = P-Card Cancelled
FM20	**Payments - Rebate Programs**	All records related to Rebate Programs offered by the Town, whereby the Town reduces program fees and property taxes for eligible residents, charities and properties with no repayment. Applications, supporting documents and correspondence relating to the programs and requests are included for each participant. Also includes property tax related rebate programs, such as Charity Rebates, Low Income Senior, and Disabled property owner rebates, Heritage Rebate, Regional Rebate for housing, etc.	CY+7

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Code	Records Series	Description	Business Retention
FM21	**Payments - Payment Relief Administration, Tax**	All records related to the administration of the tax relief program offered by the Town for payment relief, where it will be paid back upon the sale of the property. Applications, supporting documents and correspondence relating to the programs and requests are included for each participant.	E+7 Event= Sale of Property
FM22	**Payments - Pre-Authorized Payment Plans**	Records regarding installment payment plans paid to the Town, including the pre-authorize payment (PAP) program, sign up documentation, void cheques, correspondence, inquiries, database records. May also include other related records.	E+2 Event= PAP Cancelled
FM23	**Payments - Property Tax Payments**	Records related to Tax payment and Tax payment Journals, including supporting documents.	CY+7
FM30	**Planning & Accounting - Budget, Final Approved**	Annual operating and capital budget as approved by council, or by a board.	25
FM31	**Planning & Accounting - Budget, Working Papers**	Records that relate to the preparation of the annual operating or capital budget.	E+10 Event = Expiry of Budget
FM32	**Planning & Accounting - Capital Assets & Tangible Capital Assets**	Records that relate to accounting for capitalization, disposal, and amortization of fixed assets. Records may include an asset register for auditing purposes, capital depreciation schedules and capital asset reports as necessary for Public Sector Accounting Board (PSAB) purposes.	E+7 Event = Disposal of Asset, Records of Mortgages 10 years
FM33	**Planning & Accounting - Grants & Funding, from the Town**	All and any records related to grants and funding as budgeted, from initial application through to the close of grant.	CY+7
FM34	**Planning & Accounting - Grants & Funding, to the Town**	All records about grants and funding to the Town, from initial application through to the close of grant.	E+7; Event = Close of Grants
FM35	**Planning & Accounting - Investment Management**	Records related to Town investment of funds in an investment vehicle such as GIC, Municipal fund, etc.	E+7 Event = Date of Maturity

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Code	Records Series	Description	Business Retention
FM36	**Planning & Accounting - Market Evaluations, Town Properties**	Records regarding properties and their market reports (containing information such as market information, certificate of title number, date, legal description, selling price, building income information (e.g. rent) and assessed values), summary documents and calculation documents. Records may also include any relevant reports printed off from any financial system.	25
FM37	**Planning & Accounting - Trial Balance, Final**	Final trial balance (i.e.: records in the books of original entry).	P
FM38	**Planning & Accounting - Trial Balance, Working Papers**	Records and working papers that relate to the preparation of the final trial balance/general ledger (including payroll).	CY+7
FM40	**Procurement - Files**	Documentation relating procurement contracts and the management of the engagement with bidders, whether competitive, sole-source (directed) or by negotiation. Records include Request for Proposals (RFP), Request for Quotation's (RFQ), Requests for Tender (RFT), Informal Quotation (IQ), Request for Information (RFI) responses, Request for Pre-Qualification (RFPQ), Co-Operative purchasing documents (including OECM/VOR contracts), bid submission documents, evaluation matrices, business cases, questions & answers, purchase justification, Sole Source submissions and approvals, contract correspondence and award documentation (including drafts), vendor information, engagement plan, purchase order and related documentation including insurance documentation, information related to disposal of surplus Town goods at auction.	E+7 Event = End Date
FM50	**Tax - Assessments, Write Offs & Appeals**	Reports showing all properties and their tax assessments, notices, payment adjustment records to tax liability, penalties and information from MPAC for assessment growth. Records also include write-offs (including ARB decisions) due to assessment changes and working documents. Includes records on a property by property basis for tax appeals, as well as records related to the MPAC appeal process. Also includes documentation for tracking and verifying Assessment Growth.	E+7 Event = Decision Date

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Code	Records Series	Description	Business Retention
FM51	**Tax - Authorizations**	Documentation from Property owners, such as Financial Power of Attorney for Individuals, Wills, or Corporate Profile Reports, or Articles of Incorporation for business properties indicating who has the legal authority to act for the property owner.	E+7 Event = End Date
FM52	**Tax - MPAC Assessment Rolls**	Annual Final assessment rolls from Municipal Property Assessment Corporation (MPAC) showing all property and their tax assessments. Includes tax roll books any supplement tax rolls.	Permanent
FM53	**Tax - Provincial Tax Requisitions**	Requisitions received from third parties such as intergovernmental (Region of Durham, Province of Ontario and Federal), setting out required tax collection obligations. Records also include requisition calculations and related correspondence, payment schedules (for both linear and CVA based levies), and supplementary requisitions.	CY+7
FM54	**Tax - Registration Liens**	All documents and files related to the Tax Registration Liens and redemptions under the Ontario Municipal Act. Note: If property sold in tax sale, see LC71.	25
FM55	**Tax - Tax Certificate Inquiries**	Inquiries from Mortgage companies and legal representatives or residents about the tax status of properties, responses, related correspondence and any other related records, such as Tax Certificates.	CY+7
FM56	**Tax - Tax Roll Billing & Tax Account Administration**	All records related to property tax billing (Interim, Final and Supplemental), including Collectors Rolls. As well as all documents related to changes in property ownership (lawyers deeds and MPAC Sales Listings. Also includes any adjustments to tax accounts, including ADJ Journals, Apportionments, Tax Collection Notes, Tax Overpayment and refunds etc. Also includes Month End and Year End Reports as well as monthly penalty listings.	CY+7

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Code	Records Series	Description	Business Retention
FM57	**Tax - Tax Roll Billing & Tax Account Administration, Additions to the Roll**	Documentation and backup related to any charges and fees added to the tax accounts, including Bylaw Charges, Region of Durham Water charges, Provincial Offences Act Fines, etc.	CY+7
FM60	**Transactions - Accounts Payable/Receivable & Journal Vouchers**	Records related to the payment of accounts along with supporting documentation which triggered the payment. Also includes processing (collection, counting, tracking & refundable deposit) of accounts receivable for all revenue generating activities and the issuance of related receipts (including p card reconciliations and receipts).	CY+7
FM61	**Transactions - Banking Institutions & Petty Cash**	Records relating to financial transactions with banking institutions such as the cheque control register, bank deposit slips, stop payments, bank transfers/requests, bank statements, reconciliation's, new account set-up, voided/NSF cheques, and petty cash.	CY+7
FM62	**Transactions - Borrowing**	Records relating to debentures and any other form of borrowing instruments used by the Town.	E+7 Event = Debt Retirement
FM63	**Transactions - Development Related Application Fees & Financial Securities**	Fees collected from developers for any service related to land/property development, such as rezoning, site plan, etc. Records related to financial securities received from a developer as a condition of a subdivision or development agreement. Financial Securities records may also include surety bonds and cash/cheque security deposits.	E+7; Event= Financial securities released
FM64	**Transactions - Donations & Charitable Tax Receipts**	Records related to the processing of donations and the CRA Income Tax Receipts issued for charitable donations to the Town.	CY+7
FM65	**Transactions - Reserve & Reserve Fund Management**	Documents that record transactions within a reserve fund (including trust accounts) such as deposits, withdrawals, etc. Includes payments related to financial contributions (subdivision and site plans).	CY+7 Trust Funds = E+7 Event = Close of the Account

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Code	Records Series	Description	Business Retention
FM66	**Transactions – Growth Related Development Fees**	Records related to cash in lieu of park land dedication or other public recreational purposes as condition of development or redevelopment of land. Records also include development charges receipts and forms.	P

FIRE & EMERGENCY SERVICES (FS)

Code	Records Series	Description	Business Retention
FS01	**Fire - Decontamination & Containment**	Records pertaining to decontamination, which includes engineering controls (ventilation), decontamination, personal protective equipment (respiratory protection devices, gloves) and hygiene practices (in consultation with the joint health and safety committee).	75
FS02	**Fire - Inspections**	Sites inspections records include but are not limited to compliance with safety fire codes, inspection forms, reports, deficiency reports, rechecks and New Building Permit Fire Inspections.	E+15 Event= Structure no longer exists
FS03	**Fire - Management**	Fire Response reports, including fire, investigation and medical responses, from the Crisys system, issued notebooks and any other related records.	25
FS04	**Fire - Response Planning**	Any records regarding Fire Prevention, includes production and maintenance of building audits and pre-plan fire safety documentation.	S/O+5
FS05	**Fire - Specialized Equipment/Vehicle Care & Maintenance**	Care and maintenance of specialized fire/rescue equipment and vehicle apparatus such as breathing apparatus, bunker suits, "man-down" alarms, aerial ladders, pumps, etc. (as contracted out to third party firms), etc. Preventative maintenance, inspections, checks, both mandatory, and non-mandatory.	10
FS06	**Fire - Specialized Training**	Records related to the provision of and attendance at specialized fire and emergency training.	25

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Code	Records Series	Description	Business Retention
FS07	**Fire - Station Operations**	Daily operations inclusive of reports on duties and scheduling, which includes daily shift reports categorized by station and truck.	10

GOVERNANCE (GV)

Code	Records Series	Description	Business Retention
GV01	**Access & Privacy - Freedom of Information Requests**	Any record related to processing and completion of Freedom of Information requests, correction of personal information and privacy breach incidents which contain personal information. Inclusive of records of Appeals and Complaints involving the Information Privacy Commissioner (IPC) and related correspondence.	E+5 Event = Close of Request
GV09	**Council Administration - Committee & Board Records, Advisory Committees, Boards & Task Forces – General Records**	Documents regarding any advisory committee, board or task force of the Town, such as calendars of meetings, related correspondence and recruitment selection of new board/Committee members. Records include agendas.	E+8; Event =End of Council term
GV10	**Council Administration - Committee & Board Records, Advisory Committees, Boards & Task Forces - Minutes**	Original approved minutes for any advisory committee, board or task force of the Town.	P
GV11	**Council Administration - Committee & Board Records, Committee of Adjustment**	Committee of Adjustment files (Minor Variance Application) including original (signed) documentation, application forms, agendas, approved minutes, final binding letters and records relating to decisions by the Committee of Adjustment under the Planning Act. May also include reports, drawings, etc. Includes severances, consents, and minor variances to zoning by-law.	P
GV12	**Council Administration - Council & Standing Committees Meeting Records**	All records regarding Town Council and Standing Committees meetings, decisions, original approved minutes and agendas, calendars of meetings, related correspondence, staff reports and, briefing notes to Council.	P

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Code	Records Series	Description	Business Retention
GV13	**Council Administration - Council & Standing Committees Meeting Videos**	Videos of Council and Standing Committee Meetings where they have been recorded.	E+8; Event = End of Council term
GV14	**Council Administration - Council Correspondence**	Records regarding inbound correspondence addressed specifically to a Council Member or Mayor. Records include original correspondence and any outgoing responses, and related correspondence.	5
GV16	**Mayoral Decisions – Strong Mayor Powers and Duties**	Records related to mayoral decisions and directives under Strong mayor Powers in accordance with the Municipal Act.	P
GV20	**Election - Planning & Management**	Includes records relating to the planning and management of a general election, by-election and vote on a question.	E + 8; Event = End of Council term
GV21	**Election - Results Report & Ward Boundary Review**	Records relating to election results, Town Clerk's official declaration of election results, poll by poll results, as well as records related to Election recounts. Includes records relating to assignment of wards, boundaries and reviews. This may include historical information and ward profiles. Documents may include background information, boundary descriptions and maps. For Amalgamation records, see GV30.	P
GV22	**Election - Specific Election Records**	Election ballots used and cast by voters in Municipal elections; includes copies of the Voters' List, unofficial results tallies, forms completed by electors and poll workers, and other election records retained in accordance with the Municipal Elections Act.	120 days
GV30	**Government Relations - Annexation & Amalgamation**	All records relating to the activity of annexation or amalgamation of either land or a municipality at large. Annexation records may include but are not limited to land title changes, annexation studies and/or applications, public hearings, implementation documents and other.	P

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Code	Records Series	Description	Business Retention
GV31	**Government Relations - Intergovernmental & Agency Relations**	Records related to Federal and Ontario Government bodies, as well as the Region of Durham and other area municipalities, whose functions may impact the Town's governance, management, or operations. Records may include documentation such as information exchanges, program details, routine notifications, inquiries, and offers of service.	5
GV40	**Legislative Administration - By-laws, Final Signed**	The Town's final signed By-laws, as well as the amendments and attachments that are legally part of by-laws. Includes by-laws from the former Township of Whitby.	P
GV50	**Records & Document Management - Disposition**	Records detailing which records have met their retention and have been/will be destroyed or sent for archival selection; when, how, by whom, and their adherence to the retention schedule. Includes destruction certificates, departmental sign offs and any other related documentation.	P
GV51	**Records & Document Management - Program Management**	All records related to the implementation and maintenance of the Corporate Records Management Program, inclusive of the file transfer records, records requests, file inventory tracking and storage management.	10
GV52	**Records & Document Management - Retention Schedule**	Records that relate to the Records Classification and Retention Schedule (RCRS) used to identify all Town of Whitby records.	P
HUMAN RESOURCES (HR)			
HR01	**Employee File - Contract Staff**	All records relating to a contract employee's work history and status throughout their employment with the Town. Services rendered for individuals that are not on payroll but are paid through contracted services with budget/project funding.	E+3 Event = Termination
HR02	**Employee File - Disability Plan**	Working file for the disability plan up until the payout through the plan.	75

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Code	Records Series	Description	Business Retention
HR03	**Employee File- Fire**	All records relating to a Fire employee's work history and status throughout their employment with the Town.	E+75 Event = Termination
HR04	**Employee File- Regular Staff (Full and Part Time) & Seasonal Staff**	All records relating to an employee's work history and status throughout their employment with the Town.	E+25 Event = Termination
HR10	**Labour & Employee Relations - Grievances**	Records that relate to complaints and the investigations to identify and resolve the complaint or issue, as well as grievance settlements. Records may include information on addressing and resolving the grievances, grievance step meetings and arbitrations, completed grievance forms, meeting minutes, adjudication or arbitration hearing schedules, arbitration notices, solicitor's correspondence, minutes of settlements, memorandum of settlement and all supporting correspondence.	P
HR11	**Labour & Employee Relations - Personnel Investigations**	Records related to investigations of Town personnel, for reasons, including complaints and all related and subsequent documentation. May also include any other records regarding disciplinary measures.	E+25 Event = Termination
HR12	**Labour & Employee Relations - Position Management**	All records related to a specific position, including evaluations and assigning a value to job functions for the purposes of objective comparison of different positions. Includes job evaluation information, job information and questionnaire results and appeals.	10
HR13	**Labour & Employee Relations - Union Negotiation & Settlement**	All records related to the negotiation and settlement of union contracts (e.g., CUPE 53), including drafts, related notes, contributing/supporting documents, etc.	75
HR20	**Payroll Files & Benefits- Fire Staff**	All records related to fire employee wages, benefits (legislated/non-legislated) and other total compensation entitlements or programs.	E+75 Event = Termination

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Code	Records Series	Description	Business Retention
HR21	**Payroll Files & Benefits - Regular, Contract & Seasonal Staff**	All records related to regulator, contract and seasonal employee wages, benefits (legislated/non-legislated) and other total compensation entitlements or programs.	25
HR30	**Safety - Health Screening, Widespread Illness Management**	Health screening results, questionnaires and forms of staff, contractors and the public who work in, attend or participate in programs at Town owned properties and facilities. Information is collected to screen for admission. Records will be kept to allow contact tracing and notification. Records will be destroyed as soon as they no longer of value in contact tracing/notification.	O
HR31	**Safety - Project Files**	Research, information, industrial hygiene testing, audits, policy impacts and changes related to occupational health and safety matters within the Town of Whitby.	E+15; Event =Termination
HR32	**Safety - Occupational Health**	Includes records regarding the occupational health and safety of employees. Includes incident reports, Workers Safety and Insurance Board (WSIB) reports and claims, information on health and safety programs for staff, and records regarding violence and harassment. Records include files that do not result in claims. Note: For Disability Claims, see HR02.	E+15; Event = Termination
HR40	**Workforce Management - Job Recruitment Administration**	All resumes for applicants considered for the role, interview scores and notes, assessment tools and results and correspondence regarding the recruitment.	10
HR41	**Workforce Management – Planning & Recruitment**	Proposals and planning related to the creation or consideration of employment positions at the Town. Records include general matters, such as restructuring, research and others.	10
HR42	**Workforce Management - Employee Analytics**	Any records related to the collection and analysis of employee-related data such as various demographic criteria, attendance/absenteeism, turnover, compensation, as well as survey related data.	10

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Code	Records Series	Description	Business Retention
HR43	**Workforce Management - Memorandum of Agreement (Without Precedent)**	Memorandum of Agreement (Without Precedent) are maintained for the life of the intention of the agreement.	S/O
HR44	**Labour & Employee Relations -- Original Agreements, Plans Policies & Procedures**	Final agreements that direct the management and relationship with workforce such as collective bargaining agreements, memorandum of agreements (with precedent) benefit and disability plans. Includes all policies and procedures relating to general and overall administration of human resources (or organizational effectiveness). May include federal and provincial guidelines, related supporting documents and correspondence.	75
HR45	**Workforce Management - Pay Equity**	Records relating to the evaluation of job positions by comparing duties, skills and responsibilities of similar positions. Documents may include classification ratings, job evaluation information, position description questionnaires, action plans and information about designated worker groups. - Reword to Job evaluation Administration.	20
HR46	**Workforce Management - Training & Education**	Training related records for training attended by staff offered internally or externally including compliance based training. Course materials, attendance and participation records. May include correspondence relating to training and development and list of credits obtained by employees for taking courses.	E+5; Event= Termination
HR47	**Workforce Management - Work Scheduling & Shift Assignments**	Various work shift assignment programs records within the Town. ***NOTE: Departments should confirm with HR prior to destruction.***	10
INFORMATION TECHNOLOGY (IT)			
IT01	**Asset Management - Technologies**	Any records relating to the asset details for technology items. Records include information about records pertaining to the acquisition, asset tags, usage, components, subsystems, consumables, warranties and technical manuals/information sheets for these items.	EOL +5
IT10	**Computer & Information Security - Business Continuity**	All information and documents (including copies) related to systems, databases, applications, logs, directories and other key pieces of information needed for business continuity, disaster recovery and/or for restoring from inadvertent records destruction.	S/O +5

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Code	Records Series	Description	Business Retention
IT11	**Computer & Information Security - IT Infrastructure, Platform & Security**	All information and documents related to the design, setup, configuration and protection of the Town's IT infrastructure, technology and/or security platforms, services and tools. For Cyber Security Management, see IT12.	S/O +1
IT12	**Computer & Information Security - Cyber Incident Management**	All records related to incidents, problems, or proactive monitoring activities that reveal an attempted or actual cybersecurity breach—whether identified before, during, or after resolution—are included. This includes documentation of efforts to investigate, determine, and eliminate the root cause. Records may also pertain to responses involving IT assets or broader cybersecurity incidents, ranging from password compromises to large-scale events such as ransomware attacks or global cyber threats impacting the Town of Whitby.	10
IT19	**Operations & Support - Client Services**	All records related to the intake, tracking and actioning of support service request tickets.	E+5; Event=Resolution of request
IT20	**Operations & Support – Business Solutions/Systems development, Support & Maintenance**	All information and documents related to any non-security solution/system. This would include information on the decision to purchase, implement, upgrade, maintain, configure and retire the technology.	S/O +1
IT21	**Operations & Support - Database, Datasets & Sensor Data**	All information, documents and data that is collected and retained in databases, applications (on premise or cloud) or in file directories linked to these databases or applications. This includes GIS and non-spatial data.	S/O +1
IT22	**Operations & Support - Website & Intranet**	All the discreet documents and photos/multimedia uploaded to the Town of Whitby external-facing websites and internal facing intranet sites. Also includes any documentation related to how the website is produced or maintained.	S/O

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Code	Records Series	Description	Business Retention
LEGAL, COMPLIANCE, LICENSING & ENFORCEMENT (LC)			
LC01	**Agreements & Contracts - Individual Participant Waivers & Releases**	Signed waivers/releases (paper and/or digital) for individual participation in courses, special events, volunteer activities, environmental clean-up, or other programs offered by the Town. Waivers in most cases at Whitby are embedded within a program registration form.	Adults: E+15 and Minors: E+ 25; Event = Registration
LC02	**Agreements & Contracts - Subject to Financial Terms**	Contract or agreement records, with external parties that are subject to financial terms. Records also include agreements covering the provision of third-party equipment and/or services to the Town such as the provision of consultation, equipment and/or Services.	E+15 Event = Expiry
LC03	**Agreements & Contracts - Town Facility Rental Agreements, Waivers & Insurance**	The rental of Town facilities such as rooms, kitchen, ice rinks, pools, or the entire facility itself. Rentals include rooms within a facility, as well as outside "facilities" such as soccer pitches, etc. Records include booking agreements, rental price sheets, event description sheet, specifications, rental promotion, inquiries, rental permit contracts and all related correspondence including waivers, liability and insurance.	15
LC05	**Civil Marriage - Marriage Licence Application**	Applications for Provincial Marriage licence and receipt of payment. Includes supporting documents for previously annulled/dissolved marriages, required proof of identity. Note: Marriage Licence are sent to Registrar General. See LC82 for Vital Statistics.	2
LC10	**Enforcement - Enforcement Actions**	Enforcement actions carried out against a person, business or property and the complaint if any, that led to such enforcement. Includes all records relating to compelling a person or business to act in accordance with legislated or by-law requirements; to order or to restrain a person from preventing or interfering with the Town designated officer's entry, inspection enforcement or action and animal enforcement. As well as requiring the person to produce anything to assist the designated officer in the inspection, remedy, enforcement or action.	10
LC11	**Enforcement - Paid Parking Tickets**	Records related to an issued parking ticket that has been paid in full.	5

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Code	Records Series	Description	Business Retention
LC20	**Intellectual Property - Copyrights, Trademarks, Logos & Patents**	Any records regarding copyrights, trademarks, logos or patents held by the Town. Records may also include copyrights certificate registrations, application for registration, correspondence, intellectual property, etc.	P
LC30	**Legal Affairs - General**	Includes material of a general or administrative nature on legal matters between the Town and individuals, institutions, or groups of companies. Includes Legal Inquiries.	15
LC31	**Legal Affairs- Legal Opinions**	Records relating to all types of advice/opinions of a major/significant nature from private sector law firms relating to interpretations of legislation; matters of public interest or controversy, matters which are precedent-setting in nature or matters resulting in significant change to the Town's policy and/or procedures. May include advice associated with conflict of interest.	P
LC40	**Litigation & Claims - Court & Tribunal Proceedings**	Records are related to Court and Tribunal cases involving the Town including supportive documentation, Notices, Decisions and Orders. Includes records related to Appeal proceedings as well as records of Appeals to the Ontario Conservation Review Board (OCRB).	E+ 10; Event= appeal period expiry or all appeals have been exhausted
LC41	**Litigation & Claims - Inquests**	Includes records relating to coroner's inquests involving the Town.	P
LC42	**Litigation & Claims – Ontario Land Tribunal (OLT)**	Includes all transcriptions and related documentation regarding appeals, hearings, and legal proceedings. Includes final judgments. Includes zoning appeals, official plan appeals, Committee of Adjustments and Ontario Land Tribunal (OLT).	25
LC43	**Litigation & Claims - Provincial Offences**	Records relating to the operation and administration of the Provincial Offences Act (POA), POA court support and collections. Records include ticket charges and payments under the POA, collections files, related statistics, court records including exhibits, dockets and digital recordings of court proceedings, and all other records required for retention according to Ministry of the Attorney General guidelines.	CY+7

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Code	Records Series	Description	Business Retention
LC50	**Permits & Licensing - Animal Licensing**	The animal identification database and licensing information for all animals issued a license within the Town of Whitby. Note: Lifetime Licences, without expiry, were issued in 2009-2010.	Expiry +5
LC51	**Permits & Licensing - Engineering & Building Permits**	Records related to new buildings, or alterations to existing structures, including footing and foundation permits. This includes Engineering Permits, and all technical records related to the design, development, construction, and completion of building projects. Also includes Building Permits granted to builders, contractors, and residents for construction, renovation, occupancy or demolition activities. Heritage property records are included where applicable, encompassing the review of proposed site changes, granting of permits for changes, the issuance of permits for demolition or alterations and Heritage Impact Assessments. Note: For Supporting Building application records, see PB08.	P
LC52	**Permits & Licensing - General**	Records include all permits and licences administered to or from the Town, such as business licences, refreshment vehicle permits, special event permits, lottery licences, liquor licences, and similar types. These records also include all documentation related to the application process, supporting materials, and any information leading to the approval or denial of the permit or licence. This also includes Compliance Letters issued by Building Division. Includes records of permits or licences that the Town has applied for or received in the course of its business operations. This includes both the issued permit or licence and any associated documentation. Note: For Animal Licensing, see LC50; For Engineering & Building Permits, see LC51.	CY+7
LC60	**Policies, Renewals & Certificates - Certificate of Insurance**	Includes all Certificate of Insurance records received when the Town is named "additionally insured". Also includes certificates issued.	E+7; Event=End of Transaction
LC61	**Policies, Renewals & Certificates - Insurance Policies, Final**	Includes policy, policy renewals, endorsements and/or replacements.	P

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Code	Records Series	Description	Business Retention
LC62	**Policies, Renewals & Certificates - Insurance Policies, Management**	Negotiating polices, selecting vendors, finalizing contracts. Includes correspondence with vendor/underwriter, broker, etc.	CY+7
LC63	**Policies, Renewals & Certificates - Motor Vehicle Licensing & Driver Information, Fleet**	Records regarding provisions and renewals of motor vehicle operating licensing and drivers license information. Records include license applications, Commercial Vehicle Operator's Registration (CVORs), and renewals.	5
LC70	**Real Estate - Compliance/Tax Matters**	Includes records relating to the processing of requests from lawyers, individuals and corporations whether or not a property is in compliance with municipal by-laws and development agreements and legal tax matters.	CY+7
LC71	**Real Estate - Land Transactions**	All records relating to land transactions, including purchase, sale, leases, encroachments, easements, subdivision agreements, site plan agreements, road closures and land expropriation. Includes files related to properties the Town sold through the Tax Registration process.	P
LC80	**Regulatory & Compliance - Delegated Authority & Commissioner of Oaths**	Records related to the delegation of authority to staff by an authorized party under applicable legislation or by-laws. Includes applications and approvals for appointments such as Commissioner of Oaths, as well as documentation supporting delegated authority in accordance with Council policies. Also includes appointments made under legislative requirements such as the Vital Statistics Act, Marriage Act, Building Code Act, Fire Prevention Act, and others.	S/O+2
LC81	**Regulatory & Compliance - Reporting to Regulators**	All Whitby submissions to regulators (Federal, Provincial, other) for compliance purposes. Each filing consists of the actual document(s) submitted to the regulator, such as a report or other records, in order to satisfy the requirements of the regulator and any supporting documents, drafts, and related email and correspondence.	10

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Code	Records Series	Description	Business Retention
LC82	**Regulatory & Compliance - Vital Statistics**	Records relating to the reporting of vital statistics (e.g. deaths, marriages) to the Office of the Registrar General of Ontario (ORG). Records related to Marriage and Death registrations are permanent, legal records of marriage and death, which constitute key data as registers. Events registers are printed in hard copy for permanent storage as required by Vital Statistics Act. Records also include Master Registry of Marriages. The ORG, not the Town, maintains the master records after processing is completed. NOTE: For Marriage licence applications, see LC05.	P
LC90	**Risk Management - Accident/Incident & Vehicle Collision Reports, Minor/Incapable Person**	Accident/ Incident Reports are to be completed in the event of an injury to someone or damage to someone else's property which could or has resulted in a claim. Vehicle collision reports are completed when Town owned vehicles are involved in a loss involving damage to another vehicle, private property or a single vehicle accident.	20
LC91	**Risk Management - Accident/Incident, Vehicle Collision & Property Damage Reports**	Accident/ Incident Reports are to be completed in the event of an injury to someone or damage to someone else's property which could or has resulted in a claim. Vehicle collision reports are completed when Town owned vehicles are involved in a loss involving damage to another vehicle, private property or a single vehicle accident. Property Damage reports are completed when damage to Town owned property has occurred as a result of an insurable loss such as fire, theft, flood, significant vandalism, sudden boiler breakdown.	CY+7
LC92	**Risk Management - Insurance Claims**	Claims for reimbursement against insurance policies. Records relating to the administration of and consultation for, legal matters and litigation affecting or initiated by other parties or the Town for insured matters. Includes supporting documentation collected by the Town that may arise in a claim.	15
LC93	**Risk Management - Insurance Claims, Minor/Incapable Person**	Any insurance claims, or records supporting a potential claim related to an identified minor or an incapable person, who may be unable to submit a claim due to a physical, mental or psychological reason.	50

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LC94	**Risk Management - Property Appraisal /Inspections**	Records relating to the scheduling, arranging and any related recording appraisals that may be required, as well as, records regarding Town assets appraised by the Town's insurer.	S/O+2
LC95	**Risk Management - Town's Insurer, Reports**	Reporting records that summarize key aspects of risk management such as claims and experience reports.	CY+7
PLANNING, ENGINEERING, DEVELOPMENT & BUILDING (PB)			
PB01	**Applications & Approvals – Street Naming & Addressing**	All records related to the defining and creating of street naming, addresses and numbering. Excludes any records on site plan(s) and/or land division approvals.	P
PB02	**Applications & Approvals - Condominium Planning**	Condominium Approvals. Records include drawings, technical reports, working notes, background/reference materials, and related correspondence. Can also include private street naming.	P
PB03	**Applications & Approvals - Land Division**	Applications for permission to sever land. Records include applications, grant of permission, denials, and related correspondence from commenting agencies or the Region of Durham. Note: Applications submitted for Land Division are reviewed by Committee of Adjustment.	P
PB04	**Applications & Approvals - Part Lot Control**	Records regarding part lot control, which is the transfer or sale of part of a lot or block within a registered plan of subdivisions. Records include the application and any supporting documentation necessary.	P

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Code	Records Series	Description	Business Retention
PB05	**Applications & Approvals - Pre-Consultation Files**	Includes any pre-consultation and pre-application records with consultants/builders. Records may include but are not limited to, consultants/builder's preliminary proposals, drawings, reports as well as Town planner's comments. A pre-consult file could turn into an official file in the future and does not contain any official application records.	5
PB06	**Applications & Approvals - Signage**	Records pertaining to the applications for and approvals of public signage in accordance with the Permanent Sign By-law or Variance.	P
PB07	**Applications & Approvals - Site Plan Approvals**	A site plan establishes both the design and technical aspects of development proposals. It also ensures that the project meets the Town's requirements for site servicing. All site plans records include but are not limited to industrial, institutional, telecommunication and commercial studies, plans, drawings and reports. Can also include Planning Act applications, staff reports and related correspondence.	P
PB08	**Applications & Supporting Documentation - Building**	Supporting documents include, but are not limited to: engineering calculations; engineering assessments and reports; permit application forms; title documents or proof of ownership (if applicable); construction specifications; staff review and communication records generated during the permitting process (e.g., deficiency letters or review comments, responses and revisions, email or written correspondence); and inspection records created during construction (e.g., inspector's reports, correction notices, and final inspection or approval reports).	E+15; Event = Completion of Project
PB10	**Design & Construction – External Engineering Projects**	Includes records relating to planning, design, construction and reconstruction projects by/with external organizations and agencies where the Town plays a role in the project.	20
PB11	**Design & Construction - Guidelines & Standards**	Any records regarding any aspect of the design, construction and landscape guidelines as updated and approved by Council.	S/O+2

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PB12	**Design & Construction - Subdivision Technical Files**	Subdivision Technical Files inclusive of all records supporting the application for subdivision. Files will also include stamped accepted drawings. Also includes records relating to approving an application for subdivision.	P
PB13	**Design & Construction - Transportation Infrastructure**	Includes material relating to the planning design, construction and reconstruction of roads, sidewalks, multi-use paths, major guiderails, bridges, culverts, retaining walls and noise attenuations walls. Level rail crossing records and information are included within these files.	EOL +2
PB19	**Development Applications**	All applications related to the Official Plan, Zoning, Pre-Consultation, Subdivision and Site Plan.	P
PB20	**Development - Subdivision**	The approval, construction, and planning/development of a named subdivision. Records include application, approval, notice of decision, servicing agreement. Multiple contracts for different phases. Records include project schedules, deficiency lists, status reports, compliance reports, photos, and all correspondence. Each construction project is for a named subdivision/phase, forming a case. Includes records regarding the approval of plans of subdivision (both residential & commercial). Includes drawings, technical reports, correspondence, written comments, working notes and background information. Includes clearance letters, street naming, draft approved plans, and "red line" revisions, applications, registered plans, and change to approved plans. Design and planning of a named subdivision. A set of contracts for services. Multiple contracts for different phases. All development plans, geotechnical analysis, infrastructure. Includes all technical records related to design and development, construction, and completion of a subdivisions in the Town.	P
PB30	**Heritage - Heritage Designations**	Applications and submissions for heritage designation. Records include applications and approvals or denials, and related records. If approved, records become part of the heritage registry.	P

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PB31	**Heritage - Plaque Management**	Records dealing with the plaques produced for the purpose of displaying the historical significance of designated properties through Whitby.	5
PB32	**Heritage - Registry**	Registry (list) of cultural heritage sites in Whitby. The registry includes listed and designated property under the Ontario Heritage Act.	P
PB40	**Park & Trail - Development**	Park design/redesign records, park construction drawings, re-use or re-purposing plans and related documents, routine upgrades and the refurbishment/replacement of park structures. May also include other records related to the activity.	P
PB41	**Parks & Trail - Planning**	Records related to park land usage, creating development standards and others. Includes drafts, related correspondence and documents that contribute to parks land planning such as drawings, lot plans, etc. Also includes initial park design concepts created during subdivision planning and development process that occurs prior to park block dedication and the creation of a unique park identifier.	15
PB50	**Planning Policy & Research - Community Improvement Plans**	All community improvement plan records including studies, statistics and any required background information on community improvement.	P
PB51	**Planning Policy & Research - Grading and Drainage**	The planning and management of grading and drainage of lands within the Town and lands that drain onto the Town properties. Records include 40M Site Approvals and As Built drawings, letters of certification and consultant release, inspections and reports, etc.	10
PB52	**Planning Policy & Research - Heritage Conservation District Plans**	Records regarding studies & plans related to the preservation of heritage sites and districts and their management. Records include planning documents produced by the internal project team and any outside consultants, workshops and open houses, annual monitoring of heritage plans, and other correspondence related to the studies and plans.	P

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PB53	**Planning Policy & Research - Traffic Analysis**	The collection and analysis of statistical data regarding automobile traffic. Includes data on traffic volume and turning movements, as collected from machines, human counters, police, or any other source. Includes analysis carried out on the data, and reports and conclusions.	10
PB54	**Zoning Regulations- Traffic Operational Reviews**	The analysis of requests from the public for a review of traffic operations. Each request is a case consisting of the request, the Town's responsive investigation, any operational changes put into place as a result of the investigation, as well as, any correspondence records with various parties.	10
PB55	**Zoning Regulations- Zoning & Official Plan, Final**	Final approved versions of Zoning and Official Plans inclusive of any approved amendments and any records pertaining to legal surveying.	P
PB56	**Planning Policy & Research - Zoning & Official Plan, Working Papers**	Records related to Zoning and Official Plan amendments. Records relating to approving an application for a change (variance) in land use zoning/designation. Records include rezoning applications, proposed rezoning maps, a document detailing the purpose of the rezoning, advertising in local newspaper, submissions to Council, decisions by Council and supporting information including research of related development files. The Official Plan (OP) is a statutory document that sets out the policy directions for planning and land use matters regarding long-term growth and development in a municipality. The OP is the lead planning document at the municipal level and is used to guide decision making on matters such as land use and development, as well as the delivery of infrastructure, services, and facilities. Records include the OP, all revisions/drafts, and all related studies including demographic studies. Studies of the demographics of the Town. Includes records regarding trends in population growth, census reports, demographics, vacancy rates, and intensification and density studies. Can also include records regarding the type, level and rate of growth of employment, unemployment statistics, and composition of the workforce.	P

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Code	Records Series	Description	Business Retention
RECREATION & CULTURE SERVICES (RC)			
RC01	**Culture - Proclamations & Flag Raising**	Town's official recognition of dates, occasions, and contributions of individuals by designation through a proclamation period (day, week, and month) or through a flag raising. Inclusive in this category is any applications, correspondence, approvals/denials and signed certificates.	CY+5
RC02	**Culture - Special Event Management**	Community and special events planned and conducted by various functions of the Town. Includes all records related to the event including plans, scheduling, attendance, speaking notes, facilitators and workshops, and correspondence related to the provision of services.	5
RC10	**Program Administration - Development**	Town public programs of a recreational, social, or similar nature to the public. Records include the planning, management/provision, promotion and marketing, assessment, including, Aquatics pool coordinator reports and swim program report cards, evaluation, scheduling of the program, funding, and operation of the program and evaluation (surveys, general feedback).	2
RC11	**Program Administration - Memberships**	Records of Membership for all recreational and cultural programs offered by the Town Youth Room membership: Valid from 12-18 years old. Inclusion services membership: Valid for 2-year period. Marina Membership: Annual Renewal.	E+1 Event= Expiry
RC12	**Program Administration - Participant, Subsidy Program**	Subsidy Program participant case records. Records include application (approved and denied), supporting documents, correspondence, records of program participation and cancellations.	CY+1

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Code	Records Series	Description	Business Retention
RC13	**Program Administration - Participants**	Town public program participant records for any recreational, social, or any other similar nature offered to the public. Records include but are not limited to application (approved and denied), supporting documents, approval and/or denial correspondence, records of program participation (attendance and drop-in sheets), cancellations, etc. Note: ActiveNet files are kept for the life of the client.	CY
RC14	**Program Administration - Volunteer Management**	Records related to volunteer programs interview and training.	E+2 Event = Expiry

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