

Request for Information Policy

The public and other organizations may request information regarding the Board and the mandated services provided by the Board

All non confidential information regarding the policies, procedures, finances and Board decisions of the Board is available for the public upon request.

Where information regarding any complaints regarding the Board's mandated programs is requested and identifying information of the individual making the complaint or identifying information regarding others is included, the information request must be made under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Any individual or organization requesting information regarding client or patient information will be referred to the appropriate department and division of the City of Sault Ste. Marie. The MFIPPA rules regarding the sharing of information will apply.

6.1 Procedure for Information Requests regarding Board business.

1. Requests for information will be received in writing, by telephone or in person by the Executive Assistant at the Board office.
2. The Executive Assistant documents the request
3. Details on what is being requested, who is requesting it, if it is to be picked up or where it is to be sent is obtained.
4. A cover memo is completed to accompany the information package requested.
5. Notation will be made in the relative file regarding the information provided, the date, the recipient and organization.
6. If the information is readily available on the Board website, the individual will be advised of the website address if they have access to a computer and Internet capabilities. Alternately, the website information can be printed and provided directly to the individual.
7. If the information being requested is client or patient related for one of the mandated programs, the request is documented and the individual requesting the information is provided with the name, position and phone number of the Manager of the mandated program.
8. If information is requested regarding a complaint received by the Board office and there is identifying information in the information being requested, the individual or

organization making the request is advised to make the request through the Municipal Freedom of Information and Protection of Privacy Act.

9. The Board Chair will be kept apprised of any information requests received by the Executive Assistant.

10. The Board may charge the individual or group making the request for the costs of reproducing documents

Requests for Specific Client Information

1. The Executive Assistant documents the information request.

2. The individual is advised that the information is not available from the Board office but has to be accessed directly from the Social Services Department or the Fire Services Department of the City of Sault Ste. Marie.