# Ministry of Children and Family Development
# FIPA Access Assessments

This organization was listed as an independent public body at the start of 2024 under British Columbia's *Freedom of Information and Protection of Privacy Act* (FOIPPA) and the *Information Management Act* (IMA).

FIPA conducts empirical research as part of its program activities. Its access assessment activities are meant to monitor freedom of information. https://fipa.bc.ca/research-resources/access-assessments/

This PDF contains the requests that were sent to this public body, as well as the records that were subsequently released.

These records were originally collected as data for a more in-depth study as part of FIPA's empirical research. That involved submitting focused freedom of information (FOI) requests to determine how this public body, which we classified as a core government organization, was interpreting and applying FOIPPA and IMA legislation.

That project is called *Access Regimes: Social Studies of Recordkeeping, Bureaucracy, and Secrecy under Freedom of Information Law.* Further information about that study can be found on the Open Science Foundation's registration platform.

Distinct from the original study, FIPA has also assessed whether this public body meets expectations identified in an IPSOS poll we commissioned. That poll can be found on the FIPA website here. https://fipa.bc.ca/ministry-of-children-and-family-development

## About FIPA

The BC Freedom of Information and Privacy Association (FIPA) is a non-partisan, non-profit society that was established in 1991 to promote and defend freedom of information and privacy rights in Canada. While we are based in BC, our membership extends across Canada, and we regularly partner with organizations throughout the country.

Our goal is to empower citizens by increasing their access to information and their control over their own personal information. We serve a wide variety of individuals and organizations through programs of public education, public assistance, research, and law reform. We are one of very few public interest groups in Canada devoted solely to the advancement of freedom of information and privacy rights.

## Requests sent to core government organizations

### Request item 1

Current organizational charts that indicate freedom of information personnel and information management personnel; (ARCS 105-02).

#### Summary

Charts that outline where freedom of information personnel and information management personnel exist within an organization.

#### Rational

Organizational charts help identify who is responsible for fulfilling certain obligations.

### Request item 2

Delegation of authority charts for the Freedom of Information and Protection of Privacy Act; (ARCS 265-20).

#### Summary

Charts that outline who has certain powers under the Freedom of Information and Protection of Privacy Act.

#### Rational

Delegation of authority charts are standard instruments across the implementation of any law with delegable and discretionary powers.

### Request item 3

Policies or procedures regarding freedom of information (not privacy), including policies and procedures regarding the routine release of information and proactive disclosure, but excluding the *FOIPPA Policy & Procedures Manual*; (ARCS 292-00, 292-27).

#### Summary

Freedom of information policies.

#### Rational

Policies are the core of implementing any new public initiative.

### Request item 4

Final reports regarding public body-specific performance reporting, program evaluations, or project implementation plans or reviews with respect to freedom of information; (ARCS 400-02, ARCS 400-10, ARCS 400-20, ARCS 400-40, ARCS 400-50, ARCS 440-02, ARCS 400-20).

#### Summary

Internal reports about freedom of information.

#### Rational

How public bodies monitor their performance matters.

### Request item 5

Delegation of authority charts for the *Information Management Act*, as applicable; (ARCS 265-20).

#### Summary

Charts that outline who has certain powers under the Information Management Act.

#### Rational

Delegation of authority charts are standard instruments across the implementation of any law with delegable and discretionary powers.

### Request item 6

Interoffice memoranda about freedom of information and records/information management; (ARCS 195-20, 195-45).

#### Summary

Memos about freedom of information and records/information management.

#### Rational

Internal communications can structure organizational activity.

### Request item 7

Metadata Application Profiles and Information Destruction Models, as well associated policies and procedures and implementation plans and reports.

#### Summary

Metadata schemas for records management systems.

#### Rational

Metadata is an essential part of establishing control over records.

### Request item 8

Office of primary responsibility designations/matrices; (ARCS 432-12).

#### Summary

Lists of offices responsible for certain organizational records.

#### Rational

Lists like this are often a reflection of the classification logics used to manage records.

### Request item 9

Technical manuals for records management systems.

#### Summary

User manuals for records management software.

#### Rational

Manuals contribute to how staff interact with technology.

### Request item 10
File lists and indexes; (ARCS 432-10).

Summary
Lists of regularly created files.

Rational
File lists are a prerequisite to an up-to-date file classification plan.

### Request item 11
Final training packages and training implementation history files (excluding correspondence; ARCS 1735-25) for freedom to information and records/information management training.

Summary
Training materials for freedom of information and records management.

Rational
Training is necessary for the successful implementation of FOIPPA and IMA.

### Request item 12
Ministry self-assessments for records/information management based on the frameworks provided by the Chief Records Officer.

Summary
Self-assessments conducted according to an internal government standard.

Rational
Part of the Chief Records Officer's mandate is to evaluate records management.

### Request item 13
The public body’s policies and procedures regarding records/information management (ARCS 432-00).

Summary
Records management policies.

Rational
Policies are the core of implementing any new public initiative.

### Request item 14
The public body’s Information Resource Management Plans.

Summary
A type of information management plan required by core government policy.

Rational
Information resource plans are a key reporting and planning mechanism under core government policy.

### Request item 15

Copies of licenses, contracts, and agreements between the public body and recordkeeping system service providers or contractors.

#### Summary

Contracts for recordkeeping systems.

#### Rational

Contracts detail roles and responsibilities with respect to system implementation and maintenance.

### Request item 16

Acceptable use of technology policies and procedures.

#### Summary

Acceptable use of technology policies.

#### Rational

AUPs govern how employees may appropriately interact with technology over the course of their job.

### Request item 17

Final job description files for any employee who regularly performs a role or responsibility in responding to a freedom of information request or fulfilling public body's records/information management program (ARCS 1360-20).

#### Summary

Job descriptions for records management and freedom of information staff.

#### Rational

Job descriptions articulate the necessary skills and anticipated responsibilities of people charged with doing FOI or RM work.

### Request item 18

"Documenting government decisions" policy instruments (where "instrument" has the same meaning as in Treasury Board Directive 1/23).

#### Summary

Duty to document policies.

#### Rational

The Chief Records Officer has developed directives instructing public bodies to develop organization-specific policies for documenting government decisions.

## Request item 19

Policies and procedures concerning incidents regarding sections 65.3 [*Offence to willfully evade access provisions*] and 30.3 [*whistle-blower protection*] of the *Freedom of Information and Protection of Privacy Act.*

### Summary

Policies concerning offences to willfully evade FOI requests.

### Rational

The offence was created to deter bad practices frustrating the public's right to know.

## Request item 20

Final Requests for Proposals (and any attachments to those proposals) concerning records management/freedom of information (not privacy).

### Summary

Requests for proposals for freedom of information and records management projects.

### Rational

RFPs document a public body's needs in order to identify the solutions they are seeking proposals to address.

## Request item 21

Final Requests for Proposals (and any attachments to those proposals) concerning records management/freedom of information (not privacy).

### Summary

Requests for proposals for freedom of information and records management projects.

### Rational

RFPs document a public body's needs in order to identify the solutions they are seeking proposals to address.

## Request item 22

Contracts and statements of work for consultant services for freedom of information related work (if more than one, please provide only the last five).

### Summary

Contracts and statements of work for consultants' work related to freedom of information and records management.

### Rational

Contracts and statements of work define the boundaries of what work the public body performs and what work it relies on others' to perform.

### Request item 23
Copies of records management ontologies/thesauri.

Summary

Controlled vocabularies for records management.

Rational

Controlled vocabularies are a prerequisite to applying metadata.

### Request item 24
Copies of checklists, forms, templates, guides, and other tools used in relation to processing freedom of information requests (please include intranet files when responsive, by print PDF or screen capture if necessary).

Summary

-

Rational

Workflow materials for freedom of information processing.

### Request item 25
Records confirming the appointment and responsibilities of FOI Oversight Liaison Officers and Duty to Document Champions, or roles that perform a similar function if those titles are antiquated.

Summary

Records concerning the appointment of employees responsible for promoting freedom of information and records management.

Rational

Internal promotion of FOI and RM contributes to effective implementation.

### Request item 26
Case management procedures for freedom of information requests;

Summary

Case management software helps public bodies keep track of requests and organize their responses.

Rational

Procedures for managing request workflows.

### Request item 27
Onboarding manuals.

Summary

Manuals given to employees when they first enter an organization.

Rational

Onboarding employees should include both awareness of FOI and RM.

### Request item 28
The public body's duty to document readiness assessments (produced in Winter 2019).

## Summary

Reports produced to prepare to implement duty to document.

## Rational

These reports established the baseline position from which duty to document was purportedly implemented.

Call for records:

> Hello!
>
> We have received a new FOI request: *[text of request]*
>
> If there is a fee estimate - please fill out s.4 of the attached form, including search time and estimated pages. Please note we cannot charge for time spent reviewing for harms. There is a fee estimate guideline here.
>
> Records and a complete harms assessment are due **[due date]**. For assistance with harms assessments, there is a resource here.
>
> If needed, a general overview of FOI request processes/guidelines is here. I am of course available to help at any stage as well ☺
>
> Any questions or concerns please let me know.
>
> Thank you!

Sign-off:

> Hello!
>
> Here is an FOI in sign-off: *[text of request]*
>
> Due date is July 26th, please let me know if you have any questions or concerns.
>
> Thank you!

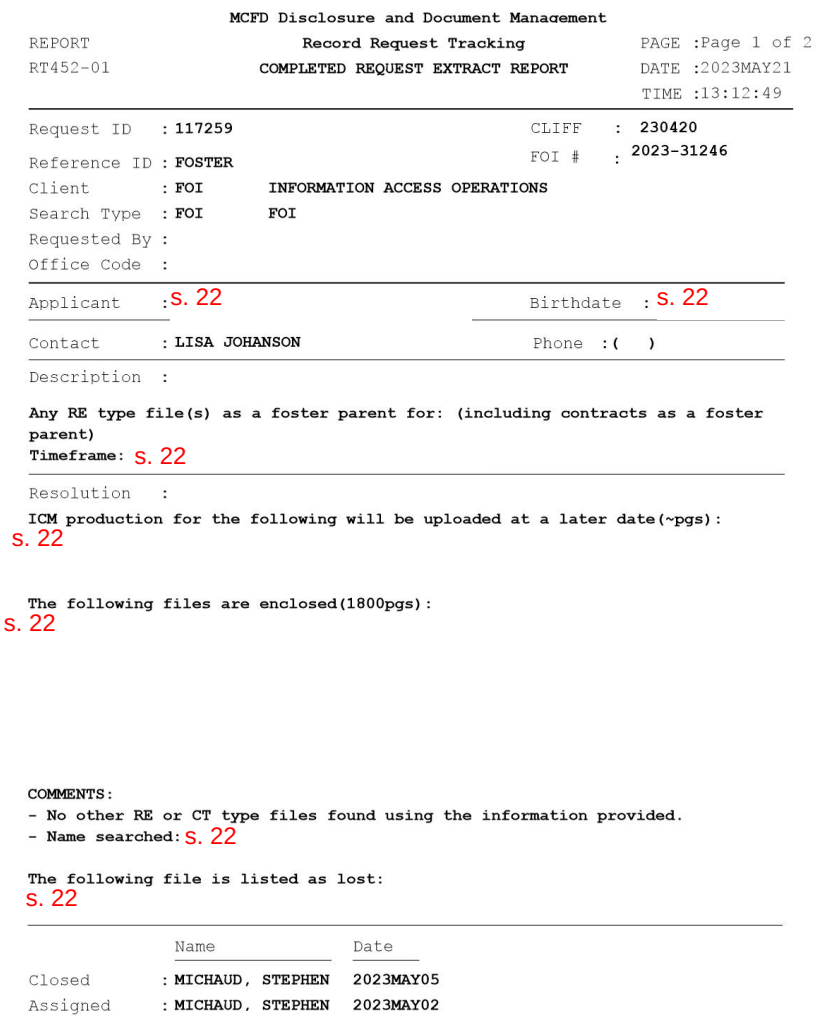
# FREEDOM OF INFORMATION (RE) SEARCH PROCEDURES

This tab will attempt to explain RE FOI requests, including search procedures and an example.

As with any other FOI,

- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section.
- Search first name only if the first name is unique and cross reference any results with the provided DOB.

Below is an example of a completed RRT extract and the original form as sent to us by FOI.



MCFD Disclosure and Document Management

REPORT RT452-01 — Record Request Tracking — COMPLETED REQUEST EXTRACT REPORT

PAGE :Page 1 of 2
DATE :2023MAY21
TIME :13:12:49

Request ID : 117259
CLIFF : 230420
Reference ID : FOSTER
FOI # : 2023-31246
Client : FOI INFORMATION ACCESS OPERATIONS
Search Type : FOI FOI
Requested By :
Office Code :

Applicant : s. 22
Birthdate : s. 22

Contact : LISA JOHANSON
Phone : ( )

Description :

Any RE type file(s) as a foster parent for: (including contracts as a foster parent)
Timeframe: s. 22

Resolution :

ICM production for the following will be uploaded at a later date(~pgs):
s. 22

The following files are enclosed(1800pgs):
s. 22

COMMENTS:
- No other RE or CT type files found using the information provided.
- Name searched: s. 22

The following file is listed as lost:
s. 22

| | Name | Date |
|---|---|---|
| Closed | MICHAUD, STEPHEN | 2023MAY05 |
| Assigned | MICHAUD, STEPHEN | 2023MAY02 |

**Information Access Operations**
Personal Access to Records Request

**Ministry of Children and Family Development**
Call for Records Form

| REQUEST DETAILS: | |
|---|---|
| **FOI Request File Number:** | CFD-2023-31246 |
| **Request Type:** | Foster/Resource |
| **Applicant Name:** | s. 22 |
| **On behalf of:** | |
| **Analyst:** | Lisa Johanson |
| **Files to be ordered:** | |
| Any RE type file(s) as a foster parent for: (including contracts as a foster parent)<br>s. 22<br><br>Additional info:<br>PLEASE INCLUDE THE APPLICANT'S FINANCIAL CONTRACT FILE(S) AS A FOSTER PARENT. | |
| **Comments/directions: Intake processed by** Lisa Johanson<br><br>**Request clarified: NO**<br>**Request amended: NO ( if yes, provide details: )** | |
| **Original Perfected Date:** | **April 3, 2023** |
| **Legislated Response Date:** | **May 17, 2023** |

| TIMELINES: | |
|---|---|
| **Records are to be forwarded to IAO office within 4 to 10 business days** | |
| **Date Records Requested:** | **April 5, 2023** |
| **Records due at IAO:** | **April 21, 2023** |

**Ministry Support Guidelines for PERSONAL FOI Requests**

**Preliminary Record Search:**

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

**Providing Responsive Records:**

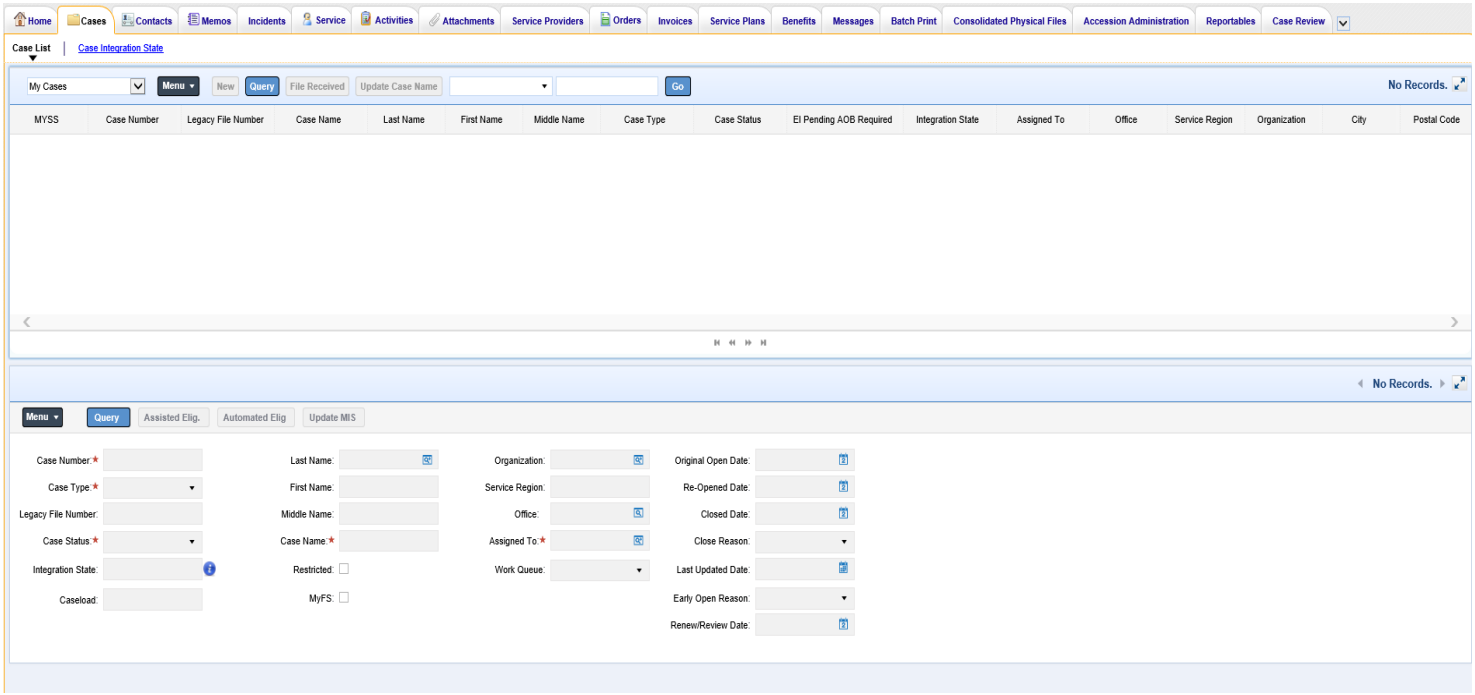
- Please courier requested records to:

**Attention: Scanning Division - Information Access Operations**
**Ministry of Citizens' Services**
**2nd Floor, 727 Fisgard Street**
**Victoria BC V8W 1R8**

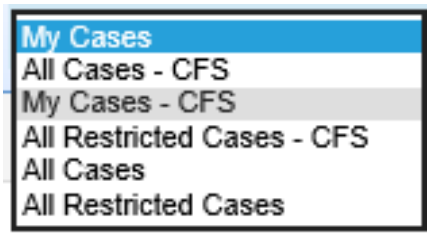
## How to find a physical RE file in ICM:

- Search for the applicant name in the contacts tab as you would with any FOI. For this example, the name is s. 22
- In the contacts summary tab, scroll down to "cases." In cases, you should see two separate RE files with a case number and a legacy file number. These are the file numbers and are helpful for finding the physical copy. With other FOIs, as shown in other sections, most physical files in ICM can be found in contact 360 tab under "consolidated physical files." RE files will not appear in that location.

- Take either the case number or the legacy number and copy it. You then want to click into the "cases" function near the top left of the ICM screen. It should look like this.

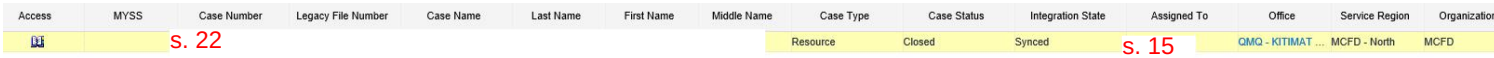



- In the top left of the screen near where it says "menu," you should see a tab that says "my cases." Click that tab and switch it to "All cases"

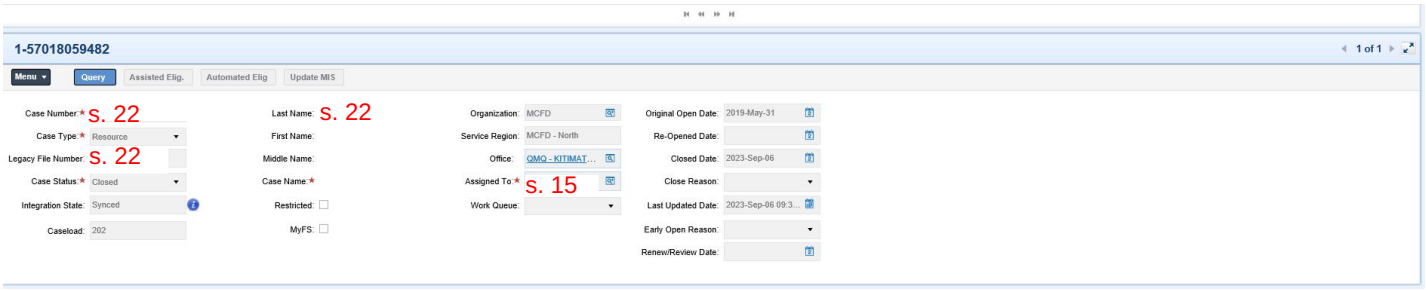



- Once all cases is selected, hit "Query" and paste the number you copied from the last page and paste it into the correct space below. So for example, if you copied the legacy RE number, paste it into the box that says Legacy file number, like so:

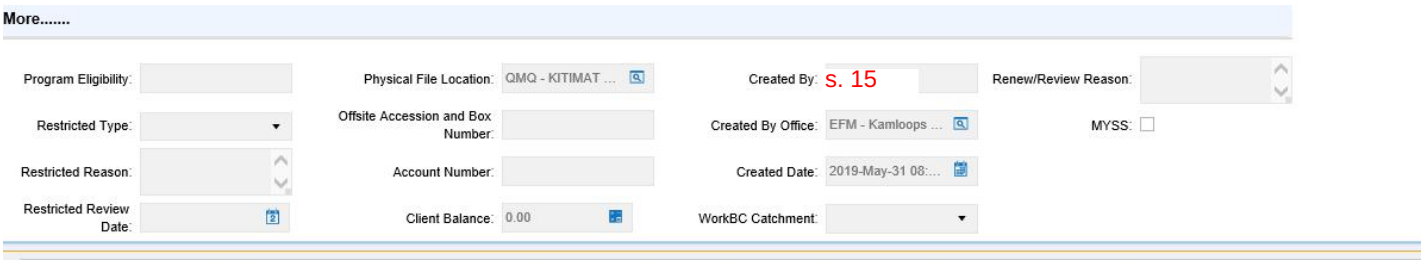
- Press go.
- The name and all the information should be filled into the remaining boxes




- You should now see another box below with some basic information about the file, mirroring what it listed in the image just above.




- The final step is to select the arrows in the far right of the screen near where it says "1 of 1" (scroll over on this screen to see full image). Selecting those arrows will expand the page and show another area with more information on the file. It should look like this:




- The tabs that are important on this page are the "Physical File Location" tab and the "Offsite accession and box number" tab. In this case, the file location is at QMQ in Kitimat. This is where you will order the file from. If the file was not at a district office, there would offsite information in the tab below and you would use that information for ordering purposes.

## FREEDOM OF INFORMATION (PERSONNEL) SEARCH PROCEDURES

Personnel Searches are somewhat rare. They can also be called "Employee searches." In these cases, it is usually a former MCFD employee searching for any records related to their time of employment in MCFD. Alternatively, it could be a former employee of an MCFD delegated agency, rather than an employee directly employed by MCFD. Below is an example of a request from a former employee of an MCFD affiliated agency.

**Information Access Operations**
Personal Access to Records Request

**Ministry of Children and Family Development**
Call for Records Form

| REQUEST DETAILS: | |
|---|---|
| **FOI Request File Number:** | CFD-2023-31610 |
| **Request Type:** | Child Protection |
| **Applicant Name:** | s. 22 |
| **On behalf of:** | |
| **Analyst:** | Valerie Stephen |
| **Files to be ordered:** | |
| Any Personnel records for:<br>s. 22<br><br>Additional info:<br>s. 22 | |
| **Comments/directions: Intake processed by** Valerie Stephen<br><br>**Request clarified: YES**<br>**Request amended: YES ( if yes, provide details: Looking for protocol investigation from incident at Ridge Meadows Association for Community Living )** | |
| **Original Perfected Date:** | **May 2, 2023** |
| **Legislated Response Date:** | **July 14, 2023** |

| TIMELINES: | |
|---|---|
| **Records are to be forwarded to IAO office within 4 to 10 business days** | |
| **Date Records Requested:** | **June 1, 2023** |
| **Records due at IAO:** | **June 15, 2023** |

**Ministry Support Guidelines for PERSONAL FOI Requests**

**Preliminary Record Search:**

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

**Providing Responsive Records:**

- Please courier requested records to:

**Attention: Scanning Division - Information Access Operations**
**Ministry of Citizens' Services**
**2nd Floor, 727 Fisgard Street**
**Victoria BC V8W 1R8**

### Tasks to Complete

1: Complete a PCC check within RRT to determine the applicant's past involvement with our office.

2: Determine if the listed agency is MCFD affiliated. This can be done by searching the MCFD list of accredited agencies List of Accredited Agencies - Province of British Columbia (gov.bc.ca). It can also be done finding and perusing the website of the listed agency. If these steps do not give you a clear answer, you can contact the agency and ask them directly if they have official accreditation. Be clear with who you are.

3: Once it's established that the agency is affiliated, you can begin to ask more detailed questions. You can ask if there is anyone at the agency who deals with records and records requests.

If you have established a clear correspondence, you can then begin to ask more detailed questions and explain the situation to the agency. In the example above, the applicant was looking for their employee records from s. 22
s. 22 so you can ask if they have any records associated to the person of interest between those dates.

If they do, you can work out a method of receiving the files. In the past, and in many instances, the agency will simply scan and email any files they have. This is the most ideal usually.

Once you receive the records, you can upload them to SharePoint as you would for the ICM of any other type of FOI request.

**CHILD PROTECTION – FS SEARCH PROCEDURES**

- FOI requests are received through the search inbox, the main general IPAD outlook inbox.
- Requests are then registered by Intake and put in the FOI Requests Folder. This folder can be found on the LAN at X:Drive -->HQ Management Services--->R_Records & Forms Operations----> 10100-30 DDM Caseloads---->New Requests---> FOI Requests.
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT. Here is what the main page of an FS FOI request form would look like:
    - Complete an *MIS Comments History* form and send to production for processing. Electronic information is extracted in this case as well.

**Information Access Operations**
Personal Access to Records Request

**Ministry of Children and Family Development**
Call for Records Form

| REQUEST DETAILS: | |
|---|---|
| FOI Request File Number: | CFD-2023-33438 |
| Request Type: | Personal Information |
| Applicant Name: | s. 22 |
| On behalf of: | |
| Analyst: | Katrina Greer |
| Files to be ordered: | |
| Any FS type file(s) as a parent for: s. 22<br><br>Additional info: Spoke with applicant October 06, 2023 to clarify request and date range | |
| Comments/directions: Intake processed by Katrina Greer<br><br>Request clarified: YES<br>Request amended: NO ( if yes, provide details: ) | |
| Original Perfected Date: | October 3, 2023 |
| Legislated Response Date: | November 16, 2023 |

| TIMELINES: | |
|---|---|
| Records are to be forwarded to IAO office within 4 to 10 business days | |
| Date Records Requested: | October 6, 2023 |
| Records due at IAO: | October 23, 2023 |

**Ministry Support Guidelines for PERSONAL FOI Requests**

**Preliminary Record Search:**

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

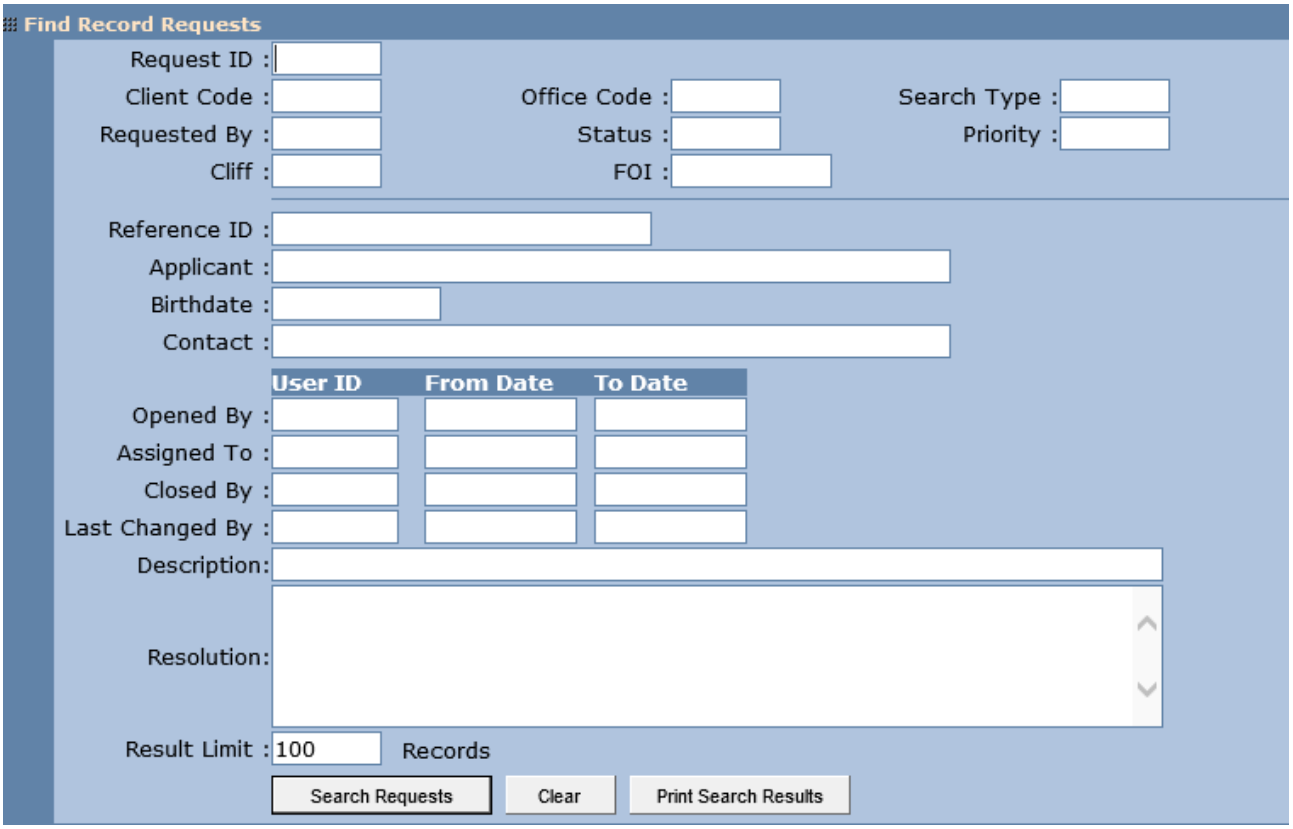
**Providing Responsive Records:**

- Please courier requested records to:

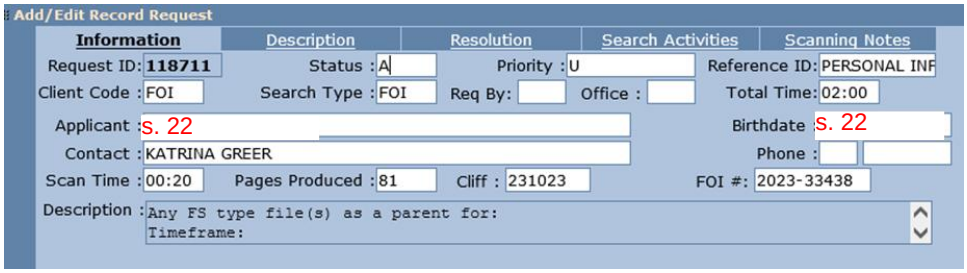
**Attention: Scanning Division - Information Access Operations**
**Ministry of Citizens' Services**
**2nd Floor, 727 Fisgard Street**
**Victoria BC V8W 1R8**

In the request details box you should see the FOI Request File Number (or just FOI number), the applicant's name (which you will search) and the assigned FOI analyst at Citizens' Services.'

- Below that you will see the type of records FOI is asking for. In this instance, as mentioned, they are looking for FS (Family Service Files). With very few exceptions, a family service file is the name of an adult. For more on responsive records related to FS and all other FOI requests, please see the IAO responsive records tab here: IAO Responsive Records.
- Here we have a date of birth of s. 22 Below that, there is a timeframe.
- You only need to provide records that are within the time frame given. In this case, s. 22 s. 22
- Any physical files outside of that time frame can be "indexed." This means documenting the finding in RRT but not providing the actual physical record to IAO. You **DO NOT** need to index electronic ICM records that are outside of the timeframe.
- Once you have your name, do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past:
- Search the applicant's name in the "Applicant" and "Resolution" section of RRT.
- Search first name only if the first name is unique and cross reference any results with the provided DOB



Once the PCC check is completed, you can assign the registered request to yourself by changing the status to "A"

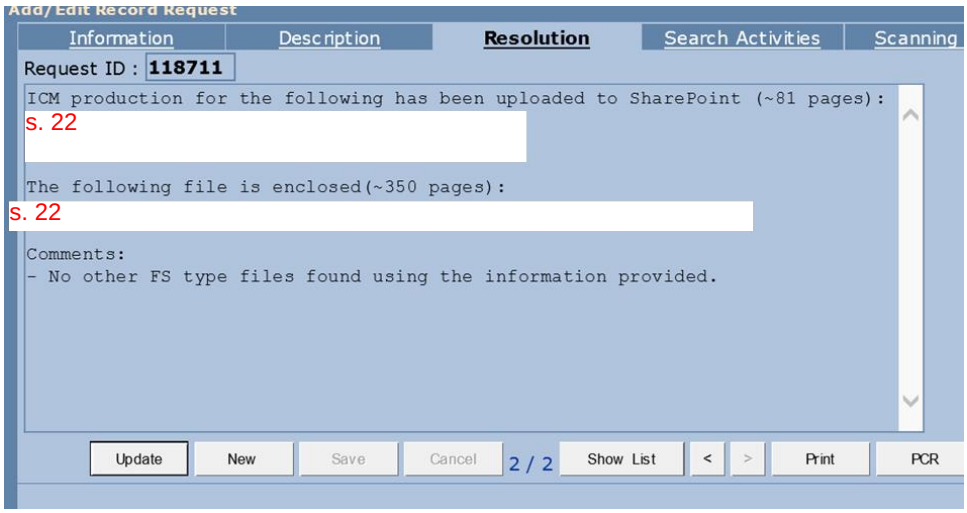



**If the request is current (post 1980's – see example above)**

- Conduct a search in the electronic indices: ICM, MIS, EDRMS.
- **For an FS request, you want to search for FS files for your applicant and any spouses, X spouses, partners, and X partners, as long as they are within the time frame given.**
- Beginning with ICM, please see the ICM page in this tab for the basics to logging in and searching ICM. In ICM you are going to want to search for physical and electronic  For the production of electronic ICM records, please see the ICM production procedure here: ICM Production Procedure. The physical records can be found in the same ICM tab as the login information (see above link).
- **MIS:** Information in MIS should be the same as in ICM regarding physical records. MIS is just an early version of a case management system prior to ICM existing. Still it is important to look through it.
- For information on how to search in MIS, please see the MIS tab her MIS. This tab explains logging in and searching via the MIS command codes.
- **EDRMS: (Finish section on EDRMS)**

**When the search is completed:**

- Record your findings using the search checklist (optional but recommended for new employees)
- Order any physical files using the FOI order template DO Ordering Templates or the Offiste Order Form
- Most importantly, record all your findings in RRT using the proper formatting and standardized wording. Please see the RRT resolution tab RRT Resolution**. Proper formatting and proper wording is a requirement.** Below is an example of a properly formatted RRT resolution for the above FS FOI




- If there are multiple files in the enclosed section, you just need to change it to reflect proper grammar. For example, "The following files ARE enclosed (~pages):

- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed. For more on this, see the Uploading to SharePoint tab: Uploading to SharePoint.
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file away in the Searchers Notes Folder

**If the request is historical (Pre-1980's):**

- Conduct a Index Card search using the Side Room search tool (see "How To Search" tab for instructions on completing a Side Room search)Index Cards.
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist
- Once responsive Index Cards have been found, locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production folder.
- If a Divisional File was found - search name in EDRMS and locate the Accession number and order the file from Access
- Order any physical files using the FOI Email Template or the Offiste Order Form
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456)
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file in the Searchers Notes Folder

## FREEDOM OF INFORMATION (CYSN) SEARCH PROCEDURES

The type of files required for a CYSN FOI are:

- Children with special Needs file (Autism Funding,
- At Home Medical, FS CYSN, FH, CH, SN, Paris SharePoint CLBC
- Please also see IAO Responsive Records Guide for more details on this, including indexed files and comments.

As with any other FOI,

- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section.
- Search first name only if the first name is unique and cross reference any results with the provided DOB.

(Finish Section)

# FREEDOM OF INFORMATION (CS/CYMH) SEARCH PROCEDURES

- This tab will attempt to thoroughly explain CS/CYMH FOI search procedures. The fundamentals learned from an FS FOI request can be applied to a CS/CYMH request. However, some difference exist and more databases must be searched.
- CS refers to "child service" files, or file related to the applicant's childhood. CYMH files refer to Child, Youth & Mental Health files.
- To see which files are relevant/responsive to CS/CYMH request, please see the IAO responsive records tab IAO Responsive Records. For a CS/CYMH request. The databases searched are ICM, MIS, EDRMS, AMS, CARIS, MAPLES, CPIM. You are only looking for records related to the applicant.
- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT. Here is an example of what a CS/CYMH request might look like:

**Information Access Operations**
Personal Access to Records Request

**Ministry of Children and Family Development**
Call for Records Form

| REQUEST DETAILS: | |
|---|---|
| **FOI Request File Number:** | CFD-2023-31396 |
| **Request Type:** | Personal Information |
| **Applicant Name:** | s. 22 |
| **On behalf of:** | |
| **Analyst:** | Shaina Schmidt |
| **Files to be ordered:** | |
| Any CS/CYMH type file(s) as a child for: s. 22<br><br>Additional info: | |
| **Comments/directions: Intake processed by** Shaina Schmidt<br><br>**Request clarified: NO**<br>**Request amended: NO ( if yes, provide details: )** | |
| **Original Perfected Date:** | **April 14, 2023** |
| **Legislated Response Date:** | **May 29, 2023** |

| TIMELINES: | |
|---|---|
| **Records are to be forwarded to IAO office within 4 to 10 business days** | |
| **Date Records Requested:** | **April 18, 2023** |
| **Records due at IAO:** | **May 1, 2023** |

**Ministry Support Guidelines for PERSONAL FOI Requests**

**Preliminary Record Search:**

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

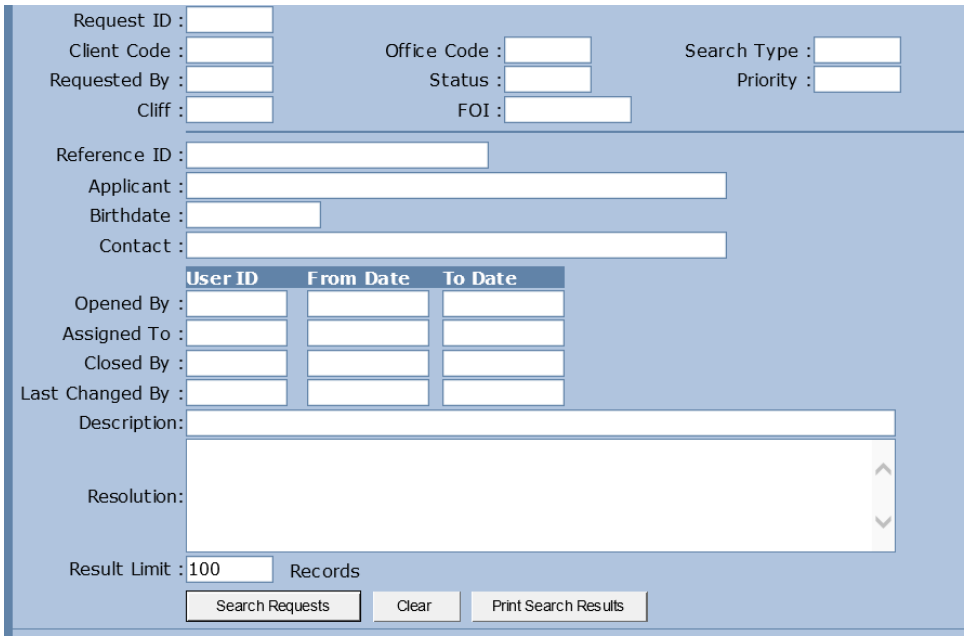
**Providing Responsive Records:**

- Please courier requested records to:

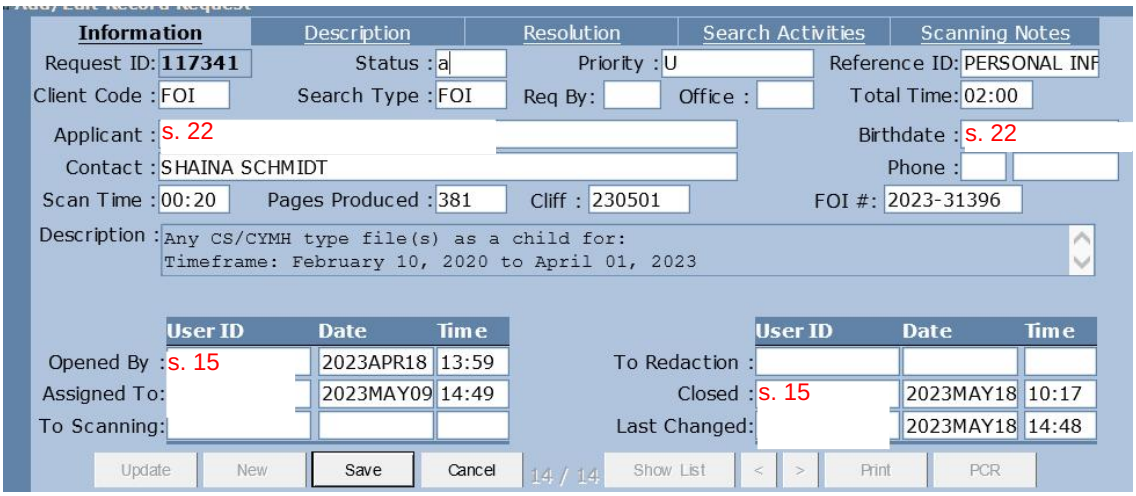
**Attention: Scanning Division - Information Access Operations**
**Ministry of Citizens' Services**
**2nd Floor, 727 Fisgard Street**
**Victoria BC V8W 1R8**

- In the request details box you should see the FOI Request File Number (or just FOI number), the applicant's name (which you will search) and the assigned FOI analyst at Citizens' Services.' You will also see the applicant name and the date of birth.
- Below that you will see the type of records FOI is asking for. In this case, CS/CYMH records.
- You only need files under the name of the of the person listed, in the example above, it's s. 22
- You only need to provide records that are within the time frame given. All other records that are remotely relevant or associated to the applicant can be "indexed." Again see the IAO Responsive Records page. This means documenting the findings in RRT but not providing the actual physical record to IAO. You **DO NOT** need to index electronic ICM records that are outside of the timeframe.

- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section
- Search first name only if the first name is unique and cross reference any results with the provided DOB




- Once the PCC check is completed, you can assign the registered request to yourself by changing the status to "A"



**Searching (Post 1980s/current requests):**

- Beginning with ICM, please see the ICM page in this tab for the basics to logging in and searching ICM. In ICM you are going to want to search for physical and electronic. To produce electronic ICM records, please see the ICM production procedure here: ICM Production Procedure. The physical records can be found in the same ICM tab as the login information (see above link).
- **MIS:** Information in MIS should be the same as in ICM regarding physical records. MIS is just an early version of a case management system prior to ICM existing. Still it is important to look through it.
- For information on how to search in MIS, please see the MIS tab her MIS. This tab explains logging in and searching via the MIS command codes.

- **EDRMS: (Finish section on EDRMS)**

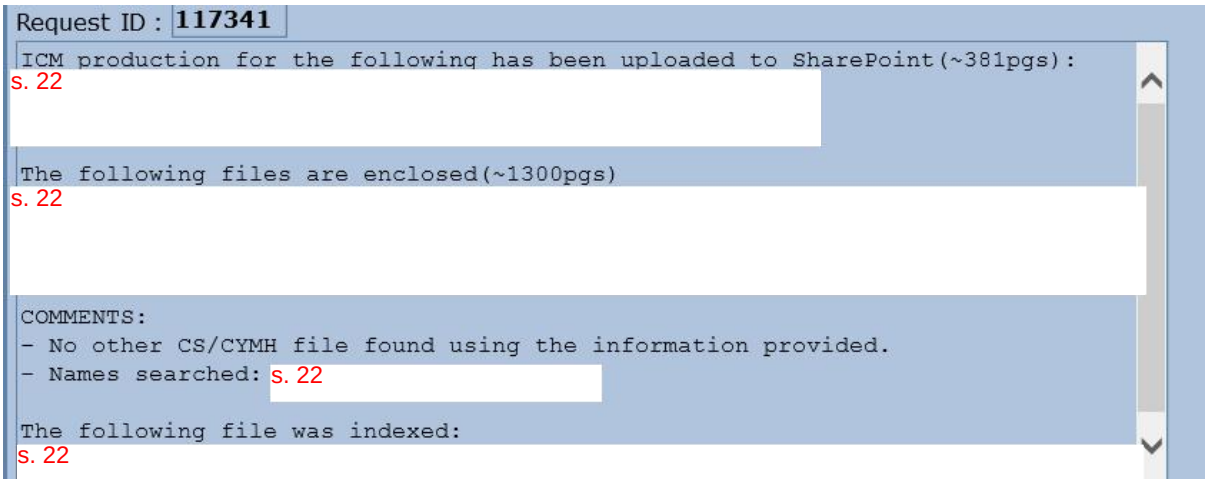
- **Caris:** This program contains information on CYMH files. Please see the tab on finding and searching CARIS (CRIS (CARIS) - CYMH**).**

- **Maples:** For MAPLES files, please contact MAPLES contact…..? Also, for applicants born after 1983, MAPLES searches canbe conducted through CARIS by members of the staff who have specific MAPLES access.

- **CPIM:** For details on how to find and search CPIM, see this section of the procedure manual CPIM.

When the search is completed:

- Record your findings using the search checklist (optional but recommended for new employees).
- Order any physical files using the FOI order template DO Ordering Templates or the Offiste Order Form
- Most importantly, record all your findings in RRT using the proper formatting and standardized wording. Please see the RRT resolution tab RRT Resolution**. Proper formatting, spacing and wording is a requirement.** Below is an example of a properly formatted RRT resolution for the above CS/CYMH FOI




- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed. For more on this, see the Uploading to SharePoint tab: Uploading to SharePoint.
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request

- Combine notes and file away in the Searchers Notes Folder.

- **If the request is historical (Pre-1987):**
- Conduct a Index Card search using the Side Room search tool (see "How To Search" tab for instructions on completing a Side Room search)
- Search both the applicant's name and their parent(s) names if provided/if found in search process
- If parent's FS files are located, index said files in the Resolution section on RRT (see "Standardized Wording" tab for more information re: formatting).
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist

- Divisional Files - if a DIV file is found, search the found name in EDRMS and locate the accession number (Divisional file accession numbers always start with 93-3709), then order the file from ACCESS offsite storage (all Divisional Files are housed at ACCESS).

- If responsive Index Cards have been found - Microfilm/Microfiche Records:
- Locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production Folder
- If a file is located in a Microfilm reel, extract the relevant pages, save in the Document Production Folder under the file name listed on the Index Card
- If the file is located in the Microfiche subfolder, COPY (do NOT move original) the file as it is shown to the Document Production folder

- Order any physical files using the FOI Email Templateor the Offiste Order Form
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed.
- Once physical files arrive and request is ready to be closed, follow the Matching Processto close the request
- Combine notes and file away in the Searchers NotesFolder

**FREEDOM OF INFORMATION (ANY/ALL) SEARCH PROCEDURES**

- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section
- Search first name only if the first name is unique and cross reference any results with the provided DOB

- Any/All request require just that, any and all information associated with the applicant. This includes:
- Any records under the applicant's name (excluding DS/GA/FM files)
- Any records associated with the applicant, including immediate family -
- Parent's FS records
- Grandparent's FS or RE records (if they provided care for the applicant)
- Spouse/ex spouse's FS records
- Children's CS records (IF permissions are provided in CFR)

**If the request is historical (Pre-1987):**

- Conduct a Index Card search using the Side Room search tool (see "How To Search" tab for instructions on completing a Side Room search)
- Search the applicant's name and any of the associated individuals (see above) that are provided on the CFR or found during the search procedures
- If their children's CS files are located, index said files in the Resolution section on RRT (see "Standardized Wording" tab for more information re: formatting).
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist

**If the request is current (Post 1987):**

- Conduct a search in the Electronic Indices - Side Room not required
- Electronic Indices include: EDRMS, CPIM, CARIS, MAPLES, MIS & ICM
- For applicants born after 1983, MAPLES searches must be conducted through CARIS by members of the staff who have specific MAPLES access. The following analysts have access to MAPLES on CARIS:
- Lindsie Nicholas
- Record your findings using the Search Checklist

**If responsive records are found**

- If responsive Index Cards have been found - Microfilm/Microfiche Records:
- Locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production Folder
- If a file is located in a Microfilm reel, extract the relevant pages, save in the Document Production Folder under the file name listed on the Index Card
- If the file is located in the Microfiche subfolder, COPY (do NOT move original) the file as it is shown to the Document Production folder
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) - See "Uploading to SharePoint" Page for specific instructions
- If responsive Index Cards have been found - Physical Records:
- Divisional Files - if a DIV file is found, search the found name in EDRMS and locate the accession number (Divisional file accession numbers always start with 93-3709), then order the file from ACCESS offsite storage (all Divisional Files are housed at ACCESS).
- CS/CYMH Files - if a CS or CYMH file is found on EDRMS/CPIM/MAPLES/MIS/ICM, order file(s) using the Order physical files using the FOI Email Templateor the Offiste Order Form
- MAPLES files are listed on a PDF document (can be found here) for individuals born PRIOR TO 1984 - This list is organized by DOB
- FS Files - if an FS file is found on MIS/ICM or on an index card that provides accession information, order file(s) using the Order physical files using the FOI Email Templateor the Offiste Order Form
- RE files - if an RE file is found on MIS/ICM, accession information is likely not present. File must be ordered from its owner office. Email the owner office using the FOI Email Template.

- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file away in the Searchers Notes Folder

- Order any physical files using the FOI Email Templateor the Offiste Order Form
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed.
- Once physical files arrive and request is ready to be closed, follow the Matching Processto close the request
- Combine notes and file in the Searchers NotesFolder

# FOI - ADOPTION SEARCH PROCEDURES

- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analyst's will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Here is an example of an adoption FOI:

**Information Access Operations**
Personal Access to Records Request

**Ministry of Children and Family Development**
Call for Records Form

| REQUEST DETAILS: | |
|---|---|
| **FOI Request File Number:** | CFD-2023-31233 |
| **Request Type:** | Adoption |
| **Applicant Name:** | s. 22 |
| **On behalf of:** | |
| **Analyst:** | Mark Redgwell |
| **Files to be ordered:** | |
| Any Adoption/Pre-Adoption type records for:<br>s. 22<br><br>Additional info:<br>Adoptive Parents:<br>s. 22 | |
| **Comments/directions: Intake processed by** Mark Redgwell<br><br>**Request clarified: NO**<br>**Request amended: NO ( if yes, provide details: )** | |
| **Original Perfected Date:** | **March 31, 2023** |
| **Legislated Response Date:** | **May 16, 2023** |

| TIMELINES: | |
|---|---|
| **Records are to be forwarded to IAO office within 4 to 10 business days** | |
| **Date Records Requested:** | **April 4, 2023** |
| **Records due at IAO:** | **April 18, 2023** |

**Ministry Support Guidelines for PERSONAL FOI Requests**

**Preliminary Record Search:**

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

**Providing Responsive Records:**

- Please courier requested records to:

**Attention: Scanning Division - Information Access Operations**
**Ministry of Citizens' Services**
**2nd Floor, 727 Fisgard Street**
**Victoria BC V8W 1R8**

- In the request details box you should see the FOI Request File Number (or just FOI number), the applicant's name (which you will search) and the assigned FOI analyst at Citizens' Services.'
- Below that you will see the type of records FOI is asking for (also highlighted in yellow). In this case, adoption and pre adoption files for s. 22 Always look in the additional information box to see if the FOI analyst provided any other names. In this example, the names of the alleged adoptive parents are provided.
- Do a PCC search in RRT to see any other requests that might have been done in the past

**If the request is historical (Pre-1980's):**

- Conduct a Index Card search using the Side Room search tool
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist
- Once responsive Index Cards have been found, locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production folder.
- If a Divisional File was found - search name in EDRMS and locate the Accession number and order the file from Access
- Order any physical files using the FOI Email Template or the Offiste Order Form
- Any electronic records can be uploaded to appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456)
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file in the Searchers Notes Folder

**If the request is current (post 1980's):**

- Conduct a search in the electronic indices
- Record your findings using the Search Checklist
- Order any physical files using the FOI Email Template or the Offiste Order Form
- Check ICM to see if there is any ICM Production to be run, if there is, use the ICM Production Template and save to the ICM Production Requests folder in the Document Production folder using the format:
- 2022APR06 FOI RRT 123456 (number of entries)
- Any electronic records can be uploaded to appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456)
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file away in the Searchers Notes Folder

| IAO requests | Files Provided | Indexed Files | Comments |
|---|---|---|---|
| Any Adoption/pre-adoption records: | • Adoption File (AD/C, AH, VIC AA, VAN AA, Agency Amendments)<br>• Birth Childs Child in Care records (CS, CIC, CS UNREG, VAN CAS CIC, Div File)<br>• Birth Family's Service File (CS/, Div File, VAN CAS, VAN CCAS, FS UNREG, FS) | • Post Adoption Records (PABS)<br>• FS Files for adopted parents<br>• RE for adopted parents | • Do not index or provide CS or Adoption records for other children |
| Any CS/CYMH type file(s) as a child for: | • Child Service File (CIC Fiche/Film, CS/, Div File, VAN CAS CIC, CS UNREG, CS file)<br>• Post Majority Files (SP)<br>• CYMH file, MAPLES (not court ordered)<br>• (IF no CS file found; include FS file for parent) | • Parents family Service file (CS/, Div File, VAN CAS, VAN CCAS, FS UNREG, FS) | • Court ordered MAPLES file can NOT be indexed or provided |
| Any CYSN type file(s) as a child for: | • Children with special Needs file (Autism Funding, | • Child Service File (CIC Fiche/Film, CS/, Div File, VAN CAS CIC, CS UNREG, CS file) | • Do not provide CYSN type file(s) for siblings |

| | | | |
|---|---|---|---|
| | • At Home Medical, FS CYSN, FH, CH, SN, Paris SharePoint CLBC) | • CYMH file, MAPLES (not court ordered)<br>• Parents family Service file (CS/, Div File, VAN CAS, VAN CCAS, FS UNREG, FS) | |
| Any FS type file(s) as a parent for: | • Parents family Service file (CS/, Div File,<br>• VAN CAS, VAN CCAS, FS UNREG, FS) | | • Include all spouses FS files |
| Any RE type file(s) as a foster parent: | • Resource Files for applicant only (RE and<br>• RE UNREG) | • Family Service Files (CS/,<br>• Div File, VAN CAS,<br>• VAN CCAS, FS UNREG, FS) | • Only include Contract files (CT) if requested<br>• Place of Service File (PL) if requested. |
| Any All records in the name of/associated to: | • Adoption File (AD/C, AH, VIC AA, VAN AA,<br>• Agency Amendments)<br>• Post adoption files<br>• Birth Childs - Child in Care records (CS, CIC, CS<br>• UNREG, VAN CAS CIC, Div File)<br>• CYMH file, MAPLES (not court ordered) | | |

| | | | |
|---|---|---|---|
| | • Family Service File associated to applicant (CS/,<br>• Div File, VAN CAS, VAN CCAS, FS UNREG, FS)<br>• Resource Files for applicant only (RE and<br>• RE UNREG)<br>• Children with special Needs file (Autism Funding,<br>• At Home Medical, FS CYSN, FH, CH, SN, Paris<br>• SharePoint CLBC) | | |
| | • | • | • |

# IAO Matching Process (Intake)

These are FOI file requests being sent to IAO. You must make a tracking sheet through RRT and attach it to the file (and each volume) so that when IAO send the file back to IPaD intake team, it's clear where it needs to be returned to (District Office, off-site at Iron Mountain, Cube, or Access). Sometimes there is a tracking sheet already made.

## With Tracking Sheet

- Log into RRT
- Hover over Record Request and click Find Record Request in the drop-down menu
- Enter the Request ID from the RRT Extract (should be highlighted) into the Request ID box and click Search Requests
- When on the proper request page, click on Search Activities, and press Update. Below the previous items listed by date, add (in the same format)
    - The current date
    - "Files received, packaged up and sent to FOI – [your initials]"
- Open the master internal spreadsheet, "OUT GOING MAIL LOG" and enter the relevant information from the RRT:
    - Current date
    - Request ID
    - FOI Number
    - FOI analysts contact name
    - Your initials
    - # of packages (always 1 package)
    - SAVE
- Pack up files into boxes. Since it is going to IOA, the address sheet to go on top of the box will always be the same. Print off extra IAO cover sheets if needed.
- Ship with Maximum Express
    - Log in. See log in details here
    - Change Pickup At address: 525 Superior St.
    - Change Postal Code: V8V 0C5
    - Deliver To: type IAO in the COMPANY Field and pick the second option that ships to Fisgard St.
    - Package type should be BOX, input number of boxes, and estimate the weight
    - Under Service Details > Service Type, select RUSH
    - Press submits
    - Print the waybill and tape to one of the boxes
    - Bring to the lobby, place by the brown wall and make sure box with waybill is visible

### Without Tracking Sheet

- Create tracking sheets for each file - follow this guide.

# Adoption and Permanency Audio/Visual (AV) Recording Policy

| | |
|---|---|
| MCFD Core Policy | |
| Effective Date | September 27, 2021 |
| Amendment Date | |
| Last Review Date: | |

## A: Policy

This policy ensures Ministry of Children and Family Development (MCFD) and Delegated Aboriginal Agencies (DAA) Adoption Staff have clear direction regarding the allowable use, disclosure, and management of Audio/Visual (AV) recordings.

1. AV recording can only be used for approved program uses as outlined in this policy.
2. Only approved technology can be used for AV recording.
3. Staff must record in a manner that collects only the minimum amount of personal information required for the purpose (e.g. use audio vs video where audio is sufficient)
4. Staff must avoid recording unnecessary third-party information.
5. Staff must ensure AV recording is done in a suitable location to protect privacy of participants.
6. Written consent must be received from all participants prior to disclosure of any AV recording, unless disclosure is required by legislation.

## B: Procedures

1. Approved Program Uses:
   (a) AV Recording of Home Studies
   (b) AV Recording of Adoption Child Profiles
   (c) AV Recording for Adoption Meetings
2. Approved Technology
3. Use of AV Recordings
4. Disclosure of AV Recordings

## C: Procedures | Detailed

1. Approved Program Uses

AV recordings can only be used for the following program uses.

a) AV Recording of Home Studies

(i) It is permitted to use AV technology to record home studies for adoption if:

- All participants have signed the Permission for AV Recording Form (CF0661) prior to recording.
- Staff manages the recording in accordance with the following guidelines:
    - Videos are securely transferred from the device to a secure restricted folder on the shared network drive.
    - Ensure there is a reference on the adoption home file including the path/location of the AV recording.
    - The AV recording is deleted from the device once it has been transferred to the shared network drive.
    - AV recordings must not be stored on a:
        - Physical file (e.g. on USB, tape, or camera card)
        - Case management system (e.g. ICM) unless authorized by a Team Leader.

b) AV Recording of Adoption Child Profiles

(ii) It is permitted to record a child/youth for the purpose Adoption Resource Exchanges if:

- The child, aged 12 and over, has signed the Permission for AV Recording Form (CF0661) prior to recording.
- The Guardianship Social Worker, if the child is under the age of 12, has approved use of AV recording.
- Staff manages the recording in accordance with the following guidelines:
    - AV recording is securely transferred from the device to a secure restricted folder on the shared network drive.
    - The AV recording is deleted from the device once it has been transferred.
    - AV recording is destroyed from the shared network drive within one year and/or when replaced with an updated photo/AV recording.

(iii) It is permitted to photograph and/or record a child for all for the purpose of building a profile on Adopt BC Kids Portal for children/youth in care who are eligible for adoption if:

- The child, aged 12 and over, has signed the Permission for AV Recording Form (CF0661) prior to recording.
- The Guardianship Social Worker, if the child is under the age of 12, has approved use of AV recording.
- Staff manages the recording in accordance with the following guidelines:
    - Videos are securely transferred from the device to a secure restricted folder on the shared network drive.

- The AV recording is deleted from the device once it has been transferred.
- The AV recording is uploaded to the Adopt BC Kids Portal.
  - The AV recording can be deleted/destroyed from the shared network drive once it has been uploaded to the Adopt BC Kids Portal.

(i) Prior to posting AV recording on Adopt BC Kids Portal, or sharing the recording at Adoption Resource Exchanges, children aged 12 or over must sign the Consent to the Disclosure of Information Form (CF0609).

(ii) Prior to posting AV recording on Adopt BC Kids Portal, or sharing the recording at Adoption Resource Exchanges, the Guardianship Social Worker must sign the Consent to the Disclosure of Information Form (CF0609) if the child is under the age of 12.

c) AV Recording for Adoption MCFD and DAA Staff Meetings

(iii) It is permitted to record Adoption meetings if all Staff have been advised the meeting will be recorded.

(iv) Staff manages the recording in accordance with the following guidelines:

- Recording is a transitory record and is used only temporarily for creation of the final document (e.g. minutes).
- The AV recording is deleted from the device once it has been transcribed and will not be retained.

2. Approved Technology

(a) Only approved technology can be used for AV recording including:

(i) Ministry or DAA issued mobile devices (e.g. smartphones, laptops or tablets).

(ii) Other recording devices (e.g. tape recorders or digital cameras) should only be used if there is no other method accessible to record.

(iii) Collaboration tools (e.g. Skype, MS Teams, Zoom) can be used in accordance with guidelines for each specific tool.

(b) Use of approved technology must comply with the following controls:

(i) A password must be added to the device (if possible).

(ii) While the device is in transport it must remain in custody of the user or in a secure place (e.g. locked in the trunk of the car).

(iii) Removable storage devices (e.g. tapes, camera cards) must not be re-used, a new device must be used for each new recording

3. Use of AV recordings

(a) AV recordings can only be used for the purpose for which they were collected.

(b) In order to use AV recordings for any other purpose, staff must obtain all participants' consent using the Consent to the Disclosure of Information Form (CF0609).

4. Disclosure of AV recordings

(a) Prior to the disclosure of any AV recording children aged 12 or over must sign the Consent to the Disclosure of Information Form (CF0609).

(b) Prior to the disclosure of any AV recording for children under the age of 12 the Guardianship Social Worker must sign the Consent to the Disclosure of Information Form (CF0609).

(c) Consent is not required when the disclosure is required under law.

## D: Related Resources

| Type of Resource | Resource |
|---|---|
| Policy | Mobile Device User Policy<br>Mobile Device Frequently Asked Questions |
| Practice Directive | USB keys should not be used |
| Form | Consent to the Disclosure of Information Form (CF0609) |
| Form | Permission for AV Recording Form (CF0661) |
| Website Link | Ministry Privacy Officer Directory. |

## E: Table of Changes

| Amendment Date | Cliff # | Section | Change Type | Notes |
|---|---|---|---|---|
| | | | | |

Change Type

**am** = text amended or changed

**del** = text deleted

**new** = new section added

## F: Glossary

| Term | Definition |
|---|---|
| | |

## G: List of Acronyms

| Acronym in Policy | Full Term |
|---|---|
| AV | Audio/Visual |
| DAA | Delegated Aboriginal Agency |
| MCFD | Ministry of Children and Family Development |
| USB | Universal Serial Bus |

This is a consolidated version of the Ministry of Children and Family Development Operational Records Classification System (ORCS), Schedule 118669.

NOTE: This version includes both the APPROVED and DRAFT Primaries and Secondary's.

**ADOPTION - 20000-20999**


- 20000 - Adoption General
- 20100 - Adoption Appeals
- 20150 - Adoption Application and Registration
- 20200 - Adoption Birth Parent Services
- 20220 - Adoption Exemption
- 20250 - Adoption Placement Planning
- 20300 - Adoption Program Planning and Evaluation
- 20330 - Adoption Reunion Registry Search Services
- 20400 – Assisted Adoptions (Post Adoption Assistance)
- 20500 – International Adoptions
- 20600 - Post Adoption and Reunion Services
- 20700 - Records Search Services for Adoptions
- 20800 - Relative and Step Parent Adoptions (Direct Placements)
- 20900 – Research and Statistics on Adoptions


**EDUCATION TRAINING AND EMPLOYMENT 25000-25999**


- 25000 Education, Training and Employment - General
- 25100 Education Training and Employment - Appeals
- 25200 Education Training and Employment – Care Providers and Volunteers
- 25400 Education Training and Employment – Pre-Employment
- 25450 Education Training and Employment – Program Planning and Evaluation
- 25500 Education Training and Employment – Socialization Self Help and Personal Development


**FAMILY AND PERSONAL SUPPPORT SERVICES 30000-30999**


- 30000 Family and Personal Support Services – General
- 30015 Family, Youth and Child Services - Complaints
- 30020 Family and Personal Support Services - Appeals
- 30040 Family and Personal Support Services – Program Planning and Evaluation
- 30100 Accidents, Deaths and Serious Illnesses
- 30150 Adults and Children with Severe Physical and Multiple Disabilities
- 30200 Adults with Mental Disabilities
- 30300 Advocacy
- 30350 Allegations of Abuse and Neglect
- 30400 Children - General
- 30410 Children – Child Services
- 30420 Children – Children-In-Care
- 30430 Children – Children with Mental Disabilities
- 30435 Children – Children with Severe Disabilities
- 30440 Children – Protection – General
- 30450 Children – Protection Letters of Delegated Authority
- 30460 Children – Protection - Removals
- 30470 Children – Support Needs
- 30500 Families - General

This is a consolidated version of the Ministry of Children and Family Development Operational Records Classification System (ORCS), Schedule 118669.

NOTE: This version includes both the APPROVED and DRAFT Primaries and Secondary's.


- 30520 Families – Family Services and Support
- 30530 Families – Persons with Mental Disabilities
- 30600 Guardianship - General
- 30620 Guardianship – Case Reviews
- 30630 Guardianship – Client Trust Funds
- 30640 Guardianship – Medical Consents and Approvals
- 30650 Guardianship – Post Child-In-Care
- 30750 Quality Assurance
- 30800 Voluntary Care Agreements
- 30900 Youth Services and Support


**CHILD AND YOUTH MENTAL HEALTH 35500-35999**


- 35500 Treatment and Case Management Services - General
- 35505 Client Registration
- 35510 Inpatient Services Clinical Assessment and Medication Monitoring
- 35520 Mental Health Pharmacy Services
- 35530 Outpatient Services – Child and Youth
- 35540 Child and Youth Integrated Services
- 35550 Child and Youth Mental Health Services


**RESIDENTIAL AND NON-RESIDENTIAL RESOURCES 45000-45999**


- 45000 Resources - General
- 45120 Resource Acquisition of Special Needs Housing
- 45130 Resources – Program Planning and Evaluation
- 45140 Resources - Recruitment
- 45200 Adult Resources - General
- 45250 Adult Resources – Residential and Non-Residential
- 45275 Away From Home Educational Residences
- 45280 Provincial Services for the Deaf and Hard of Hearing
- 45300 Child Resources - General
- 45325 Child Resources – Residential and Non-Residential
- 45330 Contracts General Non-Residential
- 45400 Community Placement
- 45600 Historical Resource Residency
- 45650 Hostels
- 45700 Institutions
- 45800 Recognition and Award
- 45900 Shelters


**SERVICES TO SUPPORT COMMUNITY DEVELOPMENT 50000-50999**


- 50000 Services to Support Community Development - General
- 50050 Services to Support Community Development – Program Planning and Evaluation
- 50100 Community Project Funding

# ADOPTION - 20000-20999

## 20000 - Adoption General

Records not shown elsewhere in the adoption section which relate generally to the ministry's adoption services and general inquiries functions. Records relating to adoption case worker diaries, "day books" or calendars are included in this general primary because they are common to all aspects of the case workers' duties. Copies of case worker notes are filed with the relevant case files and become part of the client's ongoing record.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

For administrative calendars and diaries, see ARCS primary 100.
For child-in-care case files, see primaries 30410 to 30470.
For family support case files, see primaries 30520 to 30530.
For guardianship, see primaries 30600 to 30650.
For release of "non-identifying adoption information", see primary 20600.
For specific case management monitoring, see relevant primary subject.
For voluntary custody agreements, see primary 30800.

| | | | | | |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for | | SO | nil | DE |
| **20000-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20000-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20000-02** | **Adoption inquiries**<br>(includes correspondence, records of telephone inquiries)<br>(arrange first alphabetically by surname of person making general adoption inquiry, then chronologically by month) | | CY+1y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20000 - Adoption General (continued)** | | | | | |
| **20000-13** | **Adoption case worker diaries**<br>(bound volumes) (includes "day books", or calendars containing information regarding ministry clients) (arrange first alphabetically by case worker surname, then chronologically by latest calendar year entry)<br>NOTE: Unbound (loose paper) case notes and diary entries are filed on the client service file. | | CY+1 | 98y | SR |
| **20000-14** | **Adoption case worker notes**<br>(bound volumes) (includes "black books" and any other format on which notes regarding client information is recorded) (arrange first alphabetically by case worker surname, then chronologically by latest calendar year entry)<br>NOTE: Unbound (loose paper) case notes and diary entries are filed on the client service file. | | CY+1y | 98y | SR |
| **20100 - Adoption Appeals** | | | | | |
| Records relating to appeals by any of the parties concerned with the adoption process. Records include: correspondence, memoranda, and appeal requests received by the Ministry for Children and Families from parties to an adoption, copies of court documents, adoption orders and adoption appeal case files.<br>For family and personal support services appeals, see primary 30020. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20100-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20100-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20100 - Adoption Appeals (continued)** | | | | | |
| **20100-19** | **Reports and Statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 70y | DE |
| **20100-20** | **Adoption Appeals Case Files**<br>(includes correspondence, reports, case studies and any other information relevant to the adoption case being appealed and not resulting in a judicial or quasi-judicial decision) (arrange alphabetically by surname of appellant)<br>NOTE: when judicial or quasi-judicial action results, transfer to secondary -30. | | SO+2y | 68y | DE |
| **20100-30** | **Adoption Appeals - Judicial and Quasi-judicial**<br>(includes correspondence, reports, case studies and any other information relevant to the appealed adoption case) (arrange alphabetically by name of appellant)<br>SO = when appeal process has been completed or abandoned | | SO+2y | 68y | FR |
| **20150 - Adoption Application and Registration** | | | | | |
| Records relating to the ministry's service which matches children available for adoption with suitable families by means of registering available children and all families who have made application to adopt. Adoption guidelines, status reports, registers of approved adoption homes, and names of all children available for adoption are included in this primary.<br>Ministry registration case files containing biographies, home studies, questionnaires and adoption applications are also found in this primary.<br>For Adoption Program System (APS) Information System Overview (ISO), see ISO Section.<br>For ministry and private adoption planning and placement, see primary 20250.<br>For post-adoption and reunion services to birth parents, see primary 20600.<br>For services to support families case files, see primaries 30520 to 30530. | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20150-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20150 - Adoption Application and Registration (continued)** | | | | | |
| **20150-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20150-02** | **Adoption applications (batched)**<br>(arrange by child profile (e.g., newborn, support needs, etc.), then chronologically by month)<br>SO = when an applicant is selected for home study or an application is withdrawn before being selected for home study | | SO+2y | 4y | DE |
| **20150-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 30y | DE |
| **20150-20** | **Adoption home approved case files**<br>(paper files) (includes background information on aspects of adopting parents' histories for adoption homes under study or approved) (arrange by surname of adopting parents)<br>SO = when selected information is combined with secondary -30 and reclassified in secondary -40 or application is withdrawn before placement | | SO+2y | nil | DE |
| **20150-30** | **Children available for adoption case files**<br>(paper files) (includes background information on all aspects of children available for adoption) (arrange by surname of child)<br>SO = when child is withdrawn from adoption availability or a court order is granted | | SO+2y | nil | DE |
| **20150-35** | **Adoption Program System - APS**<br>(electronic records) (includes information relating to adoption homes and children available for adoption) (retrievable by surname of child or adopting home family name)<br>SO = when case is closed and when child is withdrawn or court order is granted; or when application of adopting home is withdrawn; and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified | | SO+2y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20150 - Adoption Application and Registration (continued)** | | | | | |
| **20150-40** | **Adoption services division case files**<br>(includes selected information combined from the adoption home (secondary -20) and the child's file (secondary -30))<br>SO = when a child is withdrawn from adoption placement or a court order is granted<br>NOTE: The adoption home approved case file and the child file is combined after selected information is removed and forwarded to the district office responsible for retention in the adoption home (AH) case file, secondary 20250-30. | | SO+2y | nil | DE |
| **20200 - Adoption Birth Parent Services** | | | | | |
| Records relating to services provided by the ministry to birth parents who are considering the option of placing a child for adoption and services provided to birth parents following an adoption placement (e.g., ongoing intermediary or support services in relation to an open adoption). Records include: correspondence, reports, adoption service (AS) case files registered on the Management Information System (MIS), and adoption service case files not registered on the MIS. Adoption service case files include: intake forms, birth parent medical and social histories, openness agreements, referrals, and running records.<br>NOTE: The OPR for all policy and procedures files and for secondary subject files numbered 01 and 02 is Adoption Services, Victoria. The office through which the client last receives services determines the OPR for client case files<br>For guardianship, see primaries 30600 to 30650.<br>For ministry and private adoption planning and placement, see primary 20250.<br>For post-adoption and reunion services to birth parents, see primary 20600.<br>For services to support families case files, see primaries 30520 to 30530.<br>For voluntary agreements, see primary 30800. | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20200-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20200-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20200-02** | **Open Adoptions** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **20200 - Adoption Birth Parent Services (continued)** | | | | |
| **20200-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 44y | DE |
| **20200-20** | **Birth parent services case files (no relinquishment)**<br>(paper files) (includes adoption services (AS) case files registered on the Management Information System (MIS) and adoption service case not registered on the MIS) (arrange alphabetically by surname of applicant)<br>SO = when birth parent decides not to place the child for adoption and case is closed | SO+1y | 5y | SR |
| **20200-25** | **Birth parent services data files (no relinquishment)**<br>(electronic records) (includes adoption services (AS) client files registered on the Management Information System (MIS)) (arrange alphabetically by surname of birth parent)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 5y | DE |
| **20200-30** | **Birth parent services case files (relinquishment)**<br>(paper files) (includes adoption services (AS) case files registered on the Management Information System (MIS) and adoption service case files not registered on the MIS) (arrange alphabetically by surname of applicant)<br>SO = when birth parent decides to relinquish child(ren) for adoption and case is closed | SO+1y | 43y | SR |
| **20200-35** | **Birth parent services data files (relinquishment and no relinquishment)**<br>(electronic records) (includes adoption service (AS) client files registered on the Management Information System (MIS))<br>(arrange alphabetically by surname of birth parent)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | S0+1y | 43y | DE |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **20200 - Adoption Birth Parent Services (continued)** | | | | | |
| **20200-40** | **Birth Parent Registry Search case files (paper files)**<br>(includes registration documentation, initial searches, match information, correspondence with the applicant registered, and any other on the Adoption Management System (AMS)) (arrange alphabetically by surname of birth father)<br>SO = when all matches are complete and file is amalgamated with associated Birth Parent Registry case file and sent to offsite storage under 20200-50 or when the last associated child turns 19.<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO | NA | NA | **DRAFT** |
| **20200-45** | **Birth Parent Registry case files (electronic files)**<br>(includes registration documentation, initial searches, match information, and any other correspondence with the applicant registered on the Adoption Management System (AMS)) (arrange alphabetically by surname of birth father)<br>SO = when all matches are complete and file is amalgamated with associated Birth Parent Registry Search case file and sent to offsite storage under 20200-50 or when the last associated child turns 19.<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO | NA | NA | **DRAFT** |
| **20200-50** | **Birth Parent Registry Matched case files (paper files)**<br>(includes registration documentation, initial searches, match information, and any other correspondence with the applicant) (arrange alphabetically by surname of birth father)<br>SO = when all matches are complete. | SO | 10y | SR | **DRAFT** |
| **20220 - Adoption Exemption** | | | | | |
| Records include copies of information received from MCFD Offices for adoption exemption of Aboriginal children Adopted by Non-Aboriginal Approved Adoption Homes. Records are copies of all documentation, orders and email, originals are maintained on the CS file in the field offices, and original signed adoption order is forwarded to field offices to be placed on the Adoption case file.<br>NOTE: The OPR for all policy and procedures files and secondary subject files numbered 01 to 06 is Aboriginal Services, Victoria. The office through which the client last received services determines the OPR for client case files. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | CY+2y | nil | DE | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **20220 - Adoption Exemption (continued)** | | | | | | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **20220-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **20220-01** | **General** | OPR | CY+2y | nil | DE | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **20220-20** | **Adoption Exemption Decision case files** (paper files)<br>(arrange alphabetically by surname of applicant) | | SO | 29y | SR | **DRAFT** |
| **20250 - Adoption Placement Planning** | | | | | | |

Records relating to the ministry's planning and placement of registered children with registered adoption applicants and to the ministry's inquiries into privately-arranged non-relative/ non-step parent and court-ordered adoptions. Records include: applications, adoption home studies, intake forms, notices of intent to adopt, birth father registry search results, questionnaires, assessments, post placement reports, and adoption planning (withdrawn and closed and completed) case files, and adoption amendment cases files. Adoption placement planning case files include files registered as adoption home (AH) on the Management Information System (MIS) and adoption placement planning case files not registered on the MIS. Adoption amendment files contain changes to the closed placement planning adoption files including medical updates, clarification of information, additional birth family history, and death notices.

NOTE: The OPR for all policy and procedures files and secondary subject files numbered 01 to 06 is Adoption Services, Victoria. The office through which the client last received services determines the OPR for client case files.

For adoption applications under study, approved or "holding", see primary 20150.
For adoption case worker diaries and notes, see primary 20000.
For post-adoption assistance, see 20400.
For post-adoption index cards, see primary 20600.
For post-adoption and reunion services, see 20600.

| | | | | | | |
|---|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **20250-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |
| **20250-01** | **General** | OPR | CY+2y | nil | DE | |
| | | Non-OPR | CY+1y | nil | DE | |

| | | A | SA | FD |
|---|---|---|---|---|
| **20250 - Adoption Placement Planning (continued)** | | | | |
| **20250-02** | **Adoption ledgers**<br>(includes ledgers from Alexander Orphanage and provincial government Dukhobor ledgers)<br>SO = when ledgers are transferred to ministry records management unit<br>NOTE: Adoption ledgers were created on an ad hoc basis prior to 1963 and are no longer being created. | SO | 100y | FR |
| **20250-03** | **Adoption placement index cards(paper files)**<br>SO = when adoption placement index cards are transferred to ministry's Records Management Unit (microfilm)<br>NOTE: Current index cards are not being microfilmed pending possible future conversion to electronic media. | SO | 100y | DE |
| **20250-06** | **Court requests**<br>(includes correspondence received from the courts requesting Ministry for Children and Families' involvement in an adoption application before the court) (arrange alphabetically by subject of court request)<br>SO = when ministry has responded to the court request | SO+2y | nil | DE |
| **20250-07** | **Private adoptions**<br>NOTE: Specific client case information is held in secondaries 20 and -30. | CY+2y | nil | DE |
| **20250-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 100y | DE |
| **20250-20** | **Adoption placement and planning case files - withdrawn**<br>(includes adoption planning files which have been closed prior to placement) (paper file) (arrange alphabetically by surname of applicant)<br>SO = when application to adopt is withdrawn and no adoption order is granted | SO+1y | 29y | SR |

| | | A | SA | FD |
|---|---|---|---|---|
| **20250 - Adoption Placement Planning (continued)** | | | | |
| **20250-25** | **Adoption placement and planning (withdrawn) data files** (electronic records) (includes adoption home (withdrawn) files known as AH with a status "C" on the Management Information System)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 29y | DE |
| **20250-30** | **Adoption case files (completed)**<br>(paper file) (includes private, under study and approved adoptions registered as AH (with a status "M") on the Management Information System (MIS) and adoption placement and planning case files not registered on the MIS) (arrange alphabetically by applicant surname)<br>SO = when file is complete and closed and forwarded to the ministry's Records Management Unit in Victoria for processing prior to microfilming<br>NOTE: When amendments are received for adoption placement planning records they are placed in secondary -40 | SO+1y | 99y | SR |
| **20250-35** | **Adoption placement and planning data files (completed)**<br>(electronic records) (includes adoption placement and planning files registered on the Management Information System (MIS) as AH closed and completed (with a status "M"))<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 99y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20250 - Adoption Placement Planning (continued)** | | | | | |
| **20250-40** | **Adoption placement and planning amendments and changes**<br>(includes changes and amendments to closed and completed adoption planning files) (arrange alphabetically by surname of applicant)<br>SO = when the amendments and changes are filed on the adoption case file in secondary -30 or upon verification that the amendments or changes have been microfilmed<br>NOTE: When adoption placement and planning amendment records are received by the ministry, they are held in adoption placement and planning amendment files. If the original adoption case file has not been sent to off-site storage, the amendment is placed on the original adoption case paper file in secondary -30 and can be microfilmed at the same time as the adoption closed and completed case file. | | SO | nil | DE |
| **20250-50** | **Disrupted adoption case files (breakdown)**<br>(includes adoption planning files closed during the placement prior to an adoption order being granted)<br>SO = when adoption breakdown occurs and case is closed | | S0+1y | 29y | SR |
| **20300 - Adoption Program Planning and Evaluation** | | | | | |
| Records relating to adoption issues and the planning and evaluation of ministry adoption programs and procedures. Records include: research material, studies, and reference material relating to all aspects of administering various adoption programs. Records relating to the implementation of new or revised adoption programs are also found in this primary.<br>For family and personal support services program planning and evaluation, see primary 30040.<br>For resource program planning and evaluation, see primary 45130.<br>For services to support community development program planning and evaluation, see primary 50050. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20300-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20300-01** | **General** | | | | |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **20300 - Adoption Program Planning and Evaluation (continued)** | | | | | |
| **20300-19** | **Reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 6y | DE | |
| **20300-20** | **Adoption issues case files**<br>(includes correspondence and memoranda relating to all aspects of the ministry's adoption program) (arrange alphabetically by subject of issue) | SO+2y | 4y | FR | |
| **20300-30** | **Adoption program planning case files**<br>(includes project plans, research material, briefing notes, correspondence and memoranda) (arrange alphabetically by name of program) | SO+2y | 4y | FR | |
| **20300-40** | **Adoption program implementation case files**<br>(includes project implementation plans, strategies, operational directives, etc.) (arrange alphabetically by name of program) | SO+2y | 4y | FR | |
| **20300-50** | **Adoption program evaluation case files**<br>(includes evaluation reviews, reports, follow up surveys, correspondence) (arrange alphabetically by name of program)<br>SO = when adoption issue is resolved, plan is approved, or implementation or evaluation is completed | SO+2y | 4y | FR | |
| **20330 - Adoption Reunion Registry Search Services** | | | | | |
| Records relating to active and passive adoption search services provided by the Adoption Registry. Records include: general Correspondence and Adoption Reunion Registry case files (adoptee, birth parent and non adoptee). Adoption Reunion Registry case files may include: face sheets, running records (search strategies and records of search), adoption reunion applications, correspondence, receipts (financial) and intermediary and counselling notes.<br>For adoption case worker diaries and notes, see primary 20000.<br>For adoption placement index cards, see primary 20250.<br>For Freedom of Information requests, see ARCS primaries 490 to 492.<br>For ongoing services provided to birth parents, see primary 20200.<br>For post-adoption assistance, see primary 20400.<br>For post-adoption and reunion case files, see primary 20600.<br>For release of adoption information to reunion registries, See primary 20700. | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | CY+2y | nil | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | SO | nil | DE | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **20330 - Adoption Reunion Registry Search Services (continued)** | | | | | | |
| **20330-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **20330-01** | **General** | OPR | CY+2y | nil | DE | **DRAFT** |
| | | Non-OPR | CY+1y | nil | DE | **DRAFT** |
| **20330-20** | **Adoption Reunion Registry matched Case files (paper)**<br>(arrange by surname of applicant) Records for applicant can be adoptee, birth parent and non adoptee individual<br>SO = When an applicant has found all matches or they withdraw from registry | | SO | 10y | SR | **DRAFT** |
| **20330-25** | **Adoption Reunion Registry Case files (electronic)**<br>(arrange by surname of applicant)<br>SO = When an applicant has found all matches or they withdraw from registry, and the data is migrated to another application. | | SO+1y | 6y | DE | **DRAFT** |
| **20330-30** | **Adoption Reunion Registry Non-Matched case file (paper files)**<br>(arrange by surname of applicant)<br>SO = When an applicant has been registered and awaiting matches | | SO | NA | NA | **DRAFT** |
| **20400 – Assisted Adoptions (Post Adoption Assistance)** | | | | | | |
| Records relating to the ministry's provision of continued support to adoptive families by subsidizing certain unusual costs related to the care of an adopted child. Records include assisted adoption case (AA) files registered on the Management Information System (MIS) and assisted adoption case files not registered on the MIS. These case files include: designation forms, application/re-application forms, copies of medical and psychological reports from practitioners, assisted adoption agreements and related correspondence.<br>NOTE: The OPR for all policy and procedures files and secondary subject files numbered 01 to 02 is Adoption Services, Victoria. The office through which the client last receives services determines the OPR for client case files.<br>A historical collection of assisted adoption records created prior to 1989, and prior to registration as "AA" files on the Management Information System (MIS), is maintained by Records Management Unit, Victoria.<br>For adoption case worker diaries and notes, see primary 20000.<br>For child-in-care and child services case files, see primaries 30410 to 30470.<br>For family services case files, see primaries 30520 to 30530.<br>For post-adoption and reunion services, see primary 20600. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20400 – Assisted Adoptions (Post Adoption Assistance) (continued)** | | | | | |
| | Except where non-OPR retention periods are identified below. all other ministry offices will retain these records for: | | SO | nil | DE |
| **20400-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20400-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20400-02** | **Eligibility criteria**<br>SO = when eligibility criteria are obsolete or replaced by new policies | | SO+1y | 6y | DE |
| **20400-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 30y | DE |
| **20400-20** | **Post-adoption assistance case files**<br>(paper files) (includes intake forms, running records, post-adoption assistance agreements, medical correspondence and receipts for specific payments registered as post-adoption assistance (AA) case files on the Management Information System (MIS) and post-adoption assistance case files not registered on the MIS.) (arrange alphabetically by surname of adoptive parent)<br>SO = when case is closed | | SO+1y | 29y | SR |
| **20400-25** | **Post-adoption assistance data files**<br>(electronic records) (includes post-adoption assistance files registered as AA on the Management Information System (MIS) and divisional post-adoption assistance case files not registered on the MIS) (arrange alphabetically by surname of adoptive parent)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | | SO+1y | 29y | DE |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **20400 – Assisted Adoptions (Post Adoption Assistance) (continued)** | | | | | | |
| **20400-30** | **Post-Adoption Openness case files**<br>(paper files) (includes information on adoptive parents of, birth parents or other relatives, and will include intake forms, openness agreement, running records, search matches and results and any other correspondence between all parties. These files are registered on the Adoption Management System (AMS)) (arrange alphabetically by surname of adoptive parent)<br>SO = when all matches have been made or the minor child turns19 years of age | | SO+1y | 29y | SR | **DRAFT** |
| **20400-40** | **Post-Adoption Openness – Exchange Case files**<br>(paper files) (includes information and correspondence applied under Section 59(1) of Adoption Act, and will include complaints or correspondence referring to completed adoption.<br>SO = when the child ages out. | | SO+1y | 29y | SR | **DRAFT** |
| **20500 – International Adoptions** | | | | | | |
| Records relating to the ministry's pre-placement involvement in international adoptions including private, relative and non-relative adoptions to be completed in or out-of-country.<br>Records include: progress reports, running records, correspondence (to/from Immigration Canada, National Adoption Desk and Board of Registration for Social Workers), and specific international adoption case files. Case files may include: letters of "no objection", home studies, demographic information, cover sheets, confirmation of criminal record checks and personal name searches, and child profile recommendations. Correspondence from licensed out-of-country agencies, adoption standards and protocols, pamphlets and brochures, may also be found in this primary classification.<br>For adoption case workers diaries and notes, see primary 20000.<br>For adoption placement and planning in British Columbia, see primary 20250. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **20500-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |
| **20500-01** | **General** | OPR | CY+2y | nil | DE | |
| | | Non-OPR | CY+1y | nil | DE | |
| **20500-02** | **National Adoption Desk** | | CY+1y | nil | DE | |
| **20500-04** | **International adoptions inquiries** | | CY+1y | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20500 – International Adoptions (continued)** | | | | | |
| **20500-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 30y | DE |
| **20500-20** | **Private international adoption case files**<br>(arrange alphabetically by surname of adoptive family)<br>SO = when case is closed<br>NOTE: Private international adoption case files are opened at the divisional office in Victoria.<br>District offices do not open or retain "international adoption" case files but may hold information regarding international adoption. | | SO+3y | 27y | SR |
| **20500-30** | **International adoption agency case files**<br>(arrange alphabetically first by name of country then by name of agency)<br>SO = when information is superseded or obsolete | | SO+5y | 25y | DE |
| **20600 - Post Adoption and Reunion Services** | | | | | |
| Records relating to the ministry's release of non-identifying information to adopted children, adoptive parents and other relevant persons (after an adoption order has been granted) for the purpose of providing post-adoption counselling services. This primary does not cover intermediary counselling and support services to birth parents. Records include: post-adoption case files (AP) registered on the Management Information System (MIS) and post-adoption case files not registered on the MIS. These case files may include: inquiries, responses to requests for information, intake forms, client running records, reference sheets, requests for reunion counselling, medical and psychological assessments and related practitioner correspondence.<br>For adoption case worker diaries and notes, see primary 20000.<br>For adoption placement index cards, see primary 20250.<br>For Freedom of Information requests, see ARCS primaries 490 to 492.<br>For ongoing services provided to birth parents, see primary 20200.<br>For post-adoption assistance, see primary 20400.<br>For release of adoption information to reunion registries, see primary 20700. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20600-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20600 - Post Adoption and Reunion Services (continued)** | | | | | |
| **20600-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20600-02** | **Out-of-province requests** | | CY+2y | nil | DE |
| **20600-03** | **Post-adoption index cards**<br>SO = when related case file is transferred to the ministry's Records Management Unit, Victoria | | SO | 44y | DE |
| **20600-04** | **Post-adoption and reunion inquiries**<br>(arrange first alphabetically by surname of applicant, then batch by calendar year) | | CY+1y | nil | DE |
| **20600-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 44y | DE |
| **20600-20** | **Post-adoption and reunion case files**<br>(paper files) (includes post-adoption brief services case files and post-adoption case files not registered as "AP" on the Management Information System(MIS)) (arrange alphabetically by surname of applicant)<br>SO = when case is closed | | SO+1y | 43y | SR |
| **20600-25** | **Post-adoption and reunion data files**<br>(electronic records) (includes post-adoption client case files registered as AP on the Management Information System (MIS) and adoption breakdown case files) (arrange alphabetically by surname of applicant)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | | SO+1y | 43y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20700 - Records Search Services for Adoptions** | | | | | |
| Records relating to the ministry's provision of adoption information to ministry staff, eligible clients and reunion registries. Records include: copies of original and machine readable adoption records, request logs (manual and electronic), and adoption record search case files. Case files may include: face sheets (case summaries), copies of Adoption Reunion Registry applications, and requests for adoption information.<br>For adoption placement case files and index cards, see primary 20250.<br>For child-in-care and child services case files, see primaries 30410 to 30470.<br>For release of "non-identifying information" after an adoption order is granted, see primary 20600.<br>For services to support families case files, see primaries 30520 to 30530.<br>For welfare agency family service files. see primary 30410.<br>For welfare agency index cards, see primary 30520. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Records Management Unit, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20700-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20700-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20700-02** | **Adoption record search request log**<br>(paper and electronic records)<br>SO = when search request is completed | | SO+2y | 4y | DE |
| **20700-03** | Adoption reunion registry | | CY+2y | nil | DE |
| **20700-05** | **Adoption records request tracking system**<br>(electronic records)<br>SO = when related client file has been destroyed | | SO+2y | 4y | DE |
| **20700-06** | **Records search request applications** | | CY+2y | nil | DE |
| **20700-19** | **Reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 6y | DE |
| **20700-20** | **Adoption record search request case files**<br>(batched by type of request)<br>SO = when request completed or withdrawn | | SO+2y | 4y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20800 - Relative and Step Parent Adoptions (Direct Placements)** | | | | | |
| Records relating to inquiries conducted by the ministry. at the request of the court, into relative and step parent non-ministry adoptions. Records include: requests from the courts, and non-ministry adoption case files. Case files may include: running records, correspondence with legal counsel, home studies, and copies of court reports and adoption orders.<br>For copies of adoption orders for ministry and private adoptions see primary 20250.<br>For ministry and private adoption placement planning, see 20250. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20800-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20800-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20800-02** | **Relative/step parent adoptions inquiries**<br>(arrange first alphabetically by surname of applicant, then batch by calendar year) | | CY+1y | nil | DE |
| **20800-03** | **Relative/step parent adoption orders**<br>(paper files) (arrange alphabetically by adopting parent surname)<br>SO = when a copy of the adoption order is received from the court<br>NOTE: A copy of the adoption order for a ministry or private adoption is retained on the closed and completed (AH) relative/step parent adoption case file. | | SO+2y | 2y | DE |
| **20800-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 6y | DE |
| **20800-20** | **Relative/step parent adoption case files**<br>(arrange alphabetically by surname of adoptive<br>relative or step parent)<br>SO = when information is provided to court | | SO+1y | 5y | SR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **20900 – Research and Statistics on Adoptions** | | | | | |
| Records relating to ministry research on a wide range of adoption programs and services. Records include research consent forms and specific research project case files (e.g., Adoption Disruption, Adoption Breakdown).<br>For adoption application status reports, see primary 20150.<br>For adoption program evaluations, see primary 20300. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Adoption Services, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **20900-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **20900-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **20900-03** | **Adoption research consent forms**<br>NOTE: If an adoption research project case file is opened, place the consent form on the relevant project file. All other adoption research consent forms may be destroyed five years following the calendar year of receipt | | CY+1y | 4y | DE |
| **20900-19** | **Reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 12y | DE |
| **20900-20** | **Adoption research project case files**<br>(includes consent forms, research and historical program information) (arrange alphabetically by name of research project)<br>SO = when project completed or discontinued | | SO+2y | 10y | FR |

# EDUCATION TRAINING AND EMPLOYMENT 25000-25999

## 25000 Education, Training and Employment - General

Records not shown elsewhere in the education, training and employment section which relate generally to the ministry's initiatives in planning, monitoring, implementing, coordinating, and funding education, training, employment, rehabilitation, projects and workshops for eligible clients, caregivers and volunteers. Records include general inquiries concerning education, training and employment.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

For agreements with the federal government (e.g., CAP), see ARCS primary 146.
For child-in-care and child services, see primaries 30410 to 30470.
For employment equity, see ARCS primary 1440.
For family care (foster care) training, see primary 25200.
For health and safety of ministry employees, see ARCS primary 1460.
For judicial decisions, see ARCS primary 350.
For risk management, see ARCS primary 450.
For support to people with mental disabilities client case files, see primaries 30200 and 30430.
For training and development for government employees, see ARCS primaries 1730 to 1740.
For Workers' Compensation Board (WCB) standards, see ARCS primary 1460.
For youth services and support, see primary 30900.

| | | | | | |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (originating program office) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **25000-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **25000-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **25000-02** | **Education, training and employment inquiries**<br>(includes correspondence records of telephone inquiries, etc.) (arrange first alphabetically by surname of person making general education, training or employment inquiry, then chronologically by month) | | CY+1y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **25100 Education Training and Employment - Appeals** | | | | | |
| Records relating to appeals concerning the ministry's education, training, and employment programs and services. Records include: correspondence, memoranda, appeal decisions and appeal requests received by the ministry from appellants | | | | | |
| | Unless otherwise specified below, the ministry OPR (originating program office) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **25100-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **25100-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **25100-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 30y | DE |
| **25100-20** | **Education, training and employment appeals files**<br>(includes correspondence, reports, case studies and any other information pertinent to appeals regarding the ministry's education, training and employment program) (arrange alphabetically by surname of appellant)<br>SO = when appeal process has been completed or abandoned | | SO+2y | 28y | DE |
| **25200 Education Training and Employment – Care Providers and Volunteers** | | | | | |
| Records relating to the ministry's programs and services to provide training to a wide range of volunteers and care providers contracted by the ministry. Records include the *Foster Parent Handbook* and care provider training packages. Training packages may include: participant lists, course curricula, wait lists, and outlines. | | | | | |
| | Unless otherwise specified below, the ministry OPR (originating program office) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **25200-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **25200 Education Training and Employment – Care Providers and Volunteers (continued)** | | | | | |
| **25200-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **25200-04** | **Foster parent handbook**<br>SO = when handbook is amended | | SO+2y | 28y | DE |
| **25200-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 30y | DE |
| **25200-20** | **Care provider training packages**<br>(arrange by type of care provider training)<br>SO = when training package is superseded or updated | | SO+2y | 28y | SR |
| **25200-30** | **Volunteer counsellor training packages**<br>(includes senior citizens counsellor training)<br>NOTE: Please notify BC ARCHIVES before disposing of any files which contain audio-visual aids, sound recordings, photographs, motion pictures, cartographic materials, etc. | OPR | CY+2y | nil | SR |
| | | Non-OPR | CY+1y | nil | DE |
| **25400 Education Training and Employment – Pre-Employment** | | | | | |
| Records relating to the ministry's provision of pre-employment, employment readiness and job search training for eligible recipients. Records include: eligibility criteria, referrals, correspondence and pre-employment training projects files.<br>For risk management, see ARCS primary 450.<br>For support to people with mental handicaps client case files, see primaries 30200 and 30430.<br>For training and development of government employees, see ARCS primaries 1730 to 1740.<br>For Workers' Compensation Board (WCB) standards, see ARCS primary 1460.<br>For youth services and support, see primary 30900. | | | | | |
| | Unless otherwise specified below, the ministry OPR (originating program office) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **25400-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **25400 Education Training and Employment – Pre-Employment (continued)** | | | | | |
| **25400-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | DE | nil |
| **25400-02** | **Self-directed employment placements**<br>(includes information about self-directed placements, journal articles, research, etc.) (arrange alphabetically by type of placement) | | CY+1y | nil | DE |
| **25400-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE |
| **25400-20** | **Pre-employment projects**<br>(arrange by name of training resource, agency or company name)<br>SO = when project is completed or terminated<br>NOTE: Specific information about a client's participation is documented on the client service file. | | SO+2y | 5y | SR |
| **25450 Education Training and Employment – Program Planning and Evaluation** | | | | | |
| Records relating to education, training and employment issues and the planning and evaluation of ministry education, training and employment programs and procedures. Records include: research material, studies, and reference material relating to all aspects of administering various education, training and employment programs. Records relating to the implementation of new or revised education, training and employment programs for ministry clients are also found in this primary. | | | | | |
| | Unless otherwise specified below, the ministry OPR (originating program office) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **25450-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **25450-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **25450-19** | **Case management monitoring report and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 6y | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **25450 Education Training and Employment – Program Planning and Evaluation (continued)** | | | | |
| **25450-20** | **Education, training and employment issues case files**<br>(includes correspondence and memoranda about issues relating to all aspects of the ministry's education, training and employment program)<br>(arrange alphabetically by name of issue) SO = when issue is resolved or abandoned | SO+2y | 4y | FR |
| **25450-30** | **Education, training and employment program**<br>planning case files (includes project plans, research material, briefing notes, correspondence and memoranda) (arrange alphabetically by name of program)<br>SO = when project plan is approved or terminated | SO+2y | 4y | FR |
| **25450-40** | **Education, training and employment program implementation case files**<br>(includes program implementation plans, strategies, operational directives, etc.) (arrange alphabetically by name of program)<br>SO = when implementation is completed or terminated | SO+2y | 4y | FR |
| **25450-50** | **Education, training and employment program evaluation case files**<br>(includes evaluation reviews, reports, follow up surveys, correspondence) (arrange alphabetically by name of program)<br>SO = when evaluation is complete | SO+2y | 4y | FR |

## 25500 Education Training and Employment – Socialization Self Help and Personal Development

Records relating to the wide range of contracted services obtained by the ministry for the purpose of providing pre-vocational, self-help skills development, work experience and socialization opportunities to eligible recipients. Records include eligibility criteria, wait lists, and monitoring statistics.

Records also include specific training service provider case files which may contain specific course outlines, curriculum participant lists, evaluations and copies of service provider contracts.

For care provider training packages, see primary 25200.
For education, training and employment see primaries 25000 to 25450.
For facilities licensing, see *ARCS* primary 370.
For monthly billing forms, see ARCS primary 925.
For risk management, see ARCS primary 450.
For support to adults with mental handicaps client case files, see primary 30200.
For training and development of government employees, see *ARCS* primaries 1730 to 1740.
For work experience of government employees, see *ARCS* primary 1685.
For Workers' Compensation Board (WCB) standards, see *ARCS* primary 1460.
For youth services and support, see primary 30900.

| | | | A | SA | FD |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (originating program office) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **25500-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **25500-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **25500-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 30y | DE |
| **25500-20** | **Personal development, self-help and socialization training provider case files**<br>(arrange by name of trainer)<br>SO = when project is completed and case file closed<br>NOTE: Personal development, self-help and socialization training provider case files may contain client information not included in registered client case files (e.g., participation lists and evaluation). | | SO+2y | 28y | DE |

# FAMILY AND PERSONAL SUPPPORT SERVICES 30000-30999

## 30000 Family and Personal Support Services – General

Records not shown elsewhere in the Family and Personal Support Services section which relate generally to the ministry's services designed to support children, youths, adults, single parents, and families. Records include: service delivery standards, sessional fees for medical and psychological assessments, and general inquiries relating to a wide range of family and personal support services.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

NOTE: The OPR for all policy and procedures files and secondary subject files numbered -03 and -04 is the Regional Support Division, Victoria. The office through which the client last receives services determines the OPR for client case files and inquiries.

For critical incidents or serious illness, accidents or death, see primary 30100.
For family care ("foster care") resources, see primary 45325.
For family (foster) care handbook, see primary 25200. For permanent ward reviews, see primary 30410.
For specific children-in-care client case files, see primary 30420.
For specific family service client case files, see primary 30520.
For quality assurance and standards of practice audits, see primary 30750.
For youth transition services, see primary 30900.

| | | | | | |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30000-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30000-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30000-02** | **Family and child services inquiries**<br>(includes correspondence, records of telephone inquiries, copies of intake forms 81800 and 82320 which do not recommend protection, investigation, and client services, etc.) (arrange first alphabetically by surname of person making general family and personal support services inquiry then chronologically by month)<br>NOTE: Inquiries which result in provision of services to a ministry client and require investigation, protection or identify need for client services are filed on the related client services file (30410, 30520, 30530, etc.). | | CY+1y | nil | DE |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **30000 Family and Personal Support Services – General (continued)** | | | | | | |
| **30000-03** | **Service delivery standards**<br>(includes risk assessment models}<br>SO = when standard is amended, replaced or removed | | SO+2y | 10y | FR | |
| **30000-04** | **Sessional fees**<br>(includes fee schedules for medical and psychological assessments)<br>SO = when sessional fee is changed or eliminated | | SO+2y | 5y | DE | |
| **30015 Family, Youth and Child Services - Complaints** | | | | | | |
| Records relating to the administration of the Ministry's Complaints Process. Records include, but are not limited to: correspondence and reports regarding the initial complaint, investigation material, collateral checks, founded and unfounded complaints, recommendations for remediation. With the exception of reports made under the CFCSA regarding children in need of protection and complains received regarding the rights of child in care under S70 of CFCSA this primary covers all complaints made to the Ministry regarding services clients received from the Ministry, contracted Service Providers or Delegated Aboriginal Agencies.<br>For case reviews conducted by Deputy Director, see primary 30620<br>For judicial decisions and reviews, see ARCS primary 350<br>For legal opinions, see ARCS primary 350<br>For quality assurance and case practice audits, see 30750 | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **30015-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **30015-01** | **General** | OPR | CY+2y | nil | DE | **DRAFT** |
| | | Non-OPR | CY+1y | nil | DE | **DRAFT** |
| **30015-19** | **Case Management Monitoring and Statistics**<br>SO= when system has been replaced | | SO | 7y | DE | **DRAFT** |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **30015 Family, Youth and Child Services – Complaints (continued)** | | | | | |
| **30015-20** | **Complaint Case Files – Founded**<br>(includes records related to investigation of complaint) with the outcome status of founded) (arrange by surname of applicant)<br>SO= when Complaint is closed and status has been determined<br>NA = for retention and final disposition purposes, Records classified under secondary -20 will be Reclassified to -30, -40 or -50, depending on Outcome of Complaints process | SO | NA | FR | **DRAFT** |
| **30015-30** | **Complaint Case Files – Unfounded**<br>(paper records) (includes records related to the investigation of a complaint with the outcome status of unfounded, or insufficient information)<br>SO = when reclassified due to complaint decision | SO+7y | 83y | SR | **DRAFT** |
| **30015-40** | **Complaint Case Files –Withdrawn/Discontinued**<br>(includes records related to a complaint that has been withdrawn by the applicant or have been discontinued by either the applicant or the Ministry.)<br>SO = when reclassified due to complaint decision | SO+7y | 83y | SR | **DRAFT** |
| **30015-50** | **Complaints Case Files – Settled**<br>(includes records related to the investigation of a complaint with the outcome status of settled)<br>SO = when reclassified and complaint decision | SO+7y | 83y | SR | **DRAFT** |
| **30020 Family and Personal Support Services - Appeals** | | | | | |
| Records relating to the appeal and adjudication process available to eligible family and personal support services recipients. Records include: tribunal decisions, requests for tribunal hearings, administrative review correspondence, tribunal lists, alternative dispute resolutions, specific appeal case records, case review files and case conference records.<br>For case reviews conducted by Deputy Director, see primary 30620.<br>For judicial decisions and reviews, see ARCS primary 350.<br>For legal opinions, see ARCS primary 350.<br>For quality assurance and case practice audits, see 30750. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | SO | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30020 Family and Personal Support Services – Appeals (continued)** | | | | | |
| **30020-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30020-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30020-02** | **Administrative review**<br>(includes case review correspondence and reports) (arrange by surname of applicant)<br>SO = when copy of review correspondence has been placed on the client case file | | SO+2y | 5y | DE |
| **30020-03** | **Family and personal support services appeals case list**<br>SO = when list has been updated or amended | | SO+2y | 5y | DE |
| **30020-04** | **Judicial reviews pending**<br>SO = when review completed and/or decision rendered | | SO+2y | 5y | DE |
| **30020-06** | **Tribunal nominees**<br>SO = when list of nominees is updated or amended | | SO+2y | 5y | DE |
| **30020-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 70y | DE |
| **30020-20** | **Family and personal support services appeals case files**<br>(includes correspondence, reports, case studies and any other information pertinent to appeals regarding the ministry's family and personal support services program) (arrange alphabetically by surname of appellant)<br>SO = when appeal process is completed or abandoned<br>NOTE: A copy of the appeal decision, or a copy of the decision to abandon the appeal process, is placed on the relevant client service file (e.g., 30520-30). | | SO+2y | 68y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30020 Family and Personal Support Services – Appeals (continued)** | | | | | |
| **30020-30** | **Alternative dispute resolution case files**<br>(includes disputes resolved by community tribunals, mediation, family conferences)· (arrange alphabetically by surname of appellant)<br>SO = when dispute resolution process has been completed or abandoned<br>NOTE: A copy of the dispute resolution, or a copy of the decision to abandon the dispute resolution process, is placed on the relevant client service file (e.g., 30520-30). | | SO+2y | 68y | SR |
| **30040 Family and Personal Support Services – Program Planning and Evaluation** | | | | | |
| Records relating to family and personal support services issues and the planning and evaluation of related ministry programs and services. Records include: research material, studies, reference material relating to all aspects of administering various family and personal support services programs, and records relating to the implementation of new or revised programs.<br>For program planning and evaluation of adoption programs, see primary 20300.<br>For program planning of administrative programs, see ARCS primary 400.<br>For program planning and evaluation of education, training and employment programs, see 25450.<br>For program planning of evaluation of resources, see primary 45130.<br>For program planning and evaluation of services to support community development, see primary 50500. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30040-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30040-01** | **General** | | | | |
| **30040-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 6Y | DE |
| **30040-20** | **Family and personal support services - issues**<br>(includes all issues, correspondence, memoranda, relating to all aspects of the ministry's family and personal support services program)(arrange alphabetically by name of family and personal support services issue)<br>SO = when issue is resolved or abandoned | | SO+2y | 4y | FR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30040 Family and Personal Support Services – Program Planning and Evaluation (continued)** | | | | | |
| **30040-30** | **Family and personal support services – planning**<br>(includes project plans, research material, briefing notes, correspondence and memoranda) (arrange alphabetically by name of program)<br>SO = when plan is approved or discontinued | | SO+2y | 4y | FR |
| **30040-40** | **Family and personal support services – implementation**<br>(includes project implementation plans, strategies, operational directives, etc.) (arrange alphabetically by name of program)<br>SO = when implementation is completed or discontinued | | SO+2y | 4y | FR |
| **30040-50** | **Family and personal support services - evaluation**<br>(includes evaluation reviews, reports, follow up surveys, correspondence) (arrange alphabetically by name of program)<br>SO = when evaluation is completed or abandoned | | SO+2y | 4y | FR |
| **30100 Accidents, Deaths and Serious Illnesses** | | | | | |
| Records relating to ministry investigation into information received about the sudden and/or unusual illness, accident or death of children and adults. Records include: specific reports of serious client illness, accident or death (critical incidents) and case files. Case files may contain: copies of information taken from a client file; copies of coroner and police (accident) reports; medical practitioner correspondence; and correspondence relating to advice provided to ministry field staff regarding incidents of serious illness, accident or death.<br>For allegations of abuse and neglect see primary 30350. For child removals (apprehension), see primary 30460.<br>For custody agreements, see primary 30800.<br>For delegation of authority letters (apprehension, placement, investigation, and inspection), see primary 30450.<br>For emergency transition homes and shelters, see primary 45900.<br>For historical resource residency verification, see primary 45600. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30100-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30100-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **30100 Accidents, Deaths and Serious Illnesses (continued)** | | | | | |
| **30100-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 90y | DE | |
| **30100-20** | **Critical incident case files**<br>(includes client services information. copies of coroner and police (accident) reports and medical practitioner reports and correspondence) (arrange alphabetically by surname of client)<br>SO = when case is closed<br>NOTE: A copy of the report is placed on the relevant client service file (30200, 30410, 30520 or 30530). | SO+2y | 88y | SR | |
| **30100-30** | **Reports to law enforcement and other outside agencies**<br>(includes copies of notes and correspondence provided to police and coroner regarding the death, accident or serious illness of ministry and non-ministry clients.)<br>NOTE: Reports about ministry clients are placed on the client file (e.g. 30410, 30520, 30530, etc.) | SO+2y | 28y | SR | |
| **30100-42** | **Response to Recommendations**<br>(includes requests for response sent to related program area, and all response documentation.) | SO+2y | 28y | SR | **DRAFT** |
| **30100-50** | **Final Report**<br>(includes only reports that were for deaths of children with which there was ministry involvement.<br>This secondary also includes all records related to the public release of the Children's Commission reports.) | SO+2y | 28y | SR | **DRAFT** |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30150 Adults and Children with Severe Physical and Multiple Disabilities** | | | | | |
| Records relating to the ministry's provision of care and services to adults and to children and young adults with multiple disabilities, including severe physical disabilities, who receive services through approved community agencies and care providers. Records include: policies, procedures, respite agreements, and community living case files which may contain file face sheets, case notes (file recordings and running records), guardianship agreements, medical and psychiatric reports and assessments, family history, monitoring guidelines, copy of service agreement, applications and referrals.<br><br>For adult residential resources, see primary 45200.<br>For advocacy services provided by the ministry to persons with mental disabilities, see primary 30300.<br>For associate family resource case files, see primaries 45200 and 45300.<br>For associate family resource worker case notes and diaries, see primary 45200.<br>For child-in-care client case files, see primary 30420.<br>For child services case files, see primary 30410.<br>For children with mental disabilities, see primary 30430.<br>For support to families with persons with mental disabilities, see primary 30530. | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing client services) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30150-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30150-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30150-20** | **Adult. young adult and children pending service case files**<br>(includes intake records, medical and psychological reports and assessments, running records, and family history) (arrange by surname of client)<br>SO = when case is approved or case is not approved for client services<br>NOTE: Records related to approved services are placed in the adult and child services case files, secondaries -30 and 40. | | SO+2y | 5y | DE |
| **30150-30** | **Community living - child files**<br>(includes intake records, medical and psychological reports and assessments, running records, and family history and service delivery records) (arrange by surname of client)<br>SO = when case is closed | | SO+1y | 89y | SR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30150 Adults and Children with Severe Physical and Multiple Disabilities (continued)** | | | | | |
| **30150-40** | **Community living - adult files**<br>(includes intake records, medical and psychological assessments, running records, family history, and service delivery records) (arrange by surname of client)<br>SO = when case is closed | | SO+1y | 69y | SR |
| **30200 Adults with Mental Disabilities** | | | | | |
| | Records relating to the ministry's provision of services to adults with mental disabilities who are living with their families or in any of a wide range of community and intensive care resources. Records include: adults with mental disabilities (MH) case files registered on the Management Information System (MIS); and adults with mental disabilities case files not registered on the MIS. Case files may include: medical and social histories, copies of court documents, copies of critical incident reports, copies of care provider contracts and agreements, referrals and assessments.<br>NOTE: The OPR for all policy and procedures files is Adult Services, Victoria. The office through which the client last receives services determines the OPR for secondaries -01 to -06 and client case files.<br>For administrative diaries and appointment books, see ARCS primary 100.<br>For adult residential resources, see primary 45250.<br>For advocacy services provided by the ministry to persons with mental disabilities, see primary 30300.<br>For children with mental disabilities, see primaries 30410 and 30430.<br>For education, employment and training of eligible recipients see primaries 25000 to 25999.<br>For Mentally Handicapped (MH) system, see the Information Systems Overview in the ISO Section.<br>For support to families living with persons with mental disabilities, see primary 30530. | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing client services) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30200-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30200-01** | **General** | OPR | CY+2y<br>nil DE | | |
| | | Non-OPR | CY+1y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30200 Adults with Mental Disabilities (continued)** | | | | |
| **30200-02** | **Assessment and referral**<br>(includes intake forms, printed "note pad" information) (batched yearly by surname)<br>SO = when decision is made to assess, or not to assess, for services<br>NOTE: If decision is made to assess for services, the assessment and referral information is placed on the client services file in secondary -20 or -30. | SO+1y | nil | DE |
| **30200-03** | **Critical incident reports**<br>(batched copy)<br>SO = when report is copied to secondary -20 or -30. | SO+1y | 5y | DE |
| **30200-04** | **Adult day services care attendance roster** | CY+1y | 2y | DE |
| **30200-05** | **Mentally Handicapped (MH) electronic notepad**<br>(electronic records) (includes referral information not copied to a client file) (registered as NP on the Management Information System (MIS))<br>SO = when decision is made whether or not to provide service<br>NOTE: If decision is made to provide service, notepad information is electronically transferred to secondary -25. | SO+1y | nil | DE |
| **30200-06** | **Adult day services transportation roster** | CY+1y | 2y | DE |
| **30200-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 70y | DE |
| **30200-20** | **Assessment and referral (no case made} client case files - adults with mental disabilities**<br>(paper files) (includes MH - pending file changes to NCM on the Management Information System (MIS)) (arrange by surname of client)<br>SO = when decision is made not to provide services<br>NOTE: When decision is made to provide service, assessment and referral information is filed in secondary -30. | SO+2y | 5y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30200 Adults with Mental Disabilities (continued)** | | | | | |
| **30200-25** | **Assessment and referral data files - adults with mental disabilities (pending files closed as no case made)**<br>(electronic records}(includes MH - pending file changes to NCM on the Management Information System (MIS)) (arrange by surname of client)<br>SO= when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | | SO+1y | 6y | DE |
| **30200-30** | **Adults with mental disabilities - client case files**<br>(paper files) (includes adults with mental disabilities (MH) case files registered on the Management Information System (MIS)) (arrange by surname of client)<br>SO = when case is closed | | SO+1y | 69y | SR |
| **30200-35** | **Adults with mental disabilities - client data files**<br>(electronic records) (includes adults with mental disabilities (MH) case files registered on the Management Information System (MIS)) (arrange by surname of client)<br>SO = when case is closed and upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system | | SO+1y | 69y | DE |
| **30300 Advocacy** | | | | | |
| Records relating to the ministry's advocacy services provided to adults, children, persons with mental disabilities and their families. Records include: general information, referrals, inquiries, monitoring statistics and reports, advocate lists, advocate roles and responsibilities, and specific advocacy case files.<br>For other services provided to persons with mental disabilities, see primaries 30200, 30430, and 30530. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Office of the Service Quality Advocate, Vancouver) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30300-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30300 Advocacy (continued)** | | | | | |
| **30300-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30300-02** | **Advocate lists**<br>SO = when list is updated | | SO+2y | nil | DE |
| **30300-03** | **Advocacy services inquiries**<br>(arrange first alphabetically by surname of applicant and then batch by calendar year) | | CY+1y | nil | DE |
| **30300-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 2y | DE |
| **30300-20** | **Advocate for service quality case files**<br>(includes intake forms, release of information consent forms, running records, mediation records, case summaries, and copies of information from the ministry's registered client files which may include a copy of the Personal Service Plan (PSP)) (arrange alphabetically by surname of client) SO = when case is closed | | SO+2y | nil | SR |
| **30350 Allegations of Abuse and Neglect** | | | | | |
| Records relating to the ministry's inquiries into reported allegations of abuse and neglect regarding persons awarded to the ministry's care and persons not currently in the ministry's care. Records include: reports of abuse and neglect; founded and unfounded reports; intake screening information; worker case notes; protection interviews; protection interview resource material; and specific abuse and neglect investigation case records.<br>For child service case files, see primary 30410.<br>For child-in-care client case files, see primary 30420.<br>For emergency transition homes and shelters, see primary 45900.<br>For family services case files, see primaries 30520 and 30530.<br>For historical resource residency verification, see primary 45600.<br>For inquiries into serious accidents, deaths and illnesses, see primary 30100. | | | | | |
| | Unless otherwise specified below, the ministry OPR (office conducting the investigation, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30350-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30350 Allegations of Abuse and Neglect (continued)** | | | | | |
| **30350-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30350-02** | **Abuse and neglect alerts**<br>(includes information and action alerts)<br>SO = when alert is placed on the client service file<br>NOTE: A copy of each abuse and neglect alert is placed on the appropriate client services file (30200, 30410, 30420, 30430, 30470, 30520, 30530). | | SO+2y | 5y | DE |
| **30350-03** | **After hours memos**<br>(arrange by surname of client)<br>SO = when copy of the memo has been forwarded to district office responsible for client services<br>NOTE: Copies of after-hours memos are placed on the appropriate client services file (30200, 30410, 30420,30430,30470,30520, 30530). | | SO+2y | 5y | DE |
| **30350-04** | **Reports of abuse and neglect**<br>(includes insufficient referrals, unfounded reports and unsubstantiated reports) (arrange alphabetically by surname of subject of report)<br>SO = when decision is made to investigate or not to investigate<br>NOTE: Reports to be investigated are filed in the appropriate client case file (30200, 30410, 30420, 30430, 30470, 30520, 30530). | | SO+2y | 5y | DE |
| **30350-06** | **Protection interview resource material**<br>(includes techniques and models for conducting protection interviews)<br>SO = when resource material is replaced, updated or amended | | SO+2y | 10y | FR |
| **30350-07** | **Types of abuse**<br>(includes resource material on types, characteristics and definitions of abuse) (arrange alphabetically by subject of abuse) | | CY+1y | 5y | DE |
| **30350-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 90y | DE |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **30350 Allegations of Abuse and Neglect (continued)** | | | | | |
| **30350-20** | **Protection interviews(paper files)**<br>(arrange alphabetically by surname of person interviewed)<br>SO = when interview notes have been placed on client services file<br>NOTE: A copy of the protection interview reports are filed on the client service file (30410, 30420, 30470, 30530). | SO+2y | nil | DE | |
| **30350-26** | **Protection interviews**<br>(video and audio records) (arrange alphabetically by surname of subject of report)<br>SO = when interview is completed and indexed to client services file<br>NOTE: Audio and video tapes are stored separately from the client file at the ministry's Records Management Unit. | SO+2y | 88y | DE | |
| **30350-30** | **Abuse and neglect investigation client case files**<br>(arrange alphabetically by surname of client)<br>SO = when investigation is completed<br>NOTE: If the investigation involves a ministry client, a copy of the investigation report is filed on the client service file (30200, 30410, 30420, 30430, 30470, 30520, 30530). | SO+2y | 88y | SR | |
| **30350-35** | **Allegations of Abuse and Neglect - Protocol Investigations**<br>(arrange alphabetically by surname of client) | SO+2y | 88y | SR | **DRAFT** |

**30400 Children - General**

Records not shown elsewhere in the children section which relate generally to the ministry's provision of programs and services to children awarded to its care and children not in its care. These services include: child-in-care services, protection services, and services to children with support needs. Records relating to child case worker diaries, "day books" or calendars are included in this general primary as these records are common to all aspects of the case worker duties. Copies of case worker notes are filed with relevant case files and become part of the client's ongoing record.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

For adoption planning and placement, see primaries 20000 to 20999.
For advocacy services for children provided by the ministry, see primary 30300.
For child-in-care payment index cards, see primary 30420. For custody agreements, see primary 30800.
For general child services inquiries, see primary 30410.
For guardianship of children, see primaries 30600 to 30650.
For services provided to children-in-care with mental disabilities, see primaries 30430.
For youth services and support issues, see primary 30900.

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30400 Children – General (continued)** | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing service to child) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30400-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30400-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30400-13** | **Child care worker diaries (bound volumes)**<br>(includes "day books", or calendars containing information regarding ministry clients) (arrange first alphabetically by case worker surname and then chronologically by latest calendar year entries) | | CY+1y | 88y | SR |
| **30400-14** | **Child worker case notes (bound volumes)**<br>(includes "black books" and any other format on which notes regarding client information is recorded) (arrange first alphabetically by case worker surname and then chronologically by latest calendar year entries)<br>NOTE: Unbound (loose paper) case notes and diary entries are filed on the client service file. | | CY+1y | 88y | SR |
| **30400-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 90y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30410 Children – Child Services** | | | | | |
| Records relating to the ministry's provision of services to children such as: protection, emergency services for lost or runaway child, services to street youths, removal (apprehension), transfer of supervision, and services to children with mental disabilities. Records include: general intake inquiries, child personal histories ("life books"), protection reports and complaints, case management reports, temporary and continuing custody orders, case reviews and child services case files (CS) registered on the Management Information System (MIS) and child related case files not registered on the MIS. Case files may include: referrals and protection reports, intake investigation and assessment documentation, case notes (file recordings and running records) and personal history information, legal documents and agreements, notification of case conference letters, financial records, medical records, youth justice information, reviews and reportable circumstance information.<br><br>NOTE: The OPR for all policy and procedures files and secondary subject files numbered -01 is Regional Support Division. Victoria. The office through which the client last receives services determines the OPR for inquiries, child life books and client case files.<br><br>For administrative diaries and appointment books, see ARCS primary 100.<br>For child-in-care with mental disabilities, see primary 30430.<br>For children with severe mental and physical disabilities, see primary 30435.<br>For children related issues, see primary 30040.<br>For children-in-care, see primary 30420.<br>For Intake and Child Services System (ICS) Information System Overview (ISO), see ISO section. | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing services to children) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30410-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30410-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30410-02** | **Child Services inquiries**<br><br>(includes all non-registered inquiries or requests for service which do not become part of a child services case file and do not contain "protection" concerns; and copies of forms S1800, S2320 and SIINT01, which did not result in services provided) (arrange first alphabetically by surname of reporter, then chronologically by month or year; if the name of the reporter is unknown. file chronologically) | | CY+1y | nil | DE |
| **30410-03** | **Case conferences**<br><br>NOTE: Specific notification of case conference letters and client case conference information is placed on the child services case file, secondary -20, and in the family service file, primary 30520. | | CY+2y | nil | DE |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **30410 Children – Child Services (continued)** | | | | | |
| **30410-04** | **Life books**<br>(includes information on a child's personal history)<br>SO = when child-in-care is released from care or reaches the age of majority<br>NA: Life books are maintained by family care providers and/or ministry child service workers until given to the child or the child's trustee in the event of child's death or incapacity. | SO | NA | NA | |
| **30410-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 90y | DE | |
| **30410-20** | **Child services case files**<br>(paper files) (includes child services (CS) client files registered on the Management Information System (MIS) and open and reopened Child-in- care (CC) and Child with mental disabilities (CM) case files converted on the MIS to CS files after January 29, 1996) (arrange alphabetically by surname of child)<br>SO = when case is closed<br>NOTE: Prior to January 29, 1996, Child Services files were known as either Child-in-Care (CC) or Child-in-Care with mental disabilities (CM) and were classified in primaries 30420 and 30430 respectively when the files were not re-opened to provide child services. | SO+1y | 89y | SR | |
| **30410-21** | **Section 10 Young Offender (Youth Justice) Information**<br>NOTE: Section 10 is removed from the Child Service (CS) Client Case File (30410-20) prior to the CS file being sent to storage. | SO+1y | 29y | DE | **DRAFT** |
| **30410-25** | **Child services client data files**<br>(electronic records) (includes child services (CS) client files registered on the Management Information System (MIS) and open and reopened Child-in- care (CC) and Child with mental disabilities (CM) case files amalgamated with CS files after January 29, 1996) (arrange alphabetically by surname of child)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 89y | DE | |

| | | A | SA | FD |
|---|---|---|---|---|
| **30410 Children – Child Services (continued)** | | | | |
| **30410-30** | **Permanent ward reviews**<br>(includes case review information, reports and correspondence)<br>(arrange alphabetically by surname of child)<br>SO = when review is complete<br>NOTE: A copy of the "permanent ward review" is filed on the client services file under secondary -20. | SO+1y | 89y | DE |
| **30410-40** | **Family and child welfare ("divisional") and agency case files**<br>(includes original and copies of family and child case records containing intake, referral, assessment, and court records)<br>(arrange by case number)<br>SO = when client case is closed<br>NOTE: Family and Child Welfare "divisional" files were created by the Child, Family and Community Services Division (formerly the Family and Children Services Division) from the early 1970s to 1986. Family and Child Welfare agency files were created by welfare agencies prior to 1970 and have been amalgamated with the "divisional" files. These records are not registered on the ministry's Management Information System (MIS) and are not directly retrievable by client name. They are accessed through a card index held at the ministry's Records Management Unit, Victoria, classified in primary 30420, which links surnames to a client number assigned by the creating division. The OPR for these records is the Child, Family and Community Services Division, Victoria. | SO+1y | 89y | SR |

## 30420 Children – Children-In-Care

Records relating to the ministry's provision of services to children awarded to its care as a result of agreement and/or removal (apprehension), transfer of supervision, or committal as a permanent ward. Records include personal histories ("life books") and specific Child-in-Care (CC) case records registered on the Management Information System (MIS) prior to January 29, 1996. Case records may contain: personal histories, financial documentation, medical correspondence, copies of court documents, resource agreements, running records, vital statistics documents, consents/approvals, copies of critical incident reports, referral forms, and specific permanent ward case reviews.

NOTE: The OPR for all policy and procedures files and secondary subject files is Regional Support Division, Victoria. The office through which the client last receives services determines the OPR for client case files.

For administrative diaries and appointment books, see ARCS primary 100.
For authority to investigate, inspect and remove high-risk children, see primary 30450.
For child services case files, see 30410.
For child services general inquiries, see primary 30410.
For children with support needs, see primary 30470.
For children-in-care with mental disabilities, see primary 30430.
For children's issues, see primary 30040.
For federal government agreements regarding child tax credits, see ARCS primary 146.
For removal of high-risk children, see primary 30460.

| | | | A | SA | FD |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (district office providing client service) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30420-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30420-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30420-02** | **Children-in-care intake inquiries(includes all non-registered)**<br>inquiries for requests for services which do not become part of the children-in-care case file and do not contain "protection" concerns; may include copies of forms S1800 and S2320 that did not result in services or assessment) (arrange first alphabetically by surname of applicant and then batch by calendar year) | OPR | CY+1y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30420 Children – Children-In-Care (continued)** | | | | | |
| **30420-03** | **Child-in-care cardex cards(paper)**<br>SO = when case is closed and microfilming of cardex card is verified.<br>OPR = Financial Services. Victoria<br>NOTE: Child-in-care cardex cards are maintained by Financial Services Division. They may include child-in-care information which has not been included in the client services file. | OPR | SO | 90y | DE |
| | | Non-OPR | SO+1y | nil | DE |
| **30420-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 90y | DE |
| **30420-20** | **Child-in-care assessment and referral client case files - no case made (known as AO-NCM)**<br>(paper files) (includes protection reports. referral case assessments and investigation records which have not resulted in "protection services" or "child-in-care services")(arrange alphabetically by surname of child-in- care)<br>SO = when decision is made to not provide service<br>NOTE: When decision is made to provide service the assessment and referral information is retained in the appropriate client case file under secondary -30. | | SO+1y | 29y | DE |
| **30420-25** | **Child-in-care assessment and referral client data files - no case made (NCM)**<br>(electronic records) (includes assessment only (AO) no case made (NCM) data files registered on the Management Information System (MIS)) (arrange alphabetically by surname of child-in-care)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | | SO+1y | 29y | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30420 Children – Children-In-Care (continued)** | | | | |
| **30420-30** | **Child-in-care client case files**<br>(paper files) (includes child-in-care (CC) client case files registered on the Management Information System (MIS)) (arrange alphabetically by surname of child}<br>SO = when case is closed<br>NOTE: Open child-in-care records were converted to Child Services (CS) files in December 1995. See primary 30410. This classification is to be used when scheduling child-in-care case files that were closed prior to January 29, 1996 and have not been re-opened to provide ongoing child services. | SO+1y | 89y | SR |
| **30420-35** | **Child-in-care client data files**<br>(electronic records) (includes child-in-care (CC) client data files registered on the Management Information System (MIS)) (arrange alphabetically by surname of child)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 89y | DE |
| **30430 Children – Children with Mental Disabilities** | | | | |

Records relating to the ministry's provision of care and services to children with mental disabilities who have been awarded, temporarily or permanently, to its care. Records include: specific case records previously registered as "CM" on the Management Information System (MIS) closed prior to December 10, 1995; and children with mental disabilities case files not registered on the MIS. Case records may contain: intake forms social and medical histories, copies of financial transactions (cheques requisitions and control documents), facility floor plans, file recordings ("running records") and photos of clients.

NOTE: The OPR for policy and procedures files is Community Support Services Division, Victoria. The office through which the client last receives services determines the OPR for inquiries, secondaries 01 to 03, and client case files.

For adults with mental disabilities, see primary 30200.
For advocacy services provided by the ministry to persons with mental disabilities, see primary 30300.
For child services case files, see primary 30410.
For child services general inquiries, see primary 30410.
For children-in-care client case files, see primary 30420.
For children-in-care "life books", see primary 30420.
For other services for children with support needs, see primary 30470.
For respite for families caring for children and adults with mental disabilities, see primary 30530.

| | | | | |
|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (district office providing client service) will retain these records for: | CY+2y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30430 Children – Children with Mental Disabilities (continued)** | | | | | |
| | Except where non-OPR retention periods are identified below. all other ministry offices will retain these records for: | | SO | nil | DE |
| **30430-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30430-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30430-02** | **Children with mental disabilities inquiries**<br>(arrange alphabetically by client surname) | | CY+1y | nil | DE |
| **30430-03** | **Relief (respite)**<br>(includes information and resource material (about respite services)<br>SO = when information is updated or no longer relevant<br>NOTE: Copy of respite services agreement is maintained on client case file. | | SO+2y | nil | DE |
| **30430-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 30y | DE |
| **30430-20** | **Child-in-care with mental disabilities assessment only - no case made client case files**<br>(paper records) (includes child-in-care with mental disabilities (CM) with a status of no case made (NCM) registered on the Management Information System (MIS); may include copies of intake forms (S1800, S2320 and SIINT-01) which do not contain "protection" concerns and which do not result in services provided) (arrange by client surname)<br>SO = when decision is made not to provide service and no "protection" concerns exist<br>NOTE: If "protection" concern(s) are identified or services are recommended on intake records, the information is filed on the client services case file in secondary -30 . | | SO+1y | 29y | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30430 Children – Children with Mental Disabilities (continued)** | | | | |
| **30430-25** | **Child-in-care with mental disabilities assessment only - no case made client data files**<br>(electronic records) (includes child-in-care with mental disabilities (CM) with a status of no case made (NCM) registered on the Management Information System (MIS)) (arrange by client surname)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified | SO+1y | 29y | DE |
| **30430-30** | **Child-in-care with mental disabilities client case files**<br>(paper files) (includes child-in-care with mental disabilities (CM) case files registered on the Management Information System (MIS)) (arrange by surname of client)<br>SO = when case is closed<br>NOTE: Child-in-care with mental disabilities case files which are re-opened after December 10, 1995 to provide services are classified under 30410. | SO+1y | 89y | SR |
| **30430-35** | **Child-in-care with mental disabilities client data files**<br>(electronic records) (includes child-in-care with mental disabilities (CM) case files registered on the Management Information System (MIS)) (arrange by surname of client) | SO+1y | 89y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30435 Children – Children with Severe Disabilities** | | | | | |
| Records relating to the ministry's provision of health care benefits (includes dental, medical equipment) and services for children with severe physical disabilities being cared for in the family home ("at home"). Records include respite agreements, parent information packages and case records which may include personal histories, running records, income testing forms, respite agreements, referrals and intake reports.<br><br>For adoptive family caring for support needs children (AA) case files, see primary 20400.<br>For adult and young adults with severe physical and multiple disabilities, see primary 30150.<br>For associate family case files, see primary 30150.<br>For associate family case worker diaries, see primary 45000.<br>For "at home" respite, see primary 30470.<br>For children with mental disabilities, see primary 30430.<br>For children with support needs day care, see primary 30470.<br>For families caring for persons with mental disabilities (FH) case files, see primary 30530. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Infant Children/Youth with Support Needs Team, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30435-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30435-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30435-02** | **Children with severe disabilities – general inquiries** | | CY+1y | nil | DE |
| **30435-03** | **Parents information packages**<br>SO = when package has been amended | | SO+2y | nil | DE |
| **30435-04** | **"At home" services applications**<br>NOTE: The original application is retained in the client service file in secondary -20. | | CY+2y | nil | DE |
| **30435-05** | **"At home" respite agreements**<br>(includes copies of draft and signed agreements)<br>SO = when the original copy is placed on the client service file in secondary -20 | | CY+2y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30435 Children – Children with Severe Disabilities (continued)** | | | | |
| **30435-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 30y | DE |
| **30435-20** | **Children with severe disabilities case files**<br>(paper files) (includes children with severe disabilities(CH) case files registered on the Management Information System {MIS)) (arrange by client identification number)<br>SO = when case is closed | SO+1y | 29y | SR |
| **30435-25** | **Children with severe disabilities data files**<br>(electronic records) (includes children with severe disabilities (CH) case files registered on the Management Information System (MIS)) (arrange by surname of client)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 29y | DE |
| **30440 Children – Protection – General** | | | | |
| Records not shown elsewhere in the child protection primary block which relate generally to the ministry's provision of services to ensure safety, protection and prevention of abuse to children under the age of 19. Records include general information relating to the protection of children.<br>NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.<br>For child services case files, see primary 30410.<br>For children-in-care client case files, see primary 30420.<br>For children's issues, see primary 30040.<br>For delegation of authority to investigate, place and/or remove high-risk children, see primaries 30450.<br>For inquiries into serious accidents, deaths and illnesses, see primary 30100.<br>For proof of historical residency in ministry resource, see primary 45600.<br>For removal (apprehension) of high-risk children, see primary 30460.<br>For reports of abuse and neglect, see primary 30350. | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | SO | nil | DE |
| **30440-00** | **Policy and Procedures** — OPR | SO | 5y | FR |
| | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30440 Children – Protection – General (continued)** | | | | | |
| **30440-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30440-02** | **Foreign nationals and non-residents**<br>(includes information on the subject of protection as it relates to foreign nationals and non-resident citizens of Canada) | | CY+2y | nil | DE |
| **30440-03** | **Abuse prevention**<br>(includes information and resource material about the subject of abuse) | | CY+2y | nil | DE |
| **30440-04** | **Child protection reports**<br>(includes reports received from consultants and contracted services)(arrange alphabetically by client surname)<br>SO = when copy of the report is placed on the relevant client services file (30410, 30430, 30435, 30470, 30520). | | SO+5y | nil | DE |
| **30450 Children – Protection Letters of Delegated Authority** | | | | | |
| Records relating to the ministry's delegation of authority to designated ministry staff and other persons for the purpose of placement, investigation, inspection and removal (apprehension) of children in high-risk situations. Records include: sample delegation of authority letters; and delegation of authority letter case files. Case files may include: requests for delegation of authority letters, transfer and cancellation notices and copies of delegation of authority letters.<br>For family care ("foster care") resources, see primary 45325. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30450-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30450-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30450-03** | **Delegation of authority types**<br>SO = when authority types are amended or withdrawn | | SO+2y | 5y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30450 Children – Protection Letters of Delegated Authority (continued)** | | | | | |
| **30450-20** | **Delegation of authority letters**<br>(arrange alphabetically by surname of social worker or service provider) | OPR | SO+5y | 85y | DE |
| | | Non-OPR | SO+5y | nil | DE |
| **30450-30** | **Delegation of authority letters aboriginal agency case files**<br>(arrange alphabetically by name of tribal council. band or First Nations agency) | OPR | SO+5 | 85y | DE |
| | | Non-OPR | SO+5y | nil | DE |
| **30450-40** | **Delegation of authority letters - police personnel case files**<br>(arrange alphabetically by surname of police officer)<br>SO = when authority has been revoked or amended | OPR | SO+5y | 85y | DE |
| | | Non-OPR | SO+5y | nil | DE |
| **30460 Children – Protection - Removals** | | | | | |
| Records relating to the ministry's provision of services to children under the age of 19 requiring protection and court- ordered supervision in case of abuse and/or neglect. Records include: information regarding removal (apprehension); types of subsequent supervision of children at risk; and court worker files. Court worker files may include: court disposition memoranda, hearing transcripts, reports to court, copies of court orders, birth registration, worker notes, emergency service memoranda, and court preparation records.<br>NOTE: The OPR for policy and procedures files is Child, Family and Community Services Division, Victoria. The office through which the client last receives services determines the OPR for case files and supervision orders<br>For allegations of abuse and neglect, see primary 30350.<br>For authority to remove high-risk children, see primary 30450. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | CY+2y | nil | DE |
| **30460-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | CY+2y | nil | DE |
| **30460-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30460 Children – Protection – Removals (continued)** | | | | |
| **30460-02** | **Supervision orders**<br>(arrange first alphabetically by type of order (e.g., maintenance, permanent, temporary), then by surname of child)<br>SO = when copy of supervision order is placed on client services case file<br>NOTE: A copy of the supervision order is retained in the appropriate court worker's case file under secondary -20. | SO+2y | 5y | DE |
| **30460-20** | **Court worker case files**<br>(includes reports to court, birth registration, worker case notes, and hearing transcripts) (arrange alphabetically by surname of client)<br>SO = when child has been through the court system and final resolution has been determined and information has been filed on the client services file<br>NOTE: The function of court worker is now defunct. Information in court worker case files is duplicated in child-in-care case files in secondaries 30420-30 and 30430-30. | SO | nil | DE |
| **30470 Children – Support Needs** | | | | |
| Records relating to the ministry's provision of services and support to developmentally-delayed infants, to children with specific behavioural problems (autism, Fetal Alcohol Syndrome (FAS)), and to respite and homemaker services for families caring for children with severe disabilities. Records include: inquiries, assessments, intake forms, referrals, and support needs (SN) case records registered on the Management Information System (MIS), and support needs case records not registered on the MIS. Case files may contain: income testing information, Canada Assistance Plan (CAP) questionnaires, consents to release information, payment authorizations, psychological assessments and progress reports.<br>NOTE: The OPR for all policy and procedures files and secondary subject files is Child Services Team, Victoria. The office through which the client last receives services determines the OPR for case conference and waitlists and client case files.<br>For children-in-care client case files, see primary 30420. For children-in-care with mental disabilities, see primary 30430.<br>For children's issues, see primary 30040.<br>For family services client case files, see primary 30520.<br>For respite for families caring for children and adults with mental disabilities, see primary 30530. | | | |
| | Unless otherwise specified below, the ministry OPR (district offices providing services to children with support needs) will retain these records for: | CY+2y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30470 Children – Support Needs (continued)** | | | | | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30470-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30470-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30470-03** | **Support needs respite**<br>OPR = Community Support Services Division, Victoria<br>NOTE: Specific at home respite information, including the respite agreement, is retained on the client services file under secondary -30. | | CY+2y | nil | DE |
| **30470-04** | **Case conferences**<br>(arrange by surname of client)<br>SO = when a copy of the case plan is placed on support needs child's case file | | SO+1y | nil | DE |
| **30470-05** | **Homemaker services to support needs children**<br>OPR = Community Support Services Division, Victoria<br>SO = when information is updated or becomes outdated<br>NOTE: Homemaker services information about a particular child is placed on the client services file in secondary -20. | | SO+1y | nil | DE |
| **30470-06** | **Sessional fees for professional assessments**<br>OPR = Community Support Services Division, Victoria<br>SO = when sessional fee is changed or eliminated | | SO+2y | 5y | DE |
| **30470-07** | **Support needs reference material**<br>(arrange by type of behaviour or condition e.g., autism, fetal alcohol syndrome (FAS))<br>OPR = Community Support Services Division, Victoria<br>SO = when information is updated or becomes outdated | | SO+1y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30470 Children – Support Needs (continued)** | | | | |
| **30470-08** | **Special services to children with support needs**<br>OPR = Community Support Services Division, Victoria<br>NOTE: Special services information related to a particular ministry client is retained in secondary -20. | CY+2y | nil | DE |
| **30470-09** | **Wait lists of children with support needs**<br>(includes the names of children waiting for support needs services)<br>SO = when list is revised | SO+2y | 5y | DE |
| **30470-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and hoc reports) (arrange alphabetically by name of report) | SO | 89y | DE |
| **30470-20** | **Children with support needs case files - no case made**<br>(paper records) (includes children with support needs (SN) client<br>case files registered on the Management Information System (MIS) and closed with a status of no case made (NCM) and support needs case files not registered on the MIS) (arrange alphabetically by surname by child) | SO+1y | 6y | DE |
| **30470-25** | **Children with support needs case files - no case made data files**<br>(electronic records) (includes children with support needs (SN) client data files registered on the Management Information System (MIS) and closed with a status of no case made (NCM)) (arrange alphabetically by surname of child)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 6y | DE |
| **30470-30** | **Children with support needs case files**<br>(paper records) (includes children with support needs (SN) case<br>files registered on the Management Information System (MIS))<br>SO = when decision is made not to provide services and case is closed | SO | 90y | SR |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **30470 Children – Support Needs (continued)** | | | | | | |
| **30470-35** | **Children with support needs data files**<br>(electronic records) (includes children with support needs (SN) client<br>data files registered on the Management Information System (MIS))<br>(arrange alphabetically by surname of child)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified | | SO+1y | 89y | DE | |
| **30470-40** | **Special Needs Autism Case Files**<br>(paper or electronic records). Records created in support of Autism Programs<br>SO = when case is closed and system designates data files as semi-active | | SO+1y | 89y | SR | **DRAFT** |
| **30500 Families - General** | | | | | | |
| Records not shown elsewhere in the families primary block which relate generally to the ministry's provision of services and support to families. Records relating to family service case worker diaries, "day books" or calendars are included in this general primary because they are common to all aspects of the family service case workers' duties.<br>For administrative diaries and appointment books, see ARCS primary 100.<br>For records relating to families living with persons with mental disabilities, see primary 30530.<br>For records relating to specific services and support for families, see primary 30520. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing family support services) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **30500-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |
| **30500-01** | **General** | OPR | CY+2y | nil | DE | |
| | | Non-OPR | CY+1y | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30500 Families – General (continued)** | | | | | |
| **30500-13** | **Family services case worker diaries**<br>(bound volumes) (includes "day books", or calendars containing information regarding ministry clients) (arrange first alphabetically by case worker surname and then chronologically by latest calendar year entries) | | CY+1y | 68y | SR |
| **30500-14** | **Family services case worker notes**<br>(bound volumes) (includes "black books" and any other format on which notes regarding client information is recorded) (arrange first alphabetically by case worker surname and then chronologically by latest calendar year entries)<br>NOTE: Unbound (loose paper) case notes and diary entries are filed on the client services file. | | CY+1y | 68y | SR |
| **30520 Families – Family Services and Support** | | | | | |
| Records relating to the ministry's provision of direct services to support families in need of respite, counselling, and special non-residential services designed to prevent the out-of-home placement of high-risk children. Records include: assessments, referrals, family service (FS) case files registered on the Management Information System (MIS), and family service case files not registered on the MIS. Family service case files may include: file recordings (running record), short and long-term custody agreements, intermittent care agreements, prior contact checks, notices and reports to court, notices served, copies of imprest cheque authorizations, screen prints and family histories.<br>NOTE: The OPR for all policy and procedures files and secondary subject files numbered 02 - 19 is Regional Support Division, Victoria. The office through which the client last receives services determines the OPR for case files, referrals, inquiries, case notes and diaries.<br>For child services client case files, see primary 30410.<br>For child-in-care client case files, see primary 30420.<br>For children with support needs case files, see primary 30470.<br>For children-in-care with mental disabilities, see primary 30430.<br>For family and child welfare (divisional and agency) case files, see primary 30410.<br>For family support issues, see primary 30040.<br>For subpoenas, see ARCS primary 350. | | | | | |
| | Unless otherwise specified below, the ministry OPR (district offices providing family support services) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30520-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30520 Families – Family Services and Support (continued)** | | | | | |
| **30520-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30520-02** | **Family services and support inquiries**<br>(includes correspondence, records of telephone inquiries of a general nature, etc.) (arrange first alphabetically by surname of person making general family support inquiry. then chronologically by month) | | CY+1y | nil | DE |
| **30520-03** | **Assessment and referral intake forms**<br>(District Supervisor control copy, includes S1800, S2320, SIINT-01)<br>SO = when original copy has been placed on family services file in secondary -30<br>NOTE: If the inquiry relates to a family service client, it is placed in the family service case file under secondary -20 or -30. | | SO+2y | nil | DE |
| **30520-04** | **Respite services for families**<br>(includes reference material and correspondence) (arrange alphabetically by surname of client)<br>OPR = Child, Family and Community Services Division, Victoria | | CY+1y | nil | DE |
| **30520-05** | **Family support services**<br>(includes family preservation and homemakers' services background information) | | CY+1y | nil | DE |
| **30520-06** | **Welfare agency index cards**<br>(arrange alphabetically first by name of agency, then by surname of client)<br>OPR = Child, Family and Community Services Division, Victoria<br>NOTE: Welfare agency index cards are stored at the ministry's Records Management Units in Victoria | OPR | CY+89y | nil | DE |
| | | Non-OPR | CY+89y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30520 Families – Family Services and Support (continued)** | | | | |
| **30520-07** | **Family services client correspondence**<br>(includes correspondence to or from family support clients and area managers, regional directors, assistant deputy ministers and the deputy minister) (arrange by surname of client)<br>OPR = Originating district, area, regional or divisional office<br>SO = when no longer required for operational purposes<br>NOTE: A copy of client service correspondence is placed on the client service file in secondary -20 | SO+1y | nil | DE |
| **30520-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 70y | DE |
| **30520-20** | **Family services assessment only and referral, client case files - no case made (NCM)**<br>(paper files) (includes family support (FS) case files with a status of no case made (NCM) registered on the Management Information System (MIS) but does not include assessment only files created between December 31, 1987 and May 31, 1991) (arrange alphabetically by surname of family)<br>SO = when decision is made not to provide service and there are no child protection concerns<br>NOTE: As of January 31, 1996 all assessment and referral information created in support of client services is retained on the client services file under secondary -30. | SO+1y | 29y | DE |
| **30520-22** | **Family service assessment only and referral case files - no case made historical collection**<br>(includes assessment only - no case made files created between December 1, 1987 and May 31, 1991) (arrange alphabetically by surname of family) | SO+2y | nil | DE |
| **30520-25** | **Family services assessment and referral client data files - no case made (NCM)**<br>(electronic records) (includes family support (FS) case files with a status of no case made (NCM) registered on the Management Information System (MIS)) (arrange alphabetically by surname of family)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified | SO+1y | 29y | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30520 Families – Family Services and Support (continued)** | | | | |
| **30520-30** | **Family services client case files (paper files)**<br>(includes family support (FS) client case files registered on the Management Information System (MIS) and case files created in divisional offices from 1974 to implementation of decentralized services in the 1980s) (arrange alphabetically by surname of family) SO = when case is closed | SO+1y | 69y | SR |
| **30520-35** | **Family services data files**<br>(electronic records) (includes family support (FS) client case files registered on the Management Information System (MIS))<br>(arrange alphabetically by surname of family)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 69y | DE |
| **30520-46** | **Welfare agency or society family support case files**<br>(microform records) (includes family service records which once belonged to family service agencies; stored on microfilm and microfiche) (arrange alphabetically by surname of family)<br>OPR= Child, Family and Community Services Division, Victoria | CY+89y | nil | SR |
| **30530 Families – Persons with Mental Disabilities** | | | | |
| Records relating to the ministry's provision of support services to families caring for persons with mental disabilities. Records include: general information, assessment and referrals, case management reports, family support for persons with mental disabilities case files (FH) registered on the Management Information System (MIS), and family support for persons with mental disabilities case files not registered on the MIS. Case files include: resource worker recommendations for placement; social and medical assessments; and file recording (running records), intake forms, and respite agreements.<br>NOTE: The OPR for all policy and procedures files is Community Support Services Division, Victoria. The office through which the client last receives services determines the OPR for assessment, referral forms, inquiries and client case files.<br>For adults with mental disabilities client case files, see primary 30200.<br>For children-in-care client case files, see primary 30420.<br>For children-in-care with mental disabilities client case files, see primary 30430.<br>For other family support records, see primary 30520. | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing client service) will retain these records for: | CY+2y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30530 Families – Persons with Mental Disabilities (continued)** | | | | | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30530-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30530-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30530-02** | **General inquiries**<br>(includes all non-registered inquiries or requests for service which do not become part of the family support, persons with mental disabilities case file in secondary -20) (arrange alphabetically by surname of reporter, then chronologically by month or year; if reporter unknown, file chronologically) | | CY+1y | nil | DE |
| **30530-03** | **Assessment and referral intake forms**<br>(District Supervisor control copy, includes S1800, S2320, SIINT-01) (arrange alphabetically by client surname)<br>SO = when no longer required for case management purposes<br>NOTE: Copies of assessment and referral forms are to be placed on the client service file in secondary -20. | | SO+1y | nil | DE |
| **30530-04** | **Respite**<br>(includes resource information about respite services and support for families caring for persons with mental disabilities)<br>OPR= Community Support Services Division, Victoria<br>NOTE: Copies of respite services agreements are maintained on the client case file. | | CY+2y | nil | DE |
| **30530-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 70y | DE |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **30530 Families – Persons with Mental Disabilities (continued)** | | | | | | |
| **30530-20** | **Family services - persons with mental disabilities client case files**<br>(paper files) (includes family services, persons with disabilities assessment and referral (FH) case files registered on the Management Information System (MIS)) (arrange alphabetically by surname of client)<br>SO = when services cease and case is closed | | SO+1y | 69y | SR | |
| **30530-25** | **Family services - persons with mental disabilities client data files**<br>(electronic records) (includes family services, persons with disabilities assessment and referral (FH) case files registered on the Management Information System (MIS)) (arrange alphabetically by surname of client)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | | SO+1y | 69y | DE | |
| **30530-30** | **Family services, persons with mental disabilities client data files – no case made (NCM)** | | SO | 29y | DE | **DRAFT** |
| **30600 Guardianship - General** | | | | | | |
| Records not shown elsewhere in the guardianship primary block which relate generally to the ministry's role and responsibilities as legal guardian for persons in its care.<br>Records include: inquiries, records relating to client out-of-province travel, and records relating to children absent without official leave.<br>NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.<br>For allegations of abuse and neglect, see primary 30350.<br>For persons with mental disabilities client case files, see primaries 30200, 30430 and 30530.<br>For permanent ward reviews, see primary 30420. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **30600-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30600 Guardianship – General (continued)** | | | | | |
| **30600-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30600-02** | **Guardianship services inquiries**<br>(includes correspondence, records of telephone inquiries, etc.) (arrange first alphabetically by surname of person making general guardianship services inquiry, then chronologically by month) | | CY+1y | nil | DE |
| **30600-03** | **Client travel out of province** | OPR | CY+2y | nil | DE |
| | (includes general information about client out-of-province travel to/from British Columbia) | Non-OPR | CY+1y | nil | DE |
| **30600-04** | **Absent without leave (AWOL) children**<br>(includes general information about AWOL children)<br>NOTE: Special information including correspondence about ministry clients is to be filed in the appropriate client service file (e.g., 30410, 30420). | | CY+2y | nil | DE |
| **30620 Guardianship – Case Reviews** | | | | | |
| Records relating to reviews of specific cases of the ministry's provision of guardianship services to eligible clients. Records include: unrestricted guardianship case reviews; and restricted guardianship case reviews in cases where a ministry staff member has been involved.<br>For allegations of abuse and neglect see primary 30350.<br>For persons with mental disabilities client case files see primaries 30200, 30430, and 30530. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30620-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30620-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30620-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 90y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30620 Guardianship – Case Reviews (continued)** | | | | | |
| **30620-20** | **Guardianship case reviews – unrestricted**<br>(includes review of guardianship client cases where no ministry staff person has been involved) (arrange alphabetically by surname of client)<br>SO = when review is completed | | SO+2y | 88y | FR |
| **30620-30** | **Guardianship case reviews - restricted**<br>(includes review of guardianship client cases where a ministry staff person has been involved) (arrange alphabetically by surname of client)<br>SO = when review is completed<br>NOTE: A copy of the final review is placed on the child service file in primary 30410. | | SO+2y | 88y | FR |
| **30630 Guardianship – Client Trust Funds** | | | | | |
| Records relating to the ministry's responsibilities and efforts to ensure that former child-in-care clients receive the proceeds of trust accounts established as a result of the now repealed Child Paternity and Support Act. Records include copies of financial reports and client case records.<br>For the administration of trust funds, see ARCS primary 1130 | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30630-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30630-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30630-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE |
| **30630-20** | **Guardianship trust funds client case files**<br>(may include financial information, copies of client services correspondence, court orders and custody agreements) (arrange alphabetically by surname of client)<br>SO = when trust has been settled | | SO+2y | 5y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30640 Guardianship – Medical Consents and Approvals** | | | | | |
| Records relating to the ministry's approval of special medical procedures and therapies requested on behalf of children and adults in its care. Records include: medical consent case records which may contain copies of information from the children- in-care case files and correspondence to and from medical practitioners and ministry staff.<br>For adults with mental disabilities, see primary 30200.<br>For child service case files, see primary 30410. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30640-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30640-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30640-02** | **Family care ("foster care") level of care authority**<br>SO = when levels of authority have been amended or eliminated | OPR | SO+2y | 5y | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30640-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 90y | DE |
| **30640-20** | **Guardianship clients - medical decisions and consent case files**<br>(includes requests and approvals of special medical procedures and therapies) (arrange alphabetically by surname of guardianship client)<br>SO = when approval is granted or denied and a copy of approval is placed on the child services file in primary 3041O<br>NOTE: Copies of guardianship medical decisions are placed on the client service file. | | SO+2y | 88y | SR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30650 Guardianship – Post Child-In-Care** | | | | | |
| Records relating to the ministry's provision of historical information and reunion services to post (former) children-in-care clients and/or birth, foster and extended families. Records include: requests for service, search requests, referrals, counselling referral resources, and specific post child-in-care and child services case files. Case files may include: requests for information, copies of information taken from client service files, post child-in-care (CIC) index cards, and copies of reports (summaries) to clients.<br>For adoption record search services, see primary 20700.<br>For historical resource residency verification, see primary 45600. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30650-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30650-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30650-02** | **Reunion referral information resources**<br>(includes brochures and articles)<br>SO = when information is no longer available for referral or the ministry withdraws the resource | | SO+2y | nil | DE |
| **30650-03** | **Post child-in-care index cards**<br>SO = when client case is closed<br>NOTE: Post child-in-care (CIC) index cards are transferred to the ministry's Records Management Unit when the case file is transferred. | | SO+2y | 12y | DE |
| **30650-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 14y | DE |
| **30650-20** | **Post child-in-care case files**<br>(includes requests for service, referral, and counselling referral services) (arrange alphabetically by surname of child-in-care)<br>SO = when service ceases and case is closed | | SO+2y | 12y | SR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30750 Quality Assurance** | | | | | |
| Records relating to the ministry's review of cases to ensure the appropriate use of the Director of Child, Family and Community Service's delegated authority, that services provided in a specific case were consistent with legislation program policies and procedure and that the appropriate methods of case management and review are in place. Records include: review reports, briefing notes, requests for case review, external reports, analyst case notes, file extracts, correspondence, media clippings, divisional and regional responses to reviews, audit reports, responses to audit reports and compliance reports.<br><br>For case reviews conducted by the director of Child, Family and Community Services, see primary 30620.<br>For financial audits and reviews, see ARCS primary 975.<br>For judicial decisions and reviews, see ARCS primary 350.<br>For program evaluations, see primaries: 20300 (adoptions), 25450 (education, training and employment), 30040 (family and personal support services), 45130 (residential resources), and 50050 (community development program). | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Vancouver) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30750-00** | **Policy and Procedures** | OPR | SO | nil | FR |
| | | Non-OPR | SO | nil | DE |
| **30750-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **30750-20** | **Case review files**<br><br>(paper records) (includes records related to reviews of individual cases, including review reports, briefing notes, requests for case review, external reports, analyst case notes, file extracts, correspondence, media clippings and divisional and regional responses to reviews) (arrange by surname of client)<br><br>SO = when review is completed | | SO+7y | 83y | FR |
| **30750-30** | **Practice and case management audit files**<br><br>(paper records) (includes records related to auditing of case management and review in case loads, district offices, regions or areas, including audit reports, responses to reports, compliance reports, analyst notes and file extracts) (arrange by name of region or office)<br><br>SO = when audit is completed and closed | | SO+7y | 83y | SR |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **30750 Quality Assurance (continued)** | | | | | | |
| **30750-40** | **Residential Resources audit files**<br>(paper records) (includes records related to auditing of residential resources)<br>SO = when audit is completed and closed | | SO+2y | 88y | SR | **DRAFT** |
| **30750-50** | **Resource Complaint case files**<br>(paper records) (includes complaints, issues and breach of trust regarding quality of service from Ministry employee quality of care for children in care by foster parents; protection/supervisor concerns, lack of resources available for children.)<br>SO= when the complaint has been investigated and completed. | | SO+1y | 12y | SR | **DRAFT** |
| **30800 Voluntary Care Agreements** | | | | | | |
| Records relating to the ministry's services to support and preserve the integrity of the family by entering into voluntary care agreements with parents and children. Records include: short-term custody agreements, intermittent short-term custody agreements, special intermittent care agreements; and voluntary care agreement case files.<br>NOTE: The OPR for all policy and procedures files is Child, Family and Community Services Divisions, Victoria. The office through which the client last receives services determines the OPR for custody agreements and may change with client relocation.<br>For child services case files, see primary 30410. For child-in-care case files, see primary 30420.<br>For children-in-care with mental disabilities client case files, see primary 30430.<br>For families supporting persons with mental disabilities client case files, see primary 30530.<br>For family support issues, see primary 30040.<br>For other family support records, see primary 30520. | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing voluntary custody client services) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **30800-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |
| **30800-01** | **General** | OPR | CY+2y | nil | DE | |
| | | Non-OPR | CY+1y | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **30800 Voluntary Care Agreements (continued)** | | | | | |
| **30800-02** | **Agreements**<br>(includes information about types and format of agreements)<br>SO = when agreement type or format is amended or eliminated<br>NOTE: Information about the development of specific voluntary agreements with families is filed in secondary -20; copies of signed agreements are placed in the client service file (e.g., 30410-20 and 30520) | | SO+2y | nil | DE |
| **30800-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE |
| **30800-20** | **Voluntary care agreement case files**<br>(includes correspondence and related information supporting the development of custody agreements) (arrange alphabetically first by type of agreement, then by surname of client) | | SO+2y | 5y | DE |
| **30900 Youth Services and Support** | | | | | |
| Records relating to the ministry's services provided specifically to youths aged 16 to 18 and former permanent wards aged 19 to 24. The goal of the service is to aid their transition to independence. Records include statistics, monitoring reports, and specific program project files and client case files (SP) registered on the Management Information System (MIS), and case files not registered on the MIS. Case files may include: worker case notes (running records or file recordings}, copies of needs assessment, referrals and agreements.<br>NOTE: The OPR for all policy and procedures files is Regional Support Division, Youth Team, Victoria. The office through which the client last receives services determines the OPR for client case files.<br>For child-in-care case files, see primary 30420.<br>For child-in-care case worker notes, see primary 30400.<br>For family support case files, see primary 30520.<br>For permanent ward reviews, see primary 30420. | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **30900-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **30900-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **30900 Youth Services and Support (continued)** | | | | |
| **30900-02** | **Transition to independence** | CY+2y | nil | DE |
| **30900-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 50y | DE |
| **30900-20** | **Youth services case files**<br>(Post majority services to the former permanent youth in care – SP) (paper files) (includes services provided to youths (SP) client case files registered on the Management Information System (MIS)) (arrange alphabetically by surname of client)<br>SO = when case is closed | SO+1y | 49y | SR |
| **30900-25** | **Youth services data files**<br>(electronic records) (includes youth services (SP) client data files registered on the Management Information System (MIS)) (arrange alphabetically by surname of client)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 49y | DE |

# CHILD AND YOUTH MENTAL HEALTH 35500-35999

## 35500 Treatment and Case Management Services - General

Records not shown elsewhere in the treatment and case management services section which relate generally to the provision of treatment and case management for mental health clients. This includes the arrangement for child and youth placement of clients into residential care, and the provision of inpatient assessment and treatment services. Includes reports, statistics, correspondence and memoranda.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

| | | | | | | |
|---|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | | CY+2y | nil | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **35500-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35500-01** | **General** | OPR | | | | **DRAFT** |
| | | Non-OPR | | | | **DRAFT** |
| **35500-02** | **Mental health worker diaries**<br>(alphabetically by year)<br>SO=when diary is full<br>Note: This secondary also includes Clinicians' Black Book notes, with exception to those pages that Deal specifically with a client and they should be files on the physical file or held electronically within CARIS. | | SO+1y | 25y | DE | **DRAFT** |
| **35500-20** | **Client service agreements**<br>(includes contracts) | OPR | SO+1y | 6y | DE | **DRAFT** |
| | | Non-OPR | SO+1y | nil | DE | **DRAFT** |
| **35500-30** | **Component service schedule**<br>(includes contracts) | OPR | SO+1y | 6y | DE | **DRAFT** |
| | | Non-OPR | SO+1y | nil | DE | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **35505 Client Registration** | | | | | | |
| Records relating to the registration and termination of mental health clients on the Client/Patient Information Management System CPIM and the Community and Residential Informational System (CARIS). This primary also includes the provision of statistical data on services to particular clients, summary data, and core indicator data, in addition to the collection of special survey data about active clients. Includes client records on the CPIM and CARIS applications, and statistical reports and client inquiries produced by either system.<br>For more information on the CPIM and CARIS, see the Information System Overview in the ISO section.<br>For residential client referral, see primary 35510 | | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | | CY+1y | 2y | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **35505-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35505-01** | **General** | OPR | | | | **DRAFT** |
| | | Non-OPR | | | | **DRAFT** |
| **35505-02** | **Community and Residential Information System (CARIS) Reports**<br>(reports generated from either CARIS or CPIM)<br>(electronic database) | | SO | nil | DE | **DRAFT** |
| **35505-03** | **Community and Residential Information System (CARIS) Reports**<br>(includes regular and ad hoc statistical reports generated from either CARIS or CPIM)<br>SO=when report no longer current | | SO | nil | DE | **DRAFT** |
| **35510 Inpatient Services Clinical Assessment and Medication Monitoring** | | | | | | |
| Records relating to the provision of clinical assessment and medication monitoring to mental health clients in ministry- operated inpatient units. Includes nursing charts and medication monitoring information.<br>For pharmacy services, see primary 35520. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | | CY+1y | 2y | DE | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **35510 Inpatient Services Clinical Assessment and Medication Monitoring (continued)** | | | | | | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **35510-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35510-01** | **General** | OPR | | | | **DRAFT** |
| | | Non-OPR | | | | **DRAFT** |
| **35510-30** | **Mental health inpatient charts**<br>Records relating to the provision of clinical assessment and medication monitoring to mental health clients in ministry-operated inpatient units. Includes nursing charts and medication monitoring information.<br>SO=upon discharge from inpatient unit | | SO+2y | 48y | SR | **DRAFT** |
| **35520 Mental Health Pharmacy Services** | | | | | | |
| Records relating to the dispensing of psychotropic medication to patients for this service by the mental health centre staff or by private physicians, as specified by the Pharmacists, Pharmacy Operations and Drug Scheduling Act (Bill 61, 1993) and the Bylaws of the Council of the College of Pharmacists of B.C. (B-19 “Standards of Pharmaceutical Practice” (5), a)). Includes client medication profiles, referrals for free medications and prescriptions, this will include Plan G.<br>NOTE: Ministry of Health managed through Adult mental Health Transfer, free medication for client eligible and the have to open a file under –20 of this section, client may not have clinical plan for services only under Plan G.<br>For the procurement of medication supplies, see ARCS primary 825. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | | CY+1y | 2y | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **35520-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35520-01** | **General** | OPR | | | | **DRAFT** |
| | | Non-OPR | | | | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **35520 Mental Health Pharmacy Services (continued)** | | | | | | |
| **35520-02** | **Prescriptions**<br>(includes the original prescription and the Application for Psychiatric Medication Coverage (HLTH3497))<br>(arrange numerically by prescription number) | | CY+1y | nil | DE | **DRAFT** |
| **35520-20** | **Mental health medication profiles**<br>(arrange alphabetically by individual's surname)<br>SO=when three months have passed with no interaction with individual receiving medication<br>NOTE: This primary relates to records created and received by the district office with pharmacists. In some areas, pharmacy services are contracted out, in which case these records would belong to the contractor. In both cases, however, copies of the prescription and the Application for Psychiatric Medication Coverage (HLTH3497) are found in the client file maintained at the district office. | | SO+1y | 1y | DE | **DRAFT** |
| **35530 Outpatient Services – Child and Youth** | | | | | | |
| Records relating to the provision of out-patient mental health assessment, counselling, treatment, hospital liaison and outreach services to children and youth clients. Includes clinical case files and client reference cards | | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | | CY+1y | 2y | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **35530-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35530-01** | **General** | OPR | CY+1y | 2y | DE | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35530-02** | **Child and youth unregistered referrals**<br>(includes information about individuals not registered on the Client/Patient information Management System, and no case made referrals)<br>(arranged chronologically by month)<br>NOTE: If client is registered on Client/Patient Information Management System a coded case file is opened under secondary 35530-20. | | CY+2y | nil | DE | **DRAFT** |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **35530 Outpatient Services – Child and Youth (continued)** | | | | | |
| **35530-10** | **Child and youth registered referrals – No Case Made (NCM)** | SO+1y | 5y | DE | **DRAFT** |
| **35530-20** | **Child and youth mental health clinical case files**<br>(includes intake referral forms, caution/alert sheets, 3rd party consultation reports, laboratory reports, medication record sheets, pharmacy order forms, prescriptions, authorizations for release of information, assessment reports, treatment plans, progress notes, termination summaries, client registry documentation, telephone messages, correspondence, and memoranda)<br>(arrange alphabetically by client surname)<br>SO=upon 14 days of termination of service or after three months of client inactivity<br>Note: If MCFD requests a 3rd party consultant report/assessment to be completed and submitted, if becomes part of client file. If a 3rd party consultant report/assessment if a courtesy copy, the client has to request from professional who created it. Clinical session notes are placed in the client file, some sessions will include the use of an audit tape and are used to provide feedback to Therapist and then reused. | SO+1y | 49y | SR | **DRAFT** |
| **35530-21** | **Child and youth mental health clinical data records**<br>(includes raw data taken to create a final assessment report, the physical records will be integrated with the primary client file under 35530-20 | SO | NA | NA | **DRAFT** |
| **35530-30** | **Child and youth mental health client index cards**<br>(arrange alphabetically by client surname)<br>SO=when client file is transferred to offsite storage<br>NA=place the client index card within the corresponding client file when the file is transferred to offsite storage | SO | NA | NA | **DRAFT** |
| **35530-40** | **Child and youth mental health eating disorders case files** | SO+2y | 25y | SR | **DRAFT** |
| **35540 Child and Youth Integrated Services** | | | | | |
| Records relating to the coordination and integration of policies, standards and program evaluation for child, youth and family programs within and between the branch, the ministry and other government and non-government bodies. Includes statistics, reports, discussion papers, correspondence and memoranda. | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | CY+1y | 2y | DE | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **35540 Child and Youth Integrated Services (continued)** | | | | | | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **35540-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35540-01** | **General** | OPR | CY+1y | 2y | DE | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35540-02** | **Service integration associations and organizations** | | CY+1y | 2y | DE | **DRAFT** |
| **35540-20** | **Integrated services program files**<br>(arrange alphabetically by program or project name) | | CY+2y | 4y | DE | **DRAFT** |
| **35540-30** | **Integrated services regional consultation files**<br>(arrange alphabetically or numerically) | | CY+2y | 4y | DE | **DRAFT** |
| **35540-40** | **Integrated services individual case management**<br>(arrange alphabetically or numerically) | | SO+1y | 88y | SR | **DRAFT** |
| **35550 Child and Youth Mental Health Services** | | | | | | |
| Records relating to the development, monitoring and support of provincial child and youth mental health services, and the provision of expert or technical advice and consultation to Ministry of Health staff, other ministries, communities, non- government organizations and the general public as it pertains to assessment, treatment, consultation and case management services for children with emotional, behavioural and associated disorders. This primary includes inter-ministerial programs such as the Sexual Abuse Intervention Program (SAIP), the Residential Historical Abuse Program (RHAP), and school programs for children with severe behaviour disorders. Includes statistics, reports, discussion papers, correspondence and memoranda.<br>For child and youth mental health reports, see the primary client file under 35530-20 or 35530-21.<br>For committees, councils and commissions, see ARCS 200 to 206.<br>For contracts, see ARCS primaries 1070 to 1080.<br>For program evaluation, see ARCS 410. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing youth support client services) will retain these records for: | | CY+1y | 2y | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **35550 Child and Youth Mental Health Services (continued)** | | | | | | |
| **35550-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **35550-01** | **General** | OPR | | | | **DRAFT** |
| | | Non-OPR | | | | **DRAFT** |
| **35550-20** | **Child and youth mental health program files**<br>(arrange alphabetically by program or project name) | | CY+2y | 4y | DE | **DRAFT** |

# RESIDENTIAL AND NON-RESIDENTIAL RESOURCES 45000-45999

## 45000 Resources - General

Records not shown elsewhere in the resources section which relate generally to ministry initiatives to acquire, plan, implement and evaluate a wide range of residential and non-residential resource programs and services for children and adults. Includes memoranda and general correspondence.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

For administrative plans and programs, see ARCS primary 400.
For adult residential and non-residential resources, see primaries 45200 to 45250.
For child residential and non-residential resources, see primaries 45300 to 45325.
For critical incidents, see primary 30100.
For evaluation of administrative programs, see ARCS primary 410.
For shelters, see primary 45900.

| | | | | | |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (district and area offices responsible for resources) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45000-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45000-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |

## 45120 Resource Acquisition of Special Needs Housing

Records relating to ministry initiatives to co-ordinate the acquisition of special needs housing including a wide range of government-owned and proprietary homes for ministry clients. Records include: housing criteria check lists, memoranda of arrangements, the ministry's special needs Housing Guide, and special needs housing project case files. Special needs housing project case files may include: correspondence from/to ministry field management and BC Housing Management Commission (BCHMC) contacts identifying the need for special needs housing; financial planning (funding options); Approval to Proceed Letters; architectural plans and space designs; and BCHMC short listings of available real estate.

For building acquisition contracts, see ARCS primary 1075.
For BCBC and non-BCBC facilities management case files for government offices, see ARCS primary 525.
For government employee housing, see ARCS primary 510.
For government offices and organizational moves, see ARCS primary 510.

| | | | | |
|---|---|---|---|---|
| Unless otherwise specified below, the ministry OPR (Facilities and Administrative Services Branch, Victoria) will retain these records for: | CY+2y | nil | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45120 Resource Acquisition of Special Needs Housing (continued)** | | | | | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45120-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45120-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45120-02** | **Special needs housing inquiries**<br>(includes correspondence, records of telephone inquiries) | | CY+1y | nil | DE |
| **45120-03** | **Ministry of Children and Family Development Housing Guide**<br>SO = when guide is amended | | SO+2y | 10y | FR |
| **45120-04** | **Memoranda of arrangements** | | CY+2y | 4y | DE |
| **45120-05** | **Special needs housing inventory**<br>(paper and electronic PC based)<br>SO = when current inventory is updated and hardcopy is printed | | SO+2y | 5y | DE |
| **45120-06** | **Types of special needs housing resources**<br>(includes group homes) (arrange by program and/or type of home)<br>SO = when type of special needs housing is replaced or eliminated | | SO+2y | 5y | DE |
| **45120-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 50y | DE |
| **45120-20** | **Special needs housing project case files**<br>(arrange by location of project) SO = when case is closed | | SO+2y | 48y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45130 Resources – Program Planning and Evaluation** | | | | | |
| Records relating to residential and non-residential resource issues and the planning and evaluation of the ministry's residential and resource programs and projects. Includes: research material, studies, and reference material relating to all aspects of administering various residential and non-residential resource programs. Records relating to the implementation of new or revised residential resource programs are also found in this primary.<br>For adoption program planning, see primary 20300.<br>For family and personal support services program planning, see primary 30040<br>For services to support community development program planning, see primary 50050 | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for | | SO | nil | DE |
| **45130-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45130-01** | **General** | OPR | | | |
| | | Non-OPR | | | |
| **45130-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 6y | DE |
| **45130-20** | **Resource issues case files**<br>(includes correspondence and memoranda relating to all aspects of the ministry's residential resource support services program) (arrange alphabetically by name of residential resource support services issue)<br>SO = when issue is resolved or abandoned | | SO+2y | 4y | FR |
| **45130-30** | **Resource program planning case files**<br>(includes project plans, research material, briefing notes, correspondence and memoranda) (arrange alphabetically by name of program)<br>SO = when plan is approved or abandoned | | SO+2y | 4y | FR |
| **45130-40** | **Resource program implementation case files**<br>(includes project implementation plans, strategies, operational directives, etc.) (arrange alphabetically by name of program)<br>SO = when implementation is completed or discontinued | | SO+2y | 4y | FR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45130 Resources – Program Planning and Evaluation (continued)** | | | | | |
| **45130-50** | **Resource program evaluation case files**<br>(includes evaluation reviews, reports, follow up surveys, correspondence) (arrange alphabetically by name of program)<br>SO = when evaluation is completed | | SO+2y | 4y | FR |
| **45140 Resources - Recruitment** | | | | | |
| Records relating to the ministry's recruitment of a wide range of residential and non-residential resources, including family (foster) care homes and special needs housing for both children and adults. Records include: ministry requests for residential and non-residential resource provider proposals; recruitment materials (e.g., videos, posters, pamphlets); recruitment of potential resources case files. Recruitment case files may include: expressions of interest, brochures, resource provider goals, and mission statements.<br>For acquisition of special needs housing, see primary 45120.<br>For audio-visual materials production and design, see ARCS primary 306.<br>For presentation material, see ARCS primary 316. | | | | | |
| | Unless otherwise specified below, the ministry OPR (district and area offices responsible for delivery of residential resources) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45140-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45140-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45140-02** | **Lists of potential resource providers**<br>SO = when list is updated | | SO+2y | nil | DE |
| **45140-03** | **Requests for resource proposals**<br>SO = when request deadline has passed | | SO+2y | 5y | DE |
| **45140-04** | **Recruitment promotional materials**<br>(arrange alphabetically by type of resource)<br>SO = when type of resource is changed or updated | | SO+2y | 5y | DE |
| **45140-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45140 Resources – Recruitment (continued)** | | | | | |
| **45140-20** | **Potential resource provider case files**<br>(includes correspondence proposals and resource informational material) (arrange alphabetically first by type, then by name of resource)<br>SO = when resource is no longer considered a potential provider, or resource withdraws its proposal, or resource is approved.<br>NOTE: If the potential resource provider is selected as an approved resource, the information is filed in the appropriate resource file (45250 and 45325). | | S0+2y | 5y | DE |
| **45200 Adult Resources - General** | | | | | |
| Records not shown elsewhere in the adult resources section which relate generally to the ministry's provision of a wide range of residential and non-residential resource services for adults. Records include: inquiries, types of adult residential resource services, levels of care, rates and rate tables, standards, and adult resource worker diaries and case notes.<br>NOTE: The OPR for policy and procedures and designated secondaries is Adult Services Division, Victoria. The office through which the client last receives services determines the OPR for inquiries, brokerage service records and client case files.<br>For administrative contracts, see ARCS primaries 1060 to 1080.<br>For child resources, see primaries 45300 to 45325.<br>For community placement, see primary 45400.<br>For institutional care, see primary 45700.<br>For resource issues, see primary 45130.<br>For semi-independent living, see primary 45250. | | | | |
| | Unless otherwise specified below, the ministry OPR (district or area office providing resource services) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45200-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45200-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45200-02** | **Adult resource inquiries**<br>(includes correspondence and records of telephone inquiries) (arrange by surname of person making resource inquiry) | | CY+1y | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **45200 Adult Resources – General (continued)** | | | | |
| **45200-03** | **Adult residential resource standards**<br>SO = when standard is amended or replaced | SO+2y | 10y | FR |
| **45200-04** | **Rates and rate tables**<br>SO = when rate is eliminated or revised | SO+2y | 5y | DE |
| **45200-05** | **Level of Care Criteria for Adult Resources**<br>SO = when level of care is amended or eliminated | SO+2y | 10y | FR |
| **45200-06** | **Adult residential resource types**<br>(includes non-profit, proprietary, semi-independent, intensive adult care (ICCR), and respite residences)<br>SO = when type is amended or eliminated | SO+2y | nil | DE |
| **45200-07** | **Brokerage services**<br>(includes correspondence, brochures and informational material) | CY+2y | nil | DE |
| **45200-13** | **Adult resource worker diaries**<br>(includes "day books", or calendars containing information regarding ministry clients) (arrange first alphabetically by case worker surname, then chronologically by latest calendar year entries) | CY+1y | 69y | SR |
| **45200-14** | **Adult resource worker notes**<br>(includes "black books" and any other format on which notes regarding client information is recorded) (arrange first alphabetically by case worker surname, then chronologically by latest calendar year entries) | CY+1y | 69y | SR |
| **45200-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 70y | DE |

## 45250 Adult Resources – Residential and Non-Residential

Records relating to the ministry's provision of a range of resources (residential and non-residential) for adults (including semi-independent living, associate family, family model residences, staffed facilities and staffed homes) and to group homes, day programs, respite services, and professional services for adults with mental disabilities. Records include: resource service provider (RE) case files registered on the Management Information System (MIS}, and service provider, place of service, and resource contract files not registered on the MIS. These case files may include: intake forms, applications to provide care, criminal record checks, release of confidential information, running records, medical reports, service provider assessments, and resource contracts.

NOTE: The OPR for all policy and procedures files is Adult Services Division, Victoria. The office through which the client last receives services determines the OPR and may change with client relocation.

For acquisition of special needs housing, see primary 45120.
For child residential resources, see primaries 45300 to 45325.
For community placements out of institution(s), see primary 45400.
For Information System Overview, see ISO Section.

| | | | A | SA | FD |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (district office responsible for adult residential resources) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45250-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45250-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45250-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 70y | DE |
| **45250-20** | **Adult service provider resource - no case made (NCM)**<br>(paper files) (includes adult service provider resource (RE) files registered as pending on the Management Information System (MIS) and service provider files not registered on the MIS for which an intake form has been completed but was rejected or withdrawn without an application or proposal being received after six months) (arrange alphabetically by name of resource)<br>SO = when case is closed | | SO+1y | 6y | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **45250 Adult Resources – Residential and Non-Residential (continued)** | | | | |
| **45250-25** | **Adult service provider resource electronic data files no case made (NCM)**<br>(electronic records) (includes adult community residential resource (RE) files registered as pending on the Management Information System (MIS) and closed with a no case made status) (arrange alphabetically by name of resource)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified | SO+1y | 6y | DE |
| **45250-30** | **Adult service provider case files**<br>(paper files) (includes adult service provider resource (RE) case files registered on the Management Information System (MIS) and service provider files not registered on the MIS for which an application or proposal has been received)(arrange alphabetically by name of resource)<br>SO = when contract is terminated without extension or renewal | SO+1y | 69y | SR |
| **45250-35** | **Adult service provider data files**<br>(electronic records) (includes adult community residential resource (RE) case files registered on the Ministry Information System (MIS)) (arrange alphabetically by name of resource)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 69y | DE |
| **45250-40** | **Adult place of service case files**<br>(paper files) (arrange alphabetically by name of place of service)<br>SO = when contract is terminated without extension or renewal | SO+1y | 69y | SR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45250 Adult Resources – Residential and Non-Residential (continued)** | | | | | |
| **45250-50** | **Adult resource contract case files**<br>(paper files) (arrange alphabetically by name of contractor)<br>SO = when contract is terminated without extension or renewal<br>NOTE: After the contract has been awarded, remove documentation of unsuccessful bids and reclassify to ARCS secondary 1070-23 (contracts - pre-award). Code the new ARCS file with the same contract number assigned to the successful bid. | | SO+1y | 69y | SR |
| **45275 Away From Home Educational Residences** | | | | | |
| Records relating to the operations, procedures and services of away-from-home educational residences providing safe and comfortable residential environments for children and adults not residing in their own homes (e.g., Victory Hill School). These records include: activities and program information, daily log books, dormitory reports, residents log books, and significant incident reports.<br>For administrative plans and programs, see ARCS primary 400.<br>For critical incidents, see primary 30100.<br>For resources issues, see primary 45000. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Operating Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45275-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45275-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45275-02** | **Away-from-home residence inquiries**<br>(includes correspondence, records of telephone inquiries) (arrange first alphabetically by surname of person making away-from-home residence inquiry, then chronologically by month) | | CY+1y | nil | DE |
| **45275-03** | **Current residents list**<br>SO = when list is updated | | SO+1y | 89y | DE |
| **45275-04** | **Current activities and programs list**<br>SO = when list is updated | | SO+1y | 4y | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **45275 Away From Home Educational Residences (continued)** | | | | |
| **45275-05** | **Daily log book list** | CY+2y | 4y | DE |
| **45275-06** | **Significant incident report summaries**<br>NOTE: A copy of the significant incident report is placed on secondary -50. | CY+2y | 87y | DE |
| **45275-20** | **Activities and programs case files**<br>(includes arts and crafts, hockey, movies, roller skating, etc.) (arrange first alphabetically by descriptive case name, then chronologically by date)<br>SO = when activity or program is withdrawn | SO+2y | 5y | DE |
| **45275-30** | **Daily log books**<br>(arrange first chronologically by date of entry, then alphabetically by dormitory sector)<br>SO = when last entry is made in log book<br>NOTE: Daily log book information is transcribed to significant incident reports and resident log books. | SO+2y | 88y | DE |
| **45275-40** | **Dormitory reports**<br>(includes reports, correspondence and memoranda, information on residents' activities, social and emotional development) (arrange first chronologically by date of report, then alphabetically by name of the client)<br>SO = upon resident's transfer or withdrawal from the residential program | SO+2y | 88y | SR |
| **45275-50** | **Resident log books**<br>(includes personal information about each resident's participation in activities and services provided by the resource to support client services) (arrange alphabetically by surname of client)<br>SO = upon resident's transfer or withdrawal from the residential program | SO+1y | 89y | SR |
| **45275-60** | **Significant incident case files**<br>(includes correspondence, memoranda, and information about a client's involvement in a significant incident) (arrange alphabetically by surname of client) | SO+1y | 89y | FR |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **45280 Provincial Services for the Deaf and Hard of Hearing** | | | | | | |
| Records relating to the operations, procedures and services for the provincial deaf and hard of hearing program. These records include consultative services, Deaf Access Office, correspondence, memorandum and general information on PSDHH program.<br><br>NOTE: The OPR for all policy and procedures files is Provincial Office, Victoria. The office through which the client receives services determines the OPR and may change with client relocation.<br><br>For administrative plans and programs, see ARCS primary 400.<br>For away-from-home educational residences, see primaries 45275.<br>For residential resource issues, see primary 45000. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Provincial Office, Victoria) will retain these records for | | CY+2y | nil | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **45280-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **45280-01** | **General** | OPR | CY+2y | nil | DE | **DRAFT** |
| | | Non-OPR | CY+1y | nil | DE | **DRAFT** |
| **45280-05** | **Activities and programs case files**<br><br>(includes arts and crafts, hockey, movies, roller skating, classes and services workshop for all family members) (arrange first alphabetically by activity or program name, then chronologically by date)<br><br>SO = when activity or program is withdrawn | | SO+2y | 5y | DE | **DRAFT** |
| **45280-10** | **Deaf Access Office**<br><br>(records will include information on both adult and children throughout the Province) (arranged alphabetically by last name, then chronologically) or do they | | CY+1y | 6y | DE | **DRAFT** |
| **45280-20** | **Consultative Services**<br><br>(records include consultative services notes, Plan of Care, social history, child care report, other relevant information on individual, correspondence, memorandum) (arranged alphabetically by child's surname, then chronologically)<br><br>SO = when individual withdraws for services or they age out. | | SO+1y | 6y | SR | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **45280 Provincial Services for the Deaf and Hard of Hearing (continued)** | | | | | | |
| **45280-30** | **Service for Family and Community Development**<br>(records include family requirements, support services and programs for family, other relevant information on individual, correspondence, memorandum) (arranged alphabetically by family's surname, then chronologically)<br>SO = when family withdraws from program or child/youth ages out. | | SO+1y | 6y | SR | **DRAFT** |
| **45280-40** | **Youth Transition Program**<br>(records include individual support services for individuals between the age of 17-21) (arranged alphabetically by individual's surname, then chronologically)<br>SO = when individual withdraws from program or ages out. | | SO+1y | 6y | SR | **DRAFT** |
| **45280-50** | **Complaints/Allegation**<br>(records include denial of services, decision- making notes, written or verbal complaints, interview notes, police reports, correspondence and any other relevant information required during follow up and resolution report) (arranged alphabetically by individual's surname, then chronologically)<br>SO = when individual withdraws from program or ages out. | | SO+5y | 55y | DE | **DRAFT** |
| **45300 Child Resources - General** | | | | | | |
| Records not shown elsewhere in the child resources primary block which relate generally to the ministry's provision of a wide range of residential and non-residential resources to children awarded to its care. Records include: levels of care, standards, inquiries, general information concerning child resources, and special residential resource allowances. Records relating to child resource worker diaries, "day books", or calendars are included in this general primary as these records are common to all aspects of child resource workers' duties.<br>For acquisition of special needs housing, see primary 45120.<br>For adult resources, see primaries 45200 to 45250.<br>For family care (foster care) resources, see primary 45325.<br>For recruitment of family care homes, see primary 45140.<br>For residential resource issues, see primary 45000. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office providing service) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **45300-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45300 Child Resources – General (continued)** | | | | | |
| **45300-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45300-02** | **Child residential resource inquiries**<br>(includes correspondence, records of telephone inquiries) (arrange first alphabetically by surname of person making child residential resource inquiry, then chronologically by month) | | CY+1y | nil | DE |
| **45300-03** | **Child resource standards**<br>SO = when standard is amended or replaced | | SO+2y | 10y | FR |
| **45300-04** | **Special allowances** | OPR | FY+2y | 4y | DE |
| | | Non-OPR | FY+1y | nil | DE |
| **45300-05** | **Level of care criteria**<br>SO = when level of care criteria is amended or eliminated | | SO+2y | 10y | FR |
| **45300-06** | **Child residential resource types**<br>(includes information describing the different types of child residential resources) (arrange alphabetically by type of child residential resource (e.g., family care, group home residences))<br>SO = when type of child residential resource is amended or eliminated | | SO+2y | nil | DE |
| **45300-13** | **Child resource worker diaries**<br>(includes "day books" or calendars containing information regarding ministry clients) (arrange first alphabetically by case worker surname, then chronologically by latest calendar year entry) | | CY+1y | 89y | SR |
| **45300-14** | **Child resource worker notes**<br>(includes "black books" and any other format on which notes regarding client information is recorded) (arrange first alphabetically by case worker surname, then chronologically by latest calendar year entry) | | CY+1y | 89y | SR |
| **45300-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 90y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45325 Child Resources – Residential and Non-Residential** | | | | | |
| Records relating to the ministry's provision of family care (foster care) including: regular and restricted; child associate family care; intensive child care (i.e., short-term intensive child care services for children with severe and profound behaviour problems); group home care (e.g., private, society and bed subsidy); professional services; and day programs for children in the ministry's care. Records include reports and statistics, rates and rate tables, and specific child service provider resource (RE) case files registered on the Management Information System (MIS) and service provider resource files, place of service, and resource contract files not registered on the MIS. Case files may include: applications to provide care, criminal record checks, release of confidential information, running records, medical reports, professional assessments, and resource contracts.<br><br>For administrative desk calendars and diaries, see ARCS primary 100.<br>For adult levels of care, see primary 45200.<br>For adult resources, see primaries 45200 to 45250.<br>For away-from-home education residences, see primary 45275.<br>For child services case files, see primary 30410.<br>For child-in-care client case files, see primary 30420.<br>For guardianship case reviews, see primary 30620.<br>For Information System Overview, see ISO Section.<br>For recruitment of family care homes, see primary 45140.<br>For retention and recognition of residential resource providers, see primary 45800. | | | | | |
| | Unless otherwise specified below, the ministry OPR (district office responsible for child care resources) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45325-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45325-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45325-02** | **Resource intake and inquiries**<br>(batched control copy)<br>SO = when decision is made to approve or not approve the family care resource application<br>NOTE: A copy of the resource intake record is placed on the family care case file under secondary -20 when the application is approved. | | SO+1y | 6y | DE |
| **45325-04** | **Rates and rate tables**<br>SO = when rate is eliminated or revised | | SO+2y | 5y | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **45325 Child Resources – Residential and Non-Residential (continued)** | | | | |
| **45325-05** | **Placement planning**<br>SO = when information is recorded on the Placement Service Plan Family Care Home form (S2440)<br>NOTE: A copy of the 82440 is retained on the service provider (RE), secondary -30, and the child services (CS) file. A copy is also provided to the service provider. | SO+1y | nil | DE |
| **45325-06** | **Lists of registered family care homes**<br>SO = when list is amended or updated | SO+2y | 5y | DE |
| **45325-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 90y | DE |
| **45325-20** | **Child service provider resource case files - no case made (NCM)**<br>(paper files) (includes child service provider resource files (RE) registered as pending on the Management Information System (MIS) and service provider resource files (no case made) not registered on the MIS for which an intake form has been completed which was rejected or withdrawn without an application or proposal being received after a period of six months) (arrange alphabetically by name of the service provider)<br>SO = when case is closed | SO+1y | 6y | DE |
| **45325-25** | **Child service provider resource data files - no case made (NCM)**<br>(electronic records) (includes child service provider resource files (RE) registered as pending on the Management Information System (MIS) for which an intake form has been completed but has been closed with a no case made status) (arrange alphabetically by name of the service provider)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 6y | DE |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **45325 Child Resources – Residential and Non-Residential (continued)** | | | | | |
| **45325-30** | **Child service provider resource case files**<br>(paper files) (includes child service provider resource files(RE) registered on the Management Information System (MIS) and child service provider resource files not registered on the MIS for which an application or a proposal has been received) (arrange alphabetically by name of resource)<br>SO = when resource contract is terminated without extension or renewal | SO+1y | 89y | SR | |
| **45325-35** | **Child service provider resource data files**<br>(electronic records) (includes child service provider resource (RE) case files registered on the Management Information System (MIS)) (arrange alphabetically by name of resource)<br>SO = when case is closed and system designates data files as semi-active<br>NOTE: Data files that have reached their semi-active status may be converted to another format provided that the conversion process is verified. | SO+1y | 89y | DE | |
| **45325-40** | **Child place of service case file**<br>(paper files) (arrange alphabetically by name of place of service)<br>NOTE: Place of service case file can be further arranged by type of service, and then by name of place of service (e.g., some offices may wish to separate group home place of service from intensive child care resource).<br>SO = when place of service is terminated without extension or renewal | SO+1y | 89y | SR | |
| **45325-50** | **Child resource contract case files**<br>(paper files)(arrange alphabetically by contractor name)<br>SO = when contract is terminated without extension or renewal | SO+1y | 89y | SR | |
| **45325-51** | **Resource contract case files**<br>(records may include contracts that include both child and adult related services and where there is no separation between the contract for the adult or child service.) | SO+1y | 89y | SR | **DRAFT** |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **45330 Contracts General Non-Residential** | | | | | | |
| Records relating to contracts for non-residential services In which there is no resource file. These records include; contracts, client service agreements, component services schedules and funding agreement, all records relating to services provided are non-specific and can be provided to both children or adults in a non-resource environment. The contract or agreement would include the contract, payment of invoices, and any other correspondence during the term.<br>For child resources – non-residential, see primary 45325.<br>For adult resources – non-residential, see primary 45250. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Provincial Office, Victoria) will retain these records for | | CY+2y | nil | DE | **DRAFT** |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | **DRAFT** |
| **45330-00** | **Policy and Procedures** | OPR | SO | 5y | FR | **DRAFT** |
| | | Non-OPR | SO | nil | DE | **DRAFT** |
| **45330-01** | **General** | OPR | CY+2y | nil | DE | **DRAFT** |
| | | Non-OPR | CY+1y | nil | DE | **DRAFT** |
| **45330-20** | **Contract or Agreement Case Files**<br>(arranged alphabetically)<br>SO = when term of contract or agreement is complete | | SO+1y | 12y | DE | **DRAFT** |
| **45400 Community Placement** | | | | | | |
| Records relating to the ministry's development of community residential resources to provide care to persons being transferred out of institutional care. Records include: case summaries, contract negotiations, grant and subsidy requirements and authorizations, community placement conferences (CPC), client case profiles, home studies for Independent Care Network (ICN), copies of Personal Service Plans (PSPs), and community placement case files.<br>For adult community residential resource files, see primary 45250.<br>For closure of institutions, see primary 45700.<br>For community placement residential resource issues, see primary 45000.<br>For contracted adult residential resource case files, see primary 45250.<br>For contracted child residential resource files, see primary 45325.<br>For residential resource acquisition, see primary 45120.<br>For service provider case files, see primaries 45250 and 45325. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Community Support Services Division, Victoria) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **45400 Community Placement (continued)** | | | | | | |
| **45400-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |
| **45400-01** | **General** | OPR | CY+2y | nil | DE | |
| | | Non-OPR | CY+1y | nil | DE | |
| **45400-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE | |
| **45400-20** | **Community placement case summaries**<br>(arrange alphabetically by surname of service provider)<br>SO = when relevant resource file is opened and a copy of the case summary is placed on the client service file<br>NOTE: A copy of the case summary is placed on the relevant resource file in 45250 and 45325. | | SO+2y | 5y | DE | |
| **45400-30** | **Personal service plan case summaries**<br>(arrange alphabetically by surname of resident) | | SO+1y | 69y | SR | **DRAFT** |
| **45600 Historical Resource Residency** | | | | | | |
| Records relating to the verification of a child's former residency in a provincially-funded facility for the purpose of determining eligibility to receive counselling services under the inter-ministry Residential Historical Abuse Program. This program is open to post children-in-care. Records include: child-in-care residency verification files, case tracking records, copies of abuse counselling applications, prior contact checks, copies of information from the client service file, requests for records, residency notifications to the Ministry of Health, and reports and statistics.<br>For allegations of abuse and neglect, see primary 30350.<br>For child services case files, see primary 30410.<br>For children with support needs case files, see primary 30470.<br>For critical incidents, see primary 30100.<br>For guardianship case reviews, see primary 30620.<br>For types of abuse, see primary 30350. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Child Protection Division, Victoria) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **45600-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45600 Historical Resource Residency (continued)** | | | | | |
| **45600-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45600-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE |
| **45600-20** | **Residency verification case files**<br>(includes accepted and rejected applications) (arrange alphabetically by surname of client)<br>SO = when residency has been confirmed or denied to Ministry of Health | | SO+2y | 5y | DE |
| **45650 Hostels** | | | | | |
| Records relating to the ministry's efforts to contract hostel resources for eligible recipients (e.g., youth hostels). Records include lists of available hostels, hostel registrations (including name, social insurance number, assets, age, and, if under 19 years of age, parents' name, address and telephone number), reports and statistics, copies of vouchers (batched), rates and rate tables, and hostel resource case files. Hostel resource case files may include: consents to release confidential information, consents for criminal record checks, social assessments of hostel employees, and a copy of the resource contract.<br>For residential resource recruitment, see primary 45140.<br>For residential resource retention, see primary 45800.<br>For residential resource standards, see primaries 45200 and 45300. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45650-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45650-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45650-02** | **Rates and rate tables**<br>SO = when rate or rate table is eliminated or revised | | SO+2y | 5y | DE |
| **45650-03** | **List of hostels**<br>SO = when list is amended or replaced | | SO+2y | 5y | DE |

| | | | A | SA | FD | |
|---|---|---|---|---|---|---|
| **45650 Hostels (continued)** | | | | | | |
| **45650-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE | |
| **45650-20** | **Hostel resource case files**<br>(arrange alphabetically by name of resource)<br>SO = when contract is terminated without extension or renewal | | SO+1y | 29y | DE | |
| **45700 Institutions** | | | | | | |
| Records relating to the ministry's provision of programs and services to clients resident in institutions (e.g. Woodlands and Glendale Lodge). Records include: patient logs and patient care records, medical and psychological assessments, treatment plans, and records of treatment.<br>NOTE: Glendale Lodge residential resource services terminated as of March 31, 1996. Woodlands, with the exception of Willow Cottage, ceased to provide services as of January 1, 1997. OPR responsibilities for these records fall to the Ministry Records Officer and the Information and Privacy Director as of closing dates. Many clients who have been transferred out of institutions are now receiving services through a wide range of resources contracted by the ministry.<br>For adult residential resources, see primaries 45200 to 45250.<br>For community placement, see primary 45400.<br>For family care (foster care) resources, see primary 45325. | | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE | |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE | |
| **45700-00** | **Policy and Procedures** | OPR | SO | 5y | FR | |
| | | Non-OPR | SO | nil | DE | |
| **45700-01** | **General** | OPR | CY+2y | nil | DE | |
| | | Non-OPR | CY+1y | nil | DE | |
| **45700-02** | **Unusual Occurrences**<br>(batched and filed alphabetically by surname in file folders coded A to Z) | | SO+1Y | 69y | SR | **DRAFT** |
| **45700-10** | **Terminated Employee records**<br>(secondary created to be used on an interim basis until 1390-30 active retention reflects SO+1y) | | SO+1y | 20y | DE | **DRAFT** |
| **45700-11** | **Terminated employee pay records** | | SO+1y | 20y | DE | **DRAFT** |

| | | A | SA | FD | |
|---|---|---|---|---|---|
| **45700 Institutions (continued)** | | | | | |
| **45700-12** | **Employee grievance case files**<br>(arranged alphabetically by last name) | SO+1y | 20y | DE | **DRAFT** |
| **45700-13** | **Employee discipline/dismissal case files**<br>(arranged alphabetically by last name) | SO+1y | 20y | DE | **DRAFT** |
| **45700-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | nil | DE | |
| **45700-20** | **Nursing ward service logs**<br>(includes daily accounts of patient activities and incidents) (arrange chronologically by month or year)<br>SO = from date of last entry made in log | SO+1y | 69y | DE | |
| **45700-22** | **Movement summaries**<br>(arranged by ward and then chronologically by year) (records include transfers from ward to ward, hospice, hospital and weekend home stay.) | SO+1y | 69y | DE | **DRAFT** |
| **45700-23** | **Client Trust Account Summary** | SO+1Y | 69y | DE | **DRAFT** |
| **45700-24** | **Vocational, therapy and day programs**<br>(records contain, music therapy reports life skills training reports and vocational training reports) (arranged by ward number) | SO+1y | 69y | DE | **DRAFT** |
| **45700-25** | **Nominal rolls**<br>(arranged chronologically by ward) | SO+1y | 69y | DE | **DRAFT** |
| **45700-30** | **Patient service and care records**<br>(arrange first alphabetically by type of service(e.g., "psychological"), then by surname of patient)<br>SO = when case is closed | SO+1y | 69y | SR | |
| **45700-33** | **Resident Deaths**<br>(records include cemetery records, memorial services information) (some records contain only information, may require preservation storage as documentation is on onion skin) | SO+1y | 69y | FR | **DRAFT** |
| **45700-40** | **Institution closure case files**<br>(includes plans and correspondence relating to the closure of a ministry-managed institution) (arrange alphabetically by name of institution) SO = when closure is complete | SO+2y | 70y | SR | |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45800 Recognition and Award** | | | | | |
| Records relating to the ministry's efforts to retain, through recognition and award incentives, a wide range of resource service providers for children and adults. Records include lists of co-ordinators and award recipients, and recognition and awards projects (e.g., Foster Parent Week and Lieutenant Governor's Foster Parent Awards).<br>For acquisition of housing resources, see primary 45120.<br>For persons providing training to care providers, see primary 25200.<br>For recruitment of residential resources, see primary 45140. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **45800-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45800-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45800-02** | **Co-ordinators lists** | | CY+2y | nil | DE |
| **45800-04** | **List of award recipients** | | SO+2y | 5y | DE |
| **45800-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 7y | DE |
| **45800-20** | **Resource recognition and award projects case files**<br>(includes correspondence, recognition and award ceremony plans, invitations, and location records) (arrange alphabetically by name of project)<br>SO = when project is completed or abandoned | | SO+2y | 5y | DE |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **45900 Shelters** | | | | | |
| Records relating to emergency transition homes and shelter for children and families seeking protection from abuse. Records include: inter-agency correspondence, transition home profiles, shelter statistics, lists of emergency shelters and transition houses.<br>NOTE: Funding for emergency transition homes and shelters was transferred to the Ministry of Women's Equality, effective April, 1994.<br>For allegations of abuse and neglect, see primary 30350.<br>For child service case files, see primaries 30400 to 30470.<br>For family service client case files, see primaries 30500 to 30530.<br>For hostels, see primary 45650.<br>For inquiries into serious accidents, deaths and illnesses, see primary 30100. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for | | SO | nil | DE |
| **45900-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **45900-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **45900-02** | **Types of transition home profiles**<br>(includes general correspondence, descriptions and home profiles)<br>SO = when profile is amended or withdrawn | | SO+2y | nil | DE |
| **45900-03** | **Lists of emergency shelters and transition homes**<br>SO = when list is revised<br>NOTE: These records are to be kept separate from general filing and access is restricted to those responsible for release of information. | | SO+2y | nil | DE |
| **45900-04** | **Family violence**<br>(includes reference material and general correspondence) | | CY+1y | 2y | DE |

# SERVICES TO SUPPORT COMMUNITY DEVELOPMENT 50000-50999

## 50000 Services to Support Community Development - General

Records not shown elsewhere in the services to support community development section which relate generally to the ministry's provision of these services. Records include general community support inquiries, correspondence and memoranda.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

For administrative plans and programs, see ARCS primary 400.

| | | | | | |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **50000-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **50000-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **50000-02** | **Services to support community development inquiries**<br>(includes correspondence, records of telephone inquiries) (arrange first alphabetically by surname of person making general services to support community development inquiry, then chronologically by month) | | CY+1y | nil | DE |

## 50050 Services to Support Community Development – Program Planning and Evaluation

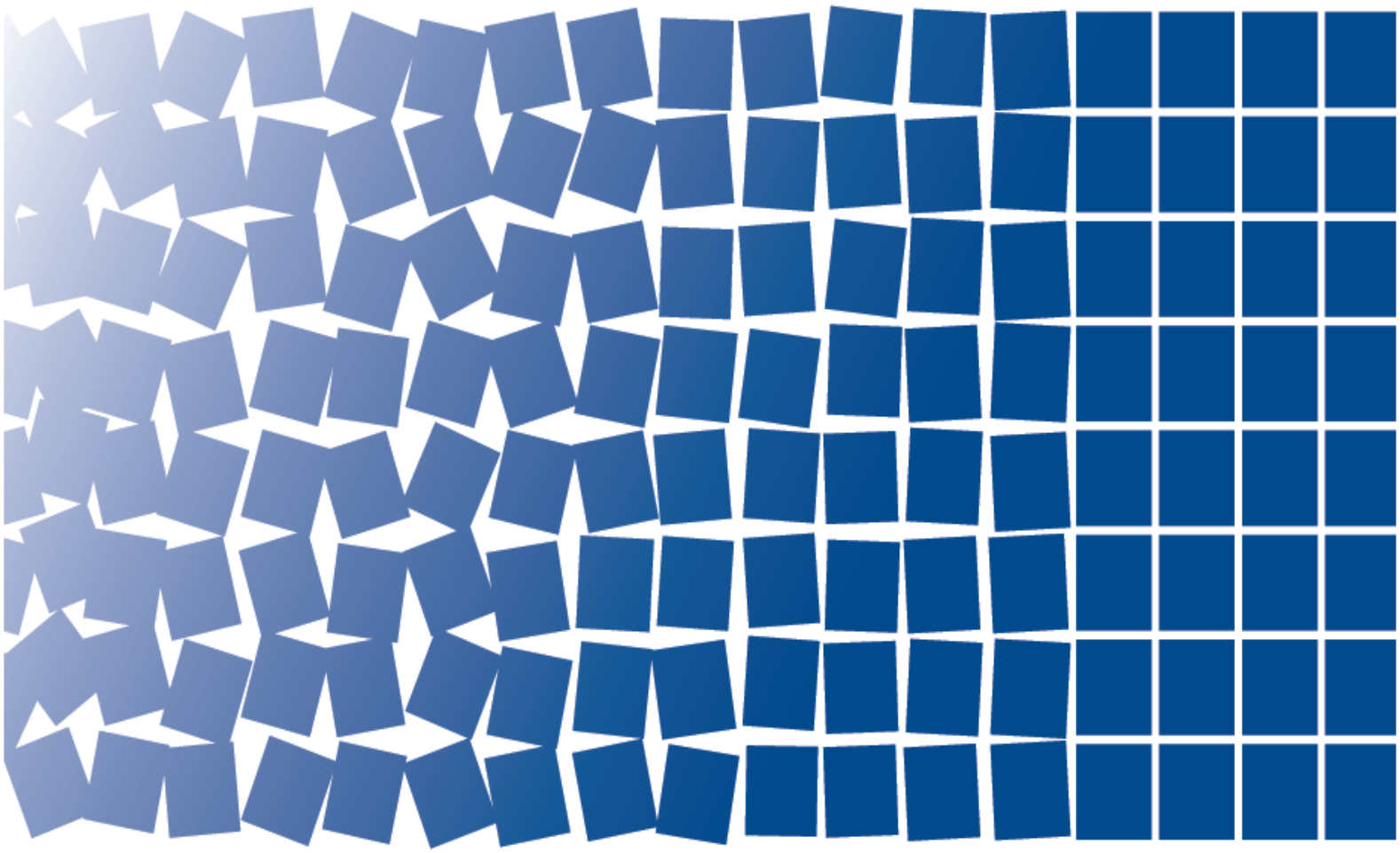
Records relating to services to support community development issues and the planning and evaluation of ministry services to support community development programs. Records include: research material, studies, and reference material relating to all aspects of administering various services to support community development programs. Records relating to the implementation of new or revised services to support community development programs are also found in this primary.

| | | | | | |
|---|---|---|---|---|---|
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **50050-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |

| | | A | SA | FD |
|---|---|---|---|---|
| **50050 Services to Support Community Development – Program Planning and Evaluation (continued)** | | | | |
| **50050-01** | **General** | OPR | | |
| | | Non-OPR | | |
| **50050-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | SO | 6y | DE |
| **50050-20** | **Community development issues case files**<br>(includes all issues, correspondence and memoranda, relating to all aspects of the ministry's services to support community development program) (arrange alphabetically by name of service to support community development issue)<br>SO = when issue is resolved or abandoned | SO+2y | 4y | FR |
| **50050-30** | **Community development program planning case files**<br>(includes project plans, research material, briefing notes, correspondence and memoranda) (arrange alphabetically by name of program)<br>SO = when plan is approved, resolved or abandoned | SO+2y | 4y | FR |
| **50050-40** | **Community development program implementation case files**<br>(includes project implementation plans, strategies, operational directives, etc.) (arrange alphabetically by name of program)<br>SO = when implementation is completed or discontinued | SO+2y | 4y | FR |
| **50050-50** | **Community development program evaluation case files**<br>(includes evaluation reviews, reports, follow up surveys, correspondence) (arrange alphabetically by name of program)<br>SO = when evaluation is completed or discontinued | SO+2y | 4y | FR |

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **50100 Community Project Funding** | | | | | |
| Records relating to the ministry's planning and provision of funding and grants to assist non-profit societies in providing community-based services to adults, children, families and youths and the procurement of non-statutory services which enhance and complement existing ministry programs. Records include community funding project applications and community project funding case files.<br>For approved budgets, see ARCS primary 1000.<br>For budget planning, see ARCS primary 1025.<br>For special needs housing projects, see primary 45120. | | | | | |
| | Unless otherwise specified below, the ministry OPR (Regional Support Division, Victoria) will retain these records for: | | CY+2y | nil | DE |
| | Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: | | SO | nil | DE |
| **50100-00** | **Policy and Procedures** | OPR | SO | 5y | FR |
| | | Non-OPR | SO | nil | DE |
| **50100-01** | **General** | OPR | CY+2y | nil | DE |
| | | Non-OPR | CY+1y | nil | DE |
| **50100-02** | **Community project funding applications**<br>SO = when decision is made to approve or not to approve application<br>NOTE: A copy of the approved application is placed on the project funding case file in secondary -20. | | SO+2y | 2y | DE |
| **50100-19** | **Case management monitoring reports and statistics**<br>(includes manual and computer-generated reports and statistics and ad hoc reports) (arrange alphabetically by name of report) | | SO | 12y | DE |
| **50100-20** | **Community project funding case files**<br>(includes funding applications, approvals for funding applications, proposed funding plans and supporting documentation) (arrange alphabetically by name of community project)<br>SO = when project is completed or ministry decision is made to discontinue or not proceed with the project | | SO+2y | 10y | SR |

# YOUTH JUSTICE, FORENSIC AND SPECIALIZED INTERVENTION SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM



BRITISH COLUMBIA

## GOVERNMENT RECORDS SERVICE

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

# *YOUTH JUSTICE, FORENSIC AND SPECIALIZED INTERVENTION SERVICES*

# *OPERATIONAL RECORDS CLASSIFICATION SYSTEM*

## TABLE OF CONTENTS

USEFUL INFORMATION

EXECUTIVE SUMMARY

| | | |
|---|---|---|
| SECTION 1 | 80000-80999 | YOUTH JUSTICE, FORENSIC AND SPECIALIZED INTERVENTION SERVICES |
| SECTION 2 | 82000-82999 | YOUTH FORENSIC PSYCHIATRIC AND SPECIALIZED INTERVENTION SERVICES |
| SECTION 3 | 83000-83999 | YOUTH JUSTICE SERVICES |

SYSTEMS SECTION

# USEFUL INFORMATION

**Key to Information Schedule Codes and Acronyms:**

| | |
|---|---|
| Information Schedule titles: | ***ARCS*** = *Administrative Records Classification System*<br>***ORCS*** = *Operational Records Classification System* |
| Office information: | **OPR** = Office of Primary Responsibility |
| Records life cycle: | **A** = Active<br>**SA** = Semi-active<br>**FD** = Final Disposition |
| Active and semi-active period codes: | **CY** = Calendar Year<br>**FY** = Fiscal Year<br>**NA** = Not Applicable<br>**SO** = Superseded or Obsolete<br>**w** = week<br>**m** = month<br>**y** = year |
| Final disposition categories: | **DE** = Destruction<br>**FR** = Full Retention<br>**SR** = Selective Retention<br>**OD** = Other Disposition<br>**NA** = Not Applicable |
| Special flags: | **FOI** = Freedom of Information/Protection of Privacy<br>**PIB** = Personal Information Bank<br>**VR** = Vital Records |

The following links provide additional resources for managing your information:

- *ARCS and ORCS User Guide*.
- Special schedules for records that are not covered by *ARCS* and *ORCS*.
- Legislation, policies, and standards for managing records in the BC Government.
- Tips, guides, and FAQs on related topics.
- Records Officer contact information.

BRITISH COLUMBIA | Ministry of Citizens' Services

Schedule No: 144823

## INFORMATION SCHEDULE APPROVAL

Title: *YOUTH JUSTICE, FORENSIC AND SPECIALIZED INTERVENTION SERVICES ORCS*

Ministry of Children and Family Development
Service Delivery
Specialized Intervention and Youth Justice Branch

Scope of Schedule:

The *Youth Justice, Forensic and Specialized Intervention Services ORCS* establishes a classification system and retention and disposition schedule for the operational records created by the Specialized Intervention and Youth Justice Branch, and its predecessors. Specialized intervention services (e.g., youth forensic psychiatric services, the Maples Adolescent Treatment Centre, and complex care services) include the provision of court-ordered and court-related mental health assessment and treatment services to youth who are in custody or under community youth justice supervision as a result of their involvement with the criminal justice system as well as the assessment and treatment of children and youth with no criminal justice contact. Youth justice services include the supervision and case management of youth serving custodial or community sentences, and the day-to-day operation of youth custody centres.

This *ORCS* also covers records relating to services that relate to the delivery of both services, such as policy development and implementation; program planning, evaluation and review; research activities; complaints and incidents handling; management of special detention programs; and, accreditation of programs and services.

The retention periods specified in this schedule meet all operational, fiscal, legal, and audit requirements.

For more information, see the attached schedule.

Earliest date of records covered by this schedule: 1871

The government body endorses this schedule and its implementation.

Client endorsement on file — July 30th, 2018

Lenora Angel, Executive Director, Specialized Intervention and Youth Justice Branch — Date

The Information Management Advisory Committee recommends this schedule for approval.

Susan Laidlaw — Sep 19, 2018

Susan Laidlaw, Chair — Date

**APPROVED BY THE CHIEF RECORDS OFFICER:**

David Curtis — Nov 8, 2018

David Curtis — Date

*The attached schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound recordkeeping practices.*

Schedule Developer: Sarah Shea

Endorsed by Government Records Service.

Alexander Wright, Chief Archivist

Date July 26, 2018

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

**A SA FD**

# *YOUTH JUSTICE, FORENSIC AND SPECIALIZED INTERVENTION SERVICES ORCS*

## EXECUTIVE SUMMARY

This *Operational Records Classification System* (*ORCS*) establishes a classification system and retention and disposition schedule for the records of the government organization assigned responsibility for providing youth justice, forensic psychiatric and specialized intervention services pursuant to the federal *Criminal Code* (RSC 1985, c. C-46) and *Youth Criminal Justice Act* (SC 2002, c. 1) and the provincial *Child, Family and Community Service Act* (RSBC 1996, c. 46), *Community Care and Assisted Living Act* (SBC 2002, c. 75), *Correction Act* (SBC 2004, c. 46), *Forensic Psychiatry Act* (RSBC 1996, c. 156), *Mental Health Act* (RSBC 1996, c. 288), and *Youth Justice Act* (SBC 2003, c. 85).

These records document the delivery of two distinct sets of services to children and youth in the province: specialized intervention, and youth justice services. Each is described in turn.

Specialized intervention services (e.g., youth forensic psychiatric services, the Maples Adolescent Treatment Centre, and complex care services) include the provision of court-ordered and court-related mental health assessment and treatment services to youth who are in custody or under community youth justice supervision as a result of their involvement with the criminal justice system as well as the assessment and treatment of children and youth with no criminal justice contact.

Youth justice services encompass both youth custody and community youth justice services. Youth custody services include the day-to-day operation of youth custody centres and the supervision and case management of young offenders in custody, including trust account administration and the provision of health care services. Community youth justice services include the supervision and case management (by probation officers) of youth in the community. These services are provided with respect to youth on bail, youth subject to peace bonds, youth on probation, and reintegration leave from a youth custody centre. Also included is the funding and monitoring of various community-based programs for young offenders, such as full-time attendance programs and other rehabilitative programs.

This *ORCS* also covers records relating to services that relate to both youth justice and specialized intervention services, such as policy development and implementation; program planning, evaluation and review; research activities; complaints and incidents handling; management of special detention programs; and, accreditation of programs and services.

Due to changes in administrative responsibility for delivering these functions, two previously approved *ORCS* contain classifications that have been superseded by this *ORCS*.

- In 1997, responsibility for the delivery of specialized intervention and youth justice services was transferred to the Ministry of Children and Family Development. Previously, specialized

**A SA FD**

intervention services were performed by the Ministry of Health and youth justice services by the Ministry of Attorney General.
- This *ORCS* supersedes classifications in the *Corrections ORCS*, Schedule 891849 and the *Forensic Psychiatric Services ORCS*, Schedule 122349 that pertain to the delivery of services to children and youth. Concordance tables have been added to these two *ORCS* to map the superseded classifications to the appropriate classifications in this *ORCS*.
- This *ORCS* also fully replaces all draft classifications implemented by the branch.
- The retention periods outlined in this *ORCS* apply to all records in the custody of the branch, both on-site and in off-site storage.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

The following summary describes the records covered in this *ORCS* and identifies their retention periods and final dispositions. The summary only includes records with a retention period of 7 years or greater and is organized by retention period. Records in the executive summary are linked to the main body of the *ORCS* by primary and secondary numbers. Please consult relevant secondaries for further information.

1) Investigation files
(secondary 80100-20) SO+10y 73y FR

These records document investigations of critical incidents and/or reportable circumstances (e.g., fatalities, critical injuries, or serious incidents) involving branch clients, staff or contracted service providers. The government archives will fully retain these records for their evidential and informational value. They provide evidence of the types of incidents that have occurred over time and include recommendations aimed at preventing future occurrences. The recommendations, in turn, inform changes to institutional practices codified in final policies which are fully retained under secondary 80200-00.

Investigation files will be transferred to the government archives 83 years after the investigation is concluded. This retention period is consistent with the related client files and client data and is based on a standard 90 year life expectancy calculation. The youngest a client who could be involved in an investigation would be 7 years old (7y + 83y = 90y). The 83 year retention period, therefore, allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a sexual nature) under the *Limitation Act* (SBC 2012, c. 13).

| | A | SA | FD |
|---|---|---|---|
| 2) Final accreditation reports (secondary 80000-35) | CY+11y | nil | FR |

These records consist of accreditation final reports which outline the overall strengths, opportunities for improvement, and areas of challenge identified by the Council on Accreditation (COA), an international, not-for-profit child and family service and behavioural health care accreditation organization. The government archives will fully retain these records because they provide evidence of organizational compliance with international standards.

Final accreditation reports will be transferred to the government archives 12 years after the accreditation report is received. This retention period ensures that the reports for the previous 3 accreditation cycles are readily available to support re-accreditation.

| | | | |
|---|---|---|---|
| 3) Inspection files (secondary 83400-20) | SO | 10y | FR |

These records document inspections of youth custody centre programs and services performed pursuant to the *Youth Justice Act* (SBC 2003, c. 85) and inspections of community youth justice programs (e.g., wilderness programs) performed pursuant to applicable policies, procedures and standards. The government archives will fully retain these records because they provide evidence of the extent to which the programs and facilities have complied with legislation, regulations, standards, policies and procedures, as well as how they have responded to deficiencies. The inspection records also have significant informational value because they provide a comprehensive description of the custody centres and the programs they offered. The records are particularly valuable in documenting the history of youth custody centres which have opened and closed across the province.

Inspection files will be transferred to the government archives 10 years after the inspection is complete and response, if necessary, has been prepared; and, if applicable, when superseded by a new inspection. This retention period meets the branch's operational needs to have access to previous inspections for the purposes of identifying deficiency patterns as well as progress in addressing any deficiencies.

| | | | |
|---|---|---|---|
| 4) Policy-final (secondary 80200-00) | SO | 5y | FR |

These records document final operational policies, including procedures, standards, guidelines, manuals, and recommended practices and directives used by staff and contracted service providers. This secondary also includes policy interpretation and exemption files. The government archives will fully retain these records because they provide significant evidence of the governance of the functions and programs covered by this *ORCS*. Policy interpretation and exemption files provide contextual support to the approved policies and have evidential and informational

| | A | SA | FD |
|---|---|---|---|

value because they document how policy was interpreted and how exemptions to policies were approved on a case-specific basis.

Final policies will be transferred to the government archives 5 years after the policy is replaced or becomes irrelevant, or in the case of policy interpretation and exemption files, when the policy exemption expires or is no longer required for operational or reference purposes.

5) Menus
(secondary 80000-03) — SO — nil — FR

These records consist of food menus. The government archives will fully retain them for their evidential and informational value in documenting the evolution of meals served to children and youth in the various facilities (e.g., youth custody centres, Inpatient Assessment Unit, Maples, and Complex Care Unit) managed by the branch.

Menus will be transferred to the government archives when no longer required for menu planning purposes.

6) Final reports, publications, descriptions and outcomes
(secondary 80300-10) — CY — nil — FR

These records consist of final reports, publications, descriptions and outcomes prepared by the branch. They will be fully retained by the government archives because they:

- document the institutional framework and context in which specialized intervention and youth justice programs evolved. These records are also fundamental to understanding how the ministry translated the knowledge gained through evidence based research (secondary 80300-30) into the development and delivery of practical programs;
- document the findings of original research, including the results of longitudinal studies of youth from adolescence to adulthood;
- have evidential and informational value in assessing the effectiveness of specialized mental health assessment instruments and treatment programs;
- document trends in crime rates and recidivism rates among youth justice clients in BC;
- and lastly, the findings inform the ongoing development and refinement of assessment techniques and treatment programs and provide important context for the evolution of programs.

At the end of each calendar year, a set of all reports produced that year will be transferred to the government archives.

A few examples of the reports covered under this secondary include: *An Examination of Mental Health Needs Among Youth in British Columbia Youth Custody Centres*, *Trends in Youth Crime and Youth Justice in*

| | A | SA | FD |
|---|---|---|---|

*British Columbia Report*, and *An Evaluation of the Youth Forensic Psychiatric Services Violent Offence Treatment Program in British Columbia*.

7) Photographs and videos
(secondary 80000-05) — SO — nil — SR

These records consist of photographs and videos illustrating the various programs and facilities covered under this *ORCS*. They will be selectively retained by the government archives via the following selection process: program area staff will select for full retention a selection of photographs and videos that best illustrate the evolution of programs and facilities over time (e.g., photographs of custody centres, inpatient and outpatient units, the Maples, the Complex Care Unit, and wilderness programs). Photographs and videos which contain identifiable youth will not be selected because of the extensive privacy protections that apply to youth receiving services from the branch.

Photographs and videos selected for full retention will be transferred to the government archives when no longer required for operational or reference purposes. All other photographs and videos will be destroyed.

8) Client case files and data

| | | | |
|---|---|---|---|
| (secondary 82110-20) | SO | 90y | DE |
| (secondary 82120-20) | SO | 71y | DE |
| (secondary 82130-20) | SO | 71y | DE |
| (secondary 82140-20) | SO | 71y | DE |
| (secondary 83100-20) | SO | 71y | DE |
| (secondary 83550-20) | SO | 71y | DE |
| (secondary 83600-20) | SO | 69y | DE |
| (secondary 82105-20) | SO | 65y | DE |
| (secondary 80000-25) | SO | nil | DE |

These records document the case management of children and youth receiving services from the branch, including the following:

- Family Court Centre client files,
- Maples client files,
- Inpatient client files,
- Outpatient client files,
- Community youth justice client files,
- Youth custody master client files,
- Youth custody health care files,
- Complex care service client files,
- and, client data residing in the various systems used by the branch.

The active and semi-active retention periods for these records vary depending on the type of service being provided and the office's on-site reference requirements (for details see the applicable secondary in the

| | A | SA | FD |
|---|---|---|---|

main body of the *ORCS*). However, in all cases, the combined active and semi-active retention periods will ensure that the records are retained for 90 years from the date of birth. This retention period is based on a standard 90 year life expectancy calculation. This allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a sexual nature) under the *Limitation Act* (SBC 2012, c. 13). The retention period also provides a substantial period to support research projects.

9) Admission ledgers and client lists - pre 1973
(secondary 83570-03) — SO — nil — DE

These records consist of admission ledgers and client lists which cannot be recreated from the electronic case management system.

Destroy when 83 years has elapsed since the last entry in the ledger or list and when no longer required for tracking clients. The total retention period is based on a standard 90 year life expectancy calculation. Under the *Juvenile Delinquents Act*, which remained in effect until April 2, 1984, the youngest legal age a youth could be labelled a "delinquent" was 7 years. The total retention period is intended to allow the youth their full lifetime to hold the office of primary responsibility accountable for carrying out its duties under legislation and provides a reasonable period for the legal value of these records to be extinguished.

10) Behaviour log books
(secondary 82200-10) — SO+2y — 81y — DE

These behaviour log books, maintained in each unit of the Maples and at the Complex Care Unit, record a narrative summary of client behaviour occurring during the various shifts, thereby providing a concise snapshot for staff to review upon start of their shift.

Destroy 83 years after physical log book is complete, or for logs retained electronically, 83 years after the end of the calendar year. The 83 year retention period is based on a standard 90 year life expectancy calculation and was determined based on the youngest client (7 years) who could be referenced in a behaviour log (83y +7y = 90y). This retention period meets the operational and reference requirements of the Maples and CCU to have access to these records for the same period as the related client files. The behaviour logs are useful in the event of a complaint or incident investigation because they provide a sense of the physical and social context at the time of the complaint or incident.

| | A | SA | FD |
|---|---|---|---|
| 11) Specialized intervention services complaints and incidents (neither critical nor reportable circumstance) (secondary 82200-03) | CY+10y | 72y | DE |

These records document the handling (by specialized intervention services offices) of complaints and incidents that do not meet the definition of a critical incident or reportable circumstance.

Destroy after 83 years. This retention period is consistent with that of the related client files and client data and is based on a standard 90 year life expectancy calculation. The youngest client who could be involved in one of these complaints/incidents is 7 years old (7y + 83y = 90y). The 83 year retention period, therefore, allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties.

| | | | |
|---|---|---|---|
| 12) Community youth justice complaints and incidents (neither critical nor reportable circumstance) (secondary 83150-10) | CY+10y | 72y | DE |

These records document the handling of community youth justice complaints and incidents that do not meet the definition of a critical incident or reportable circumstance.

Destroy after 83 years. The retention period is consistent with that of the related client files and client data and is based on a standard 90 year life expectancy calculation. Up until the passage of the *Youth Criminal Justice Act* (SC 2002, c. 1) in 1984, the youngest client who could be involved in one of these complaints/incidents was 7 years old (7y + 83y = 90y). The 83 year retention period, therefore, allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. The current age upon which a person could be charged under the *Act* is 12 years.

| | | | |
|---|---|---|---|
| 13) Referrals (denied and withdrawn) (secondary 82200-25) | SO | 71y | DE |

These records document referrals to specialized intervention services that are not filed on the client file.

Destroy 71 years after the child/youth reaches the age of majority (19 years) and no further follow up action is required. This retention period is based on a standard 90 year life expectancy calculation. This allows the child/youth their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also meets the needs of program areas to have all referrals, regardless of outcome, retained for the same period as part of a comprehensive record of their interactions with the child/youth.

| | A | SA | FD |
|---|---|---|---|
| 14) Special detention program records<br>(secondaries 80400-20, and -30) | SO | 71y | DE |

These records document the provision of temporary detention and health care services to individuals and families under the terms of special agreements with federal and provincial organizations. An example of a special detention program is the temporary detainment of individuals (primarily families and unaccompanied minors) pursuant to the *Immigration and Refugee Protection Act* (S.C. 2001, c. 27) at youth custody centres. During their detention, the individuals may be provided with health care services from the custody centre's health care unit. Temporary detention may also be provided at a specialized intervention facility (e.g., the Maples). These records also document other types of special detention programs that the ministry might enter into.

Destroy health care files and legal files pertaining to a family unit or an unaccompanied minor 71 years after youngest family member or minor reaches the age of majority (19 years).

Destroy health care files and legal files pertaining to other individuals 71y years after the individuals are released.

The retention period is based on a standard 90 year life expectancy calculation and ensures that the records are retained for 90 years from the birth date. It provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating claims relating to sexual assault under *Limitation Act* (SBC 2012, c. 13).

| | | | |
|---|---|---|---|
| 15) Inquiries<br>(secondary 82200-20) | SO | 15y | DE |

These records document inquiries pertaining to the suitability of a child/youth to receive the specialized intervention services covered under Section 2 of this *ORCS*.

Destroy 15 years after the child/youth reaches the age of majority (19 years) and no further follow up action is required. The retention period provides a reasonable period for the legal value of the records to be extinguished given the complex nature of the emotional, mental health, developmental, and behavioural needs of the individuals being discussed in these records. The retention period also ensures that the records are available when responding to complaint and incident investigations.

| | | | |
|---|---|---|---|
| 16) Non-behaviour, custody, and health care log books | | | |
| (secondary 82200-15 ) | SO+2y | 13y | DE |
| (secondary 83570-10) | SO+2y | 13y | DE |
| (secondary 83600-17) | SO+5y | 10y | DE |

These records include non-behaviour log books (e.g., communication log books), custody log books and health care log books.

| | A | SA | FD |
|---|---|---|---|

Destroy 15 years after physical log book is complete, or for logs retained electronically, 15 years after the end of the calendar year. Unlike the behaviour log books classified under secondary 82200-10, these logs are not retained for the potential lifetime of the client, as any information required to document client case management is captured on the applicable client file which is retained for 90 years after the client's date of birth. However, because these logs reference children and youth, it was deemed necessary to retain them until the youngest client who could be referenced in a log reaches the age of majority (19 years) plus an additional period to satisfy the 2 year basic limitation period under the *Limitation Act* (SBC 2012, c. 13). The additional period satisfies reference requirements.

17) Special detention program log books
(secondary 80400-10) — SO+5y | 10y | DE

These records include log books maintained during the delivery of special detention programs (see entry #14 for a description of special detention programs).

Destroy special detention program log books 15 years after log book is complete. The retention period provides a reasonable period for the legal value of the records to be extinguished as the core documentation pertaining to special detention programs are captured on the special detention program legal files and health care files.

18) Screening and intake minutes
(secondary 82200-17) — CY | 14y | DE

These records document minutes of decision created by committees/groups responsible for screening and intake to the various specialized intervention programs covered under Section 2 of this *ORCS* (e.g., Complex Care Unit Screening Committee).

Destroy after 15 years. This retention period ensures that the summaries of decision are available until any child or youth discussed in the minutes reaches the age of majority (19 years), plus a few more years for reference purposes. Decisions are also recorded on the referral forms which are retained under secondary 82200-25 or under the applicable client file secondaries (82105-20 to 82140-20).

19) Staff influenza (flu) vaccination records
(secondary 83600-19) — CY+10y | nil | DE

These records document the vaccination of staff against influenza.

Destroy after 11 years. This retention period is consistent with how long adult immunization records are retained in public health units (see the *Community Health Programs ORCS*, Schedule 122353).

| | A | SA | FD |
|---|---|---|---|
| 20) Volunteer files<br>(secondary 80000-45) | SO+2y | 8y | DE |

These records document the case management of volunteers who perform a variety of functions for the branch. Examples of supervised activities performed by youth custody centre volunteers include providing music and meditation lessons. Youth forensic volunteers perform research functions, such as conducting coding and interviewing youths. Practicum students (e.g., psychology and psychiatric students) also provide volunteer services.

Destroy when 10 years has elapsed since volunteer was active. This period provides a reasonable period for the consultation and re-activation of the files if the volunteer returns. It is also consistent with the retention period for employee personnel files maintained by the BC Public Services Agency (BCPSA) under the *Public Service and Personnel Management ORCS*, schedule 181080.

| | | | |
|---|---|---|---|
| 21) Trust fund accounting files and statements | | | |
| (secondary 83650-20) | FY+1y | 8y | DE |
| (secondary 83650-30) | SO+2y | 8y | DE |

These records document the administration of trust accounts (money held in trust) for youth in custody pursuant to the *Financial Administration Act* (RSBC 1996, c. 138), the *Unclaimed Property Act* (SBC 1999, c. 48) and other relevant policies and procedures.

Destroy trust fund accounting files after 10 years. This retention period meets the operational and reference requirements of the custody centres and is consistent with the retention of the related trust account statements classified under secondary 83650-30.

Destroy trust fund statements 10 years after final disbursement of funds. This retention period is based on the *Limitation Act* (SBC 2012, c. 13) and the *Unclaimed Property Regulation* (Reg. 463/99). This retention period ensures statements are retained until the youngest youth eligible to be at a custody centre (12 years) reaches the age of majority (19 years), plus an additional period to cover the 2 year basic limitation period to initiate a claim under the *Limitation Act* (SBC 2012, c. 13). The additional year satisfies the reference requirements of the custody centres. The retention period also satisfies the requirement stipulated in the *Unclaimed Property Regulation* (Reg. 463/99) that records pertaining to unclaimed money deposits be retained for 6 years, if the amount of the deposit is under $1000.00. Monies held in trust for youth are predominately under this amount.

| | | | |
|---|---|---|---|
| 22) Effects sheets<br>(secondary 83570-15) | CY+2y | 7y | DE |

These records document effects the youth had in their possession upon arrival at the custody centre.

| | A | SA | FD |
|---|---|---|---|

Destroy after 10 years. This retention period ensures that effects sheets are retained until the youngest youth eligible to be at a custody centre (12 years old) reaches the age of majority (19 years), plus an additional period to cover the 2 year basic limitation period to initiate a claim under the *Limitation Act* (SBC 2012, c. 13).

23) Federal funding applications
(secondaries 83300-20, and -30) — SO+2y | 5y | DE

These records consist of applications submitted to Justice Canada to fund specialized therapeutic programs and services for youth.

Destroy youth-specific funding applications 7 years after the application is denied or determination is made not to proceed; or, if approved, when funding expires, and upon conclusion of any requirements stipulated in the agreement (e.g., submission of final summary reports). For youth-specific applications, the youth must also have reached the age of majority (19 years) before the file can be closed.

Destroy non-youth-specific funding applications 7 years after application is denied or determination is made not to proceed; or, if approved, when funding expires, and upon conclusion of other requirements stipulated in the agreement (e.g., submission of final reports).

The retention periods are consistent with the retention periods for the related federal agreements and claims records classified under *ARCS* primary 950 and satisfy the branch's reference requirements to have access to previous applications for the purpose of preparing new applications.

24) Research project files and data
(secondary 80300-30) — SO | nil | DE

These records document research activities undertaken by the branch, including formal research projects. Research is performed by various program areas within the branch as well as by external researchers under agreement with the ministry. Research funding may be provided by the ministry or by external sources (e.g., federally funded projects).

The destruction triggers for files and data vary:

- all research areas will keep research data until no longer required for research, program evaluation and statistical analysis purposes. Prior to data deletion, research areas should ensure that the data has been retained for a sufficient period to meet current ethical standards within the research community (e.g., standards outlined in the Publication Manual of the American Psychological Association);

| | A | SA | FD |
|---|---|---|---|

- research areas (other than the Maples and Complex Care Unit) will retain all remaining research records for 10 years from project completion, denial or abandonment date, which provides a reasonable period to reference past research records in which the methodology would still be considered relevant to current projects and complies with current ethical standards within the research community for the retention of research records (e.g., standards outlined in the Publication Manual of the American Psychological Association); and,
- researchers for the Maples and Complex Care Unit will retain completed client and stakeholder surveys, questionnaires, coding forms, and survey consent forms for calendar year plus 2 years, which meets their reference needs and allows for correction of data entry errors; and, they will retain all remaining research records for 10 years from project completion, denial or abandonment date, based on the same rationale cited above for the other research areas.

Research final reports are fully retained under secondary 80300-10.

25) Youth justice data warehouse data
(secondary 83000-30) — SO — nil — DE

The Youth Justice Data Warehouse is a system that organizes data from a business perspective. It is accessed by youth justice staff via the Youth Justice Business Intelligence (BI) Application. BI, implemented in 2008, is an enterprise system that is refreshed daily from offender, justice, payroll and e-form operational databases, providing multi-year views at the provincial, regional, centre, office, offender and staff level. It informs decision makers for quality assurance, performance management, operational and strategic investment purposes.

Delete the data based on data mirroring rules and when no longer required for program evaluation, trend, and statistical analysis purposes (see system overview for more information).

26) All Other Records — DE

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. Any information from these records that has ongoing value is adequately documented under secondaries with longer retentions and/or full or selective retention appraisals within the *ORCS* or in *ARCS*. These records have no enduring value to government at the end of their scheduled retention period.

END OF EXECUTIVE SUMMARY

# SECTION 1

# COMMON SERVICES

## PRIMARY NUMBERS

## 80000 – 80999

Section 1 covers records that pertain to youth forensic psychiatric, specialized intervention and youth justice services. This includes records relating to: accreditation planning and reporting; policy development and implementation; program planning, evaluation and research; volunteer coordination; special detention programs management; investigations of critical incidents and/or reportable circumstances; and, tracking and statistical analysis.

# SECTION 1 TABLE OF CONTENTS

## COMMON SERVICES

80000 - 80999

80000 COMMON SERVICES - GENERAL

80100 CRITICAL INCIDENT AND REPORTABLE CIRCUMSTANCE INVESTIGATIONS

80200 POLICY DEVELOPMENT

80300 PROGRAM PLANNING, EVALUATION AND RESEARCH

80400 SPECIAL DETENTION PROGRAMS

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

## 80000 COMMON SERVICES - GENERAL

This primary covers records relating to the following functions, activities, and special record types that are not covered elsewhere in this section:

- arranging for the accreditation of programs and services;
- selecting and coordinating volunteers;
- responding to requests for client information;
- client data stored in various systems;
- menus detailing meals served to clients in the various facilities; and,
- photographs and videos which illustrate facilities and programs.

For reference material/topical files, see *ARCS* secondary 358-20.
For system descriptions, see the Systems Section.
For youth justice forums and youth justice week celebrations, see *ARCS* primary 220.

The ministry OPR is Specialized Intervention and Youth Justice Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 80000 | COMMON SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| -01 | **General**<br><br>NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications. | CY+1y | nil | DE |
| -03 | **Menus**<br>(covers the master copy of menus detailing the meals served to clients in the various facilities (e.g., youth custody centres, Inpatient Assessment Unit, Maples, and Complex Care Unit)<br><br>OPR: Supervisor, Provincial Service Dietary Department<br><br>SO: when no longer required for menu planning purposes<br><br>FR: The government archives will fully retain menus for their evidential and informational value. They document how diets within institutionalized settings have evolved and provide unique insights into the lived experience and daily routines of the children and youth who come under the care of the government in such facilities. | SO | nil | FR |
| -05 | **Photographs and videos**<br>(covers photographs and videos illustrating the delivery of the services covered under this *ORCS*, and the associated | SO | nil | SR |

| 80000 | COMMON SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|

facilities)

SO: when no longer required for operational or reference purposes

SR: Photographs and videos will be selectively retained by the government archives for their evidential and informational value. They provide unique insights into the lived experience and daily routines of the children and youth who come under the care of the government in such facilities. Program area staff will select for full retention a sampling of photographs and videos that best illustrate the evolution of programs and facilities over time. All other photos and videos will be destroyed.

NOTE: Examples of photographs and videos to be selected are those pertaining to the opening and closing of facilities; renovations to facilities; programs occurring at facilities (e.g., gardens and obstacle courses); and, wilderness programs. A photograph of a youth taken from the back while they are participating in activity would be acceptable for selection, as long as the youth is not identifiable. Photographs and videos which contain identifiable youth will not be selected because of the extensive privacy protections that apply under legislation to youth receiving services covered under this *ORCS*.

| -10 | **Volunteer coordination records** | SO | nil | DE |
|---|---|---|---|---|

(covers records pertaining to the coordination of volunteers, including contact lists, closed file lists, and tracking lists)

SO: when no longer required for the coordination of volunteers

NOTE: Classify individual volunteer files under secondary 80000-45. Use *ARCS* secondary 1665-20 for records pertaining to the selection and recruitment of volunteers, including records pertaining to unsuccessful candidates.

NOTE: Examples of supervised activities performed by youth custody centre volunteers include providing cribbage, music, and meditation lessons. Youth forensic volunteers perform research functions, such as conducting coding and interviewing youths. In addition, practicum students (e.g., psychology and

| 80000 | COMMON SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|
| | psychiatric students) also provide volunteer services. | | | |
| | **-20 Abandoned records from contractors**<br>(covers records containing client information, which were abandoned on-site by various contractors upon their contract termination or which were sent to off-site storage as unscheduled records)<br><br>SO: upon approval of this *ORCS*<br><br>DE: These records have been appraised for destruction as all required client documentation has already been received from the contractors and filed on the applicable client case files scheduled under this *ORCS*.<br><br>NOTE: Contractors submit any required documents (e.g., client status reports) to the applicable office during the course of the contract. Documentation is then added to the applicable client case file. | SO | nil | DE |
| | **-22 Accreditation planning and maintenance records**<br>(covers records created during the accreditation planning, application and maintenance phases)<br>(includes planning records, working materials, application forms, self-study evidence, self-reporting records, maintenance reports, and correspondence)<br>(arrange by name of accredited service, then by accreditation year)<br><br>SO: when the accreditation cycle is complete<br><br>4y: As the accreditation cycle currently lasts 4 years, the 4 year retention period ensures that the records remain available at least until the beginning of the next cycle. The combined active and semi-active retention period is sufficient to support re-accreditation.<br><br>NOTE: Final accreditation reports prepared by the accreditation body are classified under secondary 80000-35. | SO+4y | nil | DE |
| PIB | **-25 Client data**<br>(covers child and youth client data stored in various systems (e.g., Corrections Network System (CORNET), Community and Residential Information System (CARIS) and Integrated Corrections Offender Network Portal (ICON)) | SO | nil | DE |

| 80000 | COMMON SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|

SO: when 90 years have elapsed since client birth date; if a record contains information about multiple clients, such as an incident report, when 90 years have elapsed since the birth date of the youngest client involved in the incident

NOTE: The retention period is based on a standard 90 year life expectancy calculation. This allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a sexual nature) under the *Limitation Act* (SBC 2012, c. 13). The retention period also provides a substantial period to support program evaluation and review and research activities. Lastly, the retention period for the data is consistent with that of the related physical client files classified under sections 2 and 3 of this *ORCS*.

| | | | | |
|---|---|---|---|---|
| **-35** | **Final accreditation reports**<br>(covers final accreditation reports prepared by the accreditation body)<br>(arrange by name of accredited service, then by accreditation year) | CY+11y | nil | FR |

12y: As the accreditation cycle currently lasts 4 years, the 12 year retention period ensures that reports for the previous 3 accreditation cycles are available to support re-accreditation.

FR: The government archives will fully retain accreditation final reports because they provide evidence of organizational compliance with international standards. The reports outline the overall strengths, opportunities for improvement, and areas of challenge identified by the accreditation body.

NOTE: Examples of accredited programs are: mental health services provided by youth forensic psychiatric services; counseling support and education services and on-site treatment programs provided by the Maples Adolescent Treatment Centre; and youth custody services and experiential education

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 80000 | | COMMON SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|---|
| | | supplement services provided by youth justice programs.<br><br>NOTE: Accreditation of programs and services is currently provided by the Council on Accreditation (COA), an international, not-for-profit, child and family service and behavioural health care accreditation organization. | | | |
| PIB | **-40** | **Requests for client information**<br>(covers requests for client information received from clients and third parties)<br>(includes requests for information and the authority for release, consent forms, and correspondence)<br>(arrange by client name or client number)<br><br>SO: when request is closed<br><br>5y: The retention period ensures the records are available for a reasonable period to verify that the release of information was authorized and is consistent with the retention of similar records classified under *ARCS*.<br><br>NOTE: For administrative convenience, some offices file these requests directly on the client's case file. | SO | 5y | DE |
| PIB | **-45** | **Volunteer files**<br>(only covers individuals who are not assigned an employee number or added to the government's payroll system)<br>(includes successful candidates resumes and interview sheets, evaluations, school transcripts, signed orientation checklists, reference checks, criminal record checks, training records, attendance records, disciplinary records, participation agreements, confidentiality agreements, waivers and indemnities, and departure checklists)<br>(arrange by volunteer surname)<br><br>SO: when volunteer is determined to be no longer active<br><br>10y: The 10 year total retention period provides a reasonable period for the consultation and re-activation of the files if the volunteer returns. It is also consistent with the retention period for employee personnel files maintained by the BC Public Services Agency (BCPSA) under the *Public Service and Personnel Management ORCS*, schedule 181080. | SO+2y | 8y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 80000 | COMMON SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|

NOTE: Classify volunteer orientation materials and manuals under secondary 80200-00. Classify closed volunteer files lists, contact lists, and other tracking lists under secondary 80000-10. Use *ARCS* secondary 1665-20 for records pertaining to the selection and recruitment of volunteers, including unsuccessful candidates.

NOTE: Client complaints and incidents pertaining to volunteers are classified elsewhere in this *ORCS* (e.g., on the client's file or on the complaint and incident file) and retained accordingly.

END OF PRIMARY

## 80100 CRITICAL INCIDENT AND REPORTABLE CIRCUMSTANCE INVESTIGATIONS

Records relating to investigations of critical incidents and/or reportable circumstances (e.g., fatalities, critical injuries, or serious incidents) involving clients, staff and contracted service providers. The investigation of a critical incident and/or reportable circumstance may result in the undertaking of an administrative or operational review.

This primary also covers records created in response to investigations undertaken by the Ombudsperson, Representative for Children and Youth (RCY) or the Coroner.

The handling of complaints and incidents records that do not meet the definition of a critical incident and/or a reportable circumstance varies across the branch. For youth forensic psychiatric services, the Maples, and complex care services, see secondary 82200-03; for youth custody, see secondaries 83570-05 and 83550-20; and, for community youth justice, see secondary 83150-10.

For branch employee files, consult with your Records Officer regarding the appropriate classification to use.
For employee grievances and arbitration awards, see *ARCS* secondary 1480-20.
For incident data maintained in the Community and Residential Information System (CARIS) and the Integrated Corrections Offender Network Portal (ICON), see secondary 80000-25.
For policy development and final policies, see primary 80200.
For requests for client information (e.g., requests received from the Ombudsperson, RCY or the Coroner), see secondary 80000-40.
For system descriptions, see the Systems Section.

The ministry OPR is Headquarters unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 80100 | | CRITICAL INCIDENT AND REPORTABLE CIRCUMSTANCE INVESTIGATIONS | A | SA | FD |
|---|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | | SO | nil | DE |
| | **-01** | **General** | CY+1y | nil | DE |
| PIB | **-20** | **Investigation files**<br>(covers investigations that result from critical incidents and/or reportable circumstances, operational reviews, administrative reviews, and external investigations by the Ombudsperson, Coroner, and the RCY)<br>(includes reporting forms (e.g., reportable circumstances reports and incident reports), alerts, supporting documentation to the investigation (e.g., copies of procedures, manuals, logs, and client records), video recordings, interview notes, meeting minutes, final reports (e.g., critical incident review report, | SO+10y | 73y | FR |

| 80100 | CRITICAL INCIDENT AND REPORTABLE CIRCUMSTANCE INVESTIGATIONS | A | SA | FD |
|---|---|---|---|---|

investigation reports, integrated responses to reportable circumstances report, external reports, practice review reports, case review reports, administrative reviews, operational reviews, and responses to operational reviews), action plans, copies of briefing notes, correspondence and memoranda)

(arrange by investigation name, which may include the name of an individual)

SO: when investigation is concluded

83y: The retention period is consistent with that of the related client files and client data and is based on a standard 90 year life expectancy calculation. The youngest client who could be involved in an investigation would be 7 years old (7y + 83y = 90y). The 83 year retention period, therefore, allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a sexual nature) under the *Limitation Act* (SBC 2012, c. 13).

FR: The government archives will fully retain investigation files for their evidential and informational value. They provide evidence of serious incidents involving clients, staff and contracted service provides and include summaries of the incidents and recommendations aimed at preventing future occurrences. The recommendations, in turn, inform decisions to change institutional practices codified in final policies which are fully retained under secondary 80200-00.

NOTE: Use this classification rather than *ARCS* for Ombudsperson's investigations. This provides consistency by ensuring all external investigations are retained for the 83 year period.

END OF PRIMARY

## 80200 POLICY DEVELOPMENT

Records relating to the development of operational policies, including procedures, standards, guidelines, manuals, and recommended practices and directives for use by staff and contracted service providers delivering services described in this *ORCS*. This primary also covers records relating to policy interpretation and exemption activities.

For brochures, pamphlets and handouts prepared for the public, see secondary secondary 80300-10.
For legislation development, see *ARCS* secondary 140-20.
For memorandums of understanding and agreements, see applicable *ARCS* secondaries in primary 146.
For Orders-in-Council, see *ARCS* primary 146.
For policy from external sources, see *ARCS* primary 195.
For policy registration and tracking, see secondary 80300-15.
For program planning, evaluation and research, see primary 80300.
For reference material/topical files, see *ARCS* secondary 358-20.
For training and development records, see *ARCS* primary 1735.

The ministry OPR is the office responsible for maintaining the policy or procedure unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 80200 | POLICY DEVELOPMENT | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| -00 | **Policy - final**<br>(covers final/approved policies, procedures, standards, directives, manuals and guidelines pertaining to the functions and activities documented in this *ORCS*; clinical and practice advisories; policy interpretation and exemption files; and form and worksheet templates (see note below))<br>(arrange by policy name)<br><br>SO: when the policy is replaced or becomes irrelevant or in the case of policy interpretation and exemption files, when the policy exemption expires or is no longer required for operational or reference purposes<br><br>FR: The government archives will fully retain final versions of operational policy documentation because they provide significant evidence of the governance of the functions and programs described in this *ORCS*. Policy interpretation and exemption files provide contextual support to the approved policies and have evidential and information value because they document how policy was interpreted and how exemptions to policies were approved on a case specific basis. | SO | 5y | FR |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| | | | | |
|---|---|---|---|---|
| **80200** | **POLICY DEVELOPMENT** | **A** | **SA** | **FD** |

NOTE: A copy of all approved standard forms/worksheets should be classified under this secondary unless the form/worksheet is already included as part of a separate manual or handbook. This includes all of the case management forms used throughout branch, and includes blank worksheets and resources that are used for behaviour management purposes (e.g., learning and sharing expectations with youth receiving services from the branch (e.g., separate confinement expectations forms, time-out packages, bullying worksheets, and anger worksheets)

NOTE: Examples of youth justice policies include: *Youth Custody Operations Manual, Community Youth Justice Operations Manual, Sentence Calculation Handbook, Standards and Policies for Outdoor and Wilderness Activities (SPOWA), Health Care Services Manual, Trust Accounts Manual, Teach, Reach and Inspire (TRI) Model Youth Handbook, Youth Custody Services Exposure Prevention and Management Manual, Youth Custody Centres Emergency Contingency Plans Manual,* orientation packages, and the now superseded *Offender Guidebook*.

NOTE: Examples of specialized intervention policies include: *Youth Forensics Psychiatric Services Policy and Procedures Manual, Maples Policy Manual, Youth Sexual Offence Treatment Program Standards and Guidelines, YFPS -Standards and Guidelines for the Assessment, Treatment and Management of Youth Who Have Sexually Offended, Violent Offender Treatment Program Standards and Guidelines, the Violent Offender Treatment Program Resource Manual, and the Not Criminally Responsible on Account of Mental Disorder (NCRMD) Case Management Manual*.

| | | | | |
|---|---|---|---|---|
| **-01** | **General** | CY+1y | nil | DE |
| **-20** | **Policy development files**<br>(includes correspondence, drafts and working materials)<br>(arrange by policy name)<br><br>SO: when the policy is approved and distributed or development is abandoned | SO+5y | nil | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 80200 | POLICY DEVELOPMENT | A | SA | FD |
|---|---|---|---|---|
| | DE: Policy development files may be destroyed because final policies are fully retained under secondary 80200-00. | | | |

END OF PRIMARY

## 80300 PROGRAM PLANNING, EVALUATION AND RESEARCH

This primary covers records relating to the following: program development, planning and implementation activities; program evaluation and review activities; program tracking and statistical analysis activities; and research activities, including formal research projects. Research is performed by various program areas within the branch as well as by external researchers under agreement with the ministry. Research funding may be provided by the ministry or by external sources (e.g., federally funded projects).

For annual reports, see *ARCS* secondary 400-02.
For audits of federal/provincial cost-sharing agreements, see *ARCS* primary 975.
For committees, see *ARCS* secondary 200-20.
For cost recovery relating to federal/provincial cost-sharing agreements (e.g., claims), see *ARCS* secondaries 950-50 or 935-20.
For development and negotiation of federal/provincial cost-sharing agreements, see *ARCS* secondary 146-20.
For development of newsletters and bulletins, see *ARCS* secondary 195-20.
For federal/provincial cost-sharing agreements, see *ARCS* 950-20.
For legislation development, see *ARCS* secondary 140-20.
For Memorandum of Understanding (MOUs), see *ARCS* primary 146.
For organization charts, see *ARCS* secondary 105-02.
For policy development and final policies, see primary 80200.
For reference material/topical files (e.g., external publications) see *ARCS* secondary 358-20.
For research agreements and supporting documentation, see *ARCS* secondary 146-45.
For staff directories (not program directories), see *ARCS* secondary 312-05.
For strategic and service plans, see *ARCS* secondary 400-10.
For training and development records, see *ARCS* primary 1735.

The ministry OPR is Specialized Intervention and Youth Justice Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 80300 | PROGRAM PLANNING, EVALUATION AND RESEARCH | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| -01 | **General** | CY+1y | nil | DE |
| -10 | **Final reports, publications, descriptions and outcomes**<br>(covers records which: document the findings of research projects; document the outcomes and results of program planning, evaluation and review; and, describe the branch's programs, services, models, and approaches)<br>(does not cover investigations or operational reviews conducted in response to investigations; classify these records under secondary 80100-20) | CY | nil | FR |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 80300 | PROGRAM PLANNING, EVALUATION AND RESEARCH | A | SA | FD |
|---|---|---|---|---|

FR: At the end of each calendar year, a set of all final reports, publications, descriptions and outcomes prepared that year will be transferred to the government archives. The government archives will fully retain these records for the following reasons:

- document the institutional framework and context in which specialized intervention and youth justice programs evolved. These records are also fundamental to understanding how the ministry translated the knowledge gained through evidence based research (secondary 80300-30 into the development and delivery of practical programs;
- document the findings of original research, including the results of longitudinal studies of youth from adolescence to adulthood;
- have evidential and informational value in assessing the effectiveness of specialized mental health assessment instruments and treatment programs;
- document trends in youth crime rates and recidivism rates among youth justice clients in BC;
- and lastly, the findings inform the ongoing development and refinement of assessment techniques and treatment programs and provide important context for the evolution of programs.

NOTE: Examples of records covered under this secondary include final reports (e.g., *An Evaluation of the Youth Forensic Psychiatric Services Violent Offence Treatment Program in British Columbia* and *British Columbia Youth Custody Services Program Review: Final Report*), publications, executive summaries (e.g., annual external review summaries), findings, newsletters and bulletins (e.g., the *Custody Connection*, *Inside Track* and the *Trauma-Informed Practice Bulletins (TIPS on TIP)*, program descriptions (e.g., youth custody centre descriptions, youth custody programs and services directories/guides, and youth custody chaplain's profiles), overviews, models (e.g., youth custody services trauma informed behaviour support model), program and organizational reviews outcomes (e.g., program and organizational reviews of youth custody centres), risk management summary reports, business cases, and action plans (e.g., organizational trauma informed services action plan and the youth custody centres indigenous improvement plan)

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 80300 | PROGRAM PLANNING, EVALUATION AND RESEARCH | A | SA | FD |
|---|---|---|---|---|
| | NOTE: In addition to the set of records transferred to the government archives each year, the ministry may also retain a set for their ongoing reference purposes. The set maintained for reference purposes should be classified as *ARCS* 358-20. | | | |
| -15 | **Statistics and tracking**<br>(covers the tracking and statistical analysis of the various functions and activities performed by the branch, such as complaints and incidents, health care services, referrals (e.g., CCU referrals) and warrants of suspension)<br>(does not cover final reports and outcomes; classify these records under secondary 80300-10)<br><br>SO: when no longer required for statistical or tracking purposes<br><br>NOTE: Statistics gathered for a specific function may be classified under the specific secondary to which it relates (e.g., statistics gathered for the purposes of policy development may be filed with the other policy development records and classified under secondary 80200-20). | SO | nil | DE |
| -20 | **Program planning working files**<br>(covers working files generated in the course of program development, planning, evaluation and review activities)<br>(does not covers program planning outcomes and findings; classify these records under secondary 80300-10)<br>(includes working materials, discussion papers, presentations, notes, correspondence and memoranda)<br>(arrange by program)<br><br>SO: when no longer required for program planning purposes | SO+5y | nil | DE |
| -30 | **Research project working files and data**<br>(covers program development, evaluation and review activities undertaken as a formal research project, as well as clinical and behavioural research projects)<br>(does not cover research project outcomes and findings; classify these records under secondary 80300-10)<br>(includes research/project applications, proposals and approvals, terms of reference, survey templates and drafts, consent forms, completed surveys and questionnaires, coding forms, instructions, subject lists, copies of client case file documentation, data files (e.g., data files created using Statistical Package for the Social Sciences (SPSS) software), draft reports, and correspondence) | SO | nil | DE |

| 80300 | PROGRAM PLANNING, EVALUATION AND RESEARCH | A | SA | FD |
|---|---|---|---|---|

(arrange by project name)

SO:

- *all research areas* will keep research data until no longer required for research, program evaluation and statistical analysis purposes. Prior to data deletion, research areas should ensure that the data has been retained for a sufficient period to meet current ethical standards within the research community (e.g., standards outlined in the *Publication Manual of the American Psychological Association)*;
- *research areas (other than the Maples and Complex Care Unit)* will retain all remaining research records for 10 years from project completion, denial or abandonment date, which provides a reasonable period to reference past research records in which the methodology would still be considered relevant to current projects and complies with current ethical standards within the research community for the retention of research records (e.g., standards outlined in the *Publication Manual of the American Psychological Association)*; and
- *researchers for the Maples and Complex Care Unit* will retain completed client and stakeholder surveys, questionnaires, coding forms, and survey consent forms for calendar year plus 2 years, which meets their reference needs and allows for correction of data entry errors; and, they will retain all remaining research records for 10 years from project completion, denial or abandonment date, based on the same rationale cited above for the other research areas

DE: These records are appraised for destruction because research project outcomes and findings are fully retained under secondary 80300-10.

NOTE: Original, signed research agreements are classified under *ARCS* secondary 146-45. Copies of agreements may be filed with the related research project records under this secondary for convenience purposes.

END OF PRIMARY

## 80400 SPECIAL DETENTION PROGRAMS

Records relating to the provision of temporary detention and health care services to individuals and families under the terms of special agreements with federal and provincial organizations. An example of a special detention program is the temporary detainment of individuals (primarily families and unaccompanied minors) pursuant to the *Immigration and Refugee Protection Act* (S.C. 2001, c. 27) at youth custody centres. During their detention, the individuals may be provided with health care services from the custody centre's health care unit. Temporary detention may also be provided at a specialized intervention facility (e.g., the Maples). This primary also covers other types of special detention programs that the ministry might enter into.

For policies and procedures (e.g., *Migrants Policy Manual*), see primary 80200.
For program planning, evaluation and research, see primary 80300.
For statistics and tracking, see secondary 80300-15.

The ministry OPR is the facility providing services unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 80400 | | SPECIAL DETENTION PROGRAMS | A | SA | FD |
|---|---|---|---|---|---|
| | | All non-OPR offices will retain these records for: | SO | nil | DE |
| | **-01** | **General** | CY+1y | nil | DE |
| | **-10** | **Special detention program log books**<br>(covers log books (e.g., health care log books and communication log books))<br><br>SO: when log book is complete<br><br>15y: The retention period provides a reasonable period for the legal value of the records to be extinguished and is also consistent with the retention of custody, other health-care, and non-behaviour log books. | SO+5y | 10y | DE |
| PIB | **-20** | **Special detention program health care files**<br>(includes health care records, such as clinical notes, initial health assessments, prescriptions, copies of medical clearance and related records received upon admission to the custody centre (e.g., radiology results, electrocardiogram results, medication records, release of information authorizations) and correspondence)<br>(arrange by family or individual name)<br><br>SO: for files pertaining to a family unit with minors or files involving an unaccompanied minor, when youngest family member or minor reaches the age of majority (19 years); for all other cases, when released | SO | 71y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 80400 | | SPECIAL DETENTION PROGRAMS | A | SA | FD |
|---|---|---|---|---|---|
| | | 71y: The retention period is based on a standard 90 year life expectancy calculation and ensures that the records are retained for 90 years from the birth date. It provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating claims relating to sexual assault under the *Limitation Act* (SBC 2012, c. 13). | | | |
| PIB | **-30** | **Special detention program legal files**<br>(includes copies of orders of detention and notice to appear, copies of orders for release, logs (e.g., progress logs and personal calls logs), photographs, client profile reports for adults, inventory of individual's personal property, and correspondence)<br>(arrange by family or individual name)<br><br>SO: for files pertaining to a family unit with minors or files involving an unaccompanied minor, when youngest family member or minor reaches the age of majority (19 years); for all other cases, when released<br><br>71y: The retention period is based on a standard 90 year life expectancy calculation and ensures that the records are retained for 90 years from the birth date. It provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating claims relating to sexual assault under the *Limitation Act* (SBC 2012, c. 13). | SO | 71y | DE |

END OF PRIMARY

# SECTION 2

# YOUTH FORENSIC PSYCHIATRIC AND SPECIALIZED INTERVENTION SERVICES

## PRIMARY NUMBERS

## 82000 – 82999

Section 2 covers specialized intervention services (e.g., youth forensic psychiatric services, the Maples Adolescent Treatment Centre, and complex care services). Includes records relating to the provision of court-ordered and court-related assessment and treatment services to youth who are in custody or under community youth justice supervision as a result of their involvement with the criminal justice system pursuant to the federal *Criminal Code* (RSC 1985, c. C-46) and *Youth Criminal Justice Act* (SC 2002, c. 1) and the provincial *Forensic Psychiatry Act* (RSBC 1996, c. 156) and *Youth Justice Act* (SBC 2003, c. 85). This section also covers records relating to the assessment and treatment of children and youth with no criminal justice contact who have been admitted for care under the *Child, Family and Community Service Act* (RSBC 1996, c. 46), *Community Care and Assisted Living Act* (SBC 2002, c. 75) and *Mental Health Act* (RSBC 1996, c. 288). This section also covers the records of the defunct Family Court Centre, which provided independent assessments of children and families in cases of suspected child abuse and neglect which come before the Family Court, pursuant to the *Child, Family and Community Service Act* (RSBC 1996, c. 46).

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

# SECTION 2 TABLE OF CONTENTS

## YOUTH FORENSIC PSYCHIATRIC AND SPECIALIZED INTERVENTION SERVICES

82000 - 82999

82000 YOUTH FORENSIC AND SPECIALIZED INTERVENTION SERVICES - GENERAL

82105 ASSESSMENT AND TREATMENT - COMPLEX CARE SERVICES

82110 ASSESSMENT AND TREATMENT - FAMILY COURT CENTRE

82120 ASSESSMENT AND TREATMENT - MAPLES ADOLESCENT TREATMENT CENTRE

82130 ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: INPATIENTS

82140 ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: OUTPATIENTS

82200 DAILY OPERATIONS

## 82000 YOUTH FORENSIC AND SPECIALIZED INTERVENTION SERVICES - GENERAL

Records not shown elsewhere in this section that relate generally to the delivery of youth forensics and specialized intervention services.

For clinical guidelines and manuals produced by external sources (e.g., Family Functional Therapy packages), see *ARCS* secondary 358-20.
For committees, see *ARCS* secondary 200-20.
For licensing agreements with psychological test providers, see *ARCS* secondary 146-45.
For policy development and final policies, see primary 80200.
For program planning, evaluation and research, see primary 80300.
For records relating to the coordination and selection of professional education program placements (e.g., residencies and practicums), see *ARCS* primary 1665.
For reference material/topical files, see *ARCS* secondary 358-20.
For routine cooperation and liaison with community agencies, but not including liaison and referrals, see *ARCS* secondary 230-20.
For staff training, development and course delivery, see *ARCS* primary 1735.
For system descriptions, see the Systems Section.

The ministry OPR is the individual unit or office unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 82000 | YOUTH FORENSIC AND SPECIALIZED INTERVENTION SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| **-01** | **General** | CY+1y | nil | DE |
| | NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications. | | | |

END OF PRIMARY

## 82105 ASSESSMENT AND TREATMENT - COMPLEX CARE SERVICES

Records relating to the case management of children and youth (defined in policy as 7 to 18 years old) who are receiving a variety of complex care services. Complex care services encompass a continuum of services for children and youth in BC with complex needs that cannot be met in a traditional foster home or group home setting. The need for these services was highlighted in the February 2013 report by the Representative for Children and Youth.

Examples of complex care services covered under this primary include on-site programs delivered at the Complex Care Unit (CCU) and community programs delivered by the Provincial Outreach Team, pursuant to the *Child, Family and Community Service Act* (RSBC 1996, c. 46) and the *Community Care and Assisted Living Act* (SBC 2002, c. 75).

The CCU was opened in 2014 and provides extended on-site stays and a comprehensive suite of therapeutic services to clients presenting with co-occurring and persistent emotional, mental health, developmental and/or behavioural needs that cause functional impairment in the home, school, or community and are typically involved with multiple service systems and are in need of a high level of care and support to manage behaviour on a daily basis. To be eligible for admittance to the CCU, the child or youth must be in care. Referrals are made by the child or youth's social worker.

Provincial outreach services include community-based care consultations and support for clients transitioning in and out of the CCU.

For client data stored in systems, see secondary 80000-25.
For complaints and incidents, not involving a critical incident and/or reportable circumstance, see secondary 82200-03.
For daily lists and sheets used at the CCU, see secondary 82200-05.
For denied and withdrawn referrals (not opened as a client case file), see secondary 82200-20.
For inquiries, see secondary 82200-20.
For investigations of critical incidents and/or reportable circumstances, see primary 80100.
For log books used at the CCU, see secondary 82200-10 and secondary 82200-15.
For policy development and final policies, see primary 80200.
For program planning, evaluation and research, see primary 80300.
For screening and intake minutes, see secondary 82200-17.
For system descriptions, see the Systems Section.

The ministry OPR is the Complex Care Unit unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 82105 | ASSESSMENT AND TREATMENT - COMPLEX CARE SERVICES | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| | **-01 General** | CY+1y | nil | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 82105 | | ASSESSMENT AND TREATMENT - COMPLEX CARE SERVICES | A | SA | FD |
|---|---|---|---|---|---|
| PIB | **-20** | **Complex care services client files**<br>(covers records created during the referral, admission, assessment, treatment and discharge of children and youth referred for complex care services)<br>(includes referral forms, assessment/admission forms, progress notes, medical records, graphic charts, consultation records, legal records, discharge forms, correspondence and memoranda)<br>(arrange by client number)<br><br>SO: when the client turns 25 years old and no further follow-up action is required<br><br>65y: The combined active and semi-active retention period is based on a standard 90 year life expectancy calculation. This allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a sexual nature) under the *Limitation Act* (SBC 2012, c. 13). The retention period also provides a substantial period to support program evaluation and review and research activities.<br><br>DE: All client files covered under this section of this *ORCS* have been appraised for destruction. Records documenting the evolution and evaluation of youth forensic psychiatric and specialized intervention service are adequately documented in the following records, which are fully retained: final annual reports (*ARCS* secondary 400-02); final internal strategic and business plans (*ARCS* secondary 400-10); program evaluations (secondary 80300-10); legislative program records (*ARCS* secondaries 140-03 and 140-60); final policies and procedures, including program manuals and guidelines (secondary 80200-00); final reports and publications (including the outcomes of research projects)(secondary 80300-10). Investigations of critical incidents and/or reportable circumstances are also being fully retained (secondary 80100-20). | SO | 65y | DE |

END OF PRIMARY

## 82110 ASSESSMENT AND TREATMENT - FAMILY COURT CENTRE

Records relating to the clinical assessment services performed by the Family Court Centre, which was established in 1989 and closed in 2003. Clinical and consulting psychologists employed by the Centre conducted independent assessments of children and families in cases of suspected child abuse and neglect which came before the Family Court pursuant to the *Child, Family and Community Service Act* (RSBC 1996, c. 46). The final assessments, which provided conclusions, opinions, and recommendations, were submitted to the Family Court and other stakeholders.

The client case files were retained in hardcopy format. Electronic client data was also maintained in the Online Healthware (OHW) System.

For client data stored in systems, see secondary 80000-25.
For policy development and final policies, see primary 80200.
For program planning, evaluation and research, see primary 80300.
For system descriptions, see the Systems Section.

The ministry OPR is the Family Court Centre unless otherwise noted below. See specific secondaries for OPR retention schedules.

| | | | A | SA | FD |
|---|---|---|---|---|---|
| **82110** | | **ASSESSMENT AND TREATMENT - FAMILY COURT CENTRE** | | | |
| | | All non-OPR offices will retain these records for: | SO | nil | DE |
| | **-01** | **General** | CY+1y | nil | DE |
| PIB | **-20** | **Family Court Centre client files**<br>(closed secondary)<br>(covers records created during the clinical assessment of children and families by the Family Court Centre)<br>(includes referrals, consent forms, assessment reports, notes and supporting documentation necessary to perform the assessment, correspondence and memoranda)<br>(arrange by client number)<br><br>SO: when the assessment has been submitted to the Family Court and no further follow up action is required<br><br>90y: The semi-active retention period is based on a standard 90 year life expectancy calculation. This allows the youngest possible client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a | SO | 90y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 82110 | ASSESSMENT AND TREATMENT - FAMILY COURT CENTRE | A | SA | FD |
|---|---|---|---|---|
| | sexual nature) under the *Limitation Act* (SBC 2012, c. 13). The retention period also provides a substantial period to support program evaluation and review and research activities. | | | |
| | DE: For destruction rationale, see secondary 82105-20. | | | |

END OF PRIMARY

## 82120 ASSESSMENT AND TREATMENT - MAPLES ADOLESCENT TREATMENT CENTRE

Records relating to the referral, admission, assessment, treatment and discharge of youth (defined in policy as 12 to 17 years old) referred to the Maples Adolescent Treatment Centre ("the Maples"), formerly the BC Youth Development Centre. Opened in 1969, the Maples is an accredited, provincial mental health facility, designated under the *Mental Health Act* (RSBC 1996, c. 288). The Maples provides on-site programs, community programs and outreach services to support youth, families and communities in BC. This includes youth with significant psychiatric and behavioural difficulties with no criminal justice contact referred for care under the *Mental Health Act* (RSBC 1996, c. 288) as well as young offenders found Unfit to Stand Trial (UST) or Not Criminally Responsible on account of a Mental Disorder (NCRMD) pursuant to the federal *Criminal Code* (RSC 1985, c. C-46) and the provincial *Forensic Psychiatry Act* (RSBC 1996, c. 156). The Maples is the provincial forensic on-site treatment facility for those youth found UST or NCRMD.

The majority of youths admitted to programs are referred via regional child and youth mental health offices. Additionally, admittance to programs may be the result of a disposition (order) by the BC Review Board, which makes dispositions (e.g., conditional discharge or custody) concerning any accused in respect of whom a verdict of UST or NCRMD has been made pursuant to the *Criminal Code* (RSC 1985, c. c-46). The primary role and responsibility of the Maples in relation to the Review Board is to provide specialized inpatient treatment services which will advance the rehabilitation and re-integration of youth back into the community.

Maples client records are maintained as physical case files and electronically in the Community and Residential Information System (CARIS), and its predecessor the Online Healthware (OHW) System.

For client data stored in systems, see secondary 80000-25.
For complaints and incidents, not involving a critical incident and/or reportable circumstance, see secondary 82200-03.
For daily lists and sheets used at the Maples, see secondary 82200-05.
For denied and withdrawn referrals (not opened as a client case file), see secondary 82200-20.
For inquiries, see secondary 82200-20.
For investigations of critical incidents and/or reportable circumstances, see primary 80100.
For log books used at the Maples, see secondary 82200-10 and secondary 82200-15.
For policy development and final policies, see primary 80200.
For program planning, evaluation and research, see primary 80300.
For review panel meeting schedules, see *ARCS* secondary 100-30.
For system descriptions, see the Systems Section.

The ministry OPR is the Maples Adolescent Treatment Centre unless otherwise noted below. See specific secondaries for OPR retention schedules.

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 82120 | | ASSESSMENT AND TREATMENT - MAPLES ADOLESCENT TREATMENT CENTRE | A | SA | FD |
|---|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | | SO | nil | DE |
| | **-01** | **General** | CY+1y | nil | DE |
| PIB | **-20** | **Maples client files**<br>(covers records created during the referral, admission, assessment, treatment and discharge of youth referred to the Maples)<br>(includes referral forms, assessment/admission forms, psychiatric progress notes, social work progress notes, child care/nursing progress notes, medical records, graphic charts, consultation records, legal records, discharge forms, correspondence and memoranda)<br>(arrange by client number)<br><br>SO: when the client has reached the age of majority (19 years) and no further follow-up action is required<br><br>71y: The combined active and semi-active retention period is based on a standard 90 year life expectancy calculation. This allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a sexual nature) under the *Limitation Act* (SBC 2012, c. 13). The retention period also provides a substantial period to support program evaluation and review and research activities.<br><br>DE: For destruction rationale, see secondary 82105-20. | SO | 71y | DE |

END OF PRIMARY

## 82130 ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: INPATIENTS

Records relating to the referral, admission, assessment, treatment and discharge of youth receiving services from the Inpatient Assessment Unit (IAU) pursuant to the to the federal *Criminal Code* (RSC 1985, c. c-46) and the *Youth Criminal Justice Act* (SC 2002, c. 1) and the provincial *Forensic Psychiatry Act* (RSBC 1996, c. 156), *Mental Health Act* (RSBC 1996, c. 288) and the *Youth Justice Act* (SBC 2003, c. 85). The IAU, which doubles as mental health facility and a place of temporary custody, provides court-ordered assessment and treatment services for troubled youth, and short-term care and custody of youth found Unfit to Stand Trial (UST) or Not Criminally Responsible on account of a Mental Disorder (NCRMD). The facility also provides short-term mental health stabilization to youth admitted from youth custody services.

For client data stored in systems, see secondary 80000-25.
For complaints and incidents, not involving a critical incident and/or reportable circumstance, see secondary 82200-03.
For daily lists and sheets used in the IAU, see secondary 82200-05.
For investigations of critical incidents and/or reportable circumstances, see primary 80100.
For log books used in the IAU, see secondary 82200-10.
For policy development and final policies, see primary 80200.
For program planning, evaluation and research, see primary 80300.
For system descriptions, see the Systems Section.

The ministry OPR is the Youth Forensic Inpatient Assessment Unit unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 82130 | | ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: INPATIENTS | A | SA | FD |
|---|---|---|---|---|---|
| | | All non-OPR offices will retain these records for: | SO | nil | DE |
| | **-01** | **General** | CY+1y | nil | DE |
| PIB | **-20** | **Inpatient client files**<br>(covers records created during the referral, admission, assessment, treatment and discharge of youth referred to the IAU)<br>(includes referral forms, admission forms, social histories, assessments, reports, medical records, notes, treatment plans, legal records, completed psychological tests, discharge forms, correspondence and memoranda)<br>(arrange by client number)<br><br>SO: when the client has reached the age of majority (19 years) and no further follow-up action is required<br><br>71y: For retention rationale, see secondary 82120-20. | SO | 71y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| | | | | |
|---|---|---|---|---|
| **82130** | **ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: INPATIENTS** | **A** | **SA** | **FD** |

DE: For destruction rationale, see secondary 82105-20.

NOTE: This secondary also covers withdrawn/denied referrals that resulted in the creation of a client file. For referrals not added to the client file, see secondary 82200-25.

END OF PRIMARY

## 82140 ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: OUTPATIENTS

Records relating to the referral, assessment, treatment and discharge of youth in conflict with the law referred to youth forensic psychiatric outpatient clinics pursuant to the federal *Criminal Code* (RSC 1985, c. c-46) and *Youth Criminal Justice Act* (SC 2002, c. 1) and the provincial *Forensic Psychiatry Act* (RSBC 1996, c. 156) and *Youth Justice Act* (SBC 2003, c. 85).

Referrals to outpatient clinics are made by probation officers and custody centres, or as part of a court order.

Outpatient clinics across the province provide of variety of assessment and treatment services, including court-ordered assessments of youth justice clients residing in the community; assessments or consultations with youth referred by a youth probation officer; general and specialized mental health services for youth in the community or remanded or sentenced to custody; specialized outpatient treatment programs dealing with sexual and violent offenses (e.g., Violent Offence Treatment Program and Sexual Offence Treatment Program); and, community treatment and supervision of youth with a conditional discharge from the BC Review Board.

For client data stored in systems, see secondary 80000-25.
For complaints and incidents, not involving a critical incident and/or reportable circumstance, see secondary 82200-03.
For investigations of critical incidents and/or reportable circumstances, see primary 80100.
For policy development and final policies, see primary 80200.
For program planning, evaluation and research, see primary 80300.
For system descriptions, see the Systems Section.

The ministry OPR is the individual Outpatient Clinic unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 82140 | | ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: OUTPATIENTS | A | SA | FD |
|---|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | | SO | nil | DE |
| | **-01** | **General** | CY+1y | nil | DE |
| PIB | **-20** | **Outpatient client files**<br>(covers records created during the referral, assessment, treatment and discharge of youth referred to outpatient services)<br>(includes referral forms, admission forms, social histories, assessments, reports, medical records, notes, treatment plans, legal records (e.g., police reports, court orders, pre-sentence reports and BC Review Board reports), completed psychological tests, discharge forms, correspondence and memoranda) | SO | 71y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| | | | | |
|---|---|---|---|---|
| **82140** | **ASSESSMENT AND TREATMENT - YOUTH FORENSIC PSYCHIATRIC SERVICES: OUTPATIENTS** | **A** | **SA** | **FD** |

(arrange by client number)

SO: when the client has reached the age of majority (19 years) and no further follow-up action is required

71y: For retention rationale, see secondary 82120-20.

DE: For destruction rationale, see secondary 82105-20.

NOTE: This secondary also covers withdrawn/denied referrals that resulted in the creation of a client file. For referrals not added to the client file, see secondary 82200-25.

END OF PRIMARY

## 82200 DAILY OPERATIONS

Records relating to the daily operations of the various areas providing specialized intervention services, including the following:

- handling of complaints and incidents (not involving a critical incident and/or reportable circumstance);
- maintenance of lists, sheets, reports and summaries used by the various areas for daily and short-term operational planning purposes, including screening, planning for youth arrivals, transfers and discharges, bed utilization, and service provider and staff availability;
- maintenance of various log books to record client behaviours as well as to facilitate the communication of information amongst staff;
- responding to inquiries pertaining to whether a child or youth meets admission criteria;
- and, managing denied/withdrawn referrals, where the referrals and supporting documentation were not incorporated into a client file.

This primary does not cover investigations of critical incidents and/or reportable circumstances. For these types of investigations, see secondary 80100-20.

For approved referrals, see the applicable case file secondary in this section.
For complaints and incidents tracking and statistical analysis, see secondary 80300-15.
For employee grievances and arbitration awards, see *ARCS* secondary 1480-20.
For incident data in CARIS, see secondary 80000-25.
For individual client files, see the applicable primary in this section.
For menus, see secondary 80000-03.
For policy development and final policies, see primary 80200.
For requests for client information received from clients and third parties, see secondary 80000-40.
For Review Panel meeting schedules, see *ARCS* secondary 100-30.
For system descriptions, see the Systems Section.

The ministry OPR is the individual unit or office unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 82200 | DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| **-01** | **General** | CY+1y | nil | DE |
| **-03** | **Complaints and incidents (neither critical nor reportable circumstance)**<br>(covers the handling of complaints and incidents that do not meet the definition of critical incident and/or reportable circumstance)<br>(includes complaints, incident reports, supporting documentation, correspondence and memoranda) | CY+10y | 72y | DE |

| 82200 | DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | (arrange by calendar year, then by complaint/incident type)<br><br>83y: The total retention period is consistent with that of the related client files and client data and is based on a standard 90 year life expectancy calculation. The youngest client who could be involved in a complaint/incident is 7 years old (7y + 83y = 90y). The 83 year retention period, therefore, allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties.<br><br>NOTE: For investigations of critical incidents and/or reportable circumstances, see secondary 80100-20. For the retention of incident data maintained in CARIS, see secondary 80000-25. | | | |
| **-05** | **Daily lists and sheets**<br>(covers lists, sheets, reports and summaries created by the various units for daily and short-term operational planning purposes, including planning for youth arrivals and departures, bed utilization, and service provider and staff resourcing)<br>(includes daily census reports, admission and discharge lists, detention renewals, bed utilization and occupancy reports, medication lists, general practitioner flag sheets, psychiatrist flag sheets, on call doctors lists, summaries, checklists, and equivalents)<br><br>DE: After 3 years these records cease to have any operational or reference value as they are required for daily and short-term planning purposes only.<br><br>NOTE: For statistics and tracking records (e.g., master patient index, legal order tracking, utilization tracking and referral tracking (e.g., Complex Care Unit referral tracking)), see secondary 80300-15. | CY+2y | nil | DE |
| **-10** | **Behaviour log books**<br>(covers behaviour log books maintained in each unit of the Maples and at the Complex Care Unit (CCU), which are used to record a narrative summary of client behaviour occurring during the various shifts, thereby providing a concise snapshot for staff to review upon start of their shift)<br>(arrange by unit)<br><br>SO: when physical log book is complete, or for logs retained electronically, at the end of the calendar year | SO+2y | 81y | DE |

| 82200 | DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | 83y: The 83 year retention period is based on a standard 90 year life expectancy calculation and was determined based on the youngest client (7 years) who could be referenced in a behaviour log (83y +7y = 90y). This retention period meets the operational and reference requirements of the Maples and CCU to have access to these records for the same period as the related client files. The behaviour logs are useful in the event of a complaint or incident investigation because they provide a sense of the physical and social context at the time of the complaint or incident. | | | |
| -15 | **Non-behaviour log books**<br>(covers log books maintained by the Inpatient Assessment Unit (IAU) and non-behaviour log books (e.g., communication log books) maintained by the Maples and Complex Care Unit (CCU))<br><br>SO: when physical log book is complete, or for logs retained electronically, at the end of the calendar year<br><br>15y: The 15 year total retention period meets the operational and reference needs of the Maples, CCU and the IAU. Unlike the behaviour log books being retained for a substantial period under secondary 82200-10, these log books document routine reminders circulated amongst staff and do not substantially document client behaviours. This retention period is also consistent with the retention of health care, custody and special detention program log books. | SO+2y | 13y | DE |
| -17 | **Screening and intake minutes**<br>(covers minutes of decision created by committees/groups responsible for screening and intake to the various programs covered under this section (e.g., Complex Care Unit Screening Committee))<br><br>15y: The retention period ensures that the summaries of decision are available until any child or youth discussed in the minutes reaches the age of majority (19 years), plus a few more years for reference purposes. Decisions are also recorded on the referral forms which are retained under the applicable client file secondaries (82105-20 to 82140-20) or under secondary 82200-25. | CY | 14y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 82200 | | DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|---|
| PIB | **-20** | **Inquiries**<br>(covers inquiries pertaining to the suitability of a child/youth for admission to the programs covered under Section 2 of this *ORCS*)<br>(arrange by child/youth name)<br><br>SO: when the child/youth reaches the age of majority (19 years) and no further follow up action is required<br><br>15y: The retention period provides a reasonable period for the legal value of the records to be extinguished given the complex nature of the emotional, mental health, developmental, and behavioural needs of the individuals being discussed in these records. The retention period also ensures that the records are available when responding to complaint and incident investigations.<br><br>NOTE: Inquiries do not constitute a formal referral. Inquiry forms include details of inquiry/consultation and response provided by program staff (e.g., whether child/youth is a fit for a particular program/service and should be formally referred). May also include demographic details and a summary of current behaviours (e.g., aggression/suicidality) that would warrant referral to a particular program. | SO | 15y | DE |
| PIB | **-25** | **Referrals (denied and withdrawn)**<br>(covers referrals that were denied or withdrawn, where the decision and supporting documentation were not incorporated into a client file)<br>(arrange by child/youth name)<br><br>SO: when the child/youth reaches the age of majority (19 years) and no further follow up action is required<br><br>71y: The combined active and semi-active retention period is based on a standard 90 year life expectancy calculation. This allows the child/youth their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also meets the needs of program areas to have all referrals, regardless of outcome, retained for the same period as part of a comprehensive record of their interactions with the child/youth.<br><br>NOTE: All approved referrals are filed on the applicable client file. However, the management of | SO | 71y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 82200 | DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | denied/withdrawn referrals varies. For some program areas, the receipt of a referral automatically triggers the creation of client file, regardless of whether the referral is later denied/withdrawn. These referrals are classified under one of the applicable client file secondaries. Other program areas maintain the denied/withdrawn referrals separately from the client file and they are classified under this secondary. It is not uncommon for a child/youth to have a number of denied/withdrawn referrals in addition to approved referrals. For administrative convenience and consistency across program areas, all referrals will be retained for the same retention period, regardless of how they are filed. | | | |

END OF PRIMARY

# SECTION 3

# YOUTH JUSTICE SERVICES

## PRIMARY NUMBERS

## 83000 – 83999

Section 3 covers records relating to youth justice services, including: the day-to-day operations of youth custody centres and youth probation services offices, the case management of youths serving their sentences in youth custody centres or in the community, the provision of health care services to youth in custody, federal funding applications and reporting, and specialized inspections of custody centres and programs pursuant to the federal *Criminal Code* (RSC 1985, c. C-46) and *Youth Criminal Justice Act* (SC 2002, c. 1) and the provincial *Correction Act* (SBC 2004, c. 46) and *Youth Justice Act* (SBC 2003, c. 85).

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

# SECTION 3 TABLE OF CONTENTS

## YOUTH JUSTICE SERVICES

83000 - 83999


83000 YOUTH JUSTICE SERVICES - GENERAL

83100 COMMUNITY YOUTH JUSTICE - CLIENT CASE MANAGEMENT

83150 COMMUNITY YOUTH JUSTICE - DAILY OPERATIONS

83300 FEDERAL FUNDING APPLICATIONS AND REPORTING

83400 INSPECTIONS

83550 YOUTH CUSTODY CENTRES - CLIENT CASE MANAGEMENT

83570 YOUTH CUSTODY CENTRES - DAILY OPERATIONS

83600 YOUTH CUSTODY CENTRES - HEALTH CARE SERVICES

83650 YOUTH CUSTODY CENTRES - TRUST ACCOUNT ADMINISTRATION

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

## 83000 YOUTH JUSTICE SERVICES - GENERAL

Records not shown elsewhere in this section that relate to the functions that are performed by both the community and custody sides of the branch. Included in this primary are supervision checklists which are completed by case management supervisors during case management reviews and data maintained in the Youth Justice Data Warehouse.

For system descriptions, see the Systems Section.

The ministry OPR is the Specialized Intervention and Youth Justice Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83000 | YOUTH JUSTICE SERVICES - GENERAL | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| | **-01 General**<br><br>NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications. | CY+1y | nil | DE |
| | **-15 Supervision checklists**<br>(includes checklists completed by supervisors for the purpose of performing case management reviews)<br><br>3y: The 3 year retention period is sufficient to identify patterns and to take remedial action.<br><br>NOTE: The purpose of the routine reviews is to ensure that all necessary actions (e.g., orientation completed and service plans developed) were performed by the case manager assigned to the youth.<br><br>NOTE: This secondary does not cover practice reviews or operational reviews. For these types of reviews, see secondary 80100-20. | CY+2y | nil | DE |
| PIB | **-30 Youth justice data warehouse data**<br>(covers youth justice data warehouse data)<br><br>SO: when no longer required for program evaluation, trend, and statistical analysis purposes and as dictated by data mirroring rules (see system overview for more information) | SO | nil | DE |

END OF PRIMARY

## 83100 COMMUNITY YOUTH JUSTICE - CLIENT CASE MANAGEMENT

Records relating to the case management of youths who are completing their dispositions in the community under the supervision of a probation officer, pursuant to the federal *Criminal Code* (RSC 1985, c. C-46) and *Youth Criminal Justice Act* (SC 2002, c. 1) and the provincial *Correction Act* (SBC 2004, c. 46) and *Youth Justice Act* (SBC 2003, c. 85), and relevant policies and procedures (e.g., the *Community Youth Justice Programs Manual*). Probation Officers are officers of the court who supervise youth subject to court orders and agreements. Probation officers perform a variety of duties, including:

- supervising youths subject to a community based supervision order/agreement (e.g., bail order, Intensive Support and Supervision Program (ISSP) order, probation order, and extra-judicial sanction agreement);
- preparing reports as directed by the court, including pre-sentence reports and progress reports;
- attending court where appropriate and when the court directs; and,
- providing assistance to youths in custody, specifically with respect to planning for the youth's reintegration back to the community.

Youths under supervision by a probation officer may participate in a variety of programs, such as full-time attendance programs (FTAPs), ISSP, counselling programs, substance abuse treatment programs, community work service and restorative justice programs. Relevant records pertaining to their attendance in these programs is retained on their community client file.

Case management services may also be delivered by probation interviewers and ISSP workers, under the direction of the probation officer who maintains primary case management responsibility. Records created by these individuals are also placed on the youth's community case file.

This primary also includes courtesy copies of unsupervised orders.

For client data stored in systems, see secondary 80000-25.
For the *Community Youth Justice Programs Manual* and other relevant policies and procedures, see primary 80200.
For statistics and tracking, see secondary 80300-15.
For supervision checklists, see secondary 83000-15.
For system descriptions, see the Systems Section.

The ministry OPR is Individual Youth Probation Services Offices unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83100 | COMMUNITY YOUTH JUSTICE - CLIENT CASE MANAGEMENT | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| | **-01 General** | CY+1y | nil | DE |
| | **-10 Unsupervised orders** | SO+1y | nil | DE |

| 83100 | | COMMUNITY YOUTH JUSTICE - CLIENT CASE MANAGEMENT | A | SA | FD |
|---|---|---|---|---|---|
| | | (also referred to as non-reporting orders)<br>(covers court orders that do not include a condition for the youth to report to ("or be under the supervision of") a probation officer, sent to youth probation services offices by the Court Services Branch)<br><br>SO: when the order has expired<br><br>NOTE: This secondary covers courtesy copies of unsupervised orders. Since the probation officers are not required to take any action on these orders, the offices typically file all the orders together. In some instances, an open community youth justice client file exists for the youth under secondary 83100-20 because the youth is either a previous or current client of the office. In those cases, the unsupervised order is filed on the youth's community youth justice client file and retained accordingly.<br><br>NOTE: The original orders prepared by the courts are classified under secondary 52500-20, *Court Services ORCS*, schedule 100152. | | | |
| PIB | **-20** | **Community youth justice client files**<br>(covers all documentation relating to the supervision of the youth)<br>(includes copies of police reports, copies of court orders (e.g., bail and probation), extra-judicial sanctions, running records, reports, assessments, summaries, plans, referrals, breaches of probation and bail, community work service records, sign-in sheets, and correspondence)<br>(arrange by youth surname)<br><br>SO: when the youth has reached the age of majority (19 years) and completed their disposition (e.g., when all applicable court orders, agreements, and terms pertaining to the youth have expired)<br><br>71y: The combined active and semi-active retention period is based on a standard 90 year life expectancy calculation. This allows the youth their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's childhood (e.g., a claim relating to misconduct of a | SO | 71y | DE |

| 83100 | COMMUNITY YOUTH JUSTICE - CLIENT CASE MANAGEMENT | A | SA | FD |
|---|---|---|---|---|

sexual nature) under the *Limitation Act* (SBC 2012, c. 13). The retention period also provides a substantial period to support program evaluation and review and research activities.

DE: All client files covered under this section of this *ORCS* have been appraised for destruction. Records documenting the evolution and evaluation of youth justice services are adequately documented in the following records, which are fully retained: final annual reports (*ARCS* secondary 400-02); final internal strategic and business plans (*ARCS* secondary 400-10); program evaluations (secondary 80300-10); legislative program records (*ARCS* secondaries 140-03 and 140-60); final policies and procedures, including program manuals and guidelines (secondary 80200-00); final reports and publications (including the outcomes of research projects (secondary 80300-10). Investigations of critical incidents and/or reportable circumstances are fully retained under secondary 80100-20.

NOTE: Under certain circumstances a youth may not complete their disposition until after they reach the age of majority (i.e., they may still be under the supervision of a youth probation officer until they are 20 or 21 years old).

NOTE: For convenience purposes, some ISSP workers maintain a separate file for each youth to whom they are providing outreach. The convenience files contain copies of records maintained on the youth's community youth justice client file. They also contain notes (running records) maintained for the purpose of preparing monthly reports which are attached to the youth's client log in CORNET. These convenience files are to be managed as non-OPR copies of the community youth justice file.

END OF PRIMARY

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

## 83150 COMMUNITY YOUTH JUSTICE - DAILY OPERATIONS

Records relating to the day-to-day operations of youth probation services offices. Functions covered under this primary include the handling of complaints and incidents that do not meet the definition of a critical incident and/or reportable circumstance and maintaining summaries of youth visits to the office. This primary also covers records created and maintained by local liaison probation officers, who are responsible for providing assistance and consultation to service providers (e.g., full-time attendance program service providers) and assisting other youth justice staff with matters related to the program.

For the *Community Youth Justice Programs Manual* and other relevant policies and procedures, see primary 80200.
For investigations of critical incidents and/or reportable circumstances, see primary 80100.
For the management of client files created in youth probation services offices, see secondary 83100-20.
For supervision checklists, see secondary 83000-15.

The ministry OPR is Individual Youth Probation Services Offices unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83150 | COMMUNITY YOUTH JUSTICE - DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| -01 | **General** | CY+1y | nil | DE |
| -10 | **Complaints and incidents (neither critical nor reportable circumstance)**<br>(covers the handling of complaints and incidents that do not meet the definition of a critical incident and/or reportable circumstance)<br>(includes complaints, incident reports, supporting documentation, correspondence and memoranda)<br><br>83y: The total retention period is consistent with that of the related client files and client data and is based on a standard 90 year life expectancy calculation. Up until the passage of the *Youth Criminal Justice Act* (SC 2002, c. 1) in 1984, the youngest client who could be involved in one of these complaints/incidents was 7 years old (7y + 83y = 90y). The 83 year retention period, therefore, allows the client their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. The current age upon which a person could be charged under the *Act* is 12 years.<br><br>NOTE: For investigations of critical incidents and/or reportable circumstances, see secondary 80100-20. | CY+10y | 72y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 83150 | | COMMUNITY YOUTH JUSTICE - DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|---|
| | **-15** | **Daily lists**<br>(covers daily lists summarizing all youth visits to the office, including client name, time-in, probation officer name, and whether probation officer was seen)<br><br>3y : After 3 years these records cease to have operational or reference value.<br><br>NOTE: Sign-in sheets pertaining to a specific youth, as opposed to summaries, are classified on the youth's community client file (secondary 83100-20).<br><br>NOTE: Not all offices keep daily summaries of youth visits. | CY+2y | nil | DE |
| PIB | **-40** | **Liaison probation officer files**<br>(covers records maintained by local liaison youth probation officers who provide assistance and consultation to service providers)<br>(includes copies of service provider contracts, copies of referrals, copies of youth records, copies of incident reports, copies of invoices, tracking sheets, and correspondence)<br>(arrange by service provider/youth name)<br><br>SO: when no longer required for reference and tracking purposes<br><br>NOTE: Originals of youth specific records are classified under secondary 83100-20. Originals of contract-related records are classified under *ARCS* 1070. | SO | nil | DE |

END OF PRIMARY

## 83300 FEDERAL FUNDING APPLICATIONS AND REPORTING

Records relating to applications for funding (for specialized therapeutic programs and services for youth) provided by Justice Canada. Provinces and territories are required to complete applications and submit regular progress reports to access funding provided under programs such as the Intensive Rehabilitative Custody and Supervision (IRCS) Program and the Youth Justice Fund (YJF).

The IRCS Program agreement funds specialized services required to support the administration of IRCS sentences. As outlined under section 42(2)(r) of the *Youth Criminal Justice Act* (SC 2002, c. 1), IRCS sentences provide an alternative to imposing an adult sentence on youth suffering from a mental illness or disorder, psychological disorder or an emotional disturbance and who are convicted of the most serious violent offences. The IRCS Program agreement also funds time-limited projects not related to a specific youth, such as those directed at program evaluation and training development and delivery. The YJF agreement provides grants and contributions to respond to emerging youth justice issues and to test innovative approaches to youth justice programming, such as funding the Animal Assisted Intervention Program at the Prince George Youth Custody Centre.

This primary covers applications for funding; approvals/denials for funding; submission of progress reports as stipulated under the agreements; and, liaison between the parties participating in the application process (e.g., the branch, coordinators, probation officers, custody centres, directors and Justice Canada). It also covers the tracking of applications. This primary does not cover the related federal-provincial cost-sharing agreements, cost-recovery records (e.g., claims), and audit records as these records are classified under *ARCS*.

Records maintained by probation officers relating to clients receiving federally funded services, such as IRCS reports and plans, are filed on the youth's community file under secondary 83100-20. Files maintained at custody centres are classified under secondary 83550-20.

For committees (e.g., Federal-Provincial-Territorial (FPT) Cost-Sharing Working Group), see *ARCS* secondary 200-20.
For cost recovery relating to federal-provincial cost-sharing agreements (e.g., claims), see *ARCS* secondaries 950-25 or 935-20.
For federal audits of federal-provincial cost-sharing agreements and claims, see *ARCS* secondary 975-20.
For federal-provincial cost-sharing agreements, see *ARCS* 950-20.
For non-funding agreements, see *ARCS* primary 146.
For policy development and final policies, see primary 80200.
For program planning, evaluation and research (e.g., research projects, research final reports, and program evaluation reports), see primary 80300.
For reference material/topical files, see *ARCS* secondary 358-20.
For research agreements and supporting documentation, see *ARCS* secondary 146-45.

For training records, see *ARCS* primaries 1730 and 1735.

The ministry OPR is Youth Justice Program Support unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83300 | FEDERAL FUNDING APPLICATIONS AND REPORTING | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| -01 | **General**<br><br>NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications. | CY+1y | nil | DE |
| -10 | **Funding tracking**<br>(covers reports (e.g., IRCS Eligible Cases Report), lists, spreadsheets, and copies of supporting documentation used for tracking the status of funding applications)<br>(does not cover formal applications to or inquiries with Justice Canada regarding youth/project eligibility; classify these records under secondaries 83300-20 or 83300-30)<br><br>SO: when no longer required for tracking and reporting<br><br>NOTE: A summary of approved non-youth-specific projects (e.g., Approved IRCS Part D Projects) will be fully retained under secondary 80300-10. | SO | nil | DE |
| -20 | **Youth-specific funding application files**<br>(covers application files maintained for each youth)<br>(includes funding applications, consent forms, and supporting documentation (e.g., copies of court orders and reports), youth progress reports (e.g., face sheet/chronology) and correspondence)<br>(arrange by funding type; and then by anonymized provincial identifier (e.g., youth's initials))<br><br>SO: when application is denied or determination is made not to proceed; or, if approved, when funding expires, and upon conclusion of any requirements stipulated in the agreement (e.g., submission of final summary reports). When these conditions have been met, the youth must also have reached the age of majority (19 years) before the file can be closed.<br><br>7y: The 7 year retention period is consistent with the retention period for the related federal agreements and claims records classified under *ARCS* primary | SO+2y | 5y | DE |

| 83300 | FEDERAL FUNDING APPLICATIONS AND REPORTING | A | SA | FD |
|---|---|---|---|---|
| | 950 and satisfies the branch's reference requirements to have access to previous applications for the purpose of preparing new applications.<br><br>DE: These records are appraised for destruction because final policies and procedures documenting the application process (secondary 80200-00) and evaluations and reports documenting the efficacy of the funding (secondary 80300-10) are fully retained. | | | |
| -30 | **Non-youth-specific funding application files**<br>(covers applications for funding and grants not pertaining to a specific youth)<br>(includes applications, proposals, progress and status reports, and correspondence)<br>(arrange by funding type and fiscal year)<br><br>SO: when application is denied or determination is made not to proceed; or, if approved, when funding expires, and upon conclusion of other requirements stipulated in the agreement (e.g., submission of final reports)<br><br>7y: The 7 year retention period is consistent with the retention period for the related federal agreements and claims records classified under *ARCS* primary 950. The retention period also satisfies the branch's reference requirements to have access to previous applications for the purpose of preparing new applications.<br><br>DE: These records are appraised for destruction because records documenting the outcomes of federal funded projects are adequately documented in the following records, which are either fully retained: program evaluations (secondary 80300-10); final policies and procedures, including program manuals and guidelines (secondary 80200-00); and final reports and publications (including the outcomes of research projects) (secondary 80300-30) or selectively retained: training packages (*ARCS* secondary 1735-05).<br><br>NOTE: A summary of approved non-youth-specific projects (e.g., Approved IRCS Part D Projects) will be fully retained under secondary 80300-10. | SO+2y | 5y | DE |

END OF PRIMARY

## 83400 INSPECTIONS

Records relating to inspections of youth custody centre programs and services performed pursuant to the *Youth Justice Act* (SBC 2003, c. 85) and inspections of community youth justice programs (e.g., wilderness programs) performed pursuant to applicable policies, procedures and standards.

Inspections of custody centres include reviews of sentence administration, client case management, delivery of programs, physical plant layout, and security and control practices and procedures to ensure adherence to operational policy, relevant legislation, regulations, and standards. The inspection reports include observations and recommendations.

Inspections of youth justice programs (e.g., wilderness programs) include reviews of administrative practices associated with delivering the program, daily life at the camp, camp health and safety procedures and facilities, and the graduation process. Wilderness programs are also inspected for their compliance with the *Standards and Policies for Outdoor and Wilderness Activities (SPOWA)*. The inspection reports include observations and recommendations.

This primary also covers responses to the recommendations outlined in the reports.

This primary does not cover the following:

- copies of facility inspection reports completed by government's property management service provider (currently Workplace Solutions Inc (WSI)) - classify these records under *ARCS* primary 525-30,
- copies of food safety inspections completed by the health units - classify these records *ARCS* secondary 525-30,
- and, occupational health and safety inspections - for these records, see *ARCS* primary 1560.

For accreditation records, see primary 80000.
For copies of health unit inspection reports, see *ARCS* secondary 525-30.
For core reviews of programs and services, see secondary 80300-10.
For policies and procedures (e.g., Standards and Policies for Outdoor and Wilderness Activities (SPOWA)), see primary 80200.
For system descriptions, see the Systems Section.

The ministry OPR is Youth Justice Program Support unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83400 | INSPECTIONS | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| | **-01 General** | CY+1y | nil | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 83400 | INSPECTIONS | A | SA | FD |
|---|---|---|---|---|
| -20 | **Inspection files**<br>(includes inspection reports, responses to the inspection reports, copies of program/custody centre documentation, and correspondence)<br>(arrange by program name or custody centre name)<br><br>SO: when inspection is complete and response, if necessary, has been submitted<br><br>10y: The semi-active retention period meets the branch's operational needs to have access to previous inspections for the purposes of identifying deficiency patterns as well as progress in addressing any deficiencies.<br><br>FR: The government archives will fully retain inspection files because they provide evidence of the extent to which the programs and facilities have complied with legislation, regulations, standards, policies and procedures as well as how they have responded to deficiencies. Final policies and procedures are also fully retained under secondary 80200-00.<br>The inspection records also have significant informational value because they provide a comprehensive description of the custody centres and the programs they offered. The records are particularly valuable in documenting the history of youth custody centres which have opened and closed across the province.<br><br>NOTE: Effective July 2017, custody centre inspection reports as described above are no longer being created. Instead, on-site inspections are performed as part of the custody centre accreditation process and documented within the accreditation records classified under secondaries 80000-20 and 80000-35. Prior to April 2004, inspections were conducted by the ministry responsible for justice. | SO | 10y | FR |

END OF PRIMARY

## 83550 YOUTH CUSTODY CENTRES - CLIENT CASE MANAGEMENT

Records relating to the case management of youths residing in custody centres pursuant to the *Correction Act* (SBC 2004, c. 46), *Youth Justice Act* (SBC 2003, c. 85), *Youth Criminal Justice Act* (SC 2002, c. 1) and relevant policies and procedures.

This primary covers records documenting the youth's stay in custody, including admission, progress, transfer and release.

For client data stored in systems, see secondary 80000-25.
For daily operations, see primary 83570.
For family visitation program claims, see *ARCS* secondary 925-20.
For policies and procedures (e.g., *Youth Custody Operations Manual*), see primary 80200.
For statistics and tracking, see secondary 80300-15.
For supervision checklists, see secondary 83000-15.
For system descriptions, see the Systems Section.

The ministry OPR is Individual Youth Custody Centres unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83550 | | YOUTH CUSTODY CENTRES - CLIENT CASE MANAGEMENT | A | SA | FD |
|---|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | | SO | nil | DE |
| | **-01** | **General** | CY+1y | nil | DE |
| PIB | **-20** | **Youth custody master client files**<br>(covers the master file retained for each youth, consisting of records related to the sentence administration and case management of the youth; the master file contains various sub-files (e.g., warrant and unit/progress files) which are amalgamated with the master file upon sub-file closure)<br>(includes a variety of record types, such as client identification records, court orders, warrants, reports, running records, assessments, service plans, incident reports, complaints, progress logs and correspondence)<br>(arrange by youth name)<br><br>SO: when the youth has reached the age of majority (19 years) and completed their disposition (e.g., when all applicable court orders, agreements, and terms pertaining to the youth have expired)<br><br>71y: For retention rationale, see secondary 83100-20.<br><br>DE: For destruction rationale, see secondary 83100-20.<br><br>NOTE: Under certain circumstances a youth may not complete their disposition until after they reach the | SO | 71y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 83550 | YOUTH CUSTODY CENTRES - CLIENT CASE MANAGEMENT | A | SA | FD |
|---|---|---|---|---|

age of majority.

NOTE: The master file contains all records of any previous admissions to youth custody.

END OF PRIMARY

## 83570 YOUTH CUSTODY CENTRES - DAILY OPERATIONS

Records relating to the day-to-day operations of the youth custody centres, not covered elsewhere in this *ORCS*.

For bi-weekly payroll reconciliation reports, see *ARCS* secondary 1550-30.
For committee and board minutes, terms of references and agendas (e.g., Business Administration Committee, Case Management Committees and Chaplaincy Committee), see *ARCS* secondary 200-20.
For equipment and supplies (e.g., inventories and asset management), see *ARCS* primaries 700 to 899.
For family visitation program claims, see *ARCS* secondary 925-20.
For health care records, see primary 83600.
For investigations of critical incidents and/or reportable circumstances, see primary 80100.
For menus, see secondary 80000-03.
For policies, guidelines, manuals, and related records, see primary 80200.
For a summary of programs and services available at youth custody centres, see secondary 80300-10.
For surveillance recordings (not in support of an investigation or incident), see *ARCS* secondary 470-10.
For time sheets and shift rosters, see *ARCS* secondary 1550-30.
For volunteer coordination and volunteer files, see primary 80000.
For volunteer orientation package (blank) and manuals, see secondary 80200-00.
For Youth Benefit Fund accounting files, see *ARCS* secondary 1130-20.

The ministry OPR is the Individual Youth Custody Centre unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83570 | YOUTH CUSTODY CENTRES - DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| **-01** | **General** | CY+1y | nil | DE |
| **-03** | **Admission ledgers and client lists - pre 1973**<br>(covers early admission ledgers and client lists which cannot be recreated from the electronic case management system)<br><br>SO: when 83 years has elapsed since the last entry in the ledger or list and when no longer required for tracking clients<br><br>NOTE: The total retention period is based on a standard 90 year life expectancy calculation. Under the *Juvenile Delinquents Act*, which remained in effect until April 2, 1984, the youngest legal age a youth could be found to be a "delinquent" was 7 years. The total retention period is intended to allow the youth their full lifetime to hold the office of primary responsibility | SO | nil | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 83570 | YOUTH CUSTODY CENTRES - DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | accountable for carrying out its duties under legislation and provides a reasonable period for the legal value of these records to be extinguished.<br><br>NOTE: These early ledgers assist in identifying youth who were clients prior to the 1973 introduction of the CORNET System. CORNET contains data from 1973 to present. An example of a ledger covered under this secondary is the Brannan Lake Industrial School Ledger, which consists of an alphabetical listing of admissions from 1955 to 1977. | | | |
| -05 | **Complaints and incidents (copies only)**<br>(covers copies of complaints and incident maintained by the custody centres in chronological order for ease of access purposes)<br>(includes copies of complaints and incident forms, copies of police referral packages, copies of youth injury reports, and tracking sheets)<br>(arrange chronologically)<br><br>SO: at the end of the fiscal year or calendar year, depending on filing practices<br><br>2y: The 2 year retention period meets the operational and reference needs of the custody centres as these files are retained for administrative convenience purposes only. The official complaint and incident records are retained on the youth's physical client file under secondary 83550-20 or in the e-forms module of ICON under secondary 80000-25.<br><br>NOTE: For investigations of critical incidents and/or reportable circumstances, see secondary 80100-20. | SO+2y | nil | DE |
| -10 | **Custody log books**<br>(covers various log books maintained at the custody centres, such as unit, supervisor, visitor, control, assistant director of operations (ADO), school, transport, and fitness room log books)<br>(does not cover health care log books (secondary 83600-17) or special detention program log book books (secondary 80400-10))<br><br>SO: when log book is complete<br><br>15y: The total retention period of 15 years ensures that the log books are retained until the youngest youth | SO+2y | 13y | DE |

| 83570 | YOUTH CUSTODY CENTRES - DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | eligible to be at a custody centre (12 years) reaches the age of majority (19 years), plus an additional period to cover the 2 year basic limitation period to initiate a claim under the *Limitation Act* (SBC 2012, c. 13). The additional period also satisfies reference requirements. This retention period is also consistent with the retention of health care, non-behaviour and special detention program log books.<br><br>NOTE: Unit log books are voluminous and are maintained in the various open and secure living units. They include a chronological account of the daily happenings in the units, including bed load plans, shift notes, youth movements in and out of the unit, youth counts, staff on shift, and a listing of times youth were checked. | | | |
| **-12** | **Daily lists and sheets**<br>(covers various lists, sheets, reports and summaries used by the custody centres for daily and short-term operational planning purposes, including planning for youth movements, youth activities and hobbies, staffing, meal planning, and facilities reviews)<br>(does not cover log books which are classified under secondary 83570-10 or supervisor checklists which are classified under secondary 83000-15)<br>(includes community placement sheets, community and program shift reviews, daily movement diaries, unit lists, high risk lists, planning diaries, prowl reports, court lists, visits area tracking form, case management lists, canteen lists, menus, daily counts, mail lists, summaries, checklists, and, equivalents)<br><br>3y: After 3 years these records cease to have operational or reference value. A youth's official case management records are maintained on their master file (secondary 83550-20) or added to CORNET (secondary 80000-25).<br><br>NOTE: The types of daily lists and summaries used by the custody centre varies. Statistical reports and tracking records that are required beyond 3 years are classified under secondary 80300-15. | CY+2y | nil | DE |
| **-15** | **Effects sheets**<br>(covers records detailing the effects the youth had in their possession upon arrival at the custody centre) | CY+2y | 7y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 83570 | YOUTH CUSTODY CENTRES - DAILY OPERATIONS | A | SA | FD |
|---|---|---|---|---|
| | 10y: The 10 year retention period ensures that effects sheets are retained until the youngest youth eligible to be at a custody centre (12 years) reaches the age of majority (19 years), plus an additional period to cover the 2 year basic limitation period to initiate a claim under the *Limitation Act* (SBC 2012, c. 13). | | | |
| | NOTE: Effective October 2017, all effects sheets are now maintained on the youth's master client file (secondary 83550-20). | | | |

END OF PRIMARY

## 83600 YOUTH CUSTODY CENTRES - HEALTH CARE SERVICES

Records relating to the provision of health care services to youth in custody, including dental hygiene, medication dispensing, psychological assessments and treatments, as well as records documenting any injuries sustained by the youth while in custody. This primary also includes staff influenza vaccination forms. This primary does not cover records relating to the provision of health care services to individuals in special detention programs; for these records, see primary 80400.

For copies of prescription orders sent to the pharmacy, see *ARCS* secondary 825-02.
For investigations of critical incidents and/or reportable circumstances, see primary 80100.
For legal matters, see *ARCS* primary 350.
For nurse's meetings, see *ARCS* secondary 102-20.
For policies and procedures (e.g., *Health Care Services Manual*), see primary 80200.
For records pertaining to the occupational health and safety of staff, including WorkSafe BC claims, see *ARCS* primary 1560.
For reference material/topical files, see *ARCS* secondary 358-20.
For statistics and tracking, see secondary 80300-15
For vaccine purchase requestions and orders, see *ARCS* secondary 825-02.

The ministry OPR is the Health Care Unit in the Individual Youth Custody Centre unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83600 | YOUTH CUSTODY CENTRES - HEALTH CARE SERVICES | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| -01 | **General** | CY+1y | nil | DE |
| -10 | **Health care daily lists and reports**<br>(covers lists and reports used on a routine basis in the various health care units)<br>(includes shift reports, high risk lists, immunization reporting forms sent to the local health unit office, first aid bag checks, and the communication binder maintained by the Prince George Youth Custody Centre)<br><br>3y: The retention period meets the operational and reference needs of health care staff. The official health care file is classified under secondary 83600-20. | CY+2y | nil | DE |
| -15 | **Health care daily plans**<br>(covers summary health care information about each youth recorded on a daily plan for convenience purposes) | SO | nil | DE |

| 83600 | YOUTH CUSTODY CENTRES - HEALTH CARE SERVICES | A | SA | FD |
|---|---|---|---|---|

SO: when youth turns 21 years old

DE: These plans may be destroyed because they contain summary information. The official health care file is classified under secondary 83600-20.

NOTE: These plans are maintained at the Prince George Youth Custody Health Care Unit and allow staff to quickly access information about a youth's information without having to directly access their health care file.

| | | | | |
|---|---|---|---|---|
| **-17** | **Health care log books**<br>(covers chronological logs used to record health care services provided to youth in custody and to staff) | SO+5y | 10y | DE |

SO: when log book is complete

15y: The total retention period of 15 years ensures that the log books are retained until the youngest youth eligible to be at a custody centre (12 years) reaches the age of majority (19 years), plus an additional period to cover the 2 year basic limitation period to initiate a claim under the *Limitation Act* (SBC 2012, c. 13). The additional period also satisfies reference requirements. This retention period is also consistent with the retention of custody, non-behaviour and special detention program log books.

NOTE: The log books are a summary of what is in the clinical notes (secondary 83600-20) and every nurse is required to read the log when they start their shift to learn what occurred on the previous shifts. The log is also used for daily statistics and to note when youth on the daily high risk list and youth on medication are going to court so follow-up can occur when they return.

NOTE: The official youth custody health care file is classified under secondary 83600-20. For health care logs pertaining to special detention programs, see secondary 80400-10.

| | | | | |
|---|---|---|---|---|
| **-19** | **Staff influenza (flu) vaccination records** | CY+10y | nil | DE |

11y: The retention period is consistent with how long adult immunization records are retained in public health units (see the *Community Health Programs ORCS*,

| 83600 | | YOUTH CUSTODY CENTRES - HEALTH CARE SERVICES | A | SA | FD |
|---|---|---|---|---|---|
| | | Schedule 122353).<br><br>NOTE: As per policy, a record of Hepatitis B immunizations administered to staff are sent to the BC Public Service Agency's Occupational Health and Rehabilitation department and a copy is also retained on the branch employee file. | | | |
| PIB | **-20** | **Youth custody health care client files**<br>(covers health care records, such as clinical notes, dental records, prescription/medication records, vaccination records, mental health records, diagnostic and graph records, and consultation records maintained for each youth in custody)<br>(arrange by youth name)<br><br>SO: when youth turns 21 years old<br><br>69y: The combined active and semi-active retention period is based on a standard 90 year life expectancy calculation. This allows the youth their full lifetime to hold the ministry accountable in the carrying out of its legislated duties. It also provides a reasonable period for the legal value of these records to be extinguished, given that there is no limitation period for initiating legal action relating to certain types of events that may happen during an individual's youth (e.g., a claim relating to misconduct of a sexual nature) under the *Limitation Act* (SBC 2012, c. 13).<br><br>DE: For destruction rationale, see secondary 83100-20.<br><br>NOTE: Health care staff retain health care files until the youth reaches the age of majority (19 years) plus 2 additional years (21 years). This practice is for administrative convenience and reflects the fact that a youth could reside in youth custody centre beyond their 19 birthday. | SO | 69y | DE |

END OF PRIMARY

## 83650 YOUTH CUSTODY CENTRES - TRUST ACCOUNT ADMINISTRATION

Records relating to the administration of trust accounts (money held in trust) for youth in custody pursuant to the *Financial Administration Act* (RSBC 1996, c. 138), the *Unclaimed Property Act* (SBC 1999, c. 48) and other relevant policies and procedures. This primary covers records relating to a youth's cash on admission, expenditures and earnings, trust account reporting and to the disbursement of trust funds. This primary also covers trust accounting data maintained in CORNET.

This primary also covers accounting files pertaining to the Youth Benefit Fund. Sources for this special fund can vary and may include funds from redeeming recyclables. The revenue is then used to purchase extras for the youth, such as pizza.

For bank account files (e.g., the establishment/termination of bank accounts, including lists of signing authorities), see *ARCS* secondary 985-20.
For client data stored in systems, see secondary 80000-25.
For policies and procedures (e.g., the *Trust Accounts Manual*), see primary 80200.
For system descriptions, see the Systems Section.

The ministry OPR is the area responsible for business administration within the individual Youth Custody Centre unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 83650 | YOUTH CUSTODY CENTRES - TRUST ACCOUNT ADMINISTRATION | A | SA | FD |
|---|---|---|---|---|
| | All non-OPR offices will retain these records for: | SO | nil | DE |
| **-01** | **General** | CY+1y | nil | DE |
| **-20** | **Trust fund accounting files**<br>(covers source documents used to account for additions and disbursements from trust accounts and financial transaction records used for reporting and reconciliation purposes)<br>(includes trust account source documents, such as records of earning (pay sheets) and disbursements (canteen purchase slips, special request forms, church donation slips)); trust reporting records (various CORNET trust account reports); trust account reconciliation records; and trust account receipts)<br><br>10y: The 10 year retention period meets the operational and reference requirements of the custody centres and is consistent with the retention of the related trust account statements classified under secondary 83650-30. | FY+1y | 8y | DE |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

| 83650 | YOUTH CUSTODY CENTRES - TRUST ACCOUNT ADMINISTRATION | A | SA | FD |
|---|---|---|---|---|
| -30 | **Trust fund statements**<br>(covers trust account statements and related documentation which provide a detailed listing of all transactions on a youth's trust account and indicate how the funds were disbursed (e.g., returned to youth, executor of the estate, or the government of British Columbia))<br>(arrange by signed and unsigned statements)<br><br>SO: upon final disbursement of trust funds<br><br>10y: The 10 year retention period is based on the *Limitation Act* (SBC 2012, c. 13) and the *Unclaimed Property Regulation* (Reg. 463/99). This retention period ensures statements are retained until the youngest youth eligible to be at a custody centre (12 years) reaches the age of majority (19 years), plus an additional period to cover the 2 year basic limitation period to initiate a claim under the *Limitation Act* (SBC 2012, c. 13). The additional year satisfies the reference requirements of the custody centres. The retention period also satisfies the requirement stipulated in the *Unclaimed Property Regulation* (Reg. 463/99) that records pertaining to unclaimed money deposits be retained for 6 years, if the amount of the deposit is under $1000.00. Monies held in trust for youth are predominantly under this amount.<br><br>DE: These records can be destroyed because trust fund receipt and disbursement activities are adequately documented in policy and procedure records, which are fully retained under secondary 80200-00.<br><br>NOTE: Trusts funds are disbursed according to policy; this typically occurs upon youth discharge. Youth are required to sign the statement upon discharge. | SO+2y | 8y | DE |

END OF PRIMARY

*YOUTH JUSTICE, FORENSIC AND SPECIALIZED INTERVENTION SERVICES*

*OPERATIONAL RECORDS CLASSIFICATION SYSTEM* (*ORCS*)

# SYSTEMS SECTION TABLE OF CONTENTS


| SECTION AND TITLE | PAGE NO. |
|---|---|
| COMMON SYSTEM NOTES | 63 |
| COMMUNITY AND RESIDENTIAL INFORMATION SYSTEM (CARIS) | 65 |
| CORRECTIONS NETWORK SYSTEM (CORNET) | 69 |
| INTEGRATED CORRECTIONS OFFENDER NETWORK (ICON) PORTAL | 69 |
| ONLINE HEALTHWARE SYSTEM (OHW) | 67 |
| PATIENT INFORMATION MANAGEMENT SYSTEM (PIM) | 67 |
| STATISTICAL AND RESEARCH DATABASES | 64 |
| YOUTH JUSTICE | 69 |
| YOUTH JUSTICE DATA WAREHOUSE | 69 |

## SYSTEM SECTION: COMMON SYSTEM NOTES

### Retention Schedules for the Systems

The data on the systems is classified under appropriate secondaries in the *ORCS* and in *Administrative Records Classification System* (*ARCS*), as indicated in the following descriptions. The systems themselves are all scheduled as follows:

| | | |
|---|---|---|
| Active | SO: | The system becomes superseded and obsolete when all data has been migrated to another system or documented elsewhere, or when all applicable retention schedules for the data have expired; see relevant classifications. |
| Semi-Active | nil: | There is no semi-active retention period assigned to systems. |
| Final Disposition | DE: | Each system will be destroyed when all data has been migrated to another system performing the same function, schedules covering the data have elapsed, or the data has been preserved elsewhere. For data retention details, see the applicable system overview. |

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

# SIMPLE SYSTEMS LIST

This table provides a comprehensive list of simple information systems that contain data covered by this *ORCS*, but which do not warrant detailed systems overviews. Please note that simple web sites are classified under *ARCS* secondary 340-30 and are not mentioned here.

Systems and web sites that warrant more detailed descriptions are not included in this list; see the Systems Section table of contents.

| System Title | System Overview | | Retention Schedule A | SA | FD |
|---|---|---|---|---|---|
| Statistical and Research Databases | This overview covers a variety of databases used to support the provision of statistical information for program evaluation and research purposes. The databases can be primarily divided into two categories: those supporting surveys, and those which use data extracted from source systems (e.g., client data extracted from the Community and Residential Information System (CARIS) and the Corrections Network System (CORNET)) and from physical client case files (e.g., inpatient and outpatient files) for the purposes of program evaluation and research. The databases are often created using SPSS (Statistical Package for the Social Services) software, which is an off-the-shelf statistical software package which can perform highly complex data manipulation and analysis. Outputs consists of tables, models, tabulations, and projections which form the basis for final reports and publications which are fully retained (secondary 80300-10) as well as more ad-hoc statistical reports which are not fully retained (secondary 80300-15).<br><br>For longitudinal analysis purposes, data files (secondary 80300-30) are often retained long after the initial intended output (e.g., annual client survey report) is prepared and distributed.<br><br>Note: Inputs are not listed below because they may include all source systems and client case files classified within this *ORCS*. | | | | |
| Data: | 80300-30 | Research project files and data | SO | nil | DE |
| Outputs: | 80300-10 | Final reports, publications, descriptions and outcomes | SO | nil | FR |
| | 80300-15 | Statistics and tracking | SO | nil | DE |

END OF SIMPLE SYSTEMS LIST

# COMMUNITY AND RESIDENTIAL INFORMATION SYSTEM (CARIS)

## SYSTEM OVERVIEW

**Creating Agency**
Ministry of Children and Family Development
Specialized Intervention and Youth Justice Branch
Youth Forensic Psychiatric Services and Maples Adolescent Treatment Centre

**Purpose**
CARIS, implemented in 2006, is a web-based clinical information case management tool used by two program areas covered under this *ORCS*: Youth Forensic Psychiatric Services and Maples Adolescent Treatment Centre. Both ministry and contracted service providers use CARIS. In addition, CARIS is used by the Provincial Services for the Deaf and Hard of Hearing (PSDHH) and by Child and Youth Mental Health Services (CYMHS); however, these two areas are out-of-scope for this *ORCS* and a description of their data is not covered under this system overview.

CARIS is distributed as a real-time on-line application and its underlying data model is built on the Public Health Conceptual Data Model from the Centers for Disease Control in Atlanta, Georgia and HL7 standards. CARIS uses LogicLynx Technologies' “SectorLynx” framework as its underlying engine.

CARIS enables clinical teams to work collaboratively on a client's case and to maintain a longitudinal case history of services provided to clients. In addition, CARIS is used for the collection and analysis of data for reporting on trends, issues and outcomes on a program wide level,enabling program planning and management at the community, regional and provincial levels. Lastly, CARIS manages client wait lists and eligibility lists and includes functionality for managing the allocation of beds to units.

Effective January 2015, CARIS is the system of record for client case management within youth forensics (e.g., inpatient and outpatient client case management). Physical case files are no longer maintained for these case types. Completed psychological tests, however, continue to created and maintained in paper format. Maples client cases continue to be maintained as a hybrid of physical case files and data in CARIS. Complex care services are not currently documented in CARIS. However, should they adopt CARIS in the future, then the data retention periods outlined below will apply and an *ORCS* amendment would not be required to reflect this.

**Information Content**
CARIS records client information, including: CARIS ID, client name, birth/death date, gender, address, Social Insurance Number, Personal Health Number, citizenship, educational information, and ethno-cultural background; youth justice involvement; involved agencies; placement history; school record, interests and skills; previous diagnoses; current medications; psychological/psycho-educational testing results; service goals; and adolescent problem checklist or presenting issues.

In addition, CARIS tracks referrals, admissions, discharges and maintains a record of client activities, such as a longitudinal history of every action that a worker or clinician performs for a client, including intake, medication dissemination, assessments, alerts, case notes, goals, outcomes and observations.

The system also maintains information on bed allocations, eligibility lists and wait lists. CARIS also has an incident reporting module.

CARIS contains data primarily from 2006 onwards, which corresponds to the system implementation date. However, it also contains earlier data due to the fact that client files converted from a predecessor system in 2006 may have had admission dates dating back to 2003-2004.

**Inputs, Processes, and Outputs**
Inputs:

CARIS data entry is performed by staff and contracted service providers. Records can be also be attached to CARIS (e.g., scanned documents, word documents and emails).

Processes:

When a referral is received, CARIS creates a client case and assigns a CARIS ID. This is a change from previous practice where a client ID was only assigned if the individual was admitted. If the referral is withdrawn or denied, a client end date is entered and the case is closed.

For admitted clients, the CARIS start date reflects the first date the client was provided service. The client end date reflects the discharge date for that episode of care. An episode of care is typically determined by a legal order (e.g., court order or probation order). Discharged clients remain open in CARIS until the case is closed. This allows occasional client contact (e.g., consultations, phone calls) to be recorded on the client case when the client is no longer receiving regular services. Once a case is closed, the case is read-only and no edits can be made. Clinicians will end active care with the client usually when the legal order has expired (e.g., court ordered assessment is complete and client goes back to court, or probation period has ended). The administrative staff complete quantitative analysis, complete data entry and close the client case in CARIS (ensure all info is up to date, accurate and in the case of inpatient and outpatient cases, ensure all physical paperwork has been scanned and attached). CARIS cases are not re-opened because that episode of care has ended. If a client returns, it would be the result of a new referral and new case would be opened.

Cases are distinguished by their location and case type. A client may have a case in multiple locations and the client's case list would indicate this.

CARIS also assists in the off-site transfer of closed physical client files, including creating box content lists, maintaining meta-data related to off-sited boxes (e.g., accession numbers, box numbers, physical file location, and file withdrawals). Physical client case files remain on-site until the trigger for their transfer to off-site storage is met (e.g., client reaches the age of majority). Each year a birth report is prepared to assist staff identify files that are eligible for off-site transfer. There are circumstances under which a client can continue to receive services beyond the age of majority. In these instances, the physical file will remain on-site and will be reviewed again the following year when a new birth report is prepared.

Staff use CARIS to perform other functions beyond individual client case management, such as bed administration functions and tracking of the client population. Bed administration involves the management of various facilities delivering on-site programs, including a diversity of units or wards, rooms and bed types. The bed administration function allows users to add and remove beds, rooms and units and change the designation of beds according to gender. It also facilitates the reservation and assignments of beds to individual clients. Tracking of the client population is required to generate a variety of lists/reports, such as the admission and discharge lists, waiting lists, eligibility lists, daily census reports and detention renewals.

Lastly, CARIS has an incident reporting module that allows users to document the various types of incidents that may occur within a unit/program/location.

Client data in CARIS (and relevant predecessor systems) will be deleted when 90 years have elapsed since client birth date; if a record contains information about multiple clients, such as an incident report, when 90 years have elapsed since the birth date of the youngest client involved in the incident.

Outputs:

Outputs consist of pre-defined and user-defined reports generated on a regular and ad-hoc basis. Data extracts from CARIS are also used for program evaluation and research purposes. Lastly, the data is also loaded to the ministry's Integrated Case Management System (ICM) Data Warehouse (this Data Warehouse will be scheduled in the Children and Families *ORCS*).

**Predecessor Systems**
Prior to CARIS, electronic case management was provided by the Patient Information Management System (PIM) and Online Healthware System (OHW). PIM was implemented in 1990 and de-commissioned on December 15, 1999. PIM data was converted to the OHW. Data entry in OHW ceased in 2005 when it was locked down. OHW included data on Family Court Centre clients. OHW data pertaining to active cases was manually converted to CARIS. An interface was developed between OHW and CARIS to allow clinicians to view historical data (e.g., PIM and OHW data not converted to CARIS).

# CARIS

## Classification of Records that Relate to the System

| Schedule Code | Secondary No. | Secondary Title | Retention Schedule A | SA | FD |
|---|---|---|---|---|---|
| **Data in the System** | | | | | |
| *YJFS* | 80000-25 | Client data | SO | nil | DE |
| **Inputs** | | | | | |
| *YJFS* | 82110-20 | Family Court Centre client files | SO | 90y | DE |
| *YJFS* | 82120-20 | Maples client files | SO | 71y | DE |
| *YJFS* | 82130-20 | Inpatient client files | SO | 71y | DE |
| *YJFS* | 82140-20 | Outpatient client files | SO | 71y | DE |
| **Outputs** | | | | | |
| *YJFS* | 80300-10 | Final reports, publications, descriptions and outcomes | CY | nil | FR |
| *YJFS* | 80300-15 | Statistics and tracking | SO | nil | DE |
| *YJFS* | 80300-20 | Program planning working files | SO+5y | nil | DE |
| *YJFS* | 80300-30 | Research project working files and data | SO | nil | DE |
| *YJFS* | 82110-20 | Family Court Centre client files | SO | 90y | DE |
| *YJFS* | 82120-20 | Maples client files | SO | 71y | DE |
| *YJFS* | 82130-20 | Inpatient client files | SO | 71y | DE |
| *YJFS* | 82140-20 | Outpatient client files | SO | 71y | DE |
| *YJFS* | 82200-05 | Daily lists and sheets | CY+2y | nil | DE |
| **Other Related Records** | | | | | |
| *ARCS* | 6820-05 | Back-up data | SO | nil | DE |
| *ARCS* Section 6 | see appropriate secondaries | INFORMATION TECHNOLOGY | | | |
| 102902 | | Transitory Electronic Data Processing (EDP) Records | SO | nil | DE |

Schedule Code Key: *ARCS* = *Administrative Records Classification System*, schedule 100000
*YJFS* = *Youth Justice, Forensic and Specialized Intervention Services ORCS*, schedule 144823

END OF OVERVIEW

# YOUTH JUSTICE

## SYSTEMS OVERVIEW

**Creating Agency**
Ministry of Children and Family Development (MCFD), Youth Justice
Ministry of Public Safety and Solicitor General (PSSG), BC Corrections

**SYSTEM TITLES**
This system overview pertains to three databases used by youth justice staff for client case management, incident reporting, program evaluation, and analytical and statistical reporting: Corrections Network System (CORNET), Integrated Corrections Offender Network (ICON) Portal and the Youth Justice Data Warehouse.

**Purpose**
CORNET is a web-based, integrated client information and case management system, built on an Oracle platform and used by BC Corrections of the PSSG and Youth Justice of MCFD. It includes a single client file with detailed information on every youth and adult offender/accused in provincial custody and/or under community supervision. It is used in nearly every aspect of the supervision and management of adult and young offenders, including client identification, sentence administration, and risk assessment.

The two ministries jointly hold the ownership of the software for CORNET. The province has delegated to each ministry the responsibility for data custodianship and management. The data on young offenders, or the youth portion of an integrated record, is owned by MCFD. This system overview only pertains to data under the custodianship of MCFD. For PSSG data retention periods, see the *Corrections ORCS*.

CORNET is used as the source of the Correctional Service (CS) number, which is the unique identifier used to link all events related to an individual client. A single CS# is used for each client for their lifetime, should they move from youth to adult corrections, and should they re-offend after an absence.

The single sign on ICON portal integrates community and custody applications and information services into one access platform, known as the Oracle AS Platform. ICON is a combination of portal, security, e-forms and business intelligence technologies designed to enhance offender management systems and support organizational effectiveness across ministries responsible for integrated justice and public safety. ICON includes CORNET Lite which delivers certain CORNET functionality in the portal platform so the user may access these functionalities without using the full CORNET application. This system overview is focused on the e-forms module within the ICON portal. The e-forms module is used by youth justice staff to create incident reports (e.g., forms documenting incidents occurring in youth custody centres). Selected information from the incident e-forms is uploaded to CORNET. The remaining incident data is retained in the e-forms module.

The Youth Justice Data Warehouse is a database/server where data is organized from a business perspective. It is accessed by youth justice staff via the Youth Justice Business Intelligence (BI) Application. BI, implemented in 2008, is an enterprise system that is refreshed daily from offender, justice, payroll and e-form operational databases, providing multi-year views at the provincial, regional, centre, office, offender and staff level. It informs decision makers for quality assurance, performance management, operational and strategic investment purposes. BI provides at-a-glance dashboards,

easy to use reports, in-depth data cubes and supports significant research activities. Research area staff, who need to conduct more detailed research and analytics, can access the Youth Justice Data Warehouse tables directly.

**Information Content**
CORNET contains approximately 400 screens which allow staff to manage a single client identity across all program areas including aliases, alerts, pictures, demographics, assessments, court documents, attachments and client logs. The system calculates and tracks all types of custody and community sentences and dispositions, including bail, remand, future court dates and client activity in custody programs. CORNET can also be used to record and report on movements, contacts and assessments from admission to community and custody programs through to release and expiration of sentence.

More specifically, CORNET includes the following: CS number; basic personal and identification information (e.g., name, address, sex, birth date, personal contacts, possible alias, height, weight, identifying marks); security and/or medical alerts; case contact persons (e.g., probation officers, social workers); pertinent information (e.g., offence codes, issuing court references, dates of issue, disposition) respecting remand, sentence warrants as well as judges' orders authorizing movement of young offenders; related bail data including amounts, types, related charges and bail review dates; sentence lengths; probable discharge dates; and other key dates concerning the young offender's sentence; temporary absences, visits and other appointments; external movement events such as court appearances, transfers, escapes, discharges; internal location changes between living units of the custody centre; case management information; disciplinary information; program participation information; incident reporting; financial transactions such as receipt of funds, wage earnings, trust accounting, canteen purchases and monies allocated to client from family and friends; personal effects management; and, victim information.

CORNET also tracks the location of physical community youth justice case files and youth custody master case files that have been sent to off-site storage, including storage facility, accession number, and box number. It also tracks whether a physical file has been destroyed. It does not track health files maintained in the youth custody centres.

ICON e-forms information content includes incident identifiers (time, date, location); incident participants (staff, clients and others) including incident roles and injury outcomes; incident classification; full text descriptions of incidents; consequences; and, use of restraints and separate confinement.

The Youth Justice Data Warehouse contains data sourced from a variety of source systems (e.g., CORNET and ICON).

**Inputs, Processes, and Outputs**
*Inputs:*

Access to youth justice client data is secured and controlled according to unique login identities, the user's work assignment (role) and work locations.

CORNET is populated via manual data entry, the addition of attachments (e.g., intake forms, service plans, and integrated case management plans) and via other systems (e.g., ICON and JUSTIN (Justice Information Network - a Ministry of Attorney General system used for the managing and administering the criminal justice process).

ICON e-forms are populated via manual data entry that includes integration with CORNET as the source of truth for client and staff tombstone data, and the addition of attachments (e.g., word documents and photos).

Source systems, which provide the data to the Data Warehouse, are any system (e.g., CORNET and ICON) where data is originally captured to facilitate some business function within the organization.

*Processes:*

CORNET performs a variety of complex processes during the course of client case management. A few processes that pertain to records management are illustrated below:

- If a youth moves within the province, their physical community youth justice file will be sent to their new probation office and the location status updated in CORNET.
- If a youth is transferred to an adult probation office or adult correction facility, only copies of the client's community physical file are transferred to the adult office.
- Community youth justice physical case files and youth custody master physical case files are sent to off-site storage when the youth reaches the age of majority and all their dispositions have expired. Once sent to off-site storage, the physical file locations are updated in CORNET. CORNET also tracks the destruction of physical files.
- CORNET also seals and unseals records based on time frames and rules established under the *Youth Criminal Justice Act* beyond which young offender records may not be disclosed without authorization of the courts. The time frames vary depending upon the type of offence and the type of sentence imposed, and may be affected by subsequent sentences and convictions. Sealed records are only visible to authorized systems services personnel.
- Lastly, it manages complex conditional sentence calculations in compliance with the *Youth Criminal Justice Act* .

ICON has a workflow functionality that facilitates the movement of the incident e-form from creation to review and approval. A client log entry in CORNET will be created automatically for any clients(s) involved in the incident, with the incident number and form type in the title of the client log entry. The content of the client log entry is drawn from the incident details field of the e-form. The log entry is created once the form is approved. An automatic notification is created for the community probation officer as well.

The Youth Justice Data Warehouse is updated daily. Currently, the majority of the data in the warehouse mirrors the source system (e.g., if the data is deleted from the source system tables it is also deleted from the Youth Justice Data Warehouse tables during the next update). Currently, only data that is in error is physically deleted from the source system. There are exceptions to the data mirroring rule. For example, the "client inventory/community caseload" data, which represents a point-in-time snapshot of custody and community populations/headcounts, remains un-modified (based on certain business rules) unless a manual refresh/or restatement request is received. It is anticipated that additional data snapshots will be required when the youth data becomes eligible for deletion from the originating source systems.

Client data in CORNET and ICON will be deleted when 90 years have elapsed since client birth date (secondary 80000-25); if a record contains information about multiple clients, such as an incident report, when 90 years have elapsed since the birth date of the youngest client involved in the incident. Youth Justice Data Warehouse data will be deleted based on data mirroring business rules and when

no longer required for program evaluation, trend, and statistical analysis purposes (secondary 83000-20).

*Outputs:*

All three databases can be used to generate various pre-defined and ad-hoc reports. As explained above, data is also shared between the various databases. Data from CORNET is also shared with a variety of other systems (e.g., Victim Information Safety Tracking Application) and with justice stakeholders (e.g., Canadian Centre for Justice Statistics (Statistics Canada), which makes publicly available datasets pertaining to youth custody and community services across Canada (e.g., admissions to correctional services, by age and sex at time of admission). Data may also be extracted from the databases for use in various research databases (see Statistical and research databases system overview).

**Predecessor Systems**
CORNET, formerly known as the Provincial Case File (PCF) System, started recording data in 1973 when all correctional centres, youth custody centres and probation and family court services offices began submitting data on paper to Systems Services, Corrections Branch, for entry onto CORNET. Various locations throughout the province were automated between 1973 and 1988. In 1995, PCF was renamed CORNET. CORNET phase 2 was implemented in 2005. CORNET also replaced the Corrections Administration Record Entry (CARE) System and the Probation Records System (PRS).

This is an approved information schedule, as defined by the *Information Management Act* (SBC 2015, c. 27). For more information consult your Records Officer.

## LINKED SYSTEMS

### Classification of Records that Relate to the System

| Schedule Code | Secondary No. | Secondary Title | Retention Schedule A | SA | FD |
|---|---|---|---|---|---|
| **Data in the System** | | | | | |
| *YJFS* | 80000-25 | Client data | SO | nil | DE |
| *YJFS* | 83000-30 | Youth justice data warehouse data | SO | nil | DE |
| **Inputs** | | | | | |
| *YJFS* | 83100-20 | Community youth justice client files | SO | 71y | DE |
| *YJFS* | 83550-20 | Youth custody master client files | SO | 71y | DE |
| *YJFS* | 83650-20 | Trust fund accounting files | FY+1y | 8y | DE |
| *YJFS* | 83650-30 | Trust fund statements | SO+2y | 8y | DE |
| **Outputs** | | | | | |
| *YJFS* | 80300-10 | Final reports, publications, descriptions and outcomes | CY | nil | FR |
| *YJFS* | 80300-15 | Statistics and tracking | SO | nil | DE |
| *YJFS* | 80300-20 | Program planning working files | SO+5y | nil | DE |
| *YJFS* | 80300-30 | Research project working files and data | SO | nil | DE |
| *YJFS* | 83100-20 | Community youth justice client files | SO | 71y | DE |
| *YJFS* | 83570-12 | Daily lists and sheets | CY+2y | nil | DE |
| *YJFS* | 83550-20 | Youth custody master client files | SO | 71y | DE |
| *YJFS* | 83650-20 | Trust fund accounting files | FY+1y | 8y | DE |
| *YJFS* | 83650-30 | Trust fund statements | SO+2y | 8y | DE |
| **Other Related Records** | | | | | |
| *ARCS* | 6820-05 | Back-up data | SO | nil | DE |
| *ARCS* Section 6 | see appropriate secondaries | INFORMATION TECHNOLOGY | | | |
| 102902 | | Transitory Electronic Data Processing (EDP) Records | SO | nil | DE |

Schedule Code Key: *ARCS = Administrative Records Classification System*, schedule 100000
*YJFS = Youth Justice, Forensic and Specialized Intervention Services ORCS*, schedule 144823

END OF OVERVIEW

It is recommended that this Job Aid be used in combination with the Client Files – Formats, Standards & Guides Job Aid.

- Position information on label so that it is visible even when the file jacket is closed.
- "Vol 1" indicates there is a volume 2. Only include "Vol 1" on the label if there is an additional volume.
- All files are letter-size, except Youth Probation files which are legal size.
- Recommended: Avery 5366 Filing Labels, Align Bottom Left, Font: Calibri 11

Examples,

## CPF Files

*Note* Offices have noted that they use both the CPF & MIS Legacy # & continue to include both on the label to reduce time searching for the Legacy #. The Legacy # can be included on the label.

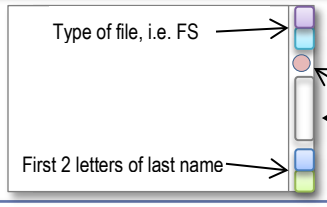
### FS, CS, SP, CYSN-FS

1978Jun03 **CPF: 1-1234567812**
FS00012345
**DOE, Jane Marie** **FS**

1978Jun03 **CPF: 1-1234567812**
FH00012345
**DOE, Jane Marie** **CYSN FS**

2015Jun03 **CPF: 1-1234567812**
CS00012345
**DOE, Jane Marie** **CS**

1999Jun03 **CPF: 1-1234567812**
SP00012345
**DOE, Jane Marie** **SP**




OPTIONAL *(for CYSN FS)*: a coloured dot sticker to differentiate CYSN FS from FS *(useful in shared file rooms)*

If additional volumes, place "**VOL 1**" here on all these labels

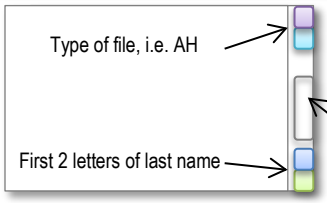
It is not a standard; however, some offices place a numerical sticker on the outward tab of the file to note the volume number

**NOTE**: Do not put Vol 1 on a label or file if you only have one file. Vol 1 implies there is a Vol 2.

### AH, AS (same rules apply with more than one applicant, though AS is typically one applicant only)

*One applicant only*

2015Jun03 **CPF: 1-1234567812**
AH00012345
**DOE, Jane Marie** **AH**




*Two applicants with same surname*

*(Birthdate of Key Player on electronic case)*

2015Jun03 **CPF: 1-1234567812**
AH00012345
**DOE, Jane & Robert** **AH**

*Two applicants with different surnames*

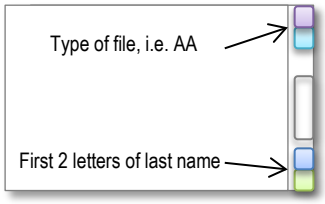
2015Jun03 **CPF: 1-1234567812**
AH00012345
**DOE, Jane & SMITH, Robert** **AH**

If additional volumes, place "**VOL 1**" here on all these labels

**AA** (AA files should only be labelled with the name of one applicant, the ICM key player)

2015Jun03 **CPF: 1-1234567899**
AA00012345
**DOE, Jane Marie** **AA**

If additional volumes, place "**VOL 1**" here on all these labels




## Non-CPF Files

**RE, CT** (same rules apply to RE & CT when there are two caregivers with the same or different surnames)

*One caregiver only*

1978Jun03 ICM: **1-1234567899**
MIS: **RE0001234**
**DOE, Jane Marie**

*Two caregivers with same surname*
*(Birthdate of Key Player on electronic case)*

1978Jun03 ICM: **1-1234567899**
MIS: **RE0001234**
**DOE, Jane Marie & Robert**

*Two caregivers with different surnames*
*(Birthdate of Key Player on electronic case)*

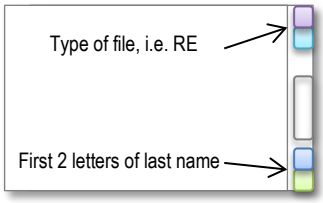
1978Jun03 ICM: **1-1234567899**
MIS: **RE0001234**
**DOE, Jane Marie & SMITH, Robert**

**Located on "Contract Face Sheet"**

Contract File Number *(Very top of print)*
Contract Number in "Contract Details"

CT000045676 CTR: 000045578
MIS: RE0001234
Family Care Home – Res, Reg, L1
**DOE, Jane Marie**

Type of contract, ***Name*** is located in "Contract Details" of face sheet




If additional volumes, place "**VOL 1**" here on all these labels

It is not a standard; however, some offices place a numerical sticker on the outward tab of the file to note the volume number.

NOTE: Do not put Vol 1 on a label or file if you only have one file. Vol 1 implies there is a Vol 2.

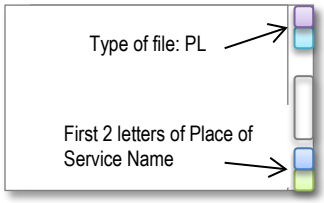
**PL** (usually associated with a Contracted Residential Agency, usually under a business or location name, not a caregiver's name. Registered only in MIS.)

**Located on "Place of Service Face Sheet"**

Place of Service File Number *(Very top of print)*
RE File ID and Place of Service "Number"

**PL0004321**
RE0001234;001
West Coast Residential Agency (RE)
**Sunny Brook Group Home (PL)**

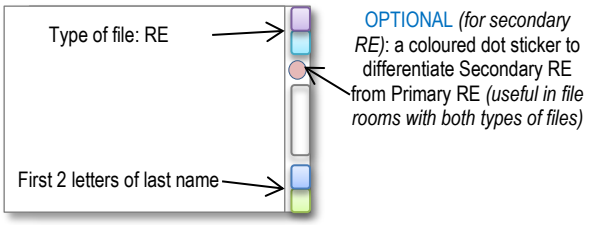
Place of Service Name
Service Provider Name (RE Name)




If additional volumes, place "**VOL 1**" here on all these labels

**SECONDARY** (Optional) **RE** (a subfile created from a primary RE when a home is shared between MCFD and a DAA.)

**SECONDARY RE** **RE0009876**
MIS Primary: RE0001234
ICM Primary: 1-1234567899
**DOE, Jane Marie**

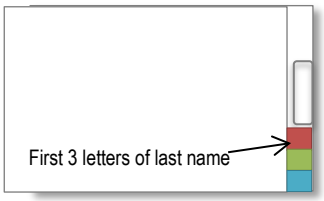



## CARIS File

**CARIS ID #: 123456** **BD: 2011.06.03**
**DOE, Jane Marie**

CARIS Client ID

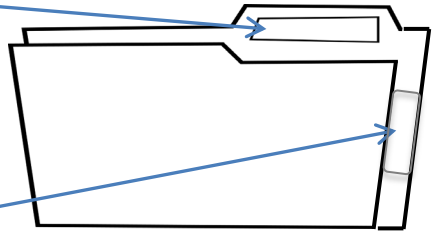
If additional volumes, place "**VOL 1**" here on all these labels




## Cornet File

**DOE, Jane Marie**
**BD: 2015.06.03** **CS#12345678**

**BD: 2015.06.03** **CS#12345678**
**DOE, Jane Marie**



If additional volumes, place "**VOL 1**" here on all these labels

*Did you find a broken link or error? Contact MCF.Adminmanual@gov.bc.ca and quote form RM0004*

# AH

## SECTION 1: ADOPTIVE PARENT(S)' BACKGROUND

Section 1 contains records relating to the adoptive parents. All records are filed in date order starting from the backing sheet. This section may include but is not limited to the following:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Adoption Intake & Recruitment Tracking Form (CF2723) | Yes | N/A | N/A |
| Adoption Placement Agreement (CF0325) | Yes | N/A | N/A |
| Application to Adopt (CF1013) | Yes | N/A | N/A |
| Consent for Disclosure of Criminal Record (CF0622) | Yes | N/A | N/A |
| Consent for Prior Contact Check (CF0623) | Yes | N/A | N/A |
| Completed Cultural Safety Agreement (if applicable) | Yes | N/A | N/A |
| Consent to Disclosure of Information (CF0609) (if applicable) | Yes | N/A | N/A |
| Structured Analysis Family Assessment (SAFE) (if applicable)<br>• References<br>• Questionnaire for Adult Children<br>• Update Report<br>• Questionnaire I<br>• Questionnaire II<br>• Harvesting Sheet<br>• Psychosocial Inventory<br>• Compatibility Inventory<br>• Completed Assessment | Yes | N/A | N/A |
| Letter of Acknowledgement | Yes | N/A | N/A |
| Medical Report on Applicant (CF0605) | Yes | N/A | N/A |
| Related Correspondence | Yes | N/A | N/A |
| Results of a Criminal Record Search | Yes | N/A | N/A |
| Results of a Prior Contact Check | Yes | N/A | N/A |
| Running Records | Yes | N/A | N/A |
| **If Direct Placement:**<br>• Notice of Intent to Receive a Child by Direct Placement (CF2659)<br>• Letter Acknowledging Receipt of Notice<br>• Pre-placement Assessment Application *Replaces Application to Adopt*<br>• Pre-placement Assessment Report *Replaces the homestudy*<br>Notifications to Birth Parent(s) | Yes | N/A | N/A |
| **Intercountry - Section 48 (Child not in care of provincial/territorial Child Welfare Authority coming to BC to be adopted):**<br>• Written Notice & Request for Approval to bring a child into BC to be adopted<br>• Letter Acknowledging Receipt of Notice<br>• Notifications to Birth Parent(s)<br>• Director's Approval – Section 48* | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# AH

## SECTION 2: CHILD & BIRTH FAMILY BACKGROUND:

**Please note the following**

1) A separate Section 2 backer should be created for each related sibling.
2) All proposal information and printed search screens related to children, **other than those placed for adoption,** are ***not*** retained on the AH file.
3) A running record that a search was performed and proposal not accepted is recorded without identifying the child.

**For children who are in Continuing Custody**

Section 2 contains copies of documents pertaining to the child's and the child's birth family's background. Except for original documents required for the Supreme Court package or for the prospective adoptive parent(s), original documents are retained on the Child Service (CS) file. The following information related to the proposal of the child placed for adoption is filed in this section.

**OR**

**For children whose birth parents planned adoption by adoption consent:**

Section 2 contains original documents pertaining to the child's and the birth family's background. Original documents required to complete the adoption or provide to the prospective adoptive parents or as part of the Supreme Court package are transferred from the AS file to the AH file when the adoption placement is made. Copies of these documents are to remain on the AS file.

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| A Copy of the Care Plan signed by the Prospective Adoptive parents and their worker and supervisor/team leader accepting the placement of the child (if applicable) | Yes | N/A | N/A |
| All information provided to the prospective adoptive parents prior to and after the placement about the child's birth family. | Yes | N/A | N/A |
| Proposal Package to the Prospective Adoptive Parent about the child when considering the child for adoption | Yes | N/A | N/A |

***For BC Child placed in another Country or Province: A certified copy of the adoption order is placed on the CS file and a copy on the AH file. The CS and AS files where applicable are closed.***

*IMPORTANT* – all relevant, original documents are COPIED from Section 9 of the CS File to Section 2 of the AH File as soon as possible after the physical adoption file is opened. All original documentation remains in section 9 of the CS file. If there is an adoption disruption, the copies in Section 2 of the AH file must removed.

Child: _____

*(one backer for each related sibling)*

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2022*

# AH

## SECTION 3: POST PLACEMENT DOCUMENTATION & CORRESPONDENCE

Section 3 contains post placement documentation and correspondence including all information related to the application to court for the adoption order. All records are filed in date order starting from the backing sheet. This section may include, but is not limited to, the following records:

| ***** DO NOT HOLE-PUNCH, STAMP OR STAPLE BOLDED DOCUMENTS***** The child's birth name MUST BE DELETED from any documents in this file. | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Correspondence | Yes | N/A | N/A |
| Director's Approval Under Section 48 of the Adoption Act (if applicable) | Yes | N/A | N/A |
| Disruption Reports and Notifications | Yes | N/A | N/A |
| **Documents for Supreme Court (if applicable):**<br>• **Cover Letter for Court Registrar**<br>• **Petitioner's Court Fee Letter**<br>• **Petition to the Court (CF1007)**<br>• **Petitioner's Affidavit (CF1007)**<br>• **Requisition for Consent Order or for Order Without Notice (CF1007)**<br>• **Certified Copy of the Registration of Live Birth**<br>• **Birth Mother's Consent (CF2654)**<br>• **Birth Father's Consent (CF2654) OR Affidavit of the Birth Mother**<br>• **Guardian's Consent (CF2654)**<br>• **Director's Consent (CF2654 or CF1007)**<br>• **Child's Consent by Child Over 12 (CF2654 or CF1007)**<br>• **Certified Copy of Continuing Custody order**<br>• **Certified copy of any Guardianship/ Access Orders or Orders Terminating Access Orders**<br>• **Certified copy of any order dispensing with notice or consent of a birth parent**<br>• **Certified copy of any amended orders**<br>• **Birth Parent Expenses Affidavit (CF2720)**<br>• **Affidavits of Social Worker**<br>• **Report on the Younger Child's Views**<br>• **Birth Parent Registry Search Results (CF2688)**<br>• **Post Placement Report**<br>• **Identification Particulars of Adopted Persons (VSA 433)**<br>• **Post Adoption Parental Certificate Request (VSA 430)**<br>• **Order Made Without Notice (Adoption Order) (CF1007)** | Yes | N/A | N/A |
| Other reports requested by the court (if applicable) | Yes | N/A | N/A |
| Notice of Placement (CF1023) (if applicable) | Yes | N/A | N/A |
| Notification to Public Guardian and Trustee of BC | Yes | N/A | N/A |
| Notifications that Order is Granted | Yes | N/A | N/A |
| Openness Agreement (CF0118)<br>• Schedule A (CF0118a)<br>• Registration for Exchange of Information (CF0118-b)<br>• Procedures for Exchange of Information (CF0118-c) | Yes | N/A | N/A |
| Passport Request for the Child to be Adopted (if applicable) | Yes | N/A | N/A |
| Progress Reports (if applicable) | Yes | N/A | N/A |
| Reviews (Protocol) | Yes | N/A | Yes |
| Running Records | Yes | N/A | N/A |
| Summary Recording | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# AH

## SECTION 4: FINANCIAL

Section 4 contains records and correspondence related to financial. All records are filed in date order starting from the backing sheet. This section may include, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Correspondence related to financial transactions (e.g. Receipts) | Yes | N/A | N/A |
| Letter for Prospective Adoptive Parents to include in their Application for Canada Child Benefit (if applicable) | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# SP

## SECTION 1: PERSONAL HISTORY AND RECORDING

Section 1 contains file recordings, personal history and personal identification information **not** entered directly in ICM, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| SP Case Snapshot Report **(Remains on top)** | Yes | No | Yes |
| Immigration Documents | Yes | No | No |
| MSP and/or Extended Health Confirmation Letter (dependents must be added manually) | No | No | Yes |
| Opening, transfer and closing file recordings | No | No | Yes |
| Personal Identification | Yes | No | No |

Date Volume Opened:
*Optional* Date Volume Closed:

CPF #:

Vol.

*Updated 2019-12-18*

# SP

## SECTION 1A: SERVICE REQUEST & MEMO

Section 1A contains **original** paper documents related to the following Record Types – Service Request (for applications to initialize services pre- November 2014) or Memo (no further action).

> Note: If the Memo (no further action) or historic Service Request was the only record open within the SP then all documentation is filed on Section 1A with related Memo/Service Request. If the SP case is opened or re-opened, documentation from that date forward is filed on the relevant section of the CPF type SP.

**Use the Record Face Sheet on a coloured piece of paper as a separator between "Service Requests"/"Memos". File all Records in Chronological Order with most recent on top.** ***Do not file copies of Service Request Production Reports or Inbound Memo Summary Reports.***

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Snapshot Report (Service Request/Memo)<br>*Only the most current version of the Snapshot Report is retained; any previous version of the report are to be removed from the file* | Yes | No | Yes |
| AYA Memo (no further action)<br>**Original** paper documentation received that may or may not have been scanned and attached in the ICM AYA Memo **(Do not file copy of Memo or SP Production Report)** | Yes | No | No |
| Prior Contact Check Report (PCC) | No | No | No |
| Service Request – to initiate Young Adult Services<br>**(Pre – November 2014)**<br>**Original** paper documentation received<br>**(Do not file copy of Service Request Production Report)** | Yes | No | No |

Date Volume Opened:

*Optional* Date Volume Closed:

CPF #:

Vol.

*Updated 2019-12-18*

# SP

## SECTION 2: AGREEMENTS

Section 2 contains all formal/legal documentation related to Young Adult Agreements (AYA) themselves and the contract process, and includes but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Agreement with Young Adult (CF0711) | Yes | No | Yes |
| Agreement with Young Adult Application Form (CF0707) | Yes | No | No |
| Agreement with Young Adult Program Screening Form (CF0708) | Yes | No | No |
| Agreement-related correspondence (memos and email) particularly related to decisions made | Yes | No | No |
| Consent to Collect Information (CF0611) | Yes | No | Yes |
| Consent to Disclosure of Information (CF0609) | Yes | No | Yes |
| Formal agreement review, renewal and termination documentation (e.g. file closing letter) | Yes | No | No |
| Modification Agreement for Agreement with Young Adult (CF0712) | Yes | No | Yes |
| Prior Contact Consent Form | Yes | No | No |

Date Volume Opened:
*Optional* Date Volume Closed:

CPF #:

Vol.

*Updated 2019-12-18*

# SP

## SECTION 3: FINANCIAL DOCUMENTATION

Section 3 contains records and correspondence relating to one-time costs and monthly costs and other financial arrangements, such as rent, utilities, medical & living expenses, including, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Band funding | Yes | No | No |
| Banking documents | Yes | No | No |
| Child care (includes summer camps) | Yes | No | No |
| Funding Request Worksheet (CF0709) | Yes | No | No |
| Housing and utility arrangements | Yes | No | No |
| Receipts and documentation required for tuition, books and supplies | Yes | No | No |
| Schedule A – Budget & Payment Distribution (CF0711a) | Yes | No | Yes |
| Tuition Waiver Program | Yes | No | No |
| Youth Education Assistance Fund Application (YEAF) | Yes | No | No |

CAS Project Number:
OCG Number:

Date Volume Opened:
*Optional* Date Volume Closed:

CPF #:

Vol.

*Updated 2019-12-18*

# SP

## SECTION 4: PROGRAM PLANNING DOCUMENTATION

Section 4 contains records and correspondence relating to program planning for education, life skills, vocational, and rehabilitation (mental health and addiction) programs, including, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Accountability documentation for monitoring goals in the agreements (i.e. information on grades, progress reports, performance and reviews) | Yes | No | No |
| Confirmation of enrollment | Yes | No | No |
| Letter of confirmation of in-care status | Yes | No | No |
| Planning – related correspondence (memos and e-mail) | Yes | No | No |
| Planning Documentation and Tools | Yes | No | No |
| Schedule B – Agreement with Young Adult Program Plan (CF0711b) | Yes | No | Yes |

Date Volume Opened:
*Optional* Date Volume Closed:

CPF #:
Vol.

# CS

## SECTION 1: PERSONAL HISTORY, RECORDING & SERVICE PLANS

Contains file recordings, personal history and personal identification information **not** entered directly in ICM, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| CS Snapshot Report **(only the most current snapshot remains on the file)** | Yes | No | Yes |
| All records related to Planning for the Child, including general placement history | Yes | No | No |
| Border Crossing Letters | Yes | Yes | No |
| Case Summary Recordings (Open, Review, Transfer, Close) | No | No | Yes |
| Driver's license application | Yes | No | No |
| Family Group Conferencing Plan (approved final version only)* | Yes | No | No |
| ICM Minutes (Integrated case review) | Yes | No | No |
| Immigration documents | Yes | No | No |
| Interim Care Plan (CF0634a) | Yes | No | No |
| Personal history & Personal Identification (SIN; BCID;BCDL; Birth Certificate, Death Certificate etc.)<br>*Note: Identification is scanned and attached to the CS Case for verification of identity and safety purposes -* ***DO NOT ATTACH TO CONTACT in ICM.*** | Yes | Yes | No |
| Photographs (A current photo is uploaded to the Care Plan)<br>*Note: A photograph of Child/Youth is scanned and attached to the CS Case for verification of identity and safety purposes.* ***DO NOT ATTACH TO CONTACT in ICM.*** | Yes | Yes | No |
| Planning documentation and tools (YAG) | Yes | No | No |
| Planning related correspondence (YAG) | Yes | No | No |
| Plans for Independence - Youth Agreement (CF0701) | Yes | No | Yes |
| Plans of Care (e.g., Comprehensive Plan of Care) | Yes | No | Yes |
| Request for an Exception to Register for Adoption | Yes | No | No |
| Short term service plans/supports (YAG) | Yes | No | No |
| Youth Transition Conference Plan | Yes | No | No |

**Note:** The approved Family Group Conferencing Plan is the only disclosable document from the FGC or Mediation program; see Section 12 - Collaborative Planning and Decision-Making for all other documentation and restriction of access.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

## SECTION 1B: CULTURAL PLANNING / ROOTS

Contains all documents and correspondence related to a child's cultural background, cultural planning, and ROOTS activities, documents that support cultural planning, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| Contact lists | Yes | No | No |
| Correspondence regarding Cultural Planning | Yes | No | No |
| Cover Letter | Yes | No | No |
| Cultural Planning Case or Black Book Notes | Yes | Yes | No |
| Family Finders Summary Report* | Yes | Yes | No |
| Genogram* | No | Yes | No |
| Pictures (related to cultural events) | Yes | No | No |

***Note**: Family Finders Summary Report and/or Genograms containing 3rd party information must have the following statement clearly visible: "**Note: This report contains 3rd party information**"

For procedures for handling black books see:
https://intranet.gov.bc.ca/assets/download/58DBE5F9FE6B467383DBE2B93CCB5167&filename=procedures_for_handling_black_books_notebooks_diaries.pdf

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# CS

## SECTION 2: INTAKE & INCIDENT, SERVICE REQUEST & MEMO

Contains **original paper documents** related to Record Types Intake, Incident, Service Request, Screening Memo, closed Assessment Only (AO) files, After Hours Memos, ICM Prior Contact Check Reports. Do not create a new backer for each Record.

Note: If the Memo/Incident/Service Request is the only record open within the CPF type CS then all documentation is filed on Section 2 with the related Memo/Incident/Service Request. If the CS case is opened or re-opened, documentation from that date forward is filed on the relevant section of the CPF type CS. Incidents opened under the child or youth specifically and at the time of the Child Service Case file opened and/or active will only be filed down within their own Consolidated CS Physical File, do NOT duplicate on their parent(s) Family Services Consolidated Physical file. **Use the Record Face Sheet on a coloured piece of paper as a separator between "Intakes" (pre-April 2012) and "Incidents"/"Service Requests"/"Memos" (April 2012 onward). File all Records in Chronological Order with most recent on top. Do not file copies of Incident or Service Request Production Reports or Inbound Memo Summary Report.**

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Snapshot Report (Incident/Service Request)/Memo Summary Report (NFA Memo) *Only the most current version of the Snapshot Report is retained; any previous versions of the report are to be removed from the file.* | Yes | No | Yes |
| After Hours From Memos & After Hours Action (Reply) Memos<br>*Original Paper documentation received that may or may not have been scanned and attached in the After Hours From or After Hours Action Reply Memo.* ***(Do not file copy of Inbound Memo Summary Report or Memo Production Report.)*** | Yes | No | No |
| After Hours Notifications | No | No | Yes |
| Assessment only (AO) *historical documentation - for CS Cases Only* | Yes | No | No |
| Case notes or Black Book notes (hand-written, or Word document)<br>See: Blackbook procedures | Yes | Yes | No |
| Emails related to this section | Yes | No | No |
| Historical Intakes<br>Prior to April 2, 2012 - *copy of Intake that brought child into care*<br>Post April 2, 2012 - *copy of incident that brought child into* care is not filed on CS file – this information is available in the child's Record History in ICM | Yes | No | No |
| Incidents<br>***Original*** *paper documentation received that may or may not have been scanned and attached in the ICM Incident.* ***(Do not file copy of Incident Production Report.)*** | Yes | No | No |
| Investigation related correspondence including Sec 96 Requests | Yes | No | No |
| Letter to Reporter - Incident Outcome (CFL02010) | Yes | No | Yes |
| Letter to School - Child Removed (CFL02016) | Yes | No | Yes |
| Prior contact checks | No | No | Yes |
| Referral Document | No | No | Yes |
| Reportable Circumstance (CF0659) | No | No | Yes |
| Running Record & Summary Recording *(Nov 24, 2014, onward if generated in ICM. Otherwise file on physical file.)* | No | No | Yes |
| Screening Memos (No Further Action)<br>*Original paper documentation received that may or may not have been scanned and attached in the ICM Screening Memo.* ***(Do not file copy of Inbound Memo Summary Report or Memo Production Report.)*** | Yes | No | No |
| Service Request<br>***Original*** *paper documentation received that may or may not have been scanned and attached in the ICM Service Request.* ***(Do not file copy of Service Request Production Report.)*** | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# CS

## SECTION 3: LEGAL & AGREEMENTS

Contains court forms, court documents, court orders, agreements, and relevant legal correspondence. Signed court orders that indicate the current legal status (e.g. current custody orders and agreements) will be filed on the uppermost of this section, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Consent to Collect Information (CF0611) | Yes | No | Yes |
| Consent to Disclosure of Information (CF0609 and/or Form C) | Yes | No | Yes |
| Consents for Activities (horseback riding, camp etc.) (*filed in CS file only*) | Yes | No | No |
| Continuing Custody Order<br>*Original or certified true copy -do not hole punch the order. Place in plastic cover.* | Yes | No | No |
| Court forms/documents/agreements | Yes | No | Yes |
| Court Orders (most current order is placed uppermost on this section)<br>*Note: Terms & Conditions (e.g. Supervision, PIO) should be entered in ICM on the Legal Authority Tab of the CS/FS case. Alternatively, a copy of the order can be scanned/attached in ICM.* | Yes | No | No |
| Court Plan of Care (CF2593) | Yes | No | Yes |
| Documentation related to specific terms of a particular placement | Yes | No | No |
| Formal Agreement review, renewal and termination documentation (YAG) | Yes | No | No |
| Independent Living Agreement (CF2631) | Yes | No | Yes |
| Interprovincial Agreement/Request for Services/Alert | Yes | Yes | No |
| Legal and Agreement related correspondence *(particularly related to decisions made)* | Yes | No | No |
| Modification Agreement - Youth Agreement (CF0702) | Yes | No | Yes |
| Notification to the Public Guardian and Trustee of BC (CF2681) | Yes | No | No |
| Renewal Agreement (CF0322A) - historical document | Yes | No | No |
| Special Needs/Voluntary Care Agreement (CF0322) | Yes | No | Yes |
| Support Services Agreement (CF2606) & Schedule A (CF2606A – template) | Yes | No | Yes |
| Support Services Renewal (CF2599) | Yes | No | Yes |
| Termination of Support Services Agreement (CF2612) | Yes | No | Yes |
| Youth Agreement (CF0700) | Yes | No | Yes |
| Youth Agreement related documents | Yes | No | No |
| Notice of Significant Measure to Parent, Care Provider and Indigenous Governing Body (CF0092) | Yes | No | No |

**Note:** This section does not include ANY financial documentation regarding financial agreements and/or contracts; see Section 4 - Financial Documentation.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

## SECTION 4: FINANCIAL DOCUMENTATION

Contains records and correspondence relating to the financial support services provided to the child or youth, and include, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Authorization and Service Plan (CF0603) & statements/invoices | Yes | No | No |
| Banking Documentation (YAG) | Yes | No | No |
| Change of placement/payment forms (NDTs) | Yes | No | No |
| Child Care Subsidy Referrals (CF2044) (on CS file only if child is removed) - *not required to print* | No | No | Yes |
| Child Care Worker/Family Support Invoices | Yes | No | No |
| Disability Tax Credit Certificate ** | Yes | Yes | No |
| Financial Information Statement | Yes | No | No |
| Homemaker-specific to child | Yes | No | No |
| Housing and Utility Arrangements (YAG) | Yes | No | No |
| Intent to Rent Rental Confirmation form (CF4095) | Yes | No | No |
| Invoice and billing statements | Yes | No | No |
| One time/Special Expense (eg Grad cost) | Yes | No | No |
| Payment information for miscellaneous items (e.g. fees to obtain identification) (YAG) | Yes | No | No |
| Public Trustee Financial Information | Yes | No | No |
| Purchase Authorizations (CF0149) | Yes | No | No |
| Receipts & back up documents | Yes | No | No |
| Related financial correspondence | Yes | No | No |
| Respite/Relief/Take Charge Monthly Occupancy Report and Billing (CF1234) | Yes | No | No |
| Support Services Income Test (CF2186) | Yes | No | Yes |
| Youth Agreement Schedule A (CF0700A) | Yes | No | Yes |

** **Important** - when uploading the Disability Tax Credit Certificate to ICM please follow the following naming convention: "T2201_Disability_DDMMYY (day-month-year, eg. 27Nov2018, for the date the medical practitioner *signed* the form.)

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

## SECTION 5: EXTERNAL ASSESSMENTS & REPORTS

Contains all reports and assessments obtained from other ministries, agencies and external professionals (e.g. psychologists) and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Child Care Worker/Family Support Worker reports | Yes | No | No |
| Counselling reports | Yes | No | No |
| Foster home (family home) reports | Yes | No | No |
| Psychological reports and assessments | Yes | No | No |
| Ongoing Sec 96 Requests for open cases | Yes | No | No |

**Note:** This section does not include ANY medical documentation regarding services provided to the child or youth, see Section 6 - Medical.

**Note:** Supervised Access Reports are no longer copied to CS files as of July 2011

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

## SECTION 6: MEDICAL

Contains records relating to the medical history of the child/youth and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| BC Services Cards/Care Card (original)* | Yes | No | No |
| Consent for medical | Yes | No | No |
| Dental Plan Cards (original- pre-Nov2018) | Yes | No | No |
| Extended Family Program Dental & Optical Benefits (CF2190) ** | Yes | No | Yes |
| Hearing & speech reports | Yes | No | No |
| Infant Development Reports | Yes | No | No |
| Medical Assessments | Yes | No | No |
| MSP and/or Extended Health Confirmation Letter | No | No | Yes |
| Referrals for medical services | Yes | No | No |
| Related correspondence | Yes | No | No |

**Note**: *When the child/youth age out and leave Ministry Care, offices can provide Care Card, but must copy and have Youth sign the copy as receiving.

**Effective Nov 26, 2018

- Extended Family Program Dental & Optical Benefits form (CF2190) is no longer in use
- Pacific Blue Cross Extended Health/Dental Plan Cards no longer issued
- PHN # is used for MSP and Extended Health Benefits

**Tip!** Administrative staff can sign the MSP/Extended Health Confirmation Letters on behalf of/ the practitioners

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# CS

## SECTION 7: INTERNAL ASSESSMENTS

Contains records relating to reports and assessments completed for internal use, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Criminal Record Checks | Yes | No | No |
| Incident reports (not critical) | Yes | No | No |
| Know Your Rights Document | Yes | No | No |
| RCMP request for information | Yes | No | No |
| Reportable circumstance (CF0659) | No | No | Yes |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# CS

## SECTION 8: REVIEWS

Contains records relating to case reviews, complaints and related correspondence, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Administrative Reviews (CCOs Only) | Yes | Yes | No |
| Case Reviews | No | Yes | No |
| Letters of Complaint | Yes | No | No |
| Public Guardian Annual Reviews | Yes | No | No |
| Related Review and Complaint Correspondence | Yes | No | No |
| Resolution of Complaint | Yes | No | No |
| Critical Incident Report | Yes | No | No |
| Review Decisions | Yes | Yes | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# CS

## SECTION 9: ADOPTION

Contains records relating to a pending adoption, and when the adoption file is opened, the relevant information is copied from the Consolidated Child Service Physical file and placed on the appropriate adoption file. The following may be applicable to a child in care placed for adoption, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Approval to Place a Child Separately from Siblings in Care | Yes | No | No |
| Border Crossing Letter of Permission | Yes | Yes | No |
| Child Moving to Another Province/Territory – Authorization for Prospective Adoptive Parents to Transport the Child | Yes | No | No |
| Child Moving to Another Province/Territory – Authorization to Transfer Supervision | Yes | No | No |
| Child's Adoption Bulletin Profile (CF 0326) | Yes | No | No |
| Child's Birth Family Medical and Social History (CF 2670) | Yes | No | No |
| Child's Newborn Record Parts 1 & 2 | Yes | No | No |
| Child's Placement History and Life Experiences | Yes | No | No |
| Child's Registration under the Indian Act and Band Membership | Yes | No | No |
| Consent to Adoption by Child Over 12 (CF 2654) | Yes | No | No |
| Consent to Care and Medical Attention for Child in Care Placed in Another Province | Yes | No | No |
| Cultural Plan | Yes | No | No |
| Designation of a Child (CF 2208) | Yes | No | No |
| Exception to Place Aboriginal Child with non-Aboriginal Family | Yes | No | No |
| Notification to anyone with access or defacto access | Yes | No | No |
| Notification to Band/Aboriginal Community/Nisga'a Lisims Government | Yes | No | No |
| Notification to the Public Guardian and Trustee of BC (CF 2681) | Yes | No | No |
| Original Birth Parent or Guardian Request for Notice of Placement (CF 2687) | Yes | No | No |
| Birth Parent Placement Agreement (CF0324) | Yes | No | No |

*IMPORTANT* – all relevant, original documents are COPIED from Section 9 of the CS File to Section 2 of the AH File as soon as possible after the physical adoption file is opened. If there is an adoption breakdown, the copies of documents in Section 2 of the AH file must be removed.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

## SECTION 10: YOUTH JUSTICE (previously YOUNG OFFENDER)

Section 10 is reserved for documents related to the child as a young offender and may include reports, probation orders, summary of infractions, and YJ-related correspondence.

***Note: Prior to closing the Consolidated Child Service Physical File and transfer to off-site storage, the youth justice information is removed from the file. See Guidelines for Removing Section 10 – Youth Justice from Closed Child Service (CS) Case Files at:***
***https://intranet.gov.bc.ca/assets/download/D8EC964C396A42458B89DC28FF62607F&filename=guidelines_remove_section10.pdf***

When the file is ready to be offsited:

- ✓ Remove Section 10 from the CS physical file
- ✓ Enter as an EDRMS record using ORCS code **30410-21** OPR
- ✓ Cross-reference on the CS physical file.
- ✓ If case is reopened, the file section is recalled and added back to the file.

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# CS

## SECTION 10A: OUT OF CARE SERVICES

Contains records related to children that are in out of care arrangements not found elsewhere in the Child Service Case file and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Extended Family Program (EFP) (Section 8) Agreement (CF2191) | Yes | No | Yes |
| Extended Family Program (EFP) Schedule A Agreement (CF2201) | Yes | No | Yes |
| Correspondence at planning stage, documentation leading up to Out of Care that is not included in the RE file.<br><br>***Note: all intake documentation relating to eligibility and approval of the Out of Care Caregiver(s) are filed on the RE file ONLY.*** | Yes | No | No |

**NOTES:**

- **Section 10A** – Out of Care Services Section is **NOT** removed prior to off-siting
- EFP Schedule B Agreement is not placed on the CS file (only the CT file)

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

## SECTION 11: GENERAL CORRESPONDENCE

Contains records of a general nature not found elsewhere in the Consolidated Child Service Physical File Format Guidelines, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Emails, Letters, or faxed material that relates to multiple sections where one main topic is not readily identifiable from concerned family relations or other 3rd parties | Yes | No | No |
| General enquiries from the CIC or regarding the CIC | Yes | No | No |
| Meeting notices, Requests to Set up Meetings, attendee availability (do not include meeting minutes) | Yes | No | No |
| Referrals to external agencies and professionals | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# SECTION 12: COLLABORATIVE PLANNING AND DECISION-MAKING

*(also known as Alternate Dispute Resolution)*

Ensure that Appendix A Coversheet of this File Format Guideline is affixed to the uppermost of this section at all times

Contains documentation, legal documentation and correspondence related to a child or youth participating in the Collaborative Planning and Decision-Making program. Collaborative planning and decision-making documents concerning child welfare mediation, Family Group Conferences (FGC), Family Case Planning Conferences (FCPC), Traditional Decision Making (TDM), of the Family Case Planning at Court (FCP@Court) **should not** be filed on any other section of the file except for the agreement reached, which goes under Section 1. Section 12 is required to ensure compliance with the privacy provisions of the CFCSA Section 24. Section 23(3) and 24(1)b and c of the CFCSA allow for the agreements from CPDM/ADR processes to be filed in Section 1.

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| CPDM-related Correspondence, Notes, Planning Documentation | Yes | No | No |
| Mediation Snapshot | Yes | No | No |
| Mediation Agreement when parents have not consented to its release and state is protected under Section 24(1)a of the CFCSA | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# CS

# SECTION 12

## This coversheet MUST be placed uppermost of this section <u>at all times</u>.

## ATTENTION:

## FOI PP (*Freedom of Information & Protection of Privacy)*

## <u>This section is non-disclosable</u>

This section is for
Collaborative Planning and Decision-Making
*(also known as ADR)*

- family group conferences
- youth justice conferences
- child welfare mediation
- traditional decision making processes

Confidentiality of information

24 (1) A person must not disclose, or be compelled to disclose, information obtained in a family conference, mediation or other alternative dispute resolution mechanism, except

(a) with the consent of everyone who participated in the family conference or mediation,

(b) to the extent necessary to make or implement an agreement about the child,

(c) if the information is disclosed in an agreement filed under section 23, or

(d) if the disclosure is necessary for a child's safety or is required under section 14.

(2) This section applies despite sections 76, 78 and 79.

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

## SECTION 13: EDUCATION, EMPLOYMENT & TRAINING

Contains records related to a Child or Youth's education, employment and training history, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Academic progress/report cards | Yes | No | No |
| Anything from a school, including IEP's | Yes | No | No |
| Attendance Reports | Yes | No | No |
| Employment/Training History | Yes | No | No |
| Offers of Employment/Training | Yes | No | No |
| School Reports | Yes | No | No |
| Suspension/Expulsion documentation & correspondence | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# CS

## SECTION 14: PRACTITIONER CASE NOTES

*(formerly Black Book Notes or Running Records)*

Contains Practitioner Case Notes (CF2236). The exception being notes relating to Collaborative Planning and Decision-Making which must be retained in Section 12 of the Consolidated Child Service Physical file.

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Practitioner Case Notes (CF2236) recorded by hand | Yes* | Yes* | No |
| Practitioner Case Notes recorded in ICM | No | No | Yes |

*** Important Reminder!**

Practitioner notes can be entered either in ICM or are added to the client file (**only in 1 spot**):

- Add notes to the appropriate section in accordance with the file format guidelines, **OR**
- Place worker notes on Section 14: Practitioner Case Notes, **OR**
- File in a plain brown envelope at the back of the client physical file labeled "worker notes", **OR**
- Transcribe or scan & attach notes into ICM.

For more information on this see:
https://intranet.gov.bc.ca/assets/download/58DBE5F9FE6B467383DBE2B93CCB5167&filename=procedures_for_handling_black_books_notebooks_diaries.pdf

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# CYMH

## Left Inside Cover of Physical File

| | File in Physical File | Scan & Attach in CRIS | Generated within CRIS |
|---|---|---|---|
| Safety Alert Reports (Previously Caution Alerts) | No | No | Yes |
| Safety Plan – attach under *Miscellaneous Notes* in in the Community and Residential Information System (CRIS). The Safety Plan may also be attached to an active Alert in CRIS. | Optional | Yes | No |

EDRMS Registration of CYMH Physical File:

Schedule: 118669
ORCS Classification: 35530-20
Retention: SO +1y 49y SR

NOTE: CPIM ID is no longer required on the CYMH Physical File Label

### Important

A physical file is only required to be created in accordance with the Filing and Recording Procedures – CYMH Intake/Referrals.

CRIS files are **NOT** required to stay onsite until the individual turns 19 years of age

SO = 14 days of termination of service, or after three months of client inactivity, + 1 year then the file can be sent offsite.

Date Volume Opened: CRIS Client ID #:

*Optional* Date Volume Closed: CRIS Case ID #:

Vol.

*Updated November 6, 2023*

# CYMH

## SECTION 1: CLINICAL HISTORY

All documents are filed in **chronological order on its own backer** with the most recent on top. Contains clinical history, and includes, but not limited to:

| | File in Physical File | Scan & Attach in CRIS | Generated within CRIS |
|---|---|---|---|
| Case Face Sheet (CRIS Report) | No | No | Yes |
| Intake/Referral Summary | No | No | Yes |
| All Consent Forms Signed by Client | Yes | Yes | No |
| Signed Treatment Plan | Yes | Yes | No |
| Correspondence (Non-Electronic) | Yes | Optional | No |
| Correspondence (Electronic) | No | Yes | No |
| Consultation Notes | No | No | Yes |
| Audit records (PQI) | No | No | Yes |
| Clinical Notes (Session Note, Clinical Supervision, Etc) | No | No | Yes |
| Reportable Circumstances (CF0659) | No | Yes | No |
| Specialized Program Documents (Excluding CCI) | Yes | No | No |
| Financial documentation | Yes | No | No |
| CYMH Services Child & Youth Information Form (CF0668)* | No | No | No |

**NOTE:** for non-electronic correspondence or specialized program documents (excluding CCI) if deemed clinically significant it will be filed in the physical file but may also scanned and attached into CRIS however it is not a requirement to do so.

*Once transcribed into CRIS, CF0668 Child & Youth Information form is deemed transitory and is not scanned into CRIS or retained on the physical file.

Date Volume Opened: CRIS Client ID #:

*Optional* Date Volume Closed: CRIS Case ID #:

Vol.

*Updated November 6, 2023*

# CYMH

## SECTION 1A: COMPLEX CARE INTERVENTION

All documents for Complex Care Intervention are filed in **chronological order on its own backer** with the most recent on top. Not all files will have a Section 1A. Contains records for Complex Care Intervention.

| | File in Physical File | Scan & Attach in CRIS | Generated within CRIS |
|---|---|---|---|
| All Documents for Complex Care Intervention | Yes | OPTIONAL | No |

Date Volume Opened: CRIS Client ID #:

*Optional* Date Volume Closed: CRIS Case ID #:

Vol.

*Updated November 6, 2023*

# CYMH

## SECTION 1B: ASSESSMENTS & REPORTS

All documents are filed in **chronological order on its own backer** with the most recent on top. Contains assessments and reports, and includes, but not limited to:

| | File in Physical File | Scan & Attach in CRIS | Generated within CRIS |
|---|---|---|---|
| External Reports<br>(School Reports, Psychological/Psychiatric Reports (not completed by CYMH Psychologist/Psychiatric), Hospital Reports, Tertiary Services Reports (i.e. IHCAN, ARC, etc), All Related Emails, Faxes, and Correspondence | Yes | Yes | No |
| Comprehensive & Specialized Mental Health Assessments (i.e. Sessional Psychiatrists) | Yes | Yes | No |
| Initial Child & Youth Mental Health Assessment (CF4097) | Yes | Yes | No |
| Risk Assessments | Yes | Yes | No |
| Termination Reports | Yes | Yes | No |

**NOTE:** Non-electronic documents will be filed in the physical file but *may* also scanned and attached into CRIS however it is not a requirement to do so.

Date Volume Opened: CRIS Client ID #:

*Optional* Date Volume Closed: CRIS Case ID #:

Vol.

# CYMH

## SECTION 2: PSYCHOLOGICAL TEST PROTOCOLS & ROUGH NOTES

All documents are filed in **chronological order on its own backer** with the most recent on top. This Section of the file is non-disclosable except the interpreted psychological assessment report. Contains Psychological Test protocols & Rough Notes, and includes, but not limited to:

| | File in Physical File | Scan & Attach in CRIS | Generated within CRIS |
|---|---|---|---|
| Psychological Test Protocols & Rough Notes (i.e. Level B Assessments) | Yes | No | No |
| Interpreted Psychological Assessment Report **THIS DOCUMENT IS DISCLOSABLE** | Yes | Yes | No |

*Important*

Psychological Test Protocols & Rough Notes
These are questions and responses to individual test protocols and rough notes prior to transcription which are interpretive and diagnostic in nature
Interpretation of these questions & responses will be disclosable to individuals in the form of a fully interpreted psychological assessments report & should be attached to CRIS in the Document Management Section

# ATTENTION

# <u>This section is non-disclosable</u>

# This file face sheet MUST be placed on the top of this section <u>at all times</u>

# FOIPPA Section 3(1)(d)

Date Volume Opened: CRIS Client ID #:
*Optional* Date Volume Closed: CRIS Case ID #:
Vol.

*Updated November 6, 2023*

# CYMH

## SECTION 3: CLINICIAN'S STANDARDIZED QUESTIONNAIRES & ROUGH NOTES

All documents are filed in **chronological order on its own backer** with the most recent on top. Contains Clinicians Standardized questionnaires and rough notes, and includes, but not limited to:

| | File in Physical File | Scan & Attach in CRIS | Generated within CRIS |
|---|---|---|---|
| Clinicians Standardized Questionnaires | No | Yes | No |
| *Handwritten Notes (with clinical significance) | Yes | No | No |
| Brief Child & Family Phone Interviews (BCFPI) Reports | No | No | Yes |

***Clinical notes should be typed into CRIS.**

*Important*

Clinicians Standardized Questionnaires & Rough Notes

- These are standardized questionnaires and handwritten notes collected during client sessions that are informational in nature. They are disclosable.
- If clinician is looking for exemptions for disclosure to FOIPPA, a clinician **must** complete *Exceptions to Disclosure* (see page 7). This **must** be attached onto the outside on top of section 3 before sending to FOI.

Date Volume Opened: CRIS Client ID #:

*Optional* Date Volume Closed: CRIS Case ID #:

Vol.

*Updated November 6, 2023*

# CYMH

## SECTION 4: ARTWORK & PHOTOS

All documents are filed in **chronological order on its own backer** with the most recent on top

| | File in Physical File | Scan & Attach in CRIS | Generated within CRIS |
|---|---|---|---|
| Artwork (Photos of artwork) | No | Yes | No |

**NOTE: No requirement to print this face sheet. This direction is provided for file format procedures only.**

*Important*

- Only artwork that illustrates abuse, harm, risk or has some clinical significance will be retained in CRIS
- The clinician will take a picture of artwork and appended to CRIS
- Artwork is the property of the client and can be requested at any time. Should the clinician have therapeutic concerns around the client's possession of their artwork, this should be discussed with the client and, if appropriate, a safety plan put in place
- If the artwork is not returned or retained it can be securely destroyed

Date Volume Opened: CRIS Client ID #:

*Optional* Date Volume Closed: CRIS Case ID #:

Vol.

*Updated November 6, 2023*

# CYMH

## CHILD AND YOUTH MENTAL HEALTH CASE FILES

The following is recommendation for Exception of Disclosure under Freedom of Information and Protection of Privacy (FOIPPA) provided it meets the requirements of Section 19 of the Act.

The requirements or test of Section 19 of FOIPPA is immediate or grave harm to an individual or public safety. A Clinician must be able to demonstrate that the individual's mental instability or harm to oneself or public safety would be adversely affected by the disclosure of their notes.

Historically, individuals who have had part of the records withheld under Section 19 have requested a review from the Office of the Information & Privacy Commissioner (OIPC). The OIPC has a very high requirement for Ministries to meet the application of Section 19 to an individual's information. The application of Section 19 should be the exception, not the routine.

If a Clinician recommends or believe that Section 19 of FOIPPA will apply, they **must complete** the following information for the Manager of Disclosure on the Information Policy and Disclosure Team, to determine if Section 19 will apply. Completion of this form does not imply that Section 19 automatically applies; it will support the recommendations to apply. If Section 19 is not applied, the Clinician will be notified by the Manager of Disclosure prior to applicant receiving the severed copy of their records.

DO NOT add a copy of this document to the individual's file, as it will become part of the client case management file. This document, with recommendations, must be in a sealed envelope, clearly marked "Section 19 recommendations" and accompanied with the CYMH case management file.

**Exemption of Disclosure under Section 19:**

| Clinician Name/ Phone # | Signature | Date |
|---|---|---|
| | | |

*Updated November 6, 2023*

# CYMH

**Recommendations of why Section 19 needs to apply to this individual? (Provide detailed information)**

| Manager, Information Ops | Signature | Date |
|---|---|---|
| | | |

*Updated November 6, 2023*

## Filing and Recording Procedures – CYMH Intake/Referrals

| Type of Referral | Registered in CARIS? | Procedure? | Eligible for Services? | Physical File Created? | Classification | File Procedures | Notes on changes to existing processes |
|---|---|---|---|---|---|---|---|
| **Self-Referral**: a mature minor or parent / guardian has come in and requested services. | ✓ | Intake staff enters into CRIS and refers to a Clinician who will assess if eligible for services. | ✓ | ✓ | 35530-20 | See CYMH file format guidelines. | No change. |
| | | NOTE: If intake is completed through Initial Services, a physical file must then be created. | ✗ | ✗ | n/a | * All information is recorded in CARIS. No physical file is created & not entered in CRMS. | Currently a physical file is created under 35530-10/CARIS ID. |
| **Referral from a Public Body (e.g. a Health Authority)** | ✓ | Intake staff enters into CRIS and refers to a Clinician. | ✓ | ✓ | 35530-20 | See CYMH file format guidelines. | No change. |
| | | CYMH clinician will attempt to contact the mature minor and/or parent/guardian to do an assessment. | ✗ | ✗ | n/a | * All information will be entered in CARIS. No physical file is created & not entered in CRMS. | Currently a physical file is created under ORCS: 35530-10/CARIS ID. |
| **3rd party referral** (specified as urgent to ensure safety to life) | ✓ | Intake staff enters into CRIS and refer to a Clinician. | ✓ | ✓ | 35530-20 | See CYMH file format guidelines. | No change. |
| | | CYMH clinician will attempt to contact the mature minor and/or parent/guardian to assess. | ✗ | ✗ | n/a | * All information will be entered in CARIS. No physical file is created & not entered in CRMS. | Currently a physical file is created under ORCS: 35530-10/CARIS ID. |
| **3rd party referral** (not specified a urgent to ensure safety to life) | ✗ | The 3rd party is advised that MCFD does not accept 3rd party referrals and information is provided to the 3rd party where the mature minor or parent /guardian should go to request services. | ✗ | ✗ | n/a | No physical file is created and not entered in CARIS or CRMS. All referral documentation is securely destroyed. | Currently this is classified under 35530-02 in ORCS. |

* PLACE A NOTE IN CRIS THAT NO PHYSICAL FILE WAS CREATED.

**Records Management Child and Youth Mental Health FAQS**

1. **When do we register a client in CARIS?**

   A client **is** registered in CARIS when:

   - a mature minor or parent/guardian has consented to the collectionof information for the purposes of intake to CYMH services; or
   - a Health Authority has made a referral. The client is entered in CARIS with or without the mature minor or parent/guardian consent; or
   - when a 3rd party has made a referral and specified the referral is urgent to ensure protection of life. The client is registered in CARIS with or without consent.

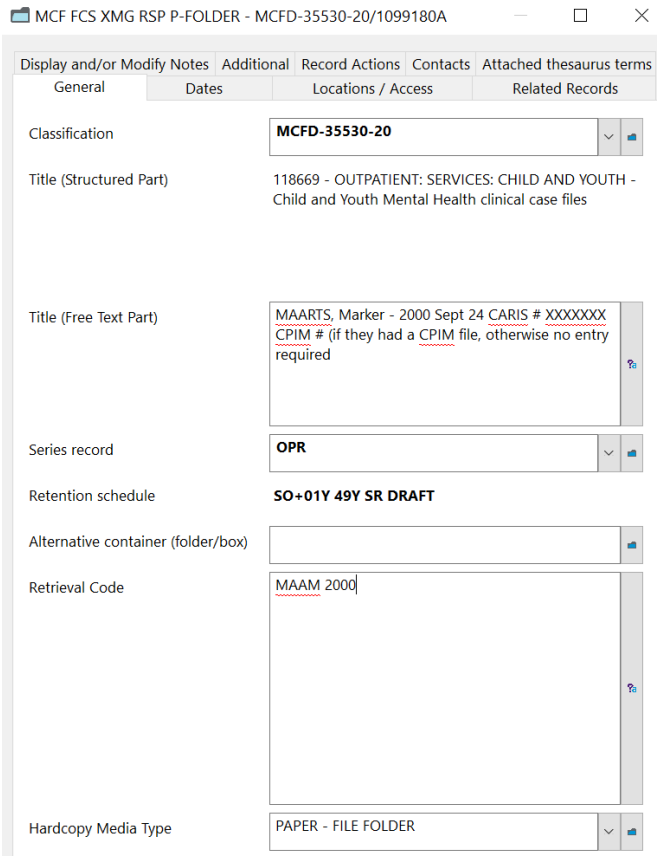
   A client **is not** registered in CARIS when:

   - a non-urgent 3rd party referral is made.

2. **When do I need to create a physical file?**

   A physical file is only created when a child or youth is eligible to receive CYMH services (or is waitlisted) see the Filing and Recording Procedures for CYMH Intake and Referrals.

   The physical file is set up as per CYMH file format face sheet, classified as 35530-20/CARIS ID, Schedule 118669, and entered into EDRMS as follows:



3. **How do I manage a CYMH physical file?**

   Follow the file format face sheet for Children & Youth Mental Health files: CYMH File Format Guidelines and Procedures and the CYMH file format face sheet. Physical CYMH files are entered into EDRMS (see screen shot on page 1). Remember to enter any AKA information in the Title (Free Text Part) field of EDRMS.

4. **How long are Child and youth mental health clinical case files held in both CARIS and the physical file?**

   Both the CARIS record and the physical file are held for 50 years. When the final disposition date arrives the physical files are reviewed and a select few are retained for historical and procedural purposes and the rest are destroyed. In processing the CARIS electronic record only the demographic or non-personal information for statistical/historical research purposes is retained in CARIS, all identifying details are removed.

5. **When can I off-site a CYMH physical file?**

   The file is retained onsite for one year following either 14 days of termination of service or after three months of client inactivity, then the file will go off-site for 49 years.

6. **My office has found a box of what appears to be CYMH information on individuals, however no services were provided or they were referred elsewhere. What do we do with them?**

   Check CARIS to confirm if a case management file exists. If there is a match in CARIS then add information to the individual's physical file (or appended in CARIS to their file). If the individual is not in CARIS then these records can be securely destroyed.

7. **What consent should the administrative staff receive when they are collecting information to create a CARIS file?**

   In consultation with Legal Services Branch, clarity of informed consent is not required when intake staff (includes admin. staff receiving the call) are collecting limited information for referral to Clinician, i.e. name, DOB, contact information. If a mature minor or parent/guardian indicate during a conversation with the intake staff why they are accessing services (i.e. depression, eating disorder, etc.), the information can be collected, however, clarity of services should only be discussed between the client and the Clinician after informed consent has taken place.

8. **What is informed consent?**

   Informed consent is advising the mature minor or parent/guardian on what information we are collecting, under what legislation, how long it will be in effect, and any disclosure necessary related to operational program or activities (i.e. part of a discussion with another Clinician or at a weekly case review meeting for purposes of service planning). The Freedom of Information and Protection of Privacy Act (FOIPPA) allows for disclosure for those activities under section 33 to 36 of the Act, and specifically for disclosure to another Clinician under 33.2(a). Collection of personal information is under section 27(2)(a)(b)(c), Section 34 speaks on disclosure for consistent purposes.

   *Note: Only CYMH Clinicians should have the discussion with the mature minor or parent/guardian about informed consent due to clinical and legal implications.*

**9. How do we manage the BCFPI documentation?**

When Clinicians initiate a BCFPI interview, informed consent from mature minor or parent/guardian is received verbally. The Clinician will open a CARIS record and then enter BCFPI information into the database. The case is either a No Case Made (NCM) if ineligible for services or referred elsewhere, or it becomes a service event and services are provided.

**10. Can we restrict access CYMH files?**

Yes, however CARIS does not have the ability to restrict files so the file will need to be removed from CARIS and managed as a physical file through EDRMS. Refer to the MCFD Managing Access to Records Policy through Restriction for guidelines on specific application of restrictions, detailed instructions on documentation, and file management requirements. The Practice Guidelines for Restriction includes instructions for determining if restriction is warranted.

**11. When is it appropriate to delete a CARIS record?**

**No one** has the authority to delete or destroy a government record without approval from the Ministry Records Officer, unless the record was a duplicate or the record was attached to the incorrect file. In order to reduce duplicate creation of CARIS records, staff should conduct a search prior to entry of data in CARIS to ensure there is not an existing record for that individual.

**12. When is it appropriate to open a closed CARIS file?**

The policy for MCFD programs is that historical client case management files must be reactivated to ensure complete history of an individual. CARIS provides all historical closed CARIS Cases (service episodes) and past BCFPI interviews when a new Case (service episode) is initiated, even if the service location is different than the previous one. When services are requested the paper file must be requested from the last area of service delivery, or service location of the last CARIS Case.

An individual's case management file could be reactivated as many times as they return for services and it is determined they are eligible. Each time the file is reactivated the office will place a new CYMH file format face sheet, printed on blue paper, on top of each section backer. The CARIS case ID and the CARIS Client ID will be noted on the bottom right corner of the face sheets in each section. There is no need to create a new volume for each service episode. A new volume is created when the current volume is at capacity.

**13. What do we do when another office requests that the file be transferred to them as the individual is now receiving services in that community?**

A case management file should remain with the office where services were last requested. All transfers for open files in CARIS should be initiated through Team Leads, or designate. The transferring office needs to provide electronic control to the requesting office, and send the physical file to them. The requesting office should provide the transferring office contact with an email indicating the file has been received. The requesting office is then responsible for that case management file.

**14. What is a transitory document?**

Transitory records are records of temporary usefulness that are not an integral part of an administrative or operational record series. These records are not regularly filed with standard records or filing systems, and are only required for a limited period of time for the completion of a routine action or the preparation of an ongoing record. Transitory records are not required to be retained to meet statutory obligations or to sustain administrative or operational functions.

**15. Can we access CARIS outside of the office?**

Yes, CARIS is a web-based application so you can access it through the internet provided you have a VPN or DTS user account. VPN and DTS are authentication or virtual programs for anyone that has an IDIR account to allow access to government networks, government restricted web sites, outlook and your personal folders held on your "H" Drive, and LAN drives. There is a cost associated with this service based on the time you are logged on and access those services, so caution needs to be taken when remaining logged on if you are not using CARIS. Approval for VPN or DTS is required by your Excluded Manager.

**16. If I print off a report from the BCFPI for an intake meeting (i.e. standard and/or Evidence-Based Service Report) can I destroy them?**

Yes, if you have printed a report or any document from CARIS or the BCFPI for a clinical meeting, you can place it in confidential destruction bin after the meeting as the official file is located in CARIS. These reports can be printed for internal use by Clinician for reference when attending an intake meeting, or meeting with another Clinician for consultation and are not disclosed for any other purpose.

**17. How do we manage the artwork created as part of clinical therapy sessions?**

If Clinicians are using artwork, photos or any other means as part of the therapeutic process the artwork may be offered to the client to take during or after their session. If the client does not want to take their artwork then it can be securely destroyed. Should the clinician have therapeutic concerns around the client's possession of their artwork, this should be discussed with the client and, if appropriate, a safety plan put in place. Only artwork that the clinician deems significant (e.g. it illustrates abuse, harm, risk) will be retained. The clinician will take a photo of the artwork and append the photo to CARIS. Clinical notes regarding the artwork are also transcribed into CARIS.

**18. How do I enter prevention group activities in CARIS?**

Prevention group activities should be entered in Topic-Based Consultation notes that describe the type of group but does not include participants' names or any other identifying information.

**19. What about recording the death of a child or youth in a CARIS Case?**

When a child or youth has died during case services, a notation should be made in the Clinician notes and the case is closed as of that date and reason for closing. The physical file should also be closed and similar notation entered. The physical file will be eligible for off-siting one year after the death took place.

***NOTE:*** *If the death was related to the services being delivered then it must be reported immediately following the reportable circumstance processes.*

**20. We have several clients who have or are transitioning. How do we update CARIS to reflect a person's preferred/identified gender?**

If a client transitions to a new gender identification and chooses a new name to reflect their gender choice (but has not legally changed their name) record the preferred name under the "Alias" name field in CARIS. This allows for a reflection of their preferred name, but still allows for searching the legal client name to avoid the severing of clinical records and duplication.

If a client legally changes their name contact the Service Desk for full instructions on changing the client name in CARIS and then go into EDRMS, update the name in the **Title (Free Text Part) field** and save the record.

See the CARIS Guideline – Naming Protocols for Trans-Gender.

# CYSN FS

## SECTION 1: PERSONAL HISTORY AND RECORDING

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| CYSN FS - Snapshot Report **(remains on top)**<br>Only the most current snapshot remains on the file | Yes | No | Yes |
| Health and Safety Plan (CF0672) | No | No | Yes |
| ICM Minutes (Integrated Case Review) | Yes | No | No |
| MCFD Case Recording Template/ Case Summary Recordings (Open, Review, Transfer/ Closing) CFDRT001 | No | No | Yes |
| Prior Contact Checks | No | No | Yes |
| Priority for Service Tool (CF0671) | No | No | Yes |
| Support Plan (CFL02021) (Determining Family Need for Support & Assistance)* | Yes | No | Yes |

*Final signed copy only filed in Physical File

Date Volume Opened:_____

*Optional* Date Volume Closed: _____

CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 1a: INTAKE/SERVICE REQUEST & MEMO

Contains original paper documents related to Record Types – Intake, Service Request, No Further Action Memos, closed Assessment Only (AO) files, After Hours memos, ICM Prior Contact Check Reports. Do not create a new backer for each Record.

Note: If the Memo is the only record open within the CPF type FS then all documentation is filed on Section 1A with related Memo/Service Request

**Use the Record Face Sheet on a coloured piece of paper as a separator** between "Intakes" (pre-Apr2012) and "Service Requests/"Memos" (April 2012 onward). File all records in Chronological Order with most recent on top. Do not file copies of the Service Request Production Reports or Inbound Memo Summary Reports.

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| Snapshot Report (Incident/Service Request)/Memo Summary Report (NFA Memo)<br>Only the most current snapshot remains on the file | Yes | No | Yes |
| After Hours CC Notifications | No | No | Yes |
| After Hours From Memos & After Hours Action Reply Memos<br>Original paper documentation received that may or may not have been scanned and attached in the After Hours From or After Hours Action Reply Memo *(Do not file copy of Inbound Memo Summary Report or Memo Production Report)* | Yes | No | No |
| Assessment only (AO) historical documentation | Yes | No | No |
| CYSN Memos (No Further Action)<br>Original paper documentation received that may or may not have been scanned and attached in the ICM CYSN Memo *(Do not file copy of Inbound Memo Summary Report or Memo Production Report)* | Yes | No | No |
| Prior Contact Checks | No | No | Yes |
| Service Request<br>Original paper documentation that may or may not have been scanned and attached in the ICM Service Request *(Do not file copy of Service Request Production Report)* | Yes | No | No |
| Service Requests and Historical Intakes (prior to April 2, 2012) | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 2: LEGAL AND FINANCIAL DOCUMENTATION

(Non-At-Home Program)

Contains contracts, agreements and financial records related to non-At-Home Program support services, and included but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Authorization and Service Plan CF0603 | Yes | No | No |
| Child Maintenance Agreement CF2615 | Yes | No | Yes |
| Consent to the Collection of Information CF0611 | Yes | No | Yes |
| Consent to the Disclosure of Information CF0609 | Yes | No | Yes |
| Public Money Received Transmitted Record (CF0020) | Yes | No | No |
| Receipts | Yes | No | No |
| Referral to Child Care Subsidy under CFCS Act CF2044 | No | No | Yes |
| Respite/Relief/Take Charge Monthly Occupancy Report and Billing (CF1234) | Yes | No | No |
| Services or Supports Agreement (CF2606) | Yes | No | Yes |
| Services or Supports Renewal Agreement (CF2599) | Yes | No | Yes |
| Statements of Homemaker services (CF0035) | Yes | No | No |
| Support Services Income Test CF2186 | Yes | No | Yes |
| Termination of Support Services Agreement CF2612 | Yes | No | Yes |
| Voluntary Care/ Special Needs Agreement CF0322 | Yes | No | Yes |

Child:
*(one backer per child)*

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 3: REPORTS

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Assessments and Reports (non-At-Home) (assessments, diagnosis and reports) | Yes | No | No |
| Critical Incident Report | Yes | No | Yes |
| Reportable Circumstance CF0659 | Yes | No | Yes |

Child:
*(one backer per child)*

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 4: CORRESPONDENCE

Contains correspondence including e-mail notes, letters and memos of a general nature not found elsewhere in the Consolidated CYSN FS Physical File and includes but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Emails, Letters, or faxed material | Yes | No | No |
| Meeting notices, Requests to Set Up Meetings (not minutes) *Includes attendee availability etc. | Yes | No | No |
| Referral forms from other MCFD programs, other ministry programs or to outside contracted agencies | Yes | No | No |

*(one backer per family)*

Date Volume Opened:_____

*Optional* Date Volume Closed: _____

CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 5: AT HOME PROGRAM LEGAL AND FINANCIAL

Contains contracts, agreements and financial records related to At Home Program Benefits, and includes but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| At Home AHB Medical Only Letter | Yes | No | No |
| At Home AHC Letter Not Eligible Letter | Yes | No | No |
| At Home AHD Letter Full Program Letter | Yes | No | No |
| Correspondence regarding At Home Program Eligibility, appeals | Yes | No | No |
| At Home Application (CF2158) | Yes | Yes | No |
| At Home Assessment (CF2187) and associated documentation | Yes | No | No |
| Correspondence regarding At Home Program eligibility, appeals | Yes | No | No |

Child:
*(one backer per child)*

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 6: AUTISM FUNDING

Contains documents related to autism funding, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Autism Funding Application (CF0906) | Yes | No | No |
| Autism Spectrum Diagnosis (BCAAN or CF0904) | Yes | No | No |
| Care card, Birth Certificate / supporting documentation* | No | No | No |
| Confirmation of Diagnosis (CF0905) | Yes | No | No |

*Per policy, a child/youth's supporting ID documentation is viewed for verification purposes only, and is **not** copied or retained

Child:
*(one backer per child)*

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 7: RESPITE BENEFITS

Contains documents related to respite benefits, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Approved Respite (CF2164) | Yes | No | No |
| Authorization to Pay Contracts and Grants (CF0025) | Yes | No | No |
| Respite Benefits Agreement (CF2166) | Yes | No | Yes |
| Record of Respite Expenses (CF2553) | Yes | No | No |

Child:
*(one backer per child)*

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2024*

# CYSN FS

## SECTION 8: PRACTITIONER CASE NOTES

*(formerly Black Book Notes or Running Records)*

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Practitioner Case Notes (CF2236) recorded by hand | Yes/No | Yes/No | No |
| Practitioner Case Notes recorded in ICM | No | No | Yes |

**Important Reminder!**

- Practitioner notes can be entered either in ICM or are added to the client file (**only in 1 spot**):
  - Add notes to the appropriate section in accordance with file format guidelines
  - Place worker notes on Section 14: Practitioner Case Notes
  - File in a plain brown envelope at the back of the client physical file labeled "worker notes"
  - Transcribe notes to ICM

For more information on this see:
https://intranet.gov.bc.ca/assets/download/58DBE5F9FE6B467383DBE2B93CCB5167&filename=procedures_for_handling_black_books_notebooks_diaries.pdf

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2024*

# FS

## SECTION 1: PERSONAL HISTORY AND RECORDING

Contains file recordings, personal history and personal identification information **not** entered directly in ICM, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| FS Snapshot Report **(only the most current snapshot remains on the file)** | Yes | No | Yes |
| All Vital Statistics Documentation (ie. Birth Certificate, Live Birth Registration, Death Certificate, etc.) | Yes | No | No |
| Birth Certificate / Registration | Yes | No | No |
| Border Crossing letters | Yes | Yes | No |
| Case Summary Recordings (Open, Review, Transfer, Close) | No | No | Yes |
| Family Finders Summary Report* | Yes | Yes | No |
| Genograms/Eco-Plan* | No | Yes | No |
| ICM Minutes (Integrated Case Review) | Yes | No | No |
| Immigration documents | Yes | No | No |
| Letter of authorization for vital statistics | Yes | No | No |
| Photographs (not to be placed in ICM Contact) | Yes | No | No |

***Note**: Family Finders Summary Report and/or Genograms containing 3rd party information must have the following statement clearly visible: "**Note: This document contains 3rd party information**"

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 2: INTAKE & INCIDENT, SERVICE REQUEST & MEMO

Contains **original** paper documents related to Record Types - Intake, Incident, Service Request, Screening Memo, closed Assessment Only (AO) files, After Hours Memos, ICM Prior Contact Check Reports. Do not create a new backer for each record. Incidents opened under either parent, and who are living in the same household, can be included when filing within the Consolidated Physical File - Family Service type.

Note: If the Memo/ Incident/Service Request is the only record open within the CPF type FS then all documentation is filed on Section 2 with related Memo/Incident/Service Request. If the FS case is opened or re-opened, documentation from that date forward is filed on the relevant section of the CPF type FS.

**Use the Record Face Sheet on a coloured piece of paper as a separator between "Intakes" (pre-April 2012) and "Incidents"/"Service Requests"/"Memos" (April 2012 onward). File all Records in Chronological Order with most recent on top.** ***Do not file copies of Incident or Service Request Production Reports or Inbound Memo Summary Report.***

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Snapshot Report (Incident/Service Request)/Memo Summary Report (NFA Memo) (**only the most current snapshot remains on the file)** | Yes | No | Yes |
| After Hours From Memos & After Hours Action (Reply) Memos *Original Paper documentation received that may or may not have been scanned and attached in the After Hours From or After Hours Action Reply Memo. (Do not file copy of Inbound Memo Summary Report or Memo Production Report.)* | Yes | No | No |
| After Hours Notifications | No | No | Yes |
| Assessment only (AO) historical documentation | Yes | No | No |
| Incident and Historical Intakes (prior to April 2, 2012) | Yes | No | No |
| Incidents: *Original paper documentation received that may or may not have been scanned and attached in the ICM Incident. (Do not file copy of Incident Production Report)* | Yes | No | No |
| Investigation Complete - Not In Need of Protection (CFL02012) | Yes | No | Yes |
| Investigation related correspondence including Sec 96 Requests | Yes | No | No |
| Letter to Reporter - Incident Outcome (CFL02010) | Yes | No | Yes |
| Letter to School - Child Removed (CFL02016) | Yes | No | Yes |
| Prior contact checks | No | No | Yes |
| Screening Assessment (CF0640) | No | No | Yes |
| Screening Memos (No Further Action): *Original paper documentation received that may or may not have been scanned and attached in the ICM Screening Memo. (Do not file copy of Inbound Memo Summary Report or Memo Production Report.)* | Yes | No | No |
| Service Request: *Original paper documentation received that may or may not have been scanned and attached in the ICM Service Request. (Do not file copy of Service Request Production Report.)* | Yes | No | No |

**NOTE** – the Incident from the FS case bringing a child/youth into care is not to be copied to the CS case – when CS & FS cases are opened from the incident, the incident appears on the records history tab of both case types in ICM

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 3: LEGAL & AGREEMENTS

Contains court order in-care records and relevant legal and agreement related correspondence (including emails, letters and faxed material), and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Consent to Collect Information (CF0611) | Yes | No | Yes |
| Consent to Disclosure of Information (CF0609 and/or Form C) | Yes | No | Yes |
| Correspondence to the parent related to agreements for visitation, visitation schedules, status of visitation, etc. | Yes | No | No |
| Court forms/documents/agreement | Yes | No | Yes |
| Court Orders<br>*(most current order is placed uppermost on this section)*<br>*Note: Terms & Conditions (e.g. Supervision, PIO) should be entered in ICM on the Legal Authority Tab of the CS/FS case. Alternatively, a copy of the order can be scanned/attached in ICM* | Yes | No | No |
| Court Plan of Care (CF2593) | Yes | No | Yes |
| Legal & agreement related correspondence | Yes | No | No |
| Notification to Public Guardian & Trustee of BC (CF2681) | Yes | No | No |
| Process Server Order Form | Yes | No | No |
| Renewal Agreement (CF0322A) - historical document | Yes | No | No |
| Support Services Agreement (CF2606) & Schedule A (CF2607) | Yes | No | Yes |
| Support Services Renewal Agreement (CF2599) | Yes | No | Yes |
| Termination of Support Services Agreement (CF2612) | Yes | No | Yes |
| Voluntary Care/Special Needs Agreement (CF0322) | Yes | No | Yes |
| Notice of Significant Measure to Parent, Care Provider and Indigenous Governing Body (CF0092) | Yes | No | No |

**Note:** This section does **not** include ANY legal documentation regarding Collaborative Planning and Decision-Making, including child welfare mediation. See Section 12.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# FS

## SECTION 4: FINANCIAL DOCUMENTATION

Contains records and correspondence (including emails, letters, and faxed material) relating to the financial support services provided to the family, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Authorization and Service Plan (CF0603) & statements/invoices | Yes | No | No |
| Change of placement/payment forms | Yes | No | No |
| Child Care Subsidy Referrals (CF2044)<br>*(file on FS only if child(ren) have not been removed)* | No | No | Yes |
| Child Maintenance Agreement (CF2615) | Yes | No | Yes |
| Family support worker invoices | Yes | No | No |
| Financial Information Statement | Yes | No | No |
| Homemaker & CCS Services Authorization/Orders | Yes | No | No |
| Invoice and billing statements | Yes | No | No |
| Invoices from Agencies providing supervised access | Yes | No | No |
| Purchase Authorizations (CF0149) | Yes | No | No |
| Receipts & back up documents | Yes | No | No |
| Related financial correspondence | Yes | No | No |
| Respite/Relief/Take Charge Monthly Occupancy Report and Billing (CF1234) | Yes | No | No |
| Support Services Income Test (CF2186) | Yes | No | Yes |
| Children Cared For Outside The Parental Home Notification And Confirmation (CF3471) | Yes | Yes | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# FS

## SECTION 5: EXTERNAL ASSESSMENTS & REPORTS

Contains all reports and assessments obtained from other ministries agencies and external professionals (e.g. psychologists), and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Family Support Worker Reports | Yes | No | No |
| Supervised access reports<br>(*FS ONLY eff July 2011, no longer copied to CS)* | Yes | No | No |
| Psychological reports and assessments | Yes | No | No |
| Community Agency Reports | Yes | No | No |
| Ongoing Sec 96 Requests for open cases | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 6: MEDICAL

Contains records relating to the medical history of any member of the family, referrals for medical services, ongoing psychiatric treatment, drug testing, lab results, medical reports and related correspondence and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Drug/Lab testing results | Yes | No | No |
| Records relating to the medical history of the client | Yes | No | No |
| Referrals for medical services | Yes | No | No |
| Related correspondence | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 7: INTERNAL ASSESSMENTS & SERVICE PLANS

Contains records relating to assessment strengths and risk, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Criminal Record Checks | Yes | No | No |
| Family Plan (CF0634) or consented plan created at a CPDM Mediation | Yes | Yes | No |
| Family Strengths & Needs Assessment (CF0631) | No | No | Yes |
| Immediate Safety Assessment (CF1070) | No | No | Yes |
| Incident reports (not critical) | Yes | No | No |
| Parental Capacity Assessment | Yes | No | No |
| Reportable Circumstance (CF0659) | No | No | Yes |
| Reunification Assessment (CF0633) | No | No | Yes |
| Safety Plan | Yes | Yes | No |
| Vulnerability Assessment (CF0630) | No | No | Yes |
| Vulnerability Re-Assessment (CF0632) | No | No | Yes |
| Family Group Conferencing Plan (approved final version only)* | Yes | Yes | No |

*The plan reached at a CPDM/Mediation is not protected under Section 24 of the CFCSA and often acts as the Family Plan as noted in CPRM policy 3.2 and is required to be in the same section as the Family Plan. All other collaborative planning and decision-making documents concerning child welfare mediation, family group conferences (FGC), family case planning conferences (FCPC), traditional decision making (TDM), or family case planning at court should be filed in Section 12.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# FS

## SECTION 8: REVIEWS

Contains records relating to case reviews, complaints and related correspondence, and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Case Reviews | No | Yes | No |
| Letters of Complaint | Yes | No | No |
| Administrative Reviews *(if no FS file exists admin reviews are added to INC or SR in ICM)* | Yes | Yes | No |
| Related Review & Complaint Correspondence | Yes | No | No |
| Resolution of Complaint | Yes | No | No |
| Review Decisions | Yes | Yes | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 9: ADOPTION

Contains all records relating to a pending adoption service, and when the adoption file is opened, the relevant information is removed from the Consolidated Family Service Physical File and placed on the appropriate adoption file. See Adoption File Format Guidelines for specific information. Records will all be in physical format; **no documentation should be scanned into ICM electronic case file.**

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 10A: OUT OF CARE SERVICES

Contains records related to children that are in out of care arrangements not found elsewhere in the Consolidated Family Service Physical file and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Correspondence at planning stage, documentation leading up to Out of Care that is not included in the RE file<br><br>**Note:** ***All intake documentation relating to eligibility and approval of the Out of Care Caregiver(s) are filed on the RE file ONLY*** | Yes | No | No |
| Extended Family Program (EFP) (Section 8) Agreement (CF2191)<br><br>***Note:** **CF2191 ONLY is filed on the FS file if the parent is a party/signatory on the agreement.*** | Yes* | No | Yes* |
| Extended Family Program (EFP) Schedule A Agreement (CF2201) | Yes | No | Yes |

- ✓ **NOTES:**
  - **Section 10A** – Out of Care Services Section is **NOT** removed prior to off-siting
  - EFP Schedule B Agreement does **NOT** go on the FS file (only the CT file)

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 11: GENERAL CORRESPONDENCE

Contains records of a general nature not found elsewhere in the File Format Guidelines for Consolidated Family Services Physical file and includes, but not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Emails, Letters, or faxed material that relates to multiple sections where one main topic is not readily identifiable from concerned family relations or other 3rd parties | Yes | No | No |
| Meeting notices, Requests to Set up Meetings, attendee availability **(do not include Meeting Minutes)** | Yes | No | No |
| Referrals to external agencies and professionals | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

# FS

## SECTION 12: COLLABORATIVE PLANNING & DECISION-MAKING

*(also known as ADR)*

Ensure that Appendix A Coversheet of the File Format Guideline

is affixed to the uppermost of this section at all times.

Contains legal documentation and correspondence related to a family participating in the Collaborative Planning and Decision-Making programs also known as ADR. Collaborative planning and decision-making documents concerning child welfare mediation, family group conferences (FGC), family case planning conferences (FCPC), traditional decision making (TDM), or family case planning at court (FCP@Court) **should not** be filed on any other section of the file except for the agreement reached which goes in Section 7. Section 12 is required to ensure compliance with the privacy provisions of the CFCSA Section 24 regarding disclosure. Section 23(3) and 24(1) b and c of the CFCSA allow for the agreements from CPDM/ADR processes to be filed in Section 7.

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| CPDM-related Correspondence, Notes, Planning Documentation | Yes | No | No |
| Mediation Agreement when parents have not consented to its release and state is protected under sec 24(1)a of the CFCSA | Yes | No | No |
| Mediation Snapshot | Yes | No | No |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS
# SECTION 12

## This Appendix A coversheet MUST be placed uppermost of this section <u>at all times</u>

## ATTENTION:

## FOI PP (*Freedom of Information & Protection of Privacy)*

## <u>This section is non-disclosable</u>

**This section is for Collaborative Planning and Decision-Making**
***(also known as ADR)***

- family group conferences
- youth justice conferences
- child welfare mediation
- traditional decision-making processes

Confidentiality of information
24 (1) A person must not disclose, or be compelled to disclose, information obtained in a family conference, mediation or other alternative dispute resolution mechanism, except
(a) with the consent of everyone who participated in the family conference or mediation,
(b) to the extent necessary to make or implement an agreement about the child,
(c) if the information is disclosed in an agreement filed under section 23, or
(d) if the disclosure is necessary for a child's safety or is required under section 14.
(2) This section applies despite sections 76, 78 and 79.

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# FS

## SECTION 14: PRACTITIONER CASE NOTES

*(formerly Black Book Notes or Running Records)*

Contains Practitioner Case Notes (CF2236). The exception being notes relating to Collaborative Planning and Decision-Making which must be retained in Section 12 of the Consolidated Family Service Physical file.

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Practitioner Case Notes (CF2236) recorded by hand | Yes* | Yes* | No |
| Practitioner Case Notes recorded in ICM | No | No | Yes |

***Important Reminder!**

Practitioner notes can be entered either in ICM or are added to the client file (**only in 1 spot**):

- Add notes to the appropriate section in accordance with the file format guidelines, **OR**
- Place worker notes on Section 14: Practitioner Case Notes, **OR**
- File in a plain brown envelope at the back of the client physical file labeled "worker notes", **OR**
- Transcribe or scan & attach notes into ICM.

For more information on this see:
https://intranet.gov.bc.ca/assets/download/58DBE5F9FE6B467383DBE2B93CCB5167&filename=procedures_for_handling_black_books_notebooks_diaries.pdf

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated September 2022*

# RE

## SECTION 1: RECORDING

Section 1 contains face sheets, running records and documentation relating to the resource intake and/or the Extended Family Program resource intake. The documents in this section are organized from the backing sheet in chronological order, with the most recent uppermost. This section contains, but is not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| Face Sheet **(remains on top)** | Yes | N/A | N/A |
| Case Summary Recordings (open, transfer, close) | Yes | N/A | N/A |
| Intake Forms and Information | Yes | N/A | N/A |
| Running Records | Yes | N/A | N/A |

**NOTE:** Checklists (e.g. opening/closing), if applicable, do not need to be retained on the RE file.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2023*

# RE

## SECTION 2: APPLICATIONS, ASSESSMENTS, APPROVALS AND LICENSING DOCUMENTATION

Section 2 contains records related to applications, assessments, plans, approvals, licensing and legal documentation. The documents are placed in chronological order, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| Applications, Agreements and Assessments:<br>• Restricted/Regular Family (CF1611)<br>• 54.1/54.01 Application (CF1014)<br>• Extended Family Program Schedule A (CF2201)<br>• Extended Family Program Section 8 Agreement (CF2191)<br>• Documentation to Provide Care (including proposals)<br>• Specialized Family Care Homes (CF2454) | Yes | N/A | N/A |
| Consent to Disclosure of Information (Form C – template or CF0609) | Yes | N/A | N/A |
| Consent for Disclosure of Criminal Record Information (CF0622) | Yes | N/A | N/A |
| Consent to Prior Contact Check (CF0623) | Yes | N/A | N/A |
| Court Orders related to Out of Care Proceedings (including Notifications of Adjournment) | Yes | N/A | N/A |
| Criminal Record Search/Criminal Records Review Act documentation (CRR011) | Yes | N/A | N/A |
| Home studies, out-of-care assessments and resumes | Yes | N/A | N/A |
| Manager correspondence related to special approvals due to PCC or CRC | Yes | N/A | N/A |
| Organizational standards (including lists of boards of directors, papers of incorporation and other legal documents) | Yes | N/A | N/A |
| Physician's Report on Applicant(s) (CF0605) (if applicable) | Yes | N/A | N/A |
| Reference letters | Yes | N/A | N/A |
| Request/Renewal for Over Capacity Placement (CF1631) | Yes | N/A | N/A |
| Results of CRC/CRRA | Yes | N/A | N/A |
| Results of PCC | Yes | N/A | Yes |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

# RE

## SECTION 3: FINANCIAL

Section 3 contains information about financial payments and funding to the resource or caregiver **that is not directly related to contract terms and modifications**. The documents should be placed in chronological order starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Approvals for exceptional expenses for the home | Yes | N/A | N/A |
| Enhanced Out-of-Care (E-OOC) approval request form | Yes | N/A | N/A |
| Application for Direct Deposit (FIN 312) | No | N/A | N/A |
| Supporting documentation for payments **not related to contracts** (e.g. financial reports, receipts, coding blocks, etc.) | Yes | N/A | N/A |

**NOTE:** Financial documentation related to contracts will be filed on the CT file.

Scan and email the Direct Deposit application and related attachments to: MCFFinanceCASSupport@gov.bc.ca. If successful, the local office can then safely discard the original application and any related files and electronic copies.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2023*

# RE

## SECTION 4: REPORTABLES and INVESTIGATIONS

Section 4 contains all records related to information about reportable circumstances, investigations and quality of care reviews (including Standard 17 reviews) related to the care provider and the care provider's home, and should be limited to investigations into allegations or incidents related to the care provider's services. The documents are placed in chronological order starting from the backing sheet, with the most current uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| All correspondence to and from caregiver regarding the investigation or review | Yes | N/A | N/A |
| Appeals | Yes | N/A | N/A |
| Caregiver and collateral interview records | Yes | N/A | N/A |
| Completed Investigation and Quality of Care reviews | Yes | N/A | N/A |
| Documentation on reportables in the foster home including the Report on Caregiver Incidents (CF4074) (Foster Home Standard B2) | Yes | N/A | N/A |
| Letters of expectation | Yes | N/A | N/A |
| Investigation Memos | No | N/A | Yes |
| Records related to assessment of incident and records of decision | Yes | N/A | N/A |
| Summary outcome letters (CF2198/2199) | Yes | N/A | N/A |
| Summary of Resource Investigation Report (CF2196) | Yes | N/A | N/A |

**NOTE:** The Summary of Resource Investigation Report (CF2196) will also be placed on the PL file, where applicable.

Child specific incidents, or supplemental reports and documentation related to After Hours reports should be filed on Section 7.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

# RE

## SECTION 5: ACCOUNTABILITY, TRAINING and RECRUITMENT

Section 5 contains records related to information about ongoing monitoring and review, mandatory and optional caregiver training and recruitment information. The documents are placed in chronological order starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Evaluations and Reviews<br>• Annual Family Care Home Review (CF1630)<br>• Annual Review – Extended Family Program<br>• Environment of Care (CF1632)<br>• Documentation in alignment with Appendix D of OOC policy<br>• Kinship Assessment Tool (KAT) Re-assessment (for E-OOC)<br>• 90 Day Reviews | Yes | N/A | N/A |
| Correspondence with prospective caregiver prior to approval | Yes | N/A | N/A |
| Caregiver Learning plans and records (including Pride Pre and Inservice, Safe Babies, CPR, kinship, etc.) | Yes | N/A | N/A |
| Reports from other agencies (not child specific) | Yes | N/A | N/A |
| Specialized Contracted Agencies Monitoring Reports | Yes | N/A | N/A |
| Service provider and program reports (not child specific) | Yes | N/A | N/A |
| Caregiver Emergency Response Plan (CF4118)<br>**Note:** Attaching RE Case Notes and other documentation besides this form on ICM is NOT endorsed as future updates to the RE case type could cause previously entered information to be lost or corrupted. | Yes | Yes | N/A |

**NOTE:** Environment of Care (CF1632) is not applicable to Out of Care refer to Appendix D: Assessing Care Providers' Readiness, Capacity and Commitment in the Out of Care Policies – Chapter 4.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2023*

# RE

## SECTION 6: RELIEF CAREGIVER DOCUMENTATION

Section 6 contains records related to temporary or regular relief caregivers that are utilized to provide the Resource with regular respite or temporary relief. This section should only contain relief caregiver information that directly relates to the Resource provider, and should not contain information about the relief caregiver that related to other Resource providers. This section includes, but is not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Consent to Prior Contact Checks (CF0623) (PCC) | Yes | N/A | N/A |
| Criminal Record Check (CF0622) (CRC) | Yes | N/A | N/A |
| Manager correspondence related to special approvals due to PCC or CRC | Yes | N/A | N/A |
| Results of PCC | Yes | N/A | Yes |
| Results of CRC | Yes | N/A | N/A |
| Relief Care Provider Information Sharing (CF2610) | Yes | N/A | N/A |

**NOTE:** This section is not applicable to OOC or EFP.

Documentation as per Appendix F: Foster Caregiver's Guide for Assessing Relief Care Providers

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

# RE

## SECTION 7: CHILD INFORMATION

Section 7 contains information related to the child who is placed in the resource. This section should have a separate backer for each child to ensure information is filed separately. This section includes, but is not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Signed Child Plan of Care | Yes | N/A | Yes |
| Reports by Caregiver (Child specific) (e.g. CF2202, monthly reports or supplemental incident reports) | Yes | N/A | N/A |
| Signed referral Doc received confirmation | Yes | N/A | Yes |
| After Hours Reports on the Child(ren) | No | N/A | Yes |
| Daycare Funding | Yes | N/A | N/A |
| Correspondence (child specific) | Yes | N/A | N/A |
| Requests for placements | Yes | N/A | N/A |

**NOTE:** this section should only contain information about the child as it pertains to their care in the resource. This section **must not contain information about the child that isn't related to the care in this resource** or is available in ICM.

**NOTE:** Requests for placement should only be filed for children who are placed in the resource. If the child is rejected for placement do not retain a copy the request for placement on the RE file.

Child (first name):
*(one backer per child)*

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2023*

# RE

## SECTION 8: GENERAL CORRESPONDENCE

This section includes records of a general nature that are not found elsewhere in the RE File Format. Also included is correspondence between the Ministry and the service provider, employees of the service provider and members of the public regarding the service provider. The documents are placed in chronological order starting with the backing sheet, with the most recent documents uppermost.

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Practitioner Case Notes (CF2236) recorded by hand | Yes* | No | No |

See: Procedures for Handling Black Books, Notebooks, Diaries.

***Important Reminder!**

- Practitioner notes not entered into a Running Record (under Section 1) must be filed **only in one spot** in the appropriate section in accordance with this file format in the physical file.
- Attaching RE Case Notes and other documentation in ICM has not been endorsed. Future updates to the RE case type could cause previously entered information to be lost/corrupted.
- Worker notes that do not fit within any other Section can be filed in Section 8: General Correspondence.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2023*

# RE – FAMILY CARE HOME

## SECTION 1: RECORDING

Section 1 contains face sheets, running records and documentation relating to the resource intake and/or the Extended Family Program resource intake. The documents in this section are organized from the backing sheet in chronological order, with the most recent uppermost. This section contains, but is not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| Case Summary Recordings (open, transfer, close) | N/A | Yes | N/A |
| Intake Forms and Information | N/A | Yes | N/A |
| Running Records | N/A | N/A | Yes |
| Resource Case Notes recorded by hand | Yes* | N/A | Yes* |

**NOTE:** Checklists (e.g. opening/closing), if applicable, do not need to be retained on the RE file.

Case Summary Recordings should be saved to the ICM Category called "File Review".

***Important Reminder!**
Practitioner notes can be entered either in ICM or are added to the client file (**only in 1 spot**):
o PREFERRED OPTION: Transcribe notes into ICM, OR
o Add notes to the appropriate section in accordance with the file format guidelines, OR
o Place worker notes on Section 1: Resource Case Notes.

See: Procedures for Handling Black Books, Notebooks, Diaries.

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

# RE – FAMILY CARE HOME

## SECTION 2: APPLICATIONS, ASSESSMENTS, APPROVALS AND LICENSING DOCUMENTATION

Section 2 contains records related to applications, assessments, plans, approvals, licensing and legal documentation. The documents are placed in chronological order, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| Applications, Agreements and Assessments:<br>• Restricted/Regular Family (CF1611)<br>• 54.1/54.01 Application (CF1014)<br>• Extended Family Program Schedule A (CF2201)<br>• Extended Family Program Section 8 Agreement (CF2191)<br>• Documentation to Provide Care (including proposals)<br>• Specialized Family Care Homes (CF2454) | N/A | Yes | N/A |
| Consent to Disclosure of Information (Form C – template or CF0609) | N/A | Yes | N/A |
| Consent for Disclosure of Criminal Record Information (CF0622) | N/A | Yes | N/A |
| Consent to Prior Contact Check (CF0623) | N/A | Yes | N/A |
| Court Orders related to Out of Care Proceedings (including Notifications of Adjournment) | Yes | N/A | N/A |
| Criminal Record Search/Criminal Records Review Act documentation (CRR011) | Yes | N/A | N/A |
| Home studies, out-of-care assessments and resumes | N/A | Yes | N/A |
| Manager correspondence related to special approvals due to PCC or CRC | Yes | N/A | N/A |
| Physician's Report on Applicant(s) (CF0605) (if applicable) | Yes | N/A | N/A |
| Reference letters | Yes | N/A | N/A |
| Request/Renewal for Over Capacity Placement (CF1631) | N/A | Yes | N/A |
| Results of CRC/CRRA | Yes | N/A | N/A |
| Results of PCC | Yes | N/A | Yes |
| HUB Screening Report | N/A | Yes | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2024*

# RE – FAMILY CARE HOME

## SECTION 3: FINANCIAL

Section 3 contains information about financial payments and funding to the resource or caregiver **that is not directly related to contract terms and modifications**. The documents should be placed in chronological order starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Enhanced Out-of-Care (E-OOC) approval request form | Yes | N/A | N/A |
| Application for Direct Deposit (FIN 312) | No* | N/A | N/A |
| Supporting Documentation Related to Family Care Home Agreements (i.e. Exceptional Payment Approvals, etc.) | Yes | N/A | N/A |
| Contract Billing Forms and their Supporting documentation for payments:<br>• Invoices and Reimbursement Forms<br>• Coding Blocks (CF2094)<br>• Relief/Respite Billing forms (CF1234)<br>• Financial Reports<br>• Receipts<br>• Mileage | Yes | N/A | N/A |

**NOTE:** Financial documentation related to contracts previously filed on the historical CT file will now be filed under the Financial Section of the RE file.

Scan and email the Direct Deposit application and related attachments to: MCFFinanceCASSupport@gov.bc.ca. If successful, the local office should safely discard the original application and any related files and electronic copies.

The link for Invoices and Reimbursement Forms iConnect Page is: https://intranet.gov.bc.ca/mcfd/our-ministry/our-divisions/finance-corporate-services/corporate-operations-branch-cob/financial-support-services-unit/financial-reimbursement-forms

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2024*

# RE – FAMILY CARE HOME

## SECTION 4: REPORTABLES and INVESTIGATIONS

Section 4 contains all records related to information about reportable circumstances, investigations and quality of care reviews (including Standard 17 reviews) related to the care provider and the care provider's home, and should be limited to investigations into allegations or incidents related to the care provider's services. The documents are placed in chronological order starting from the backing sheet, with the most current uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| All correspondence to and from caregiver regarding the investigation or review | Yes | N/A | N/A |
| Appeals | Yes | N/A | N/A |
| Caregiver and collateral interview records | Yes | N/A | N/A |
| Completed Investigation and Quality of Care reviews (in MIS and not in ICM) | N/A | N/A | Yes |
| Documentation on reportable incidents (see Foster Home Standard B.2.2) | N/A | Yes | N/A |
| Report on Caregiver Incident(s) (CF4074) (see Foster Home Standard B.2.3) and related Documentation | N/A | Yes | N/A |
| Letters of expectation | N/A | Yes | N/A |
| Investigation Memos | N/A | N/A | Yes |
| Summary outcome letters (CF2198/2199) | N/A | Yes | N/A |
| Summary of Resource Investigation Report (CF2196) | N/A | Yes | N/A |

**NOTE:** The Summary of Resource Investigation Report (CF2196) will also be placed on the PL file, where applicable.

Child specific incidents, or supplemental reports and documentation related to After Hours reports should be filed on Section 7.

***NOTE:** The Completed Investigation and Quality of Care reviews and the Records Related to Assessment of Incident and Records of Decision should either be kept physically on the file or be scanned and attached in ICM. However, they should not be kept on both the physical file and ICM.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

# RE – FAMILY CARE HOME

## SECTION 5: ACCOUNTABILITY, TRAINING and RECRUITMENT

Section 5 contains records related to information about ongoing monitoring and review, mandatory and optional caregiver training and recruitment information. The documents are placed in chronological order starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Evaluations and Reviews<br>• Annual Family Care Home Review (CF1630)<br>• Annual Review – Extended Family Program<br>• Environment of Care (CF1632)<br>• Documentation in alignment with Appendix D of OOC policy<br>• Kinship Assessment Tool (KAT) Re-assessment (for E-OOC)<br>• 90 Day Reviews | Yes | N/A | N/A |
| Caregiver Learning plans and records (including Pride Pre and Inservice, Safe Babies, CPR, kinship, etc.) | Yes | N/A | N/A |
| Reports from other agencies (not child specific) | Yes | N/A | N/A |
| Service provider and program reports (not child specific) | Yes | N/A | N/A |
| Caregiver Emergency Response Plan (CF4118) | Yes | Yes | N/A |

**NOTE:** Environment of Care (CF1632) is not applicable to Out of Care refer to Appendix D: Assessing Care Providers' Readiness, Capacity and Commitment in the Out of Care Policies – Chapter 4.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2024*

# RE – FAMILY CARE HOME

## SECTION 6: RELIEF CAREGIVER DOCUMENTATION

Section 6 contains records related to temporary or regular relief caregivers that are utilized to provide the Resource with regular respite or temporary relief. This section should only contain relief caregiver information that directly relates to the Resource provider, and should not contain information about the relief caregiver that related to other Resource providers. This section includes, but is not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Consent to Prior Contact Checks (CF0623) (PCC) | Yes | N/A | N/A |
| Criminal Record Check (CF0622) (CRC) | Yes | N/A | N/A |
| Manager correspondence related to special approvals due to PCC or CRC | Yes | N/A | N/A |
| Results of PCC | Yes | N/A | Yes |
| Results of CRC | Yes | N/A | N/A |
| Relief Care Provider Information Sharing (CF2610) | Yes | N/A | N/A |

**NOTE:** This section is not applicable to OOC or EFP.

Documentation as per Appendix F: Foster Caregiver's Guide for Assessing Relief Care Providers

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

# RE – FAMILY CARE HOME

## SECTION 7: CHILD INFORMATION

Section 7 contains information related to the child who is placed in the resource. This section should have a separate backer for each child to ensure information is filed separately. This section includes, but is not limited to:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Reports by Caregiver (Child specific) (e.g. CF2202, monthly reports or supplemental incident reports) | Yes | N/A | N/A |
| Signed referral Doc received confirmation | N/A | Yes | N/A |
| After Hours Reports on the Child(ren) | N/A | N/A | Yes |
| Daycare Funding | Yes | N/A | N/A |
| Correspondence (child specific) | Yes | N/A | N/A |
| Requests for placements | Yes | N/A | N/A |

**NOTE:** This section should only contain information about the child as it pertains to their care in the resource. This section **must not contain information about the child that isn't related to the care in this resource** or is available in ICM.

Child: **[first name]**
*(one backer per child)*

Date Volume Opened:_____
*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2024*

# RE – FAMILY CARE HOME

## SECTION 8: GENERAL CORRESPONDENCE

This section includes records of a general nature that are not found elsewhere in the RE File Format. Also included is correspondence between the Ministry and the service provider, employees of the service provider and members of the public regarding the service provider. The documents are placed in chronological order starting with the backing sheet, with the most recent documents uppermost.

| | File in Physical File | Scan & Attach in ICM | Generated in ICM |
|---|---|---|---|
| General Correspondence (i.e. emails, letters, or faxed material that relates to multiple sections where one main topic is not readily identifiable from concerned family relations or other 3rd parties). | Yes | N/A | N/A |
| General enquiries from the CIC or regarding the CIC; meeting notices, Requests to Set up Meetings, attendee availability (do not include meeting minutes). | Yes | N/A | N/A |
| Referrals to external agencies and professionals). | Yes | N/A | N/A |
| Contract Notices:<br>- Cancellation<br>- 30 day<br>- 60 day | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated May 2024*

# AA

## SECTION 1: RECORDING

Section 1 contains file recordings (running records) and intake information. All records are filed in date order starting from the backing sheet. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Application/Re-application for Post Adoption Assistance (CF2207) | Yes | N/A | N/A |
| Designation of Child (CF2208) | Yes | N/A | N/A |
| Running records | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2022*

# AA

## SECTION 2: AGREEMENTS AND FINANCIALS

Section 2 contains documents relating to agreements. All records are filed in date order starting from the backing sheet. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Post Adoption Assistance Agreement (CF2210) | Yes | N/A | N/A |
| Authorization to Pay Contracts (CF0025) | Yes | N/A | N/A |
| Modification Agreements (CF0451) | Yes | N/A | N/A |
| Public Money Received Transmittal Record (CF0020) | Yes | N/A | N/A |
| Receipts for specific services | Yes | N/A | N/A |

Note: If your office generates a Post Adoption Assistance Agreement or modification agreement cover letter (e.g. initial letter informing families of their contractual obligations or letter regarding modification agreements) it can be filed in this section with the agreement. See Appendix E of the PAA guidelines for the standard templates: https://intranet.gov.bc.ca/assets/download/3645E4D47E7844268BEAE7BA6CF4AE6E&filename=paa_guidelines.pdf

Child:
Agreement #:

*(one backer per child)*

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2022*

# AA

## SECTION 3: GENERAL CORRESPONDENCE AND REPORTS

Section 3 contains information relating to correspondence. All records are filed in date order starting from the backing sheet. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Medical, psychological or other reports relevant to child's eligibility for post adoption assistance (if applicable) | Yes | N/A | N/A |
| Correspondence (e.g. e-mail, letters) | Yes | N/A | N/A |
| Related medical correspondence (if applicable) | Yes | N/A | N/A |
| Request for services and related correspondence (e-mail, letter) | Yes | N/A | N/A |

**Note: The child's birth name MUST BE DELETED from any documents in this file.**

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ CPF #: _____ Vol. _____

*Updated March 2022*

# CT

## SECTION 1: LEGAL (SIGNED DOCUMENTS)

Section 1 contains face sheets, legal documents and signed service agreements and schedules. The documents are placed in chronological order, starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| CT Face Sheet (**remains on top**) | Yes | N/A | N/A |
| Service agreements, other agreements and schedules:<br>• Conflict resolution protocol<br>• Enhanced Out-of-Care (E-OOC) Support Agreement CF4021<br>• Enhanced Out-of-Care (E-OOC) Schedule A CF4022<br>• Enhanced Out of Care (E-OOC) Modification Agreement CF4023<br>• Foster Care Home Agreement<br>• Social Services Group Liability Program (SSGLP) Enrollment – Application and Certificate<br>• Modification Agreement<br>• Professional Support Services Agreement<br>• Regular Foster Care Home Agreement<br>• Residential Services Agreement<br>• Restricted Family Care Home Agreement<br>• Specialized Family Care Home Agreement<br>• Training and Support Master Agreement<br>• Out-of-Care maintenance agreements (including EFP Schedule B Agreement) | Yes | N/A | N/A |
| Notices:<br>- Cancellation<br>- 30 day<br>- 60 day | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated April 2023*

# CT

## SECTION 2: CONTRACT SELECTION AND APPROVAL

Section 2 contains information about the contract selection process and monitoring of service as stated in a service agreement. This section is used primarily for filing related to Specialized Contracted Agencies. The documents are placed in chronological order, starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated Within ICM |
|---|---|---|---|
| Contract negotiation notes (including necessary drafts of service agreements) | Yes | N/A | N/A |
| Contract proposal (Note: If this was a result of a solicitation (e.g. *Request for Proposal* (RFP)) only the successful proponent's proposal is placed in this section. All other proposals should go onto an ARCS 1070-30 solicitation file) | Yes | N/A | N/A |
| Contract selection criteria | Yes | N/A | N/A |
| Contract selection rationale and notes (e.g. correspondence documenting approvals for the contract itself; billables) | Yes | N/A | N/A |
| Solicitation Documentation (e.g. Requests for Proposals) | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated April 2023*

# CT

## SECTION 3: ACCOUNTABILITY

Section 3 contains information about contract monitoring and review. This section is used primarily for filing related to Specialized Contracted Agencies. The documents are placed in chronological order, started from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Contract evaluation (including service audits and program audits/reviews) | Yes | N/A | N/A |
| Performance monitoring | Yes | N/A | N/A |
| Contract worksheets, budgets, financial reporting, recordings and notes | Yes | N/A | N/A |

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

*Updated April 2023*

# CT

## SECTION 4: FINANCIAL

Section 4 contains information about the supplemental payments made relating to service agreements. The documents are placed in chronological order, starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Approval for payment | Yes | N/A | N/A |
| Audits (financial) | Yes | N/A | N/A |
| Billing forms:<br>• Invoices<br>• Coding Blocks (CF2094)<br>• Relief/Respite Billing forms (CF1234) | Yes | N/A | N/A |
| Mileage | Yes | N/A | N/A |
| Receipts/supporting quotes | Yes | N/A | N/A |
| Statement of Homemaker Services (CF0035) | Yes | N/A | N/A |
| Supporting documentation for contract related payments | Yes | N/A | N/A |

**NOTE**: Financial documentation that is not directly related to contract terms will be filed on the RE file.

Date Volume Opened:_____

*Optional* Date Volume Closed: _____ Case #: _____ Vol. _____

# PL

## SECTION 1: RECORDING

Section 1 contains information about the place of service, residents, contact people and recordings from ministry staff. The documents are placed in chronological order starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Face sheets | Yes | N/A | N/A |
| Running Records for the particular place of service and its residents | Yes | N/A | N/A |

Date Volume Opened:
*Optional* Date Volume Closed: _____

Case #: Vol.

Last Updated: May 2019

# PL

## SECTION 2: INVESTIGATIONS/INCIDENTS

Section 2 contains information about reportable circumstances and reportable incidents. The documents are placed in chronological order starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Critical incident reports related to the place of service | Yes | N/A | N/A |
| Reports of other investigations related to the place of service but not related to critical incident reports (police investigations, licensing reports etc.) | Yes | N/A | N/A |

Date Volume Opened:
*Optional* Date Volume Closed: _____ Case #: Vol.

# PL

## SECTION 3: ACCOUNTABILITY

Section 3 contains information about monitoring and review. The documents filed in this section include reports regarding clients, the place of service and its employees. The documents are placed in chronological order starting from the backing sheet, with the most recent uppermost. This section includes, but is not limited to, the following records:

| | File in Physical File | Scan & Attach in ICM | Generated within ICM |
|---|---|---|---|
| Adherence to program standards | Yes | N/A | N/A |
| Annual Family Care Home Review (CF1630) | Yes | N/A | N/A |
| Annual Program Reviews | Yes | N/A | N/A |
| Confidential information for Referral of Child Care Resources – a report on the ICS system | Yes | N/A | N/A |
| Copies of reports on clients, if applicable (originals are in the client files) | Yes | N/A | N/A |
| Licensing reports | Yes | N/A | N/A |
| Provincial review team reports (if filed separately, incorporate into the RE file when transferring the file) | Yes | N/A | N/A |
| Provincial review team reports summary sheets | Yes | N/A | N/A |
| Reports from other Agencies | Yes | N/A | N/A |
| Restricted foster home annual reviews | Yes | N/A | N/A |
| Service provider annual and program reports | Yes | N/A | N/A |
| Special reports/reviews | Yes | N/A | N/A |

Date Volume Opened:
*Optional* Date Volume Closed: _____ Case #: Vol.

# PL

## SECTION 4: GENERAL CORRESPONDENCE

Section 4 contains records related to general correspondence that DOES NOT DIRECTLY RELATE TO ONE OF THE OTHER SECTIONS IN THE FILE. Correspondence may include e-mail notes, letters or memos of a general nature not found elsewhere in the PL file. All correspondence is placed in chronological order starting from the backing sheet.

Date Volume Opened:
*Optional* Date Volume Closed: _____

Case #: Vol.

Last Updated: May 2019

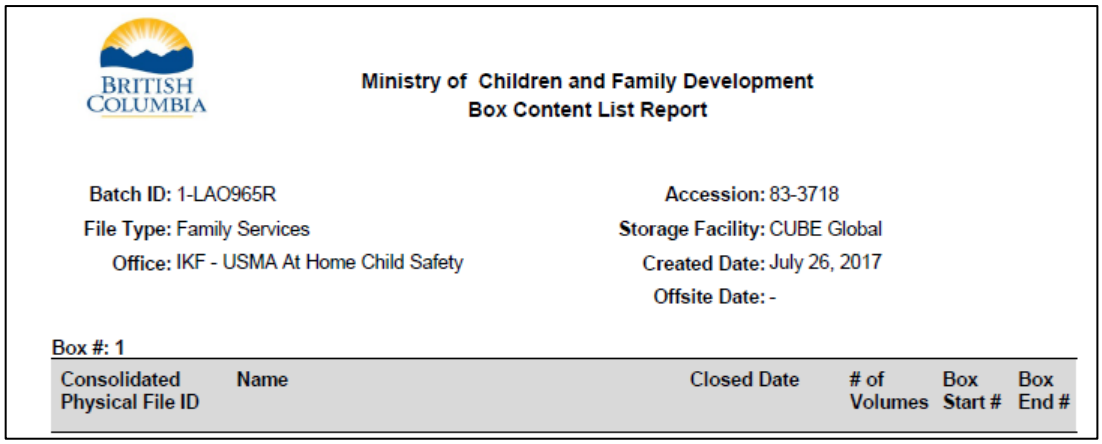
# Acceptable Box Content List Submissions for Offsiting or Destruction

## General Information

- MCFD and Aboriginal Agency offices are required to provide a system-generated box content list to offsite or destroy records
- Systems used to generate box content lists are ICM, MIS, CORNET, or EDRMS

## ICM Generated Box Content List

- To offsite ICM cases, a “Box Content List Report” must be submitted with the offsiting paperwork
- File types offsited using ICM:
  - 30520-30 Family Services (FS)
  - 30530-20 CYSN Family Services (CYSN-FS) – formerly “FH”
  - 30410-20 Child services (CS)
  - 30900-20 Post Majority Services to Former Permanent Youth In Care (SP)
  - 30200-20 Child Care Subsidy (DS)
  - 20200-30 Birth parent services – relinquishment (AS-M)
  - 20200-20 Birth parent services – no relinquishment (AS-C)
  - 20250-20 Adoption – home withdrawn (AH-C)
  - 20250-30 Adoption – home completed (AH-M)
  - 20250-50 Adoption – home disrupted (AH-C)
  - 20400-20 Post adoption assistance (AA)
  - 20600-20 Post adoption reunion (AP)
- Sample Report Heading:



BRITISH COLUMBIA

**Ministry of Children and Family Development**
**Box Content List Report**

**Batch ID:** 1-LAO965R
**File Type:** Family Services
**Office:** IKF - USMA At Home Child Safety

**Accession:** 83-3718
**Storage Facility:** CUBE Global
**Created Date:** July 26, 2017
**Offsite Date:** -

**Box #: 1**

| Consolidated Physical File ID | Name | Closed Date | # of Volumes | Box Start # | Box End # |
|---|---|---|---|---|---|

## MIS Generated Box Content List

- To offsite MIS files, a “Files Closed 16 Months or Longer Report” must be submitted with the offsiting paperwork

- File types offsited using MIS:
  - 45325-30 Children service provider resource (RE)
  - 45325-50 Children resource contract (CT)
  - 45325-40 Children place of service (PL)
  - 30470-30 Children with special needs (SN)

- Sample Report Heading:

```
OFFICE   : IEG            FILES CLOSED 16 MONTHS OR LONGER REPORT      PAGE :        1
REPORT   : MI555-01                  AS OF 2021FEB                    DATE :  21FEB12

FILE TYPE:   RESOURCE

SEND                                          ENTER BOX NO.     BIRTH     OPENED/
OFFSITE  FILE NAME              FILE ID     OR 'LOST (OFF)'     DATE     CLOSED  STAT
```

## EDRMS Generated Box Content List

- To offsite EDRMS records, a “Gov Accession List” report must be submitted with the offsiting paperwork
- File types offsited using EDRMS:
  - 83600-20 Youth Custody health care client files (YC HC)
  - 35530-20 Child and youth mental health files
  - 30410-21 Section 10 Youth Justice (formerly young offender) information
  - 30520-20 Stand-Alone ‘Floating’ and ‘Non-Registered’ AO files
  - Administrative records (ARCS)
  - Any file type that is not registered in ICM, MIS or CORNET

- Sample EDRMS Report Heading:

**GOV Accession List**

Application Number
**235936**

976486-0001

*Page* 1
*Date* 2021-09-29
*Time* 9:50:18 AM
*Login Name* Katharine Brynjolfson

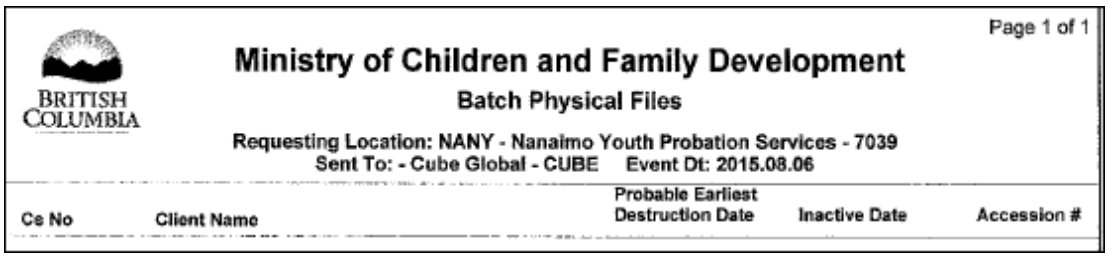
*Accession Number* 976,486
*Owner* MCF FCS XMG Records and Special Projects
*Home* MCF FCS XMG Records and Special Projects

*OPR Status / Retention*

## CORNET Generated Box Content List

- To offsite CORNET files, a “Batch Physical Files” report must be submitted with the offsiting paperwork
- File types offsited using CORNET:
  - 83100-20 Community youth justice client files (CYJ)
  - 83550-20 Youth custody master client files (YC MC)

- Sample Report Heading



Page 1 of 1

BRITISH COLUMBIA

**Ministry of Children and Family Development**

**Batch Physical Files**

**Requesting Location: NANY - Nanaimo Youth Probation Services - 7039**
**Sent To: - Cube Global - CUBE  Event Dt: 2015.08.06**

| Ce No | Client Name | Probable Earliest Destruction Date | Inactive Date | Accession # |
|---|---|---|---|---|

# List of Ongoing Accession Numbers - Ministry of Children and Families Development

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

## AEB Children and Youth with Support Needs Services (Kootenay)

| | | |
|---|---|---|
| 83-3699 | 38 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3700 | 6 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## AEC Resources (East Kootenay)

| | | |
|---|---|---|
| 83-2612 | 94 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3206 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## AEG Resources (Creston)

| | | |
|---|---|---|
| 83-2916 | 18 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## AEL Resources (Fernie)

| | | |
|---|---|---|
| 83-2919 | 5 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2927 | 32 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## AET Resource, Adoption and Guardianship Services (West Kootenay)

| | | |
|---|---|---|
| 83-2001 | 136 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2103 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2736 | 15 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-2790 | 17 | 20250-30 Adoption case files (completed) (AH-M) |

## AFB Child Protection (Cranbrook)

| | | |
|---|---|---|
| 83-2457 | 265 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2458 | 111 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## AFD Child and Family Services (Invermere)

| | | |
|---|---|---|
| 83-2415 | 32 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2428 | 37 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## AFE Child and Family Services (Golden)

| | | |
|---|---|---|
| 83-2443 | 86 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2451 | 53 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

## AFG Guardianship and Adoption and Child Protection (Creston)

| | | |
|---|---|---|
| 83-2441 | 120 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2449 | 62 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2802 | 10 | Includes: adoption planning files which have been closed prior to placement ORCS 20250-20 |
| 83-2803 | 7 | Includes: private, under study and approved adoptions registered as AH (with as status "M") on the Management Information System (MIS) and adoption placement and planning case files not registered on the MIS); ORCS 20250-30 |

## AFK Child and Family Services (Fernie)

| | | |
|---|---|---|
| 83-2454 | 100 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2519 | 196 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## AGJ Youth Justice (Kootenay)

| | | |
|---|---|---|
| 83-3271 | 94 | 83100-20 Community youth justice client files |

## AGK Child and Youth Mental Health (East Kootenay)

| | | |
|---|---|---|
| 83-2906 | 31 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2907 | 41 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3423 | 87 | 35530-20 Child and youth mental health case files (CYMH) |

## AGU Child and Family Services (Nelson)

| | | |
|---|---|---|
| 83-2442 | 162 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2450 | 88 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3535 | 52 | 35530-20 Child and youth mental health case files (CYMH) |

## AGW Child and Family Services (Castlegar)

| | | |
|---|---|---|
| 83-2808 | 57 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2809 | 134 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3464 | 26 | 35530-20 Child and youth mental health case files (CYMH) |

## AGX Child and Family Services (Grand Forks)

| | | |
|---|---|---|
| 83-2509 | 65 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2510 | 127 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3639 | 33 | 35530-20 Child and youth mental health case files (CYMH) |

## AGY Child and Family Services (Nakusp)

| | | |
|---|---|---|
| 83-2859 | 26 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2860 | 47 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## AGZ Child and Family Services (Trail)

| | | |
|---|---|---|
| 83-2541 | 59 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2542 | 175 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3200 | 18 | 83100-20 Community youth justice client files |
| 83-3461 | 34 | 35530-20 Child and youth mental health case files (CYMH) |

## DBA EDS Okanagan West Kootenay Area

| | | |
|---|---|---|
| 83-2014 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2114 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DCB Intake 2 (Kelowna)

| | | |
|---|---|---|
| 83-2007 | 105 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2110 | 205 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DCD Youth Services and Collaborative Planning

| | | |
|---|---|---|
| 83-2008 | 266 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2111 | 215 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DCN Youth Justice (Okanagan Service Delivery Area)

| | | |
|---|---|---|
| 83-3202 | 151 | 83100-20 Community youth justice client files |

## DCV Resource Office (Kelowna)

| | | |
|---|---|---|
| 83-2814 | 210 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DCZ Children and Youth with Support Needs (Okanagan)

| | | |
|---|---|---|
| 83-3678 | 72 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3679 | 39 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DDB Intake 1 (Kelowna)

| | | |
|---|---|---|
| 83-2411 | 43 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2425 | 463 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DDE Family Services (Kelowna)

| | | |
|---|---|---|
| 83-2884 | 98 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2928 | 127 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DEB Family Services (Salmon Arm)

| | | |
|---|---|---|
| 83-2871 | 96 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2872 | 130 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3205 | 41 | 83100-20 Community youth justice client files |

## DEC Okanagan Collaborative Team

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2992 | 43 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2993 | 106 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3276 | 67 | 83100-20 Community youth justice client files |

## DED Protective Family Services (Vernon)

| | | |
|---|---|---|
| 83-2002 | 121 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2198 | 248 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DEE Project Team - Youth/Young Adults (OSDA)

| | | |
|---|---|---|
| 83-2880 | 26 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2881 | 26 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DEF Child and Family Services (Revelstoke)

| | | |
|---|---|---|
| 83-2003 | 75 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2106 | 92 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3480 | 26 | 35530-20 Child and youth mental health case files (CYMH) |

## DEH Resource Office (Vernon)

| | | |
|---|---|---|
| 83-2108 | 8 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2882 | 114 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DEJ Resource, Guardianship & Youth Services (Salmon Arm)

| | | |
|---|---|---|
| 83-2109 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2583 | 74 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DHB Intake and Assessment Protection Office (Vernon)

| | | |
|---|---|---|
| 83-2009 | 29 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2104 | 251 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DHD Intake & Family Development Response (Salmon Arm)

| | | |
|---|---|---|
| 83-2004 | 71 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2107 | 255 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### DKE Mental Health (Vernon)

| | | |
|---|---|---|
| 83-3440 | 59 | 35530-20 Child and youth mental health case files (CYMH) |

### DKF Child and Youth Mental Health Intake Team (Central Okanagan)

| | | |
|---|---|---|
| 83-2012 | 36 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3377 | 216 | 35530-20 Child and youth mental health case files (CYMH) |

### DKG Child and Youth Mental Health (Penticton)

| | | |
|---|---|---|
| 83-3445 | 73 | 35530-20 Child and youth mental health case files (CYMH) |

### DKH Child and Youth Mental Health (Shuswap/Revelstoke)

| | | |
|---|---|---|
| 83-3277 | 60 | 35530-20 Child and youth mental health case files (CYMH) |

### DKI Central Okanagan Child and Youth Mental Health Generalist Team

| | | |
|---|---|---|
| 83-3865 | 6 | CYMH 35530-20 Child and youth mental health case files |

### DMA Director of Operations (South Okanagan)

| | | |
|---|---|---|
| 83-2015 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2115 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DMB Adoptions (OSDA)

| | | |
|---|---|---|
| 83-2731 | 45 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-2785 | 120 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3133 | 242 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3136 | 3 | Transfer complete due to MCFD project Sarah Johnson. 2015/01/09 HR. Includes: 20200-30 AS Files (Birth Parent Services - Relinquished)<br>Reopened OAN as per email request Linda Nobrega 2021-09-17 LT 2021-09-20 |

## DMG Child Protection & Family Services (Oliver/Princeton)

| | | |
|---|---|---|
| 83-2195 | 159 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2420 | 93 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DMH Intake Team (Penticton)

| | | |
|---|---|---|
| 83-2113 | 341 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2801 | 17 | Includes: 30410-20 CS files, 45325-30 RE child; 45325-50 CT child; 30420-30 CC files, 30430-30 CM files, and 30470-30 SN files |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

## DMK Resource Team (South Okanagan)

| | | |
|---|---|---|
| 83-2533 | 197 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DML Princeton

| | | |
|---|---|---|
| 83-2504 | 78 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2507 | 42 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DMP Guardianship Permanency and Youth (South Okanagan)

| | | |
|---|---|---|
| 83-3422 | 114 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3517 | 26 | 83100-20 Community youth justice client files |
| 83-3672 | 23 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DMU Summerland Team

| | | |
|---|---|---|
| 83-2816 | 66 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2908 | 60 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DMZ Children and Youth with Support Needs (South Okanagan)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3646 | 16 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3680 | 10 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DRY Children and Youth with Support Needs (Shuswap-Revelstoke)

| | | |
|---|---|---|
| 83-3712 | 9 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 90-7973 | 27 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DRZ Children and Youth with Support Needs (North Okanagan)

| | | |
|---|---|---|
| 83-3732 | 8 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3733 | 10 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DWC Indigenous Family Services

| | | |
|---|---|---|
| 83-3268 | 104 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3269 | 63 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DWD Kelowna Guardianship

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2419 | 176 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2432 | 168 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## DWE Aboriginal Services Team (North Okanagan)

| | | |
|---|---|---|
| 83-3244 | 127 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3245 | 141 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DWG Penticton Family Service

| | | |
|---|---|---|
| 83-3248 | 77 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3249 | 83 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## DXD Urban Family Services (Williams Lake)

| | | |
|---|---|---|
| 83-2929 | 67 | Includes: 30410-20 CS files, 45325-30 RE child, 30420-30 CC files, 30430-30 CM files, and 30470-30 SN files |
| 83-2930 | 130 | 30520-30 Family services client case files |

## DXE Intake (Williams Lake)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2530 | 142 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2532 | 98 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**DXF Indigenous Services (Kamloops)**

| | | |
|---|---|---|
| 83-2019 | 124 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2487 | 197 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**DXI Child and Family Services (Lillooet)**

| | | |
|---|---|---|
| 83-2465 | 64 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2502 | 40 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3447 | 22 | 83100-20 Community youth justice client files |
| 83-3564 | 6 | 35530-20 Child and Youth Mental Health Files |

**DXK Child and Family Services (Ashcroft)**

| | | |
|---|---|---|
| 83-2640 | 42 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2641 | 53 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EFB Kamloops City Wide Intake Team

| | | |
|---|---|---|
| 83-2016 | 117 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2116 | 252 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EFC Youth Services (Kamloops)

| | | |
|---|---|---|
| 83-2017 | 161 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2117 | 205 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EFD Kamloops South Shore Family Service Team

| | | |
|---|---|---|
| 83-3557 | 145 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3558 | 25 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## EFF Kamloops South CYMH and Family Services

| | | |
|---|---|---|
| 83-3528 | 71 | 35530-20 Child and youth mental health case files (CYMH) |

## EFG Youth Justice (Interior East Kootenay)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3609 | 165 | 83100-20 Community youth justice client files |
| 91-0318 | 14 | 83100-20 Community youth justice client files |

## EFH Child and Family Services (Merritt)

| | | |
|---|---|---|
| 83-2437 | 215 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2446 | 165 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## EFI Family Services (Kamloops North Shore)

| | | |
|---|---|---|
| 83-3799 | 23 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3800 | 11 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## EFL Resources (Kamloops)

| | | |
|---|---|---|
| 83-2018 | 163 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2866 | 13 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EFM Guardianship & Collaborative Planning and Decision Making (Kamloops)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2958 | 7 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-2959 | 47 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3005 | 254 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3006 | 5 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EFU Adoptions (Interior East Kootenay)

| | | |
|---|---|---|
| 83-3084 | 60 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3625 | 17 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3626 | 2 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3839 | 5 | 20250-20 Adoption placement and planning case files ¿ withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

## EFZ Children and Youth with Special Needs (Kamloops)

| | | |
|---|---|---|
| 83-3693 | 17 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3694 | 44 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EHE Child and Family Services (Clearwater)

| | | |
|---|---|---|
| 83-2568 | 81 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2633 | 69 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## EHF Child and Family Services (100 Mile House)

| | | |
|---|---|---|
| 83-2559 | 147 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2560 | 139 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3846 | 3 | MCF 20250-30 Adoption Case Files (Completed) (AH-M) SO+1y 99y SR |
| 83-3847 | 3 | 35530-20 Child and youth mental health clinical case files |
| 83-3848 | 1 | 30900-20 Youth services case files and other records with a retention of SO+1y 49y SR |

## EHJ Resources (Cariboo/Gold Trail/Shuswap)

| | | |
|---|---|---|
| 83-2886 | 144 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3450 | 39 | 83100-20 Community youth justice client files |
| 83-3475 | 37 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3498 | 44 | 35530-20 Child and youth mental health case files (CYMH) |

## EHY Integrated Services (Williams Lake)

| | | |
|---|---|---|
| 83-3744 | 16 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3745 | 28 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EHZ Children and Youth with Support Needs (Cariboo)

| | | |
|---|---|---|
| 83-3791 | 8 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## EKA Regional Permanency Plan/Adoption Services

| | | |
|---|---|---|
| 83-2147 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## FDB Resources (Abbotsford)

| | | |
|---|---|---|
| 83-2810 | 168 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2918 | 46 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## FDC Adoption Team (East Fraser)

| | | |
|---|---|---|
| 83-2836 | 75 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3064 | 218 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3193 | 25 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-3195 | 7 | 20200-30 Birth parent services case files (relinquishment) (AS-M), 20600-20 Post-adoption and reunion case files (AP) |

## FDD Protective Family Service (Abbotsford)

| | | |
|---|---|---|
| 83-3711 | 91 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3730 | 21 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## FDF Permanency Planning (Abbotsford)

| | | |
|---|---|---|
| 83-3778 | 38 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## FDG Youth Team (Abbotsford)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3151 | 122 | 83100-20 Community youth justice client files |
| 83-3784 | 27 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3785 | 8 | 30520-30 Family services client case (CYSN FS), 30530-20 Family services - persons with mental disabilities client case files (FS) |

## FDH Child and Youth Mental Health (Abbotsford)

| | | |
|---|---|---|
| 83-3675 | 141 | 35530-20 Child and youth mental health case files (CYMH) |

## FDI Child and Youth Support Needs (Abbotsford)

| | | |
|---|---|---|
| 83-3724 | 35 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3804 | 4 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## FEB Family Support/Guardianship

| | | |
|---|---|---|
| 83-2554 | 134 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2557 | 99 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3289 | 33 | 83100-20 Community youth justice client files |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

## FEC Adoptions

| | | |
|---|---|---|
| 83-2847 | 140 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2848 | 170 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3868 | 8 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3871 | 1 | 20200-20 Birth parent services (no relinquishment) (AS-C) |
| 83-3873 | 2 | Additional information (e.g. identify if scope includes more than one secondary) |

## FED Resources

| | | |
|---|---|---|
| 83-2718 | 4 | Includes:  adoption planning files which have been closed prior to placement ORCS 20250-20 |
| 83-2772 | 8 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-2837 | 187 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3593 | 6 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## FEF Child and Youth Mental Health

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3477 | 110 | 35530-20 Child and youth mental health case files (CYMH) |

## FEG Intake/Family Development Response and Youth Services Team

| | | |
|---|---|---|
| 83-3602 | 119 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3735 | 86 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## FEH Children and Youth with Support Needs

| | | |
|---|---|---|
| 83-3737 | 30 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3777 | 6 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN |

## FFB Protection (Abbotsford)

| | | |
|---|---|---|
| 83-2455 | 559 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2459 | 269 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## FGB Family Assessment and Supports

| | | |
|---|---|---|
| 83-2021 | 45 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2589 | 316 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## FGD Mission Family Assessment, Support and Youth Service Team

| | | |
|---|---|---|
| 83-2915 | 42 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2997 | 147 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3185 | 32 | 83100-20 Community youth justice client files |
| 83-3869 | 1 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3870 | 2 | 20200-20 Birth parent services (no relinquishment) (AS-C) and 20600-20 post-adoption and reunion case files (AP) |
| 83-3876 | 2 | SP 30900-20 Post Majority Services to former permanent youth in care |

## FGE Mental Health Team (Mission)

| | | |
|---|---|---|
| 83-3415 | 70 | 35530-20 Child and youth mental health case files (CYMH) |

## FGF Resource Office (Mission)

| | | |
|---|---|---|
| 83-3566 | 46 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

## FGG Child and Youth Support Needs (Mission)

| | | |
|---|---|---|
| 83-3725 | 16 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3803 | 4 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## FHB Child Family and Community Services - Resources

| | | |
|---|---|---|
| 83-2620 | 119 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2621 | 88 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3275 | 14 | 83100-20 Community youth justice client files |

## FHD Mental Health Team (Hope)

| | | |
|---|---|---|
| 83-3526 | 33 | 35530-20 Child and youth mental health case files (CYMH) |

## FHE Child Family and Community Services - Resources

| | | |
|---|---|---|
| 83-3698 | 37 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3706 | 52 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## FIE Sts'ailes Child and Family Services

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3104 | 19 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3108 | 20 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**FII South Fraser Foster Parent Recruitment**

| | | |
|---|---|---|
| 83-3857 | 8 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**FIK Circle 5 Indigenous Youth Team**

| | | |
|---|---|---|
| 83-3505 | 223 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3579 | 59 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**FIL Circle 5 Indigenous Multi-Disciplinary Team 1**

| | | |
|---|---|---|
| 83-2840 | 154 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2841 | 111 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**FIM Circle 5 Indigenous Multi-Disciplinary Team 2**

| | | |
|---|---|---|
| 83-3266 | 34 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3267 | 79 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### FIQ Circle 5 Indigenous Intake Team 1 (Surrey)

| | | |
|---|---|---|
| 83-3264 | 282 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3265 | 39 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### FIT Circle 5 Indigenous Permanency Team

| | | |
|---|---|---|
| 83-3580 | 32 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3581 | 22 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### FIU Circle 5 Indigenous Multi-Disciplinary Team 3

| | | |
|---|---|---|
| 83-3582 | 41 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3583 | 35 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### FIX Indigenous Caregiver Support Team

| | | |
|---|---|---|
| 83-2752 | 111 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3101 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## FIZ Circle 5 - Surrey Indigenous Intake Team 2

| | | |
|---|---|---|
| 83-3808 | 34 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3809 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## GCC Delta Multi-Disciplinary Team

| | | |
|---|---|---|
| 83-2024 | 117 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2123 | 93 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3183 | 47 | 83100-20 Community youth justice client files |

## GCE Child Youth Mental Health (Delta)

| | | |
|---|---|---|
| 83-3394 | 61 | 35530-20 Child and youth mental health case files (CYMH) |

## GCH Child Safety and Family Services (White Rock/South Surrey)

| | | |
|---|---|---|
| 83-2911 | 173 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2912 | 66 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3658 | 3 | 83100-20 Community youth justice client files |

## GCK Children and Youth With Support Needs (Delta)

| | | |
|---|---|---|
| 83-2608 | 52 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2616 | 22 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## GDB Child Safety Team (Surrey North)

| | | |
|---|---|---|
| 83-2156 | 280 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2478 | 71 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## GDE Child Safety (Newton)

| | | |
|---|---|---|
| 83-2026 | 89 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2125 | 239 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## GDF Family Services (Cloverdale/Newton)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3797 | 19 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3798 | 8 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## GDH Multi-Disciplinary Team (Guildford)

| | | |
|---|---|---|
| 83-2655 | 108 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2656 | 226 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## GDM Intake (North Surrey)

| | | |
|---|---|---|
| 83-2467 | 385 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2473 | 2 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## GDP Youth Justice Team (Surrey/White Rock)

| | | |
|---|---|---|
| 83-3877 | 45 | 83100-20 Community youth justice client files |

## GDR Child Safety Team (Guildford)

| | | |
|---|---|---|
| 83-2657 | 29 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2658 | 209 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## GEB Child Safety (Langley)

| | | |
|---|---|---|
| 83-2127 | 186 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2853 | 7 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## GEC Multi-Disciplinary Team 1 (Langley)

| | | |
|---|---|---|
| 83-2580 | 55 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2587 | 98 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## GED Multi-Disciplinary Team 2 (Langley)

| | | |
|---|---|---|
| 83-2610 | 70 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2611 | 128 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3396 | 47 | 83100-20 Community youth justice client files |

## GEE Mental Health Services (Langley)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-3515 | 69 | 35530-20 Child and youth mental health case files (CYMH) |

## GEI Children and Youth with Support Needs (Langley)

| | | |
|---|---|---|
| 83-2027 | 106 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3451 | 23 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## GEJ Adoption (South Fraser)

| | | |
|---|---|---|
| 83-2715 | 56 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-2769 | 137 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3024 | 273 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3043 | 8 | 20200-30 Birth parent services case files (relinquishment) (AS-M), 20600-20 Post-adoption and reunion case files (AP) |
| 83-3044 | 9 | 20200-20 Birth parent services (no relinquishment) (AS-C) |

## GFB Child Safety (Delta)

| | | |
|---|---|---|
| 83-2023 | 49 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2800 | 211 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2964 | 11 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## GGB Circle 5 Youth Probation (Delta/ Langley)

| | | |
|---|---|---|
| 83-3814 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3815 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3878 | 1 | 83100-20 Community Youth Justice Client files |

## GKB Caregiver Support 1 (Surrey)

| | | |
|---|---|---|
| 83-2031 | 200 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2130 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## GKC Contract Resource Team (South Fraser)

| | | |
|---|---|---|
| 83-2032 | 116 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2132 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

### GKD Caregiver Support 2 (Surrey)

| | | |
|---|---|---|
| 83-3856 | 13 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### GKF Caregiver Support Team (Langley/Delta)

| | | |
|---|---|---|
| 83-3000 | 147 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### GLB Children and Youth with Special Needs/Guardianship (South Surrey)

| | | |
|---|---|---|
| 83-2549 | 177 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2951 | 13 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### GLC Youth Team (Surrey)

| | | |
|---|---|---|
| 83-2833 | 212 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2834 | 175 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### GLD Youth Outreach and Empowerment

| | | |
|---|---|---|
| 83-3262 | 62 | 83100-20 Community youth justice client files |
| 83-3278 | 109 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3279 | 96 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### GLF Permanency Team

| | | |
|---|---|---|
| 83-3855 | 15 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### GLH Child Safety (Cloverdale/Newton)

| | | |
|---|---|---|
| 83-3283 | 84 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3284 | 41 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3424 | 99 | 83100-20 Community youth justice client files |

### GLK Mental Health Services (Newton/Cloverdale)

| | | |
|---|---|---|
| 83-2704 | 59 | 35530-20 Child and youth mental health case files (CYMH) |

### GLL Mental Health (Guildford/Fleetwood)

| | | |
|---|---|---|
| 83-3494 | 36 | 35530-20 Child and youth mental health case files (CYMH) |

### GLN Multi-Disciplinary Team (Surrey North)

| | | |
|---|---|---|
| 83-3563 | 121 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3726 | 31 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**GLO Children and Youth with Support Needs (North Surrey)**

| | | |
|---|---|---|
| 83-3771 | 54 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3772 | 5 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**GLP Children Youth Support Needs (Guildford)**

| | | |
|---|---|---|
| 83-3816 | 21 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3819 | 3 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**GLQ Indigenous CYSN (South Fraser)**

| | | |
|---|---|---|
| 83-3884 | 1 | FS 30520-30 Family services client case and CYSN-FS 30530-20 CYSN Family servicess - client case file formerly (FH) |

**HCB Resources (North Fraser)**

| | | |
|---|---|---|
| 83-2033 | 290 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2131 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**HCC Resources (North Fraser)**

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2178 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2424 | 234 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## HDD West Neighbourhood Centre (Tri-Cities)

| | | |
|---|---|---|
| 83-2035 | 90 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2134 | 221 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HDG Family Services (Tri Cities)

| | | |
|---|---|---|
| 83-2849 | 123 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2850 | 134 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## HDK Child and Youth Mental Health Team 1 (Tri-Cities)

| | | |
|---|---|---|
| 83-3379 | 110 | 35530-20 Child and youth mental health case files (CYMH) |

## HDO Youth Probation and Guardianship (Tri-Cities)

| | | |
|---|---|---|
| 83-2624 | 93 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2625 | 248 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3274 | 130 | 83100-20 Community youth justice client files |

## HDP East Neighbourhood Centre (Tri-Cities)

| | | |
|---|---|---|
| 83-2987 | 250 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2988 | 14 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## HDQ Eating Disorder (Tri-Cities)

| | | |
|---|---|---|
| 83-3640 | 34 | 35530-20 Child and youth mental health case files (CYMH) |

## HDS Children and Youth with Support Needs (Tri Cities)

| | | |
|---|---|---|
| 83-3719 | 51 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3770 | 33 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## HED Intake and Assessment Team (Ridge Meadows)

| | | |
|---|---|---|
| 83-2037 | 18 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2136 | 265 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HEM Child and Youth Mental Health Team (Ridge Meadows)

| | | |
|---|---|---|
| 83-3527 | 83 | 35530-20 Child and youth mental health case files (CYMH) |

## HEO Family Services Team (Ridge Meadows)

| | | |
|---|---|---|
| 83-2036 | 93 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2135 | 237 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HEP Integrated Youth Services Team (Ridge Meadows)

| | | |
|---|---|---|
| 83-2977 | 158 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2978 | 166 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3443 | 48 | 83100-20 Community youth justice client files |

## HEQ Child and Youth with Support Needs (Ridge Meadows)

| | | |
|---|---|---|
| 83-3760 | 37 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3761 | 25 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## HGB Burnaby - Brentwood North

| | | |
|---|---|---|
| 83-2416 | 65 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2429 | 187 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HGC Burnaby - Central West

| | | |
|---|---|---|
| 83-2464 | 71 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2466 | 63 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HGD Intake and Assessment (0-12) (Burnaby)

| | | |
|---|---|---|
| 83-2081 | 54 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2177 | 295 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HGF Intake and Assessment-Youth (Burnaby)

| | | |
|---|---|---|
| 83-2900 | 110 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2901 | 135 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3255 | 91 | 83100-20 Community youth justice client files |

## HGH Burnaby South

| | | |
|---|---|---|
| 83-3495 | 63 | 35530-20 Child and youth mental health case files (CYMH) |

## HGI Burnaby North

| | | |
|---|---|---|
| 83-3738 | 17 | 35530-20 Child and youth mental health case files (CYMH) |

## HGL Family Services and Guardianship (Burnaby)

| | | |
|---|---|---|
| 83-3168 | 51 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3169 | 138 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HGM Children and Youth Support Needs (Burnaby/New West)

| | | |
|---|---|---|
| 83-3667 | 11 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3668 | 61 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## HGN Youth First (North Fraser)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3795 | 41 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3796 | 58 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### HMB Mental Health Team (New Westminster)

| | | |
|---|---|---|
| 83-3536 | 74 | 35530-20 Child and youth mental health case files (CYMH) |

### HMC Child, Youth and Family Services (New Westminster)

| | | |
|---|---|---|
| 83-2491 | 324 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2494 | 90 | 35530-20 Child and youth mental health case files (CYMH) |
| 83-3478 | 31 | 83100-20 Community youth justice client files |

### HRC Permanency Planning and Adoption (North Fraser)

| | | |
|---|---|---|
| 83-2768 | 101 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-2902 | 29 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-3613 | 4 | 20200-20 Birth parent services (no relinquishment) (AS-C) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3739 | 79 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## HUB Service Hub - Victoria

| | | |
|---|---|---|
| 83-3786 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3874 | 1 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

## IAB Ktunaxa Kinbasket Child and Family Services

| | | |
|---|---|---|
| 83-3259 | 70 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3260 | 69 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IAC Ktunaxa Kinbasket Child and Family Services

| | | |
|---|---|---|
| 83-3849 | 13 | Child services case files (CS) (30410-20), Child service provider resource case files (RE Child) (45325-30), Child place of service case file (PL Child) (45325-40), Child resource contract case files (CT) (45325-50), Children with special needs case files (SN) (30470-30) |
| 83-3850 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IEA Scw'exmx Child and Family Services

| | | |
|---|---|---|
| 83-3114 | 90 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3115 | 64 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IEB Nlha'7kapmx Child and Family Services

| | | |
|---|---|---|
| 83-3438 | 55 | Includes:30410-20 CS Files, 45325-30 RE Child, 45325-50 CT Child, 45325-40, 30470-30 SN files |
| 83-3439 | 18 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IEC Secwepemc Family Preservation

| | | |
|---|---|---|
| 83-3441 | 145 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3442 | 84 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IEE Secwepemc Child and Family Services

| | | |
|---|---|---|
| 83-3823 | 18 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3824 | 7 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IEF Secwepemc Family Preservation

| | | |
|---|---|---|
| 83-3551 | 51 | Includes: 30410-20 CS files, 45325-30 RE Child, 45325-50 CT Child 45325-40, 30470-30 SN files |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3552 | 87 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IEG Secwepemc Resource/Youth

| | | |
|---|---|---|
| 83-3758 | 54 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3765 | 3 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IEH Secwepemc Child and Family Services

| | | |
|---|---|---|
| 83-3759 | 73 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3767 | 10 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IEK Lii Michif Otipemisiwak Family & Community Services

| | | |
|---|---|---|
| 83-3793 | 24 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3794 | 18 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IFA Xyolhemeylh Central Family Services

| | | |
|---|---|---|
| 83-3121 | 110 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3399 | 115 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IFB Xyolhemeylh East Multi-disciplinary

| | | |
|---|---|---|
| 83-3093 | 73 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3591 | 75 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IFC Xyolhemeylh North Multi-disciplinary

| | | |
|---|---|---|
| 83-3094 | 143 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3095 | 188 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IFD Xyolhemeylh Central Guardianship/Resources

| | | |
|---|---|---|
| 83-3549 | 128 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3860 | 2 | 30520-30 Family services case files (FS) |

## IFE Xyolhemeyh Emerg Serv

| | | |
|---|---|---|
| 83-3835 | 2 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3836 | 53 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IFF Xyolhemeylh Centralized Resource Intake

| | | |
|---|---|---|
| 83-3550 | 47 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IFG Xyolhemeylh North/West Intake

| | | |
|---|---|---|
| 83-3571 | 140 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3572 | 94 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IFH Xyolhemeylh Family Services (Abbotsford)

| | | |
|---|---|---|
| 83-3569 | 96 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3570 | 68 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IFI Xyolhemeylh Central Intake/Family Services

| | | |
|---|---|---|
| 83-3372 | 144 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3556 | 61 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IFJ Xyolhemeylh Guardianship/Resources (Abbotsford)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3689 | 111 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3854 | 3 | 30520-30 Family services case files (FS) |

## IFK Xyolhemeylh Family Services/Guardianship (Langley)

| | | |
|---|---|---|
| 83-3597 | 78 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3598 | 124 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IFL FVACFSS Screening Team

| | | |
|---|---|---|
| 83-3821 | 59 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3853 | 2 | 30410-20 Child services case files (CS) |

## IFM Sto:Io Delegated Team 1

| | | |
|---|---|---|
| 83-3837 | 4 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3838 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IGA Metis Child And Family Services

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3163 | 319 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IGB Metis Family Services

| | | |
|---|---|---|
| 83-3573 | 64 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3594 | 24 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IGC Metis Family Services

| | | |
|---|---|---|
| 83-3085 | 97 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3710 | 23 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IGE Metis Family Services

| | | |
|---|---|---|
| 83-3787 | 20 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3788 | 43 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IGF Metis Family Services

| | | |
|---|---|---|
| 83-3840 | 2 | 20250-20 Adoption placement and planning case files ¿ withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3841 | 3 | 20200-30 Birth parent services case files (relinquishment) (AS-M) |
| 83-3842 | 3 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3851 | 5 | Child services case files (CS) (30410-20), Child service provider resource case files (RE Child) (45325-30), Child place of service case files (PL Child) (45325-40), Child resource contract case files (CT) (45325-50), Children with special needs case files (SN) (30470-30) |
| 83-3852 | 1 | AS-C 20200-20 Birth parent services (no relinquishment) |

## IGG Metis Family Services

| | | |
|---|---|---|
| 83-3875 | 1 | |

## IJB Sechelt Child and Family Services

| | | |
|---|---|---|
| 83-2120 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3040 | 5 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IKA Usma Nuu-Chah-Nulth Community and Hum Serv

| | | |
|---|---|---|
| 83-2934 | 96 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2957 | 143 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

## IKB Kwumutlelum Central Island Child and Family Services

| | | |
|---|---|---|
| 83-3383 | 90 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3560 | 33 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IKD Lalum'Utul'Smun'Eem Child and Family Services

| | | |
|---|---|---|
| 83-3622 | 85 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3781 | 34 | 30520-30 Family Service Client Case Files |

## IKE Surrounded By Cedar Child and Family Services

| | | |
|---|---|---|
| 83-3648 | 146 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3697 | 1 | 30520-20 AO NCM Family services assessment only and referral, client case files - no case made (NCM) |

## IKF Usma Intake/Assessment

| | | |
|---|---|---|
| 83-3717 | 8 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3718 | 16 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IKG Usma Family Service

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3715 | 21 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3716 | 42 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IKH Nuu-Chah-Nulth Tribal Council Usma Family and Child Services

| | | |
|---|---|---|
| 83-3714 | 69 | OAN re-opened per 2019-02-28 memo from Rowena Doyle. 2021-03-01 jm<br>OAN cancelled jl 2018-07-26.<br>30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource |

## IKJ Kwumutlelum Central Island Child and Family Services

| | | |
|---|---|---|
| 83-3805 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IKV Surrounded by Cedar Child and Family Services

| | | |
|---|---|---|
| 83-3862 | 1 | 30520-30 family services client case files and 30530-20 CYSN family services - client casse file formerly (FH) |

## IMA Knucwentwecw Society

| | | |
|---|---|---|
| 83-3068 | 101 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3069 | 38 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## INA Nisga'A Family and Child Services

| | | |
|---|---|---|
| 83-3089 | 4 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-3090 | 12 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## INB Nisga'A Child and Family Services (Prince Rupert)

| | | |
|---|---|---|
| 83-3584 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3585 | 16 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## INC Nisga'A Child and Family Services (Terrace)

| | | |
|---|---|---|
| 83-3587 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3588 | 18 | Includes: 30410-20 CS files, 45325-30 RE files, 45325-50 CT Child 45325-40, 30470-30 SN files |

## IQB Carrier Sekani Family Services

| | | |
|---|---|---|
| 83-3159 | 62 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3750 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IQC Carrier Sekani Family Services (Vanderhoof)

| | | |
|---|---|---|
| 83-3703 | 41 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3752 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IQD Northwest Internation Family Services Society (Dease Lake)

| | | |
|---|---|---|
| 83-3397 | 5 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IQE Nezul Be Hunuyeh Child and Family Services (Fort St. James)

| | | |
|---|---|---|
| 83-3630 | 9 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3631 | 14 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IQF Carrier Sekani Family Services 1 (Prince George)

| | | |
|---|---|---|
| 83-3704 | 36 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IQG Gitxsan Child and Family Services Society

| | | |
|---|---|---|
| 83-2975 | 13 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2976 | 11 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IQH Nezul Be Hunuyeh Child and Family Services (Prince George)

| | | |
|---|---|---|
| 83-3633 | 19 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IQI Carrier Sekani Family Services, Guardianship

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3705 | 124 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3751 | 2 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IQM Northwest Internation Family Services Society (Prince Rupert)

| | | |
|---|---|---|
| 83-3404 | 36 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3885 | 1 | 30520-30 family services case files (FS) and 30530-20 family services client case files (CYSN-FS) |

## IQT Northwest Internation Family Services Society (Terrace)

| | | |
|---|---|---|
| 83-3398 | 17 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3458 | 8 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## IRB Vancouver Aboriginal Child and Family Services Society Guardianship Office #1

| | | |
|---|---|---|
| 83-3601 | 163 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IRC Vancouver Aboriginal Child and Family Services Society Guardianship Office #2

| | | |
|---|---|---|
| 83-3079 | 172 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## IRD Vancouver Aboriginal Child and Family Services Society

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3660 | 106 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRE Vancouver Aboriginal Child and Family Services Society Guardianship Office #3

| | | |
|---|---|---|
| 83-3623 | 92 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRG VACFSS Resources #2

| | | |
|---|---|---|
| 83-3661 | 69 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRH VACFSS Aboriginal Intake and Family Services

| | | |
|---|---|---|
| 83-3384 | 73 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3390 | 28 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRI Vancouver Aboriginal Child and Family Services Society

| | | |
|---|---|---|
| 83-3385 | 162 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3391 | 18 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRJ Vancouver Aboriginal Child and Family Services Society

| | | |
|---|---|---|
| 83-3386 | 130 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3392 | 50 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRK Vancouver Aboriginal Child and Family Services Society

| | | |
|---|---|---|
| 83-3387 | 91 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3393 | 44 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRL Vancouver Aboriginal Child and Family Services Society

| | | |
|---|---|---|
| 83-3347 | 31 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3388 | 78 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### IRM Vancouver Aboriginal Child and Family Services Society (VACFSS)

| | | |
|---|---|---|
| 83-3833 | 16 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IRN Vancouver Aboriginal Child and Family Services Society

| | | |
|---|---|---|
| 83-3389 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### ITA Ayas Men Men Child and Family Services (W Vancouver)

| | | |
|---|---|---|
| 83-3192 | 60 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### IVA Nil/tu'o Child and Family Services

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3459 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3460 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KCA Director of Operations

| | | |
|---|---|---|
| 83-3428 | 82 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3429 | 31 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-3430 | 21 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3431 | 3 | 20200-30 Birth parent services case files (relinquishment) (AS-M), 20600-20 Post-adoption and reunion case files (AP) |
| 83-3432 | 3 | 20200-20 Birth parent services (no relinquishment) (AS-C) |

## KCB North Island CYSN Team

| | | |
|---|---|---|
| 83-3830 | 12 | Family services - persons with mental disabilities client case files |

## KCE Community Resources (Nanaimo)

| | | |
|---|---|---|
| 83-2197 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2888 | 190 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KCF Youth Services

| | | |
|---|---|---|
| 83-2497 | 210 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2501 | 137 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3828 | 6 | 30900-20 Youth Service Case Files |

## KCG Child and Youth Mental Health Under 12 Services (Nanaimo)

| | | |
|---|---|---|
| 83-3457 | 88 | 35530-20 Child and youth mental health case files (CYMH) |

## KCK Non-Indigenous Family Services

| | | |
|---|---|---|
| 83-2799 | 254 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2933 | 65 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KCL After Hours Response (Nanaimo)

| | | |
|---|---|---|
| 83-2499 | 145 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KCM Non-Indigenous Assessment and Response

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-2511 | 73 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2512 | 218 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KCP Collaborative Practice and Out of Care Options Team

| | | |
|---|---|---|
| 83-3827 | 21 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KCS Children and Youth with Support Needs Team (Central Island)

| | | |
|---|---|---|
| 83-3721 | 38 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3722 | 14 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KDB Duncan Resources

| | | |
|---|---|---|
| 83-2931 | 64 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2932 | 194 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KDC Duncan Intake/Investigation Team and Collaborative Practice

| | | |
|---|---|---|
| 83-2042 | 103 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2140 | 158 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3446 | 72 | 83100-20 Community youth justice client files |

## KDD Child and Youth Mental Health (Duncan)

| | | |
|---|---|---|
| 83-3666 | 3 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3879 | 1 | 83100-20 Community Youth Justice Client files |
| 83-3881 | 1 | CYMH 35530-20 Child and youth mental health case files |

## KDF Duncan Multi-Service

| | | |
|---|---|---|
| 83-2522 | 302 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2523 | 128 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KDG Duncan Child and Youth with Special Needs

| | | |
|---|---|---|
| 83-3822 | 11 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KEB Intake and Resource

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3637 | 30 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3638 | 99 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KEC Family Service/Guardianship

| | | |
|---|---|---|
| 83-2705 | 7 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-2759 | 15 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-2873 | 118 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2874 | 143 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3257 | 29 | 83100-20 Community youth justice client files |

## KFB Child Protective Intake and Resources (Port Alberni)

| | | |
|---|---|---|
| 83-2044 | 113 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2141 | 239 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3188 | 53 | 83100-20 Community youth justice client files |
| 83-3619 | 10 | 20250-30 Adoption case files (completed) (AH-M) |

## KFC Child and Family Services, Youth, Children and Youth with Support Needs

| | | |
|---|---|---|
| 83-2461 | 69 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2463 | 138 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2758 | 10 | Includes: private, under study and approved adoptions registered as AH (with a status "M") on the Management Information System (MIS) and adoption placement and planning case files not registered on the MIS); ORCS 20250-30 |
| 83-3134 | 5 | 1: Includes: 20250-20 AH-C (NCM) Adoption - Home Withdrawn AH-C |

## KFF Child and Youth Mental Health (Port Alberni)

| | | |
|---|---|---|
| 83-3272 | 42 | Includes: 35530-20 (Child and Youth Mental Health Client Files) |

## KKB Youth Services (Comox Valley)

| | | |
|---|---|---|
| 83-2144 | 161 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2548 | 236 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3577 | 15 | 83100-20 Community youth justice client files |

## KKC Community Services (Comox Valley)

| | | |
|---|---|---|
| 83-2565 | 44 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2566 | 215 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2703 | 19 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-2757 | 20 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-2939 | 1 | 20200-30 Birth parent services case files (relinquishment) (AS-M), 20600-20 Post-adoption and reunion case files (AP) |

## KKD Intake Team (Comox Valley)

| | | |
|---|---|---|
| 83-2567 | 34 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2805 | 287 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KKE Under 12 Children's Team (Comox Valley)

| | | |
|---|---|---|
| 83-3782 | 46 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3783 | 20 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KKF Child and Youth Mental Health (Comox Valley)

| | | |
|---|---|---|
| 83-3405 | 53 | 35530-20 Child and youth mental health case files (CYMH) |
| 83-3673 | 17 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3676 | 17 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KLB Youth Services (Campbell River)

| | | |
|---|---|---|
| 83-2046 | 232 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2142 | 241 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KLC Resources, Out of Care and Children and Youth with Support Needs Team (Campbell River)

| | | |
|---|---|---|
| 83-2047 | 202 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2143 | 52 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KLD Child and Youth Mental Health (Campbell River)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3374 | 84 | 35530-20 Child and youth mental health case files (CYMH) |

## KLE Intake and Investigation (Campbell River)

| | | |
|---|---|---|
| 83-2946 | 258 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2947 | 124 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KLG Family Services Team (Campbell River)

| | | |
|---|---|---|
| 83-3554 | 190 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3555 | 80 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KLI Campbell River Family and Cultural Connections Team

| | | |
|---|---|---|
| 83-3817 | 12 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3818 | 22 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KMB Multiservice Team (Port Hardy)

| | | |
|---|---|---|
| 83-2045 | 100 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2617 | 63 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KMG Aboriginal Child Protection (Port Hardy)

| | | |
|---|---|---|
| 83-3285 | 49 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3286 | 108 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KNA Director of Operations Youth Resources Adoption and Guardianship

| | | |
|---|---|---|
| 83-2091 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KNB Protective Family Service (Sooke)

| | | |
|---|---|---|
| 83-2188 | 141 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3039 | 21 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KNC Child Family Services (West Shore)

| | | |
|---|---|---|
| 83-2187 | 249 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2474 | 92 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KND Child Protection Services (West Shore)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2468 | 306 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2475 | 33 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KNG Adoptions and Guardianship

| | | |
|---|---|---|
| 83-2515 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2516 | 239 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3118 | 89 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3119 | 8 | 20200-30 AS Files (Birth Parent Services - Relinquishment) |
| 83-3433 | 60 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

## KNJ Youth Guardianship (Victoria and Saanich)

| | | |
|---|---|---|
| 83-2576 | 425 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2804 | 10 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3674 | 22 | 30900-20 Youth services case files (SP) |

## KNK Youth Probation Team (Victoria/Saanich)

| | | |
|---|---|---|
| 83-3687 | 43 | 83100-20 Community youth justice client files |

## KNR Child and Youth Mental Health Services (West Shore)

| | | |
|---|---|---|
| 83-3373 | 3 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3420 | 74 | 35530-20 Child and youth mental health case files (CYMH) |
| 83-3656 | 4 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KPB Victoria Intake and Assessment

| | | |
|---|---|---|
| 83-2192 | 241 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2472 | 47 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KPC Saanich Intake and Family Service Team 2

| | | |
|---|---|---|
| 83-2517 | 361 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2518 | 50 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**KPF Victoria Family Service (Core Victoria)**

| | | |
|---|---|---|
| 83-2486 | 237 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2508 | 65 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**KPM South Island Children and Youth with Support Needs**

| | | |
|---|---|---|
| 83-3708 | 125 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3753 | 15 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**KPN Youth Probation (Greater Victoria)**

| | | |
|---|---|---|
| 83-3184 | 212 | 83100-20 Community youth justice client files |

**KPO Youth Services (Greater Victoria)**

| | | |
|---|---|---|
| 83-3140 | 108 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3141 | 292 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**KPP Child and Youth Mental Health Services (Victoria)**

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3522 | 22 | 35530-20 Child and youth mental health case files (CYMH)<br><br>Memo 2022-04-26 Judith Lawson requests OAN to be reactivated. 2022-04-26 GM. Memo 2014-06-24. Rowena Doyle requests OAN to be "Closed Off". sml. |

## KRA Director of Operations (Westshore, Sooke, Peninsula and Gulf Islands)

| | | |
|---|---|---|
| 83-2948 | 59 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KRC Victoria Residential Services

| | | |
|---|---|---|
| 83-2536 | 5 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2674 | 250 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## KRD Youth Residential Services

| | | |
|---|---|---|
| 83-3167 | 102 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3537 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## KRG Child and Youth Mental Health (Saanich)

| | | |
|---|---|---|
| 83-2909 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3288 | 76 | 35530-20 Child and youth mental health case files (CYMH) |

## KRJ Eating Disorders Program

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3280 | 75 | Includes: 35530-40 Eating Disorders |

## KRO Integrated Services (Peninsula and Gulf Islands)

| | | |
|---|---|---|
| 83-3485 | 174 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3487 | 28 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3615 | 4 | 83100-20 Community youth justice client files |

## KRQ South Island Aboriginal Resources

| | | |
|---|---|---|
| 83-3829 | 7 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QCB Burns Lake

| | | |
|---|---|---|
| 83-2604 | 92 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2614 | 69 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QCC Vanderhoof

| | | |
|---|---|---|
| 83-2064 | 77 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2469 | 166 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QCD Fort St. James

| | | |
|---|---|---|
| 83-2444 | 165 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2452 | 90 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QCE Hazelton Guardianship

| | | |
|---|---|---|
| 83-3861 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE child), 45325-40 Child place of service case files (PL child), 45325-50 Child resource contract case files (CT child) and/or 30470-30 Children with special needs case files (SN) |

## QCI Child and Youth Mental Health (Quesnel)

| | | |
|---|---|---|
| 83-3444 | 62 | 35530-20 Child and youth mental health case files (CYMH) |

## QCK Smithers/Houston

| | | |
|---|---|---|
| 83-2054 | 106 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2150 | 205 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3652 | 29 | 83100-20 Community youth justice client files |

## QCL Hazelton

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2667 | 57 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2668 | 113 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3547 | 16 | 35530-20 Child and youth mental health case files (CYMH) |

### QCN Child & Youth Mental Health Team 3

| | | |
|---|---|---|
| 83-3375 | 35 | 35530-20 Child and youth mental health case files (CYMH) |

### QCP Resources (Smithers)

| | | |
|---|---|---|
| 83-2057 | 53 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### QCQ Vanderhoof Team 2

| | | |
|---|---|---|
| 83-2897 | 70 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### QCV Guardianship (Smithers)

| | | |
|---|---|---|
| 83-3820 | 7 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### QFA Youth Custody Centre (Prince George)

| | | |
|---|---|---|
| 83-3048 | 176 | 83550-20 Youth custody master client files |

### QGB Prince George Team 1

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2065 | 36 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2161 | 396 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QGC Prince George Team 2

| | | |
|---|---|---|
| 83-2162 | 246 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2412 | 90 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QGD Prince George Team 6

| | | |
|---|---|---|
| 83-3468 | 12 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3469 | 263 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QGF Prince George Team 3

| | | |
|---|---|---|
| 83-2413 | 90 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2426 | 112 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QGG Prince George Team 5

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-2060 | 149 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2153 | 253 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**QGH McBride/Valemount**

| | | |
|---|---|---|
| 83-2636 | 35 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2917 | 17 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**QGI Child and Youth Mental Health (Prince George)**

| | | |
|---|---|---|
| 83-3456 | 259 | 35530-20 Child and youth mental health case files (CYMH) |

**QGJ MacKenzie**

| | | |
|---|---|---|
| 83-2479 | 60 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2483 | 75 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**QGK Prince George Team 4**

| | | |
|---|---|---|
| 83-2431 | 181 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2996 | 94 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QGL Youth Justice

| | | |
|---|---|---|
| 83-3665 | 147 | 83100-20 Community youth justice client files |

## QGM Adolescent Services (Prince George)

| | | |
|---|---|---|
| 83-2099 | 444 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2199 | 7 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3883 | 3 | SP 30900-20 Youth services case files |

## QGN Quesnel Team 1

| | | |
|---|---|---|
| 83-2575 | 123 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2577 | 192 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QGO Rural and Remote Team

| | | |
|---|---|---|
| 83-3567 | 33 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3568 | 52 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QGP Quesnel Team 2

| | | |
|---|---|---|
| 83-2547 | 182 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2963 | 63 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3483 | 26 | 83100-20 Community youth justice client files |

## QGV Resources (Prince George)

| | | |
|---|---|---|
| 83-2535 | 186 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QGW Quesnel Team 3

| | | |
|---|---|---|
| 83-3523 | 35 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3524 | 74 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QJB Dawson Creek Team 1

| | | |
|---|---|---|
| 83-2061 | 98 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2158 | 183 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2692 | 4 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

## QJC Fort St. John Team 1

| | | |
|---|---|---|
| 83-2513 | 126 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2514 | 142 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QJD Chetwynd

| | | |
|---|---|---|
| 83-2423 | 51 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2436 | 96 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QJE Fort Nelson

| | | |
|---|---|---|
| 83-2059 | 42 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2155 | 62 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QJF Child and Youth Mental Health (South Peace)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3482 | 82 | 35530-20 Child and youth mental health case files (CYMH) |

## QJG Dawson Creek Team 2

| | | |
|---|---|---|
| 83-2062 | 97 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3171 | 41 | 83100-20 Community youth justice client files |
| 83-3607 | 17 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QJH Fort St. John Team 2

| | | |
|---|---|---|
| 83-2966 | 164 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2967 | 32 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3514 | 29 | 83100-20 Community youth justice client files |

## QJM Child and Youth Mental Health (North Peace)

| | | |
|---|---|---|
| 83-3620 | 61 | 35530-20 Child and youth mental health case files (CYMH) |

## QKF Adoption Services (Prince George)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2696 | 52 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-2750 | 66 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3263 | 200 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3513 | 5 | 20200-20 Birth parent services (no relinquishment) (AS-C) |

## QKG Adoptions (Dawson Creek)

| | | |
|---|---|---|
| 83-3166 | 68 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QKH Adoptions (Fort St. John)

| | | |
|---|---|---|
| 83-3540 | 3 | 20200-20 Birth parent services (no relinquishment) (AS-C) |
| 83-3541 | 11 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-3543 | 11 | 20250-30 Adoption Case files Completed |
| 83-3544 | 39 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QKJ Adoption Services (Terrace)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-3014 | 43 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) RE Child, 30420-30CC Files, 30430-30 CM Files, and 30470-30 SN Files |
| 83-3481 | 20 | Includes: 20250-30 Adoption - Home Completed (AH-M) |
| 83-3507 | 17 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

## QKK Adoptions (Quesnel)

| | | |
|---|---|---|
| 83-3533 | 26 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3595 | 3 | Includes: 20250-20 Adoption - Home Withdrawn (AH-C), 20250-50 Adoption - Home Disrupted (AH-C), 20400-20 Post Adoption Assistance (AA) |
| 83-3596 | 7 | 20250-30 Adoption Case files Completed |

## QKL Adoptions (Smithers)

| | | |
|---|---|---|
| 83-3801 | 9 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3864 | 2 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

## QKM Permanency and Collaborative Practice Team

| | | |
|---|---|---|
| 83-3685 | 9 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

## QMB Terrace Team 1

| | | |
|---|---|---|
| 83-2053 | 130 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2149 | 267 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QMC Kitimat

| | | |
|---|---|---|
| 83-2056 | 51 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2152 | 112 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3497 | 11 | 83100-20 Community youth justice client files |

## QMD Prince Rupert Team 1

| | | |
|---|---|---|
| 83-2418 | 51 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3562 | 107 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QME Haida Gwaii

| | | |
|---|---|---|
| 83-2584 | 43 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2591 | 62 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QMH Child and Youth Mental Health (Terrace, Kitimat and ECDC)

| | | |
|---|---|---|
| 83-3512 | 60 | 35530-20 Child and youth mental health case files (CYMH) |
| 83-3645 | 19 | 35530-20 Child and youth mental health case files (CYMH) |

## QMI Child & Youth Mental Health Team 4

| | | |
|---|---|---|
| 83-3454 | 32 | 35530-20 Child and youth mental health case files (CYMH) |

## QMJ Prince Rupert Team 3

| | | |
|---|---|---|
| 83-3273 | 48 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3682 | 5 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QMK Prince Rupert Team 2

| | | |
|---|---|---|
| 83-2943 | 56 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3681 | 68 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QML Terrace Team 2

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3282 | 182 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3406 | 24 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3624 | 31 | 83100-20 Community youth justice client files |

**QMM Resources (Terrace)**

| | | |
|---|---|---|
| 83-2159 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2824 | 72 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**QMN Resource (Prince Rupert)**

| | | |
|---|---|---|
| 83-3684 | 21 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**QMO Resources (Haida Gwaii)**

| | | |
|---|---|---|
| 83-3773 | 4 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**QMP Resources (Stikine)**

| | | |
|---|---|---|
| 83-3812 | 1 | 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) |

**QMQ Resources (Kitimat)**

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-3281 | 20 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**QMV Stikine Aboriginal**

| | | |
|---|---|---|
| 83-3810 | 20 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3811 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**QMW Team 3 Guardianship (Terrace)**

| | | |
|---|---|---|
| 83-3479 | 47 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**QVA Early Services/Support Needs Children In Care (Prince George)**

| | | |
|---|---|---|
| 83-3669 | 41 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3692 | 30 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**QVD Early Services/Support Needs Children in Care (Quesnel)**

| | | |
|---|---|---|
| 83-3728 | 14 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**QWA Early Services/Support Needs Children in Care (Vanderhoof)**

| | | |
|---|---|---|
| 83-3882 | 1 | FS 30520-30 Family services client case<br>CYSN-FS 30530-20 CYSN Family services ¿ client case file formerly (FH) |

**QWC Children and Youth with Support Needs (Smithers)**

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3659 | 8 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3802 | 3 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QYA Early Services/Support Needs Children In Care (Dawson Creek)

| | | |
|---|---|---|
| 83-3649 | 8 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3727 | 4 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QYB Early Services/Support Needs Children In Care (Fort St John)

| | | |
|---|---|---|
| 83-3695 | 5 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3736 | 8 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QZA Children and Youth with Support Needs (Terrace)

| | | |
|---|---|---|
| 83-3720 | 7 | 30520-30 Family services client case files, 30530-20 Family services - persons with mental disabilities |
| 83-3775 | 4 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## QZB Children and Youth with Support Needs (Prince Rupert))

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3686 | 5 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## QZC Children and Youth with Support Needs (Kitimat)

| | | |
|---|---|---|
| 83-3740 | 4 | 30520-30 Family services case files (FS), 30530-20 Family services - persons with mental disabilities client case files |
| 83-3776 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RDB Richmond CYSN

| | | |
|---|---|---|
| 83-3825 | 5 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3826 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## REA Director of Operations (Aboriginal Services)

| | | |
|---|---|---|
| 83-2070 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RFD Joyce Street Family Services (Vancouver North)

| | | |
|---|---|---|
| 83-2075 | 84 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2171 | 212 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RFH Family Development Response Team (Vancouver North)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3701 | 2 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3702 | 138 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RFJ Pender Street Family Services (Vancouver North)

| | | |
|---|---|---|
| 83-2071 | 101 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2167 | 257 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RFK Intake and Assessment (Vancouver North)

| | | |
|---|---|---|
| 83-2072 | 18 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2168 | 452 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RFL Permanency Planning and Adoption Team 1

| | | |
|---|---|---|
| 83-2069 | 209 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2456 | 40 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2689 | 26 | Includes: adoption planning files which have been closed prior to placement ORCS 20250-20.<br><br>Memo 2022-07-22 Magdalena Allison via Sepideh Mahbobi requests accession reactivation. 2022-07-22 GM. |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2743 | 74 | 20250-30 Adoption case files (closed and completed) (AH-M) |
| 83-2956 | 10 | Includes: adoption services (AS) case files registered on the Management Information System (MIS) and adoption service case files not registered on the MIS; ORCS 20200-20 |
| 83-3843 | 2 | 20200-30 Birth parent services case files (relinquishment) |

## RFN Permanency Planning Coordinator

| | | |
|---|---|---|
| 83-3525 | 2 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RGB Youth Services (Vancouver North)

| | | |
|---|---|---|
| 83-2079 | 334 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3506 | 229 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RGE Youth Justice (Robson)

| | | |
|---|---|---|
| 83-3261 | 50 | 83100-20 Community youth justice client files |

## RGG Youth Justice (Vancouver South)

| | | |
|---|---|---|
| 83-3471 | 95 | 83100-20 Community youth justice client files |

## RGH Youth Guardianship

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3025 | 152 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3026 | 519 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3731 | 53 | 30900-20 Youth services case files (SP) |

## RGJ Youth Justice (Vancouver North)

| | | |
|---|---|---|
| 83-3204 | 90 | 83100-20 Community youth justice client files |

## RGK Youth Justice (North Shore)

| | | |
|---|---|---|
| 83-3516 | 99 | 83100-20 Community youth justice client files |

## RGT Youth Connect Team (Vancouver)

| | | |
|---|---|---|
| 83-3806 | 10 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3807 | 19 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RHB Family Services Team 1 (Vancouver South)

| | | |
|---|---|---|
| 83-2489 | 201 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2495 | 82 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### RHG Intake Team 2 (Vancouver South)

| | | |
|---|---|---|
| 83-3696 | 100 | 30520-20 AO NCM Family services assessment only and referral, client case files - no case made (NCM) |
| 83-3729 | 2 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### RHJ Family Services #2 (Vancouver South)

| | | |
|---|---|---|
| 83-2480 | 78 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2484 | 202 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### RHK Intake Team 1 (Vancouver South)

| | | |
|---|---|---|
| 83-2055 | 16 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2151 | 468 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### RHL Family Group Conferencing and Permanency Planning

| | | |
|---|---|---|
| 83-2669 | 94 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2670 | 10 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3465 | 12 | 20250-30 Adoption case files (completed) (AH-M) |

**RHR Support Need Child Services (Vancouver South)**

| | | |
|---|---|---|
| 83-3641 | 62 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**RIC Aboriginal Child and Youth Mental Health (Vancouver Coastal East)**

| | | |
|---|---|---|
| 83-3872 | 11 | CYMH 35530-20 Child and youth mental health case files |

**RIG Circle 3 Child Protection and Family Services (Maple Ridge)**

| | | |
|---|---|---|
| 83-3106 | 177 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3111 | 93 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

**RIH Circle 6 Child Protection and Family Services (Tri-Cities)**

| | | |
|---|---|---|
| 83-2969 | 49 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3021 | 181 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**RIK Indigenous Youth Team (North Fraser)**

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3866 | 1 | 30520-30 Family services case files (FS) |
| 83-3867 | 1 | 30410-20 Child services case files (CS) |

## RIN Circle 6 Child Protection and Family Services (Burnaby)

| | | |
|---|---|---|
| 83-2180 | 157 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2854 | 53 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RIO Aboriginal Permanency Planning (North Fraser)

| | | |
|---|---|---|
| 83-2101 | 168 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3020 | 25 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RIX Indigenous - Intake and Assessment

| | | |
|---|---|---|
| 83-3813 | 50 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RKA Director of Operations Residential Resources/Permanency Planning

| | | |
|---|---|---|
| 83-2795 | 5 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RKC Child Services Resources

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2570 | 143 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RKD Youth Services Resources

| | | |
|---|---|---|
| 83-2891 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2892 | 187 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RKG Resources Recruitment

| | | |
|---|---|---|
| 83-3036 | 54 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RKV Vancouver Aboriginal Child and Family Services Society Resource

| | | |
|---|---|---|
| 83-3834 | 6 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RNB Intake and Assessment

| | | |
|---|---|---|
| 83-2089 | 133 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2490 | 135 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2745 | 4 | 20250-30 Adoption case files (completed) (AH-M) |

## RNC Intake and Assessment

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2184 | 299 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2673 | 86 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3201 | 51 | 83100-20 Community youth justice client files |

### RNE Family Services (Bella Coola)

| | | |
|---|---|---|
| 83-2049 | 31 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2146 | 26 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### RNF Child and Family Services (Bella Bella)

| | | |
|---|---|---|
| 83-3041 | 7 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3042 | 5 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### RNG Child and Youth Mental Health (Bella Coola)

| | | |
|---|---|---|
| 83-2922 | 62 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### RNH Family and Youth Services

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-3746 | 37 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3747 | 24 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RNI Special Needs Child Services (Vancouver North)

| | | |
|---|---|---|
| 83-3774 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RNR Family Services

| | | |
|---|---|---|
| 83-3690 | 72 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3723 | 50 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RYB Family Services (Powell River)

| | | |
|---|---|---|
| 83-2039 | 129 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2139 | 248 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2764 | 5 | Includes:  private, under study and approved adoptions registered as AH (with a status "M") on the Managment Information system (MIS) and adoption placement and planning case files not registered on the MIS; 20250-30 |
| 83-3198 | 21 | Memo 2024-05-31 David Shively via Judith Lawson requests update to current approved schedule and retention to accomodate now files going off-site for RYB office CYJ 83100-20 Community youth justice client files. Previous Schedule 891849 ORCS 59640-20 and SO 7Y SR retention. 2024-05-31 CC. |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-3844 | 8 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) SO+1Y 29Y SR |

## RYC Family Services (Sechelt)

| | | |
|---|---|---|
| 83-2038 | 96 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2137 | 167 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2709 | 2 | Includes: ORCS 20250-20, 20250-50, 20400-20 - Records for 29 years and SR |
| 83-2763 | 6 | Includes:  private, under study and approved adoptions registered as AH (with a status "M") on the Managment Information system (MIS) and adoption placement and planning case files not registered on the MIS; 20250-30 |
| 83-3161 | 24 | 83100-20 Community youth justice client files |

## RYD Family Services (Gibsons)

| | | |
|---|---|---|
| 83-2913 | 128 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2914 | 116 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RYE Child and Youth Mental Health (Sunshine Coast)

| | | |
|---|---|---|
| 83-3435 | 21 | 35530-20 Child and youth mental health case files (CYMH) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3448 | 33 | 35530-20 Child and youth mental health case files (CYMH) |

## RYH Family Services (Pemberton)

| | | |
|---|---|---|
| 83-2979 | 83 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2980 | 58 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RYJ Child and Youth Mental Health (Powell River)

| | | |
|---|---|---|
| 83-3476 | 58 | 35530-20 Child and youth mental health case files (CYMH) |

## RYR Children and Youth with Support Needs Child Services (Powell River)

| | | |
|---|---|---|
| 83-3709 | 12 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RYU Sechelt/Gibsons Special Needs Child Services

| | | |
|---|---|---|
| 83-3789 | 4 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3790 | 9 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RZB Resources (North Shore)

| | | |
|---|---|---|
| 83-2087 | 170 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-2181 | 98 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RZC Intake (North Shore)

| | | |
|---|---|---|
| 83-3779 | 3 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3780 | 53 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RZD Integrated Intake (North Shore)

| | | |
|---|---|---|
| 83-3172 | 265 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3173 | 34 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RZE Mental Health (North Shore)

| | | |
|---|---|---|
| 83-3503 | 102 | 35530-20 Child and youth mental health case files (CYMH) |

## RZF Family Services (North Shore)

| | | |
|---|---|---|
| 83-2084 | 65 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2551 | 255 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## RZG North Shore Guardianship

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3792 | 20 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RZM Family Services (Squamish)

| | | |
|---|---|---|
| 83-2138 | 195 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2524 | 131 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2762 | 6 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3863 | 4 | 83100-20 Community youth justice client files |

## RZQ Child and Youth Mental Health (Sea to Sky)

| | | |
|---|---|---|
| 83-3499 | 51 | 35530-20 Child and youth mental health case files (CYMH) |

## RZR Children and Youth with Special Needs (North Shore)

| | | |
|---|---|---|
| 83-3574 | 37 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3575 | 23 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## RZU Children and Youth with Special Needs (Squamish)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3707 | 5 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## SFC Youth Forensic Youth Court Services (Victoria Clinic)

| | | |
|---|---|---|
| 83-3038 | 263 | 82140-20 Outpatient Client Files |

## SFD Youth Forensic Youth Court Services (Burnaby Clinic)

| | | |
|---|---|---|
| 83-3011 | 587 | 82140-20 Outpatient client files |

## SFE Youth Forensic Youth Court Services (Kamloops Clinic)

| | | |
|---|---|---|
| 83-3022 | 149 | 82140-20 Outpatient client files |

## SFF Youth Forensic Youth Court Services (Prince George Clinic)

| | | |
|---|---|---|
| 83-3027 | 260 | 82140-20 / Outpatient Client Files |

## SFQ Youth Court Services (Fraser Valley Clinic)

| | | |
|---|---|---|
| 83-3047 | 170 | 82140-20 / Outpatient Client Files |

## SFR Youth Forensic Youth Court Services (Nanaimo Clinic)

| | | |
|---|---|---|
| 83-3054 | 103 | 82140-20 / Outpatient Client Files |

## SFS Youth Forensics, Youth Custody Services (Kelowna Clinic)

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3023 | 170 | 82140-20 / Outpatient Client Files |

## SFT Youth Forensic (Vancouver)

| | | |
|---|---|---|
| 83-3135 | 89 | 82140-20 / Outpatient Client Files |

## SGA Youth Custody Centre (Burnaby)

| | | |
|---|---|---|
| 83-3270 | 162 | 83550-20 Youth custody master client files |
| 91-0069 | 468 | 83600-20 Youth custody health care client files |
| 91-0311 | 470 | 83550-20 Youth custody master client files |
| 91-0467 | 106 | 83600-20 Youth Custody health care client files |

## SNA Maples Administration

| | | |
|---|---|---|
| 83-3472 | 315 | 82120-20 Maples client files |

## VNB South Island Aboriginal Intake Team

| | | |
|---|---|---|
| 83-2954 | 274 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-2955 | 68 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## VNC Aboriginal Child and Youth Mental Health (South Island)

| | | |
|---|---|---|
| 83-3629 | 35 | 35530-20 Child and Youth Mental Health Files |
| 83-3662 | 13 | 83100-20 Community youth justice client files |

## VND Aboriginal Integrated Services (South Island)

| | | |
|---|---|---|
| 83-3500 | 78 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3618 | 91 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## VNE Aboriginal Integrated Services (Sooke)

| | | |
|---|---|---|
| 83-3174 | 53 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3175 | 13 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

## VNF Aboriginal Integrated Services (South Island)

| | | |
|---|---|---|
| 83-3548 | 114 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|

**Bold** indicates Full Retention

**STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024**

| | | |
|---|---|---|
| 83-3604 | 105 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### VNG South Island Aboriginal Integrated Services (Saanich Peninsula)

| | | |
|---|---|---|
| 83-3486 | 59 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3488 | 16 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### VSB Indigenous Child and Youth Mental Health

| | | |
|---|---|---|
| 83-3845 | 10 | 35530-20 Child and youth mental health case files (CYMH) SO+1Y 49Y SR DRAFT |

### VSC Indigenous Family Services

| | | |
|---|---|---|
| 83-2040 | 143 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2500 | 174 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

### VSD Intake/Historical Resources Placements and Indigenous Assessment and Response

| | | |
|---|---|---|
| 83-3663 | 109 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3664 | 8 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

### VTB Duncan Indigenous Services Team #1

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3635 | 190 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3636 | 107 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3880 | 1 | CYMH 35530-20 Child and youth mental health case files |

## VTC Duncan Indigenous Services Team #2

| | | |
|---|---|---|
| 83-3748 | 31 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3749 | 15 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-3858 | 7 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3859 | 2 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |

## XCF Corporate Services: Finance and Administration

| | | |
|---|---|---|
| 83-2675 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2676 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

## XDD Medical Benefits

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3632 | 77 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-3634 | 219 | 30435-20 Children with severe disabilities case files |

## XDF Autism Funding

| | | |
|---|---|---|
| 83-3621 | 525 | 30470-40 Autism case management files |

## XMG Records Operations Special Projects

| | | |
|---|---|---|
| 83-2163 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2540 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2627 | 869 | 30520-30 Family service client case files (FS), 30530-20 Family services - persons with mental disabilities client case files (CYSN-FS), 45250-30 Adult service provider case files (RE), 45250-40 Adult place of service case files (PL), 45250-50 Adult resource contract case files (CT), 30200-30 Adults with mental disabilities - client case files (MH) |
| 83-2628 | 240 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |
| 83-2923 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |
| 83-2985 | 1 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** | |
| 83-3142 | 15 | 20250-20 Adoption placement and planning case files - withdrawn (AH-C), 20250-50 Disrupted adoption case files (breakdown) (AH-C), 20400-20 Post-adoption assistance case files (AA) |
| 83-3143 | 48 | 30900-20 Youth services case files (SP) |
| 83-3144 | 21 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3146 | 4 | 20200-30 Birth parent services case files (relinquishment) (AS-M), 20600-20 Post-adoption and reunion case files (AP) |
| 83-3147 | 11 | 20200-20 Birth parent services (no relinquishment) (AS-C) |
| 83-3148 | 4 | 20200-30 Birth parent services case files (relinquishment) (AS-M), 20600-20 Post-adoption and reunion case files (AP) |
| 83-3199 | 437 | 83100-20 Community youth justice client files |
| 83-3242 | 35 | 30520-20 Family Services assessment only and referral, client case files - NO CASE MADE (NCM)(Paper files) |
| 83-3243 | 8 | Includes: 45325-20 Child Resources - Residential and Non Residential (RE) No Case Mades (NCM) |
| 83-3395 | 1 | 30520-30 Family services case files (FS), 30530-20 Family services client case files (CYSN-FS) |

**XNC Adoption and Permanency**

| OAN Number | Next Box to Use | Accession Notes |
|---|---|---|
| **Bold** indicates Full Retention | | **STARTING BOX NUMBERS ARE CURRENT AS OF 03-September-2024** |
| 83-3001 | 485 | 20250-30 Adoption case files (completed) (AH-M) |
| 83-3002 | 98 | Includes: adoption planning files which have been closed prior to placement ORCS 20250-20 |
| 83-3378 | 103 | Includes: 20330-30 Adoption reunion registry unmatched case files |
| 83-3653 | 38 | 20500-20 Private international adoption case files |
| 97-6269 | 5 | 20200-20 birth parent services case files (no relinquishment) and 20200-30 birth parent services case files (relinquishment) |

## XNR Child Welfare Branch

| | | |
|---|---|---|
| 83-3677 | 46 | 30410-20 Child services case files (CS), 45325-30 Child service provider resource case files (RE Child), 45325-40 Child place of service case files (PL Child), 45325-50 Child resource contract case files (CT Child) and/or 30470-30 Children with special needs case files (SN) |

# INFORMATION DESTRUCTION AUTHORIZATION (IDA)

## IDA #

*This is an electronic form, do not print. Fill in the required sections and press submit.*

**Purpose:** This form is used to document the onsite destruction of government information in accordance with an approved information schedule.

**Instructions:** Offices requesting destruction of records **must complete sections 1 and 2** before forwarding this form to **Information Policy and Disclosure** (IPaD). IPaD will then assign offices an IDA number and provide further instructions.

For redundant source information schedule applications complete and attach a **Digitization Process Worksheet**.

## 1. Contact for Destruction Request

| Last Name | First Name | Email Address | |
|---|---|---|---|
| Office Name | Ministry/Agency | | Phone No. (999-999-9999) |
| Office Location Address | | City/Community | Postal Code |
| Current Location Address of Boxes (if different) | | City/Community | Postal Code |
| Comments - please add any general helpful information regarding the destruction (i.e. alternative contact or special instructions) | | | |

## 2. Current Legal Custodian

| Ministry/Agency | Division/Region |
|---|---|
| Branch/District | Section/Office |
| Current Location of Information (address) | Information Created By (If different than custodian) |
| Office Contact Name and Phone Number (if different than requestor) | |

## 3. Information Identification

| Type of Information format: Digital Physical Both | | | |
|---|---|---|---|
| Descriptive Title of Information (commonly used title and/or ARCS/ORCS primary and secondary numbers and titles). | | | |
| Start Date (YYYY-MM-DD) | End Date (YYYY-MM-DD) | Volume ( MG/GB, or # of boxes) | Schedule(s) |

BRITISH COLUMBIA

# INFORMATION DESTRUCTION AUTHORIZATION (IDA)

## 4. Requesting Branch Authorization

The information identified for destruction have been reviewed and are not currently subject to any known litigation discoveries, requests for information under the *Freedom of Information and Protection of Privacy Act*, or any other related legislative requirement(s).

| Name | Title | I approve the information destruction | Date (YYYY-MM-DD) |
|---|---|---|---|
| | | | |

## 5. Ministry Approver Authorization

| Name | Title | I approve the information destruction | Date (YYYY-MM-DD) |
|---|---|---|---|
| | | | |

## 6. Confirmation of Destruction

| Name | Title | Destruction Company | Date (YYYY-MM-DD) |
|---|---|---|---|
| | | | |

| Destruction Method |
|---|
| |

Submit Save form...

# Frequently Asked Questions:
# Information Destruction Authorization Process

**On April 1, 2022, the Ministry assumed responsibility for approving the destruction of MCFD information from the Government Records Service (GRS).**

**Ministry staff will now be required to submit an Information Destruction Authorization (IDA) application directly to MCFD Information Policy and Disclosure (IPaD).**

## 1. Why did the records destruction process change?

The previous authorization process for the destruction of government information was comprised of shared approval responsibilities between Government Records Services (GRS) and ministries. Under the former process, MCFD staff submitted records destruction applications to GRS for approval.

The purpose of the service change is to increase ministry autonomy and streamline authorities for the destruction of government information according to approved information schedules. With the growing volume of physical and digital information, the new process will enable the ministry to effectively manage and dispose of information eligible for destruction.

## 2. I don't have time to learn a new process. Will the new Information Destruction Application process be much different than the previous authorization process?

The changes to the destruction authorization process are minimal. The IDA Form has been renamed and slightly modified. Instead of submitting the destruction package to GRS, you'll be submitting it to IPaD's Records Management inbox (RecordsManagement.Retrieve@gov.bc.ca). The steps for applying for and completing information destructions are similar to the former destruction process.

## 3. How do I determine if my records are eligible for destruction?

To find out if/when your records are eligible for destruction, you'll first need to determine which information schedule is associated with your records. The *Information Management Act* (IMA) requires ministries to dispose of government information in accordance with an applicable information schedule.

See the MCFD Operational Records Classification System (ORCS) page to locate the classifications for the ministry's operational records. For administrative records, visit the BC Government's Information Schedules webpage, which contains links to the Administrative Records Classification System (ARCS), and Special Schedules.

The ARCS and ORCS User Guide explains how to find out how long the records should be retained, what their final disposition will be (i.e. destruction or other disposition), and when that will take place.

## 4. What types of destructions can be completed?

You can apply for the following types of destructions:

- **Information Destruction Authorization (IDA)**:
  - Onsite destruction of physical records (e.g. paper files)
  - Digital information (e.g. LAN records, records residing in systems, and other digital storage locations
- **Redundant Source Information (RSI) Destructions**:
  - Destruction of paper files after they have been converted to digital records
  - Destruction of digital information (i.e. data and records) within systems after the information has been migrated into a new system

## 5. How do I request the destruction of information, including records/data?

To initiate a records destruction application, complete Section 1 and 2 of the IDA form and submit it to IPaD. The Destruction Coordinator will respond with further instructions, depending on the type of destruction you are requesting.

## 6. Do I have to submit an IDA request to destroy transitory information?

You do not need formal authorization to destroy transitory information, so as long as the records are not needed for a FOIPPA request, legal discovery or stored in backup systems. For assistance in identifying transitory information, see the Transitory Information Quick Tips and the Transitory Information Guide.

## 7. Where can I find more resources and training?

All MCFD-specific information destruction resources, including forms, procedures, and approved ongoing destruction applications, are located on the Records Management Procedures page on iConnect.

The Records Management Administrative Practices course, hosted by GRS Learning, has a Records Disposal Module that covers the following topics: identifying eligible records, submitting the destruction application, saving destruction authorization documents to a case file, generating file lists, completing onsite destruction, and offsite disposal.

## 8. Who do I contact to get more information?

Please direct all questions related to information destruction to Information Policy and Disclosure (RecordsManagement.Retrieve@gov.bc.ca).

***RSR-0077 MCFD — Practitioner (Worker) Client File Notes - Records Image Quality Control Standard***

***Background:***

This standard supports Ministry for Children and Family Development (MCFD) in maintaining Practitioner (Worker) client file notes in electronic form only.

MCFD requires that where information is retained in a digital format, the information is an effective record and entirely readable for audit and review purposes. Practitioner (Workers) are no longer required to retain source client notes providing they have been copied or transcribed to the Integrated Case Management System (ICM) in accordance with this standard and approval.

Client case file notes recorded in a physical notebook (Black books) can be created in a physical format and then scanned and/or transcribed into an official digital file. Where conversion occurs the physical document becomes a *redundant source record.*

Under the authority of the Redundant Source Records Schedule (206175), source records may be destroyed following conversion in accordance with the standards listed below. Source case file notes can therefore be maintained in accordance with an approved records schedule.

***Scope:***

- This standard applies to current and future case files in the series under the Children and Families Operational Classification System: ORCS (118669). Primary numbers in the series are as follows: 20000, 20200, 20250, 20400, 20500, 20600, 30400, 30410, 30500, 30520, 30530, 35500, 45200, 45300, and 45325. All case file series under these classifications contain social/case worker notes and have a final disposition of Selective Retention (SR) or Destruction (DE).

- Joni Mitchell, Archivist, Government Record Service has reviewed and approved RSR-0077

- This approval applies to all case files that are managed in ICM (implementation date: 2014-11-24)

***Business Requirements:***

- Maintain legally recognized scanned image records of source physical records
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Legally dispose of source physical records

***Standards:***

*Where Digitization (scanning) occurs:*

- Records will be complete and usable
- Records will be maintained in Adobe PDF format
- Records will be maintained in ICM

- Prior to scanning, physical records will be reviewed to ensure that full information content will be captured. (e.g. 1 sided or two sided original, folds, tears etc.)
- Records will be created using an image resolution of 300 dots per inch (DPI) or higher, or to a future government standard
- Where appropriate scanner settings will be optimised to ensure the faintest information elements of the source records are legible (e.g. hand written notes)
- Image may be Optical Character Recognized (OCR'd) as appropriate to increase search ability
- Records will be named in accordance with naming conventions established for ICM and appropriate to its informational content
- Electronic images will be quality checked against the source records to ensure business requirements of this standard are met

*Where Transcription to ICM occurs:*

- ICM Notes will be complete and usable

- Prior to transcription physical records will be reviewed to ensure that full information content will be captured in ICM
- Transcription is carried on following relevant Ministry procedures

***Approvals:***

The Ministry for Children and Family Development will at minimum comply with this image control standard when digitizing described records and that these standards meet the ongoing needs of the ministry.

Kelly MacKinnon, Director, Modelling, Analysis and Information Management Branch

May 16/2018.
Date Signed

Signature below authorizes the ongoing use of the Redundant Source Record Schedule to dispose of physical originals when replaced by an electronic copy in accordance with this standard

Beverly Qualizza, Records Officer, Social Team

May 17/2018
Date Signed

Signature below endorses that the source records scheduled for full or selective retention do not need to be retained in their original form for the purposes of archival preservation (signature not required for "DE" records).

Joni Mitchell, Archivist, GRS

May 17 2018
Date Signed

# Frequently Asked Questions:
# Managing MCFD and ICFSA Records in EDRMS Content Manager

## What is EDRMS Content Manager?

EDRMS Content Manager is the government standard records management system used by MCFD and ICFSA offices to track and manage physical records. EDRMS was implemented by MCFD in 2021 when the previous corporate records management system (CRMS) retired, and all the data migrated to EDRMS.

## When and how do I get access to EDRMS Content Manager?

You can request access to EDRMS Content Manager via the My Ministry Service Desk. Please review How to Request Access to EDRMS Content Manager for detailed instructions on requesting access for one user or for multiple users.

## When can staff start using EDRMS Content Manager?

Staff can start creating and accessing records in EDRMS Content Manager as soon as they are activated in the system by the EDRMS team.

## Can ICFSAs use EDRMS Content Manager to offsite administrative records?

EDRMS can only be used to manage government records (e.g. child service or family service files created by an MCFD office or delegated agency). Administrative records created by ICFSAs are not government records and should not be entered into EDRMS.

## Is there any training required for EDRMS Content Manager?

Before accessing EDRMS Content Manager, you will need to complete the EDRMS Content Manager End User course (4 hours) and, if applicable, the EDRMS Content Manager Information Worker course (1.5 hours). These courses are available via the Government Records Service Learning page.

> *Note: the EDRMS Content Manager courses contain information on managing both physical and electronic records. Some of the content may not be relevant as the majority of program areas are only utilizing physical records in EDRMS Content Manager at this time. Please review the MCFD EDRMS Training Pathway to determine which modules you need to complete.*

## Do I need to install EDRMS Content Manager before accessing the required training?

No, you do not need to be in EDRMS Content Manager to do the training. When accessing the training modules, you will be able to practice new skills in an interactive EDRMS environment.

Last updated: July 11, 2023
Information Policy

## How do I install EDRMS Content Manager?

Follow the steps outlined in this resource to install EDRMS Content Manager on your computer.

## Can I off-site records using EDRMS Content Manager?

Yes, you can offsite records using EDRMS Content Manager. To learn more about offsite transfer procedures using EDRMS, see the Offsite Transfer Procedure of P-Folder Checklist and the EDRMS Content Manager Disposition Processes course.

## How do I request a file transfer to another office?

To transfer files to another location, search for the file in EDRMS. Follow these instructions to send an email to EDRMS.Help@gov.bc.ca with a reference to the record that needs to be transferred.

## Can I print labels in EDRMS Content Manager?

Yes, you can print label sheets for your file folders using EDRMS Content Manager. The Folder Label Sheets section of the EDRMS CM Information Worker course contains step-by-step instructions on how to create labels.

## Where can I find more training and resources?

- GRS Learning has a selection of eLearning courses targeted to employees with records management responsibilities. The GRS Learning page also has several recorded webinars on EDRMS Content Manager hosted by the Records Management Community of Practice.
- EDRMS Content Manager Guides has an extensive collection of user tips.
- MCFD Records Management Procedures provides ministry-specific records management direction.
- Provincial Administrative Resources – Records Management provides guides, tools, links and resources to support administrative staff around the province in the areas of client records management and administrative/organizational records.

## How do I determine my user role for EDRMS Content Manager?

Here are the user roles and functions associated with each role for physical folders in EDRMS Content Manager:

| INQUIRY USER | END USER | INFORMATION WORKER |
|---|---|---|
| • Can search and view folders and documents.<br>• Can save searches.<br>• Can create User Labels. | • Can search for records and save documents.<br>• Can move documents from one folder to another.<br>• Can save searches.<br>• Can view and edit document content (depending on access applied to the record).<br>• Can add notes on documents, folders, and boxes.<br>• Can modify titles on documents.<br>• Can create User Labels.<br>• Can create Check-In Styles. | • Can search for records and save documents.<br>• Can move documents from one folder to another.<br>• Can save searches.<br>• Can view and edit document content (depending on access applied to the record).<br>• Can add notes on documents, folders, and boxes.<br>• Can modify records (i.e.: Free Text Title, Retrieval Code).<br>• Can create User Labels.<br>• Can create Check-In Styles.<br>• Can create physical folders.<br>• Can perform folder maintenance including creating offsite boxes, printing reports and labels, box maintenance, closing folders.<br>• Can add or remove records relationships.<br>• Can modify record security. |

## Who do I contact to get more information?

- Please direct all questions related to submitting EDRMS access requests, or EDRMS approver roles to MCF.Information.Policy@gov.bc.ca.
- If you have been activated in EDRMS and need help setting up EDRMS Content Manager, please reach out to EDRMS.help@gov.bc.ca for assistance.

## *RSR-0084 MCFD — Verification and Audit Unit - Records Image Quality Control Standard*

***Background:***

This standard supports Ministry for Children and Family Development (MCFD) in maintaining records related to investigation of child care program funding and overpayments in electronic form only.

MCFD requires that where information is retained in a digital format, the information is an effective record and entirely readable for audit and review purposes. Verification and Audit Unit, Financial Services Branch, will no longer be required to maintain records related to the investigation of child care program funding and overpayments in physical/paper format provided they have been copied to the Integrated Case Management System (ICM) in accordance with this standard and approval.

Documents created or received in paper form such as by courier or letter mail can be scanned to an official digital file. Where conversion occurs the physical document becomes a *redundant source record.*

Under the authority of the Redundant Source Records Schedule (206175), source records may be destroyed following conversion in accordance with the standards listed below. These records can therefore be maintained in accordance with an approved records schedule.

***Scope:***

- This standard applies to current and future records in the series under the Children and Families Operational Records Classification System (ORCS), Schedule 169600: Classification, 10500-20. This classification contains all documents related to investigation of fraud against the Child Care Subsidy program and has a final disposition of Destruction (DE).

- This approval is retro-active or applies to records created since February 1, 2017.

***Business Requirements:***

- Maintain legally recognized scanned image records of source physical records
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Legally dispose of source physical records

***Standards:***

Digitization must be carried out in accordance with these standards and any relevant Ministry procedures.

- Scan is reviewed against the original to ensure that all content is clear and legible (e.g. small written notes)
- Scan is reviewed against the original record to ensure that all content was captured. (e.g. single/double sided, folds, tears etc.)
- Scan is in Adobe PDF/A format (optional to make optical character recognized (OCR) to improve search capability)
- Scan is created using an image resolution of 300 dots per inch (DPI) or higher
- Scan is named in accordance with naming conventions established for ICM and appropriate to its informational content.

- Electronic images will be quality checked against the source records to ensure business requirements of this standard are met.

***Approvals:***

The Ministry for Children and Family Development will at minimum comply with this image control standard when digitizing described records and that these standards meet the ongoing needs of the ministry.

Kelly MacKinnon, Director, Modelling, Analysis and Information Management Branch

July 13, 2018.
Date Signed

Suarez Francisco, Manager, Verification and Audit Unit.

July 13, 2018
Date Signed

Signature below authorizes the ongoing use of the Redundant Source Record Schedule to dispose of physical originals when replaced by an electronic copy in accordance with this standard

Beverly Qualizza, Records Officer, Social Team

July 25, 2018
Date Signed

## *RSR-0083 MCFD — Procurement and Contract Management Branch - Records Image Quality Control Standard*

***Background:***

This standard supports Ministry for Children and Family Development (MCFD) in maintaining records related to procurement and contract management in electronic form only.

MCFD requires that where information is retained in a digital format, the information is an effective record and entirely readable for audit and review purposes. The Procurement and Contract Management Branch, will no longer be required to maintain records related to procurement and contract management in physical/paper format provided they have been copied to the Procurement and Contract Management Branch ARCS electronic file management LAN structure in accordance with this standard and approval. The Branch has received a legal opinion regarding wet signatures and has confirmed that the scan will continue to be a legal binding agreement. The Branch has also confirmed with their internal Finance Department that original invoices can be securely destroyed once scanned.

Documents created or received in paper form such as by courier, letter mail or fax can be scanned to an official digital file. Where conversion occurs the physical document becomes a *redundant source record.*

Under the authority of the Redundant Source Records Schedule (206175), source records may be destroyed following conversion in accordance with the standards listed below. These records can therefore be maintained in accordance with an approved records schedule.

***Scope:***

- This standard applies to current and future records in the series under the Administrative Records Classification System (ARCS), Schedule 100001, classifications: 925-20, 1070-20 and 1070-30. These classifications contain all documents related to procurement and contract management and have a final disposition of Destruction (DE).

- This approval is retro-active or applies to records created since April 1, 2018.

***Business Requirements:***

- Maintain legally recognized scanned image records of source physical records
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Legally dispose of source physical records in secure shredding bins.

***Standards:***

Digitization must be carried out in accordance with these standards and any relevant Ministry procedures.

- Scan is reviewed against the original to ensure that all content is clear and legible (e.g. small written notes)
- Scan is reviewed against the original record to ensure that all content was captured. (e.g. single/double sided)
- Scan is in Adobe PDF/A format (optional to make optical character recognized (OCR) to improve search capability)
- Scan is created using an image resolution of 300 dots per inch (DPI) or higher
- Scan is named in accordance with established naming conventions for Procurement and Contract Management Branch's ORCS/ARCS LAN structure and appropriate to its informational content.

***Approvals:***

The Ministry for Children and Family Development will at minimum comply with this image control standard when digitizing described records and that these standards meet the ongoing needs of the ministry.

Kelly MacKinnon, Director, Modelling, Analysis and Information Management Branch

July 13, 2018
Date Signed

Jonathan Dube, Executive Director, Procurement and Contract Management Branch

July 13 2018
Date Signed

Signature below authorizes the ongoing use of the Redundant Source Record Schedule to dispose of physical originals when replaced by an electronic copy in accordance with this standard

Beverly Qualizza, Records Officer, Social Team

July. 25 2018
Date Signed

## *RSR-0094 MCFD — Procurement and Contract Management - Records Image Quality Control Standard*

***Background:***

This standard supports Ministry for Children and Family Development (MCFD) in maintaining records related to procurement and contract management in electronic form only.

MCFD requires that where information is retained in a digital format, the information is an effective record and entirely readable for audit and review purposes. Offices within the Ministry of Children and Family Development, will no longer be required to maintain records related to administrative procurement and contract management in physical/paper format provided they have been digitized or received in a digital format and managed on the offices LAN structure or EDRMS in accordance with this standard and approval. The Ministry has received a legal opinion regarding wet signatures and has confirmed that the scan will continue to be a legal binding agreement. The Ministry has also confirmed with their internal Finance Department that original invoices can be securely destroyed once scanned.

Documents created or received in paper form such as by courier, letter mail or fax can be scanned to an official digital file. Where conversion occurs the physical document becomes a *redundant source record.*

Under the authority of the Redundant Source Records Schedule (206175), source records may be destroyed following conversion in accordance with the standards listed below;. These records can therefore be maintained in accordance with an approved records schedule.

***Scope:***

- This standard applies to current and future records in the series under the Administrative Records Classification System (ARCS), Schedule 100001, classifications: 925-20, 1070-20 and 1070-30. These classifications contain all documents related to procurement and contract management and have a final disposition of Destruction (DE).

- This approval is retro-active or applies to records created since April 1, 2018.

***Business Requirements:***

- Maintain legally recognized scanned image records of source physical records
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Legally dispose of source physical records in secure shredding bins.

***Standards:***

Digitization must be carried out in accordance with these standards and any relevant Ministry procedures.

- Scan is reviewed against the original to ensure that all content is clear and legible (e.g. small written notes)
- Scan is reviewed against the original record to ensure that all content was captured. (e.g. single/double sided)
- Scan is in Adobe PDF/A format (optional to make optical character recognized (OCR) to improve search capability)
- Scan is created using an image resolution of 300 pixels per inch (PPI) or higher
- Scan is named in accordance with established naming conventions for the branch that is managing the file in its' ARCS LAN structure and appropriate to its informational content.

***Approvals:***

The Ministry for Children and Family Development will at minimum comply with this image control standard when digitizing described records and that these standards meet the ongoing needs of the ministry.

Kelly McKinnon, Director, Modelling, Analysis and Information Management Branch

Dec. 27/18
Date Signed

Signature below authorizes the ongoing use of the Redundant Source Record Schedule to dispose of physical originals when replaced by an electronic copy in accordance with this standard

Patrick Klassen, Records Officer, Social Team

April 15, 2019
Date Signed

## ***RSR-0079 - Accession Case File Records - Records Image Quality Control Standard***

### ***Background:***

The Disclosure and Document Management Division of Ministry of Children and Family Development (MCF) currently own historical Accession Case Files which are classified under an approved records schedule: ARCS (Schedule 100001), classification 432-20 Accession Case Files. The approved retention schedule for these records is SO nil DE.

Under the authority of the Redundant Source Records Schedule (206175), source records may be destroyed following conversion in accordance with the standards listed below. Historical Accession Case files can therefore be maintained in accordance with an approved records schedule and filed onto the Branch Local Area Network (LAN).

### ***Scope:***

- This standard applies to the historical OPR records ARCS 432-20 Records Management - Accession Case Files since 1997
- This approval also applies to current and future records of this classification

### ***Business Requirements:***

- Maintain legally recognized scanned image records of source physical records
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Ensure ability to legally dispose of paper original records
- CRMS must be updated to reflect the destruction of the physical records and that the digital records are now held on the Disclosure and Document Management LAN

### ***Standard:***

Where Digitization (scanning) occurs:

- Records will be complete and usable
- Records will be maintained in Adobe.pdf-A format
- Prior to scanning, paper records will be reviewed to ensure that full information content will be captured. (e.g. 1 sided or two sided original, folds, tears etc.)
- Records will be created using an image resolution of 300 dots per inch (DPI) or higher, or to a future government standard
- Where appropriate scanner settings will be optimised to ensure the faintest information elements of the source records are legible (e.g. hand written notes)
- Image must be Optical Character Recognized (OCR'd) as appropriate to increase search ability
- Records will be named in accordance with naming conventions established and appropriate to its informational content
- Records will be maintained on the Branch Local Area Network (LAN)

- Electronic images will be quality checked against the source records to ensure business requirements of this standard are met

***Approvals:***

Ministry – signatures below indicate that the organization will comply with this image control standard for the stated record series and these standards meet the ongoing needs of the ministry.

Kelly MacKinnon

July 31/18

Kelly MacKinnon, Director, Modelling, Analysis and Information Management Branch

Date Signed

Government Records Service - signatures below authorize the ongoing use of the Redundant Source Record Schedule to dispose of paper originals following this image control standard (see attached, records disposal authorization).

Aug 01, 2018

Bev Qualizza, Records Officer, Government Records Service

Date Signed

# RECORDS OFF-SITE TRANSFER / DESTRUCTION REQUEST

BRITISH COLUMBIA

*This is an electronic form, do not print. Fill in the required sections and press submit. If you are not sure on how to complete this form, please select the appropriate Help [?] buttons that provide instruction. For a general overview of this process and related contact information please click here:* Overview

*MCFD instructions for ARS653 from:* MCFD Instructions *BPS Organizations Instructions:* BPS Instructions

## To Request the Following Services:

** Select the type of service you are requesting by marking the checkbox*

- ☐ Transfer records to offsite storage (requesting Accession and Application Numbers)
- ☐ Transfer records to offsite storage using Ongoing Accession Number (OAN) [?]
- ☑ Application for Destruction of Records (requesting a Record Destruction Authorization (RDA) Number)

## 1. Contact for Destruction Request

| * Last Name | * First Name | * Email Address |
|---|---|---|
| MacKinnon | Kelly | Kelly.MacKinnon@gov.bc.ca |

| * Office Name | * Ministry/Agency | * Phone No. (999-999-9999) |
|---|---|---|
| Modelling, Analysis and Information Management Br | Ministry of Children and Family Development | 778-698-5094 |

| * Office Location Address (including P.O. Box, if courier required) | * City | * Postal Code |
|---|---|---|
| 2nd Floor - 525 Superior Street | Victoria | V8V 1T7 |
| Current Location Address of Boxes (if different) | City | Postal Code |
| | | |

Comments - please add any general helpful information regarding the transfer (i.e. alternative contact or special instructions)

Submit GRS/CRO Use Only

# ARS 518

RDA # RSR-0079

# RECORDS DESTRUCTION AUTHORIZATION

**Purpose:** This form is used to document the destruction of government records in accordance with approved records schedules.

**Instructions:** Offices requesting destruction of records must complete sections 2, 3 and 4, before forwarding this form to their designated Records Officer (RO) for approval.

Each Records Destruction Authorization (RDA) submitted should be accompanied by a file list.
Requesting offices will arrange for the destruction of the records in accordance with government-wide standards.
All sections must be completed by the requesting office, before submitting the form.

**This form and related file list must be provided to the RO for approval prior to the destruction of any records**

## 2. Current Legal Custodian

| Ministry/Agency | Division/Region |
|---|---|
| Ministry of Children and Family Development | Disclosure and Document Management |
| Branch/District | Section/Office |
| | XMO |
| Current Location of Records (address)<br>2nd Floor 716 Courtney Street<br>Victoria BC<br>V8W 1C2 | Records Created By (if different than custodian) |
| Office Contact Name and Phone Number (if different than requestor)<br>Kelly MacKinnon 778-698-5094 | |

## 3. Records Identification

Type of Record Format: ○ Electronic ◉ Physical ○ Both [Definitions]

Descriptive Title of Records (commonly used title and/or ARCS/ORCS primary and secondary numbers and titles).
Or, if using the Redundant Source Records Schedule (Special Schedule 206175), please describe the project or ongoing business process.

Accession case files received in a physical format and then scanned into an official digital file and managed in the office electronic file management LAN structure.

| Start Date (YYYY-MM-DD) | End Date (YYYY-MM-DD) | Volume of Records | Schedule(s) |
|---|---|---|---|
| 1997-01-01 | | ONGOING AUTHOORITY | 206175 Redundant Source Records Schedule |

## 4. Requesting Branch Authorization

The records identified for destruction have been reviewed and are not currently subject to any known litigation discoveries, requests for information under the *Freedom of Information and Protection of Privacy Act*, or any other related legislative requirement(s).

| Name | Signature | Title | Date (YYYY-MM-DD) |
|---|---|---|---|
| Kelly MacKinnon | Kelly MacKinnon | Director, M.A.I.M. Branch | July 31/18 |

[Office Use Only]

## 5. Records Officer Authorization

| The records described may be destroyed: ○ Immediately ◉ Conditional (see comments) ○ On or After | Date (YYYY-MM-DD) |
|---|---|

Comments
Conditional on adherence to the RSR-0079 Records Image Quality Control Standard for accession case files.

| Name | ☐ I approve the destruction of these records. | Date (YYYY-MM-DD) |
|---|---|---|
| BEV QUALIZZA | | 20180801 |

## 6. Confirmation of Destruction

| Name | Title | Destruction Company | Date (YYYY-MM-DD) |
|---|---|---|---|
| | | | |

## ***Ministry Wide Image Quality Control Standard for RSR-0089***

### ***Background***

The Ministry of Children and Family Development wishes to enable Supervisors and Managers to keep digital only copies of the Branch Employee files by establishing ongoing destruction authority for physical copies upon being scanned and a digital copy saved to the Branch employee files (ARCS 1385-20).

This control standard lays out the scanning and quality assurance requirements for MCFD staff to ensure record integrity.

### ***Business Requirements***

- Maintain legally recognized digital copies of paper originals and dispose of original paper copies
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Ensure ability to legally dispose of paper original records

### ***Scope***

- This standard applies to MCFD ARCS-1385-20 Branch Employee files.
- This approval is retroactive,.

### ***Standard:***

- Records will be maintained in Adobe PDF/A format
- Records will be complete and usable.
- Prior to scanning, paper records will be reviewed to ensure that full information content will be captured. (e.g. 1 sided or two sided original, folds, tears etc.)
- Resolution of the image will be set to 300 pixels per inch (PPI) or higher
- Each digital copy will be quality checked against the paper original to ensure business requirements of this standard are met
- Image may be Optical Character Recognized (OCR'd) as appropriate to increase search ability
- Digitization will be carried on in accordance with relevant government standards

### ***Approvals:***

BRITISH COLUMBIA

**Ministry** – signature below indicates that the organization will comply with this image control standard for the stated record series and these standards meet the ongoing needs of the ministry.

Kelly MacKinnon

Kelly Mackinnon Director, Modelling, Analysis and Information Management Branch

Nov 6/18

Date Signed

**Government Records Service** - signature below authorizes the ongoing use of the Redundant Source Record Schedule to dispose of paper originals following this image control standard (see attached, records disposal authorization).

Patrick Klassen

Patrick Klassen, Records Officer for Ministry of Children and Family Development.

November 6, 2018

Date Signed

BRITISH COLUMBIA

# ***RSR-0061 XGOV – Ministry Staffing Competition Files – Records Image Quality Control Standard***

## *Background*

This standard supports ministries of the government of British Columbia in maintaining staffing competition files in electronic form only. The BC Public Service Agency requires that where information is retained in a digital format, the information is an effective record and entirely readable for audit and review purposes. Effective June 1, 2017, hiring managers are no longer required to submit competition documentation to the BC Public Service Agency to confirm a hire. Competition documentation will be collected electronically by the Agency for inquiry or audit purposes.

Competition documentation can be born digital, or can be created in a physical format to be scanned into an official digital file. Where this scanning occurs the physical document becomes a redundant source record.

Under the authority of the Redundant Source Records schedule (206175) source records may be destroyed with Hiring Manager approval following digitisation in accordance with the standards listed below and at the conclusion of the competition review period. Competition files can therefore be maintained in electronic format for the duration of the two-year retention period as required by ARCS 1665-20.

## *Scope*

- Approval is retroactive
- This standard applies to *ARCS 1665-20 Staffing competition case files* created and maintained by ministries of the government of British Columbia

## *Business Requirements*

- Maintain legally recognized and usable digital copies of source records
- Legally dispose of source records

## *Standard*

- Records will be complete and usable
- Records will be maintained in Adobe .pdf format
- Records will be maintained in a secure manner in the office record keeping system
- Prior to scanning, physical records will be reviewed to ensure that full information content will be captured. (e.g. 1 sided or two sided original, folds, tears etc.)
- Records will be created using an image resolution of 300 dots per inch (DPI) or higher, or to a future government standard
- Where appropriate scanner settings will be optimised to ensure the faintest information elements of the source records are legible (e.g. hand written notes)
- Image may be Optical Character Recognized (OCR'd) as appropriate to increase search ability
- Records will be named in accordance with a naming convention appropriate to its informational content, for example, requisition number and job title

- Electronic images will be quality checked against the source records to ensure business requirements of this standard are met

***Approvals***

Records Officer signatures below authorize ministries of the Government of British Columbia the use of the Redundant Source Record Schedule to dispose of source staffing competition documents when digitized in accordance with this standard

| | |
|---|---|
| Jeff Barber, Records Officer | June 21, 2017<br>Date Signed |
| Terrence McKenny, Records Officer | June 19, 2017<br>Date Signed |
| Richelle Wright, Records Officer | June 19, 2017<br>Date Signed |
| Trevor Youdale, Records Officer | June 19, 2017<br>Date Signed |

***RSR-100 MCFD — Motor Vehicle History Files - Records Image Quality Control Standard***

***Background:***

This standard supports Ministry for Children and Family Development (MCFD) in maintaining Motor Vehicle History files in electronic form only.

MCFD requires that where information is retained in a digital format, the information is an effective record and entirely readable for audit and review purposes. MCFD is no longer required to retain physical (paper) copies of Motor Vehicle History files provided they have been copied to a secure LAN in accordance with this standard and approval.

Documents can be received in a physical format and then scanned into an official digital file. Where conversion occurs the physical document becomes a *redundant source record.*

Under the authority of the Redundant Source Records Schedule (206175), source records may be destroyed following conversion in accordance with the standards listed below. Applications and applicable attachments can therefore be maintained in accordance with an approved records schedule.

***Scope:***

- This standard applies to current and transportation files in the series under the Administrative Classification System: ARCS (100001). Primary number: 877-20 Motor Vehicle History files.
- Files under this classification contain information relating to ministry -owned, leased, and rented modes of transportation. This includes motor vehicles (e.g., cars, vans, buses, and trucks), off-road and ancillary vehicles (e.g., golf carts, tractors, and trailers), and watercraft (e.g., boats, zodiacs, canoes, life boats, and ships). Record types include correspondence, lease and rental agreements, work orders, warranty and maintenance records, tickets, accident reports, marine radio licenses and logbooks, and ship's logs.
- 877-20 has a final disposition of Destruction (DE).
- This approval applies to all Motor Vehicle History files since January 1, 2006.

***Business Requirements:***

- Maintain legally recognized scanned image records of source physical records
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Legally dispose of source physical records

***Standards:***

*Where Digitization (scanning) occurs:*

- Records will be complete and usable
- Records will be maintained in Adobe PDF format
- Records will be maintained on the secure LAN and will be named in accordance with naming conventions appropriate to its informational content.
- Prior to scanning, physical records will be reviewed to ensure that full information content will be captured. (e.g. 1 sided or two sided original, folds, tears etc.)
- Records will be created using an image resolution of 300 pixels per inch (PPI) or higher, or to a future government standard

- Where appropriate scanner settings will be optimised to ensure the faintest information elements of the source records are legible (e.g. hand written notes)
- Image may be Optical Character Recognized (OCR'd) as appropriate to increase search ability
- Electronic images will be quality checked against the source records to ensure business requirements of this standard are met

***Approvals:***

The Ministry for Children and Family Development will at minimum comply with this image control standard when digitizing described records and that these standards meet the ongoing needs of the ministry.

for

Kelly MacKinnon, Director, Modelling, Analysis and Information Management Branch

21 MARCH 2019

Date Signed

A. T. Treloar

Jeff Treloar, Director, Assets and Facilities Management Branch

20 MARCH 2019

Date Signed

Signature below authorizes the ongoing use of the Redundant Source Record Schedule to dispose of physical originals when replaced by an electronic copy in accordance with this standard

Patrick Klassen

Patrick Klassen, Records Officer, Social Team

21ST March 2019

Date Signed

BRITISH COLUMBIA

## RSR-0112 MCFD – Research Agreement Files

### Background

This standard supports for the Ministry of Children and Family Development (MCFD) in maintaining Research Agreement Files in electronic form only.

The Strategic Policy, Research and Engagement office (XEE) provides research support to practice and policy areas and builds research partnerships with post-secondary institutions and other organizations.

MCFD requires that where information is retained in digital format, the information is an effective record and entirely readable for audit and review purposes. MCFD is no longer required to retain physical (paper) copies of Research Agreement Files provided they have been copied to a secure LAN in accordance with this standard and approval.

Documents can be received in physical format and then scanned into an official digital file. Where conversion occurs the physical document becomes a *redundant source record.*

Under the authority of the Redundant Source Records Schedule (206175), source records may be destroyed following conversion in accordance with the standards listed below. Applications and applicable attachments can therefore be maintained in accordance with an approved records schedule.

### Scope

- This standard applies to current and previous Research Agreement Files in the series under the Administrative Classification System: ARCS (100001) Primary numbers: 146-20 and 146-25
- Files under this classification contain information related to Research such as: Agreements or Contracts, Sponsored Research Agreements, and MOUs.
- The final disposition of these files is DE.
- This approval is retroactive.

### Business Requirements

- Maintain legally recognized scanned image records of source physical (paper) records.
- Maintain an appropriate image quality to meet business and ongoing record requirements
- Legally dispose of source physical (paper) records.

BRITISH COLUMBIA

***Standard:***

Where digitization (scanning) occurs:

- Records will be complete and usable.
- Records will be maintained in Adobe PDF/A format
- Records will be maintained on the secure LAN and will be named in accordance with naming conventions appropriate to the informational content.
- Prior to scanning, paper records will be reviewed to ensure that full information content will be captured. (e.g. 1 sided or two sided original, folds, tears etc.)
- Records will be created using an image resolution of 300 pixels per inch (PPI) or higher, or to a future government standard.
- Where appropriate scanner settings will be optimized to ensure the faintest information elements of the source records are legible (e.g. hand written notes)
- Image may be Optical Character Recognized (OCR'd) as appropriate to increase search ability
- Each digital copy will be quality checked against the paper original to ensure business requirements of this standard are met

***Approvals:***

The Ministry of Children and Family Development will at a minimum comply with this image control standard when digitizing described records and that these standards meet the ongoing needs of the ministry.

Kelly MacKinnon Director, Modelling, Analysis and Information Management Branch

Aug. 12/2019
Date Signed

Janet Donald, Executive Director, Policy, Legislation and Litigation Branch

Aug. 12/2019
Date Signed

Signature below authorizes the ongoing use of the Redundant Source Record Schedule to dispose of physical originals when replaced by an electronic copy in accordance with this standard.

BRITISH COLUMBIA

Patrick Klassen, Records Officer for Ministry of Children and Family Development.

August 13, 2019
Date Signed

# RECORDS OFF-SITE TRANSFER / DESTRUCTION REQUEST

BRITISH COLUMBIA

*This is an electronic form, do not print. Fill in the required sections and press submit. If you are not sure on how to complete this form, please select the appropriate Help [?] buttons that provide instruction. For a general overview of this process and related contact information please click here:* [Overview]

*MCFD instructions for ARS653 from:* [MCFD Instructions] *BPS Organizations Instructions:* [BPS Instructions]

## To Request the Following Services:

** Select the type of service you are requesting by marking the checkbox*

- ☐ Transfer records to offsite storage (requesting Accession and Application Numbers)
- ☐ Transfer records to offsite storage using Ongoing Accession Number (OAN) [?]
- ☑ Application for Destruction of Records (requesting a Record Destruction Authorization (RDA) Number)

## 1. Contact for Destruction Request

| * Last Name | * First Name | * Email Address |
|---|---|---|
| Donald | Janet | Janet.Donald@gov.bc.ca |

| * Office Name | * Ministry/Agency | * Phone No. (999-999-9999) |
|---|---|---|
| XEE Strategic Policy, Research and Engagement | MCFD | 778-698-7110 |

| * Office Location Address (including P.O. Box, if courier required) | * City | * Postal Code |
|---|---|---|
| 1st floor 525 Superior Street | Victoria | V8V 1T7 |
| Current Location Address of Boxes (if different) | City | Postal Code |
| | | |

Comments - please add any general helpful information regarding the transfer (i.e. alternative contact or special instructions)

RSR for 146-20 and 146-25 files

Submit GRS/CRO Use Only

# ARS 518

RDA # RSR-0112

# RECORDS DESTRUCTION AUTHORIZATION

**Purpose:** This form is used to document the destruction of government records in accordance with approved records schedules.

**Instructions:** Offices requesting destruction of records must complete sections 2, 3 and 4, before forwarding this form to their designated Records Officer (RO) for approval.

Each Records Destruction Authorization (RDA) submitted should be accompanied by a file list.
Requesting offices will arrange for the destruction of the records in accordance with government-wide standards.
All sections must be completed by the requesting office, before submitting the form.

**This form and related file list must be provided to the RO for approval prior to the destruction of any records**

## 2. Current Legal Custodian

| Ministry/Agency | Division/Region |
|---|---|
| MCFD | Policy and Legislation |
| Branch/District | Section/Office |
| Policy, Legislation and Litigation | Strategic Policy , Research and Engagement office |
| Current Location of Records (address) | Records Created By (if different than custodian) |
| | |
| Office Contact Name and Phone Number (if different than requestor) | |
| | |

An ARCS Cheat Sheet to assist in the classification, offsiting and destruction of common administrative records that may be collected and retained by the office manager.

| | |
|---|---|
| ARCS & ORCS User Guide | Records Off-site Transfer Request (ARS653) |
| Guidelines for Branch Employee Files | Information Destruction Authorization (IDA) Form |
| OHS ARCS Filing | Instructions for Completing the ARS653 Form |
| Records Management Guides & Learning | ARCS Online (Administrative Records Classification System) |
| EDRMS Offsite of Records | MCFD ORCS (Operational Records Classification System) |
| EDRMS Destruction of Records | |

**IMPORTANT NOTES:** MCFD Finance is Office of Primary Responsibility (OPR) for financial documents that have been sent to finance for processing (e.g., Journal Vouchers, Petty Cash, PCard, Coding Blocks, approvals for purchases etc.). Where applicable, copies of the relevant documentation, approvals and payment are retained on the client file (RE, CT, FS, CS, SP), and any additional copies are considered transitory. The financial records retained by the local office are those that are not sent to MCFD finance (e.g., prepaid ferry/gift card tracking etc.) and are classified as OPR where noted in the chart.

If offices choose to treat transitory documentation as Non-OPR, *which is not recommended*, then the documentation must be registered and classified in EDRMS as non-OPR and applications must be submitted to offsite/destroy these records, as applicable. If they are treated as transitory, these records do not need to be entered into EDRMS and there is no need to apply to destroy them—they are retained in-office only as long as there is a personal need to reference then, and then securely shredded.

**Regardless of age or retention schedule**, documents deemed OPR or Non-OPR must be registered in EDRMS. Once registered, the ARS653 must be completed to request approval for transfer to offsite, or the Information Destruction Authorization (IDA) Form must be completed to request approval for destruction.

Records retained electronically on the LAN do not need to be registered in EDRMS, but are classified, retained, and managed according to the same schedules as physical versions of the same.

| DOCUMENT | ARCS | ORCS | OPR | Non-OPR | Transitory Conv Copy Only | Retention | Notes |
|---|---|---|---|---|---|---|---|
| Cell Phone Tracking - Youth/Client | 100-05 | | ✓ | | | SO nil DE | SO = when no longer required for reference purposes; recommended retention: 90 days after completion of services |
| Boardroom/Visit Room Booking Calendars | 100-30 | | ✓ | | | SO nil DE | SO = when no longer required for reference purposes Paper copies need to be registered in EDRMS. If retained electronically these do not need to be printed--if printed, these copies are transitory and not retained |
| Day Timers/Appointment Books | 100-30 | | ✓ | | | SO nil DE | SO = when no longer required for reference purposes; must not contain any case notes or records of decision that have not been copied or transcribed to the client file. Calendars printed from Outlook are transitory and not classified or retained |
| Local Office Meeting Minutes | 102-20 | | ✓ | | | CY+2y nil DE | General office/staff meetings will generally not be documenting decisions and therefore minutes/agendas are not required. However, IF they are kept, only the chair would register the file (not participants/attendees receiving a copy). Separate folder for each meeting type, i.e., general, admin, etc. |

| DOCUMENT | ARCS | ORCS | OPR | Non-OPR | Transitory Conv Copy Only | Retention | Notes |
|---|---|---|---|---|---|---|---|
| Committee Files | 200-20 | | ✓ | | | SO 7y SR | SO = when committee is no longer active and/or file/volume has been closed for one year. Chair responsible for the committee retains and registers the file, not participants/attendees |
| Conference and Events | 220-20 | | ✓ | | | CY+2y nil DE | |
| OHS Committee Meetings | 200-20 | | ✓ | | | SO 7y SR | Only the Chair retains and registers the file, not participants/attendees |
| Offsite/Accession Documentation | 432-20 | | ✓* | ✓* | | SO nil DE | SO = when no longer required for reference purposes. *OPR pre-2009 is the district office, post-2009 is Non-OPR - offsiting paperwork is available from GRS. |
| Destruction Documentation | 432-30 | | | ✓* | ✓ | SO nil DE | SO = when no longer required for reference purposes. *OPR = DDM; offices copies are deemed transitory; if offices choose to register and retain, register as Non-OPR |
| Client Risk Assessment Discussion Sheets | 450-30 | | ✓ | | | SO+1y nil DE | SO = upon project completion or cancellation, resolution of issue, or provision of information, whichever is relevant |
| Fleet Vehicle Sign-Out Logs | 470-03 | | ✓ | | | CY+1y nil DE | |
| Office Alarm Codes | 470-03 | | ✓ | | | CY+1y nil DE | |
| Office Sign In/Out Sheets | 470-03 | | ✓ | | | CY+1y nil DE | Optional visitor logs created for OSH purposes only; see ORCS 144823/83150-15 for Youth Justice logs |
| Office/Building Access Cards | 470-03 | | ✓ | | | CY+1y nil DE | |
| Parking Passes | 470-03 | | ✓ | | | CY+1y nil DE | |
| Purchase Document (P-Doc) Books | 925-20 | | | ✓ | | SO nil DE | SO = when no longer required for reference purposes; all relevant copies have been filed on client files |
| Public Money Received Transmittal Documents | 935-20 | | ✓* | | | FY+1y 6y DE | *only if documentation is not retained on an open client file; if there is no open client file, register and retain as OPR |
| Ferry Card Tracking | 940-20 | | ✓ | | | FY+1y 6y DE | |
| Gift Card Tracking | 940-20 | | ✓ | | | FY+1y 6y DE | |
| Reconciliation: ODP (Imprest Cheque) | 940-20 | | | ✓ | | SO nil DE | SO = when no longer required for reference purposes; FASB is OPR of the scanned/emailed copy |
| Reconciliation: Manual Cheque | 940-20 | | | ✓ | | SO nil DE | FASB is OPR, printing the electronic reconciliation log is not required--if a copy is printed, register as non-OPR: SO = when no longer required for reference purposes |
| ODP/Imprest Cheque Inventory Release | 1050-09 | | ✓ | | | FY+1y 6y DE | Signed yellow copy retained and filed with the ODP/Imprest Cheque Stubs & Cheque Register |
| ODP/Imprest Cheque Register | 1050-09 | | ✓ | | | FY+1y 6y DE | Retained and filed with the ODP/Imprest Cheque Stubs & Inventory Release |
| ODP/Imprest Cheque Stubs | 1050-09 | | ✓ | | | FY+1y 6y DE | Retained and filed with the ODP/Imprest Cheque Register & Inventory Release |
| iExpense Envelopes | 1240-20 | | ✓* | | ✓* | FY+1y 6y DE | *OPR pre-July 2016 is the district office, post-July 2016 is retained by the employee until the claim is paid and is not retained or registered in EDRMS |

| DOCUMENT | ARCS | ORCS | OPR | Non-OPR | Transitory Conv Copy Only | Retention | Notes |
|---|---|---|---|---|---|---|---|
| Employee File - Employee Name | 1385-20 | | ✓ | | | SO nil DE | SO = when employee resigns, retires or leaves branch, official record is held by PSA. Employee files are optional to create, they can be retained electronically, and are not transferred to new supervisor |
| OHS Inspection Files | 1560-06 | | ✓ | | | SO 7y DE | SO = Upon conclusion of inspection and if relevant, upon implementation of corrective measures |
| OHS Incident Reports - Employee Surname | 1560-20 | | ✓ | | | SO 7y DE | SO = Upon adjudication of claim by WorkSafe BC, and if relevant, upon implementation of corrective measures |
| Consent for Criminal Record Check (CRR011) - Employee | 1665-04 | | ✓ | | | CY 5y DE | Due to retention requirements, this document is retained separately from the Employee File |
| Competition File - REQ# | 1665-20 | | ✓ | | | SO+2y nil DE | Can be physical or electronic |
| Adoption Inquiries (118669) | | 20000-02 | | | | CY+1Y nil DE | Information requests only where no adoption application is submitted, and there is no SR or AH file opened. Filed alphabetically by surname and chronologically |
| PCCs - Private Adoption Agencies (118669) | | 20700-02 | ✓ | | | SO+2Y 4y DE | SO = when search request is completed. One EDRMS registration per box, all names listed in comments |
| Youth Justice/Probation Sign In/Sign Out Logs (144823) | | 83150-15 | ✓* | | | CY+2y nil DE | *Separate YJ sign in/out logs are not to be kept: all reporting information is retained in the YJ file. Any old YJ tracking logs may be classified under noted ORCS schedule, but moving forward this practice should be discontinued; visitor sign in/out (including YJ clients) is retained only on a generic office sign in/out list under 470-03, which are optional to create |
| Phone Call Message Logbooks (118669) | | 30000-02 | ✓ | | | CY+1Y nil DE | Logbook = carbon copy running record of all calls retained in a tracking book; individual call record slips are not retained |
| Asset Disposal Report (ADR) | | | | | ✓ | | |
| Black Books, Notebooks, Diaries (Social Worker) | | | | | ✓ | | https://intranet.gov.bc.ca/assets/download/58DBE5F9FE6B467383DBE2B93CCB5167&filename=procedures_for_handling_black_books_notebooks_diaries.pdf |
| BLJC (WSI) Building Maintenance Requests | | | | | ✓ | | OPR = BLJC |
| Bus Pass/Ticket Invoices/Coding Blocks | | | | | ✓ | | OPR = finance, copy on client file |
| Contracts (General Service Agreements/Corporate Supply Arrangements) | | | | | ✓ | | OPR = finance, copy as appropriate to client file |
| COVID Employee Risk Assessment Tracking | | | | | ✓ | | Transitory and retained only for the current day |
| Delegation of Authority Authorization | | 30450-20* | | ✓* | ✓ | SO+5y nil DE | OPR = Delegation Management System; copies sent to workers and district offices are transitory and retained only while the social worker is at that location. *If offices choose to register the letters, retain as non-OPR ORCS 30450-20, but is not required. SO = when employee is no longer delegated with MCFD |
| Denning Management | | | | | ✓ | | OPR = finance, copy on client file |
| Dye & Durham | | | | | ✓ | | OPR = finance, copy on client file |

| DOCUMENT | ARCS | ORCS | OPR | Non-OPR | Transitory Conv Copy Only | Retention | Notes |
|---|---|---|---|---|---|---|---|
| Employee Access - Employee Name | | | | | ✓ | | OPR = Security Team, copies do not need to be retained. If kept, should be placed on employee working file |
| Employee Cell Phone Bills | | | | | ✓ | | |
| Expense Signing Authority Request (ESAR) | | | | | ✓ | | OPR = CSAS; if copies are kept, may be placed on employee working file 1385-20, but not required |
| Employee ID (copy) | | | | | ✓ | | Optional to retain, if kept should be placed on employee working file 1385-20 |
| Employee ID (request) | | | | | ✓ | | OPR = CITZ (BC Mail Plus) |
| File Retrieval/Return Documentation | | | | | ✓ | | |
| Fuel/Gas Receipts/Fuel Reconciliation Reports/Fleet Vehicle Mileage Logs | | | | | ✓ | | OPR = AFMB, recommended retention: 60 days from date of submission |
| GILR - General Incident Loss Report/Privacy Breach/Information Incidents | | | | | ✓ | | OPR is Security, recommended retention: 90 days from date of submission |
| Intake Tracking Sheets | | | | | ✓ | | |
| Miscellaneous Invoices | | | | | ✓ | | OPR = finance, copy on client file if applicable |
| ODP Cancelled/Voided Cheques | | | | | ✓ | | OPR = finance, copy on client file |
| Office Supplies | | | | | ✓ | | OPR = finance |
| Petty Cash Reconciliation/Replenishment | | | | | ✓ | | OPR = finance |
| Purchase Card Reconciliation | | | | | ✓ | | OPR = finance |
| Shred-It Invoices/Receipts | | | | | ✓ | | OPR = finance |
| Taxi Bill/Receipts | | | | | ✓ | | OPR = finance, copy on client file or employee file if applicable |

*Did you find a broken link or error? Contact MCF.Adminmanual@gov.bc.ca and quote form RM0013*

# Practice Guidelines for Restriction

This guide provides restricted records categories for the following situations:

## Active litigation

| | |
|---|---|
| objective of restriction: | reduce/narrow access by otherwise authorized employees |
| restrict (records or files) in all media: | all involved records or files |
| restriction expires when: | litigation is complete |
| file restriction log in: | litigation case file |

## Client at risk of domestic violence or other threat – individual/client safety

| | |
|---|---|
| objective of restriction: | minimize exposure/protect **location** of a vulnerable individual. |
| restrict (records or files) in all media: | all identity and contact (address, phone, etc.) records. |
| restriction expires when: | when threat of harm has been confirmed as no longer current or applicable<br>*In ICM, contacts cannot be restricted, practice must be that no location information is ever disclosed to a client during validation/confirmation process (i.e. individual must state their address, vs. worker prompting them "did you live at….")* |
| file restriction log in: | restricted records administration file |

## Client possible perception of bias or compromised confidentiality

| | |
|---|---|
| objective of restriction: | prevent access by **the employee** to otherwise authorized records |
| restrict (records or files) in all media: | service records of client to which the employee who knows or is known to the client would normally have access. |
| restriction expires when: | employee is no longer employed in the position having access to file type or service is no longer being received by the client |
| file restriction log in: | restricted records administration file for each program |

***NOTE: A record is <u>NOT</u> to be restricted simply because an individual is known to the employee. The criteria for heightened sensitivity <u>and</u> expectation of harm must be met.**

**(Benefit) client under investigation** (e.g. Child and Youth with Special Needs or fraud investigation). NOTE: Does not include Child and Family Services investigations.

| | |
|---|---|
| objective of restriction: | reduce/narrow access by otherwise authorized employees |
| restrict (records or files) in all media: | case file(s) |
| restriction expires when: | fraud investigation complete *plus thirty calendar days*. If an outcome requires ongoing restriction, restriction expires when that need has lapsed. |
| file restriction log in: | fraud investigation administrative file. Privacy caution: in ICM, audit trail will show investigator on case team. |

# Practice Guidelines for Restriction

**CYMH—individual/parent does not consent to services unless access is restricted / confidentiality is assured**

| | |
|---|---|
| objective of restriction: | prevent access by **an employee** to otherwise authorized records. |
| restrict (records or files) in all media: | Enter in the Electronic Document and Records Management System (EDRMS). Revert to physical file procedures. |
| restriction expires when: | consent to disclosure is obtained the from client. Un-restrict record in EDRMS and enter record into CRIS. |
| file restriction log in: | case file |

**Employee (including regular, part-time, co-op, contracted) or immediate family member in receipt of services**

| | |
|---|---|
| objective of restriction: | prevent access to otherwise authorized records of the employee or their immediate family members. |
| restrict (records or files) in all media: | all service records of employee and all immediate family members to which employee would normally have access. |
| restriction expires when: | employee is no longer employed in the position having access to file type; or service is no longer being received (Note: Also see process for MCFD employee formerly in care). |
| file restriction log in: | restricted records administration file for each program |

***NOTE: A record is <u>NOT</u> to be restricted simply because an individual is known to the employee; the criteria for heightened sensitivity <u>and</u> expectation of harm must be met.**

**Employee reduced authority** (as result of investigation, loss of delegation, etc.)

| | |
|---|---|
| objective of restriction: | prevent access by an employee to otherwise authorized records |
| restrict (records or files) in all media: | **Remove all access/suspend user id (systems)** / manage access (physical records). |
| restriction expires when: | purpose of restriction no longer applicable. Reinstate access if applicable. |
| file restriction log in: | employee's personnel file |

**MCFD employee formerly in care**

| | |
|---|---|
| objective of restriction: | Reduce/narrow access to otherwise authorized records of the employee |
| restrict (records or files) in all media: | CS and AYA (SP) records of employee and to which other employees would normally have access. |
| restriction expires when: | employee is no longer actively employed with MCFD |
| file restriction log in: | restricted records administration file managed by the Information Policy and Disclosure (IPaD) team. |

# Practice Guidelines for Restriction

**Employee under internal investigation**

| | |
|---|---|
| objective of restriction: | restrict records or files worked on by or referencing the employee |
| restrict (records or files) in all media: | *only where ongoing access by others would impede or reveal the subject of investigation.* All involved records or files. |
| restriction expires when: | investigation has been completed. If an outcome requires ongoing restriction, then until that need has lapsed. |
| file restriction log in: | employee's personnel file. Privacy caution: NEVER file employee investigation material on client(s) file(s). |

**Currently in the media or other increased sensitivity situation** (e.g. director's case review)

| | |
|---|---|
| objective of restriction: | reduce/narrow access by otherwise authorized employees |
| restrict (records or files) in all media: | relevant case file |
| restriction expires when: | there has been no significant activity or attention in previous 12 months |
| file restriction log in: | record or case file |

**Other/Not in guideline**

The authorized position can consult with the Information Policy and Disclosure (IPaD) team if further guidance is needed: RecordsManagement.Retrieve@gov.bc.ca.

| Policy: MCFD Corporate Policy: Retaining Copies of Identification | |
|---|---|
| **Effective Date of Policy: June 1, 2018** | **Amendment Date of Policy:** |

**Policy Statement**

Ministry of Children and Family Development (MCFD) and Delegated Aboriginal Agency (DAA) practitioners must only collect the minimum amount of personal information necessary to initiate criminal record checks on prospective caregivers.

It is not necessary for practitioners to record information or to retain photocopies of identification to initiate or perform criminal record checks. Instead, practitioners should only examine an individual's identification to confirm identity and not record any information or retain a copy of any identification. Unnecessary collection of personal information leads to an increased potential for harm such as identity theft from misuse or unauthorized disclosure of this information.

**Outcomes**

- MCFD and DAA practitioners have clear direction about expectations regarding recording and retaining personal information from identification.
- MCFD and DAA are compliant with the *Freedom of Information and Protection of Privacy Act* (FIPPA).
- The privacy of contracted caregivers is respected and their personal information is protected.

**Standards**

1. Limit collection of personal information to only what is necessary and to which you are authorized to collect compliant with the *FIPPA*.
2. Examine an individual's valid identification to confirm their identity but not record any information or retain a copy of any identification.
3. When you examine an individual's identification:
    a. Confirm the identification is valid
    b. Confirm their identity against the photo.
    c. Ensure all information on the identification matches that which was provided on the form: e.g. name, birthdate, mailing address.
    d. Do not photocopy or record any information from the identification.

For questions about this policy, use, collection or retention of personal information contact MCF.PrivacyImpactAssessment@gov.bc.ca.

| Policy: MCFD Retaining Child in Care Identification Policy | |
|---|---|
| **Effective Date of Policy: July 1, 2019** | **Amendment Date of Policy: September 14, 2022** |

**Policy Statement**

This policy ensures Ministry of Children and Family Development (MCFD) and Indigenous Child and Family Service Agency (ICFSA) workers have clear direction regarding the requirements for management and retention of identification for children and youth in care.

**Outcomes**

- MCFD and ICFSA workers have clear direction about expectations regarding recording and retaining identification.
- MCFD and ICFSA are compliant with the *Freedom of Information and Protection of Privacy Act* (FOIPPA).
- The privacy of children and youth in care is respected and their personal information is protected.

**Standards**

1. If a child/youth does not have appropriate identification workers will ensure that applications are made to obtain the required identification.
2. Copies of identification will be scanned and attached to the CS Case in ICM for verification of identity and safety purposes.
3. As required, the child/youth's original identification will be provided to the person assuming care of the child/youth. All original identification must be returned to the worker when the person is no longer providing care.
4. MCFD will only retain original copies of child/youth's identification while the Child Service (CS) file is open.
5. All original identification will be released to the child's parent or the youth when the child/youth leaves care and the CS file is closed.

For questions about this policy, use, collection or retention of personal information contact MCF.Information.Policy@gov.bc.ca.

Additional Resources: Children and Youth in Care Policies - Chapter 5 and Resource Work Policies - Chapter 8

Ministry of Children and Family Development

# USB Keys Should Not Be Used

**Information Management Guideline**

Effective date: May, 2018

Replaces USB Keys and Sensitive Information July 2011

## Do not use USB Keys for transporting, sharing or storing government information unless absolutely necessary

USB keys (aka thumb drives flash drives or memory sticks) are not to be used unless absolutely necessary. Risk of loss or theft is high and could be a serious breach. Government issued computers (laptops and tablets) DTS and Remote Desktop Connection with VPN all provide secure data encryption and are the preferred methods for working outside the workplace with government information. Another acceptable option is the authorized encryption process found in the e-Communications Information Management Guideline.

## You Must Use an Encrypted USB Key

If the use of a USB key is deemed necessary, then an encrypted USB key must be used.

Go to the Distribution Centre Victoria - Flash Drives for the catalogue of approved USB keys. Note the requirements and constraints in the description. Follow same local processes for ordering other office products or stationery.

## Wipe the USB after Transport or Sharing

Government information transported or shared must be wiped from the USB Key using the format command.

## Preventing Loss or Theft

- Use the lowest storage capacity device to meet your needs.
- Lock up USB keys when not in use.
- Do not use USBs to store records but only for transport.
- Track content which is temporarily stored on your USB key.
- Keep track of password and the link to USB (do not label USB with the password).
- Do not share your password for your temporary use of the USB.
- Ensure that there is inventory tracking of USB Keys in your area.
- Erase ALL content securely by using the Format command.
- Return securely erased USB keys to your management.
- Follow local office procedures for IT asset disposal if no longer required.

## What to Do in Case of Loss or Theft

Report immediately any loss or theft by following the prescribed Information Incident Management Process including internal ministry steps.

# Ministry of Children and Family Development

## File Naming Convention Standards

1. Keep file names short, but meaningful.

2. Avoid unnecessary repetition and redundancy in file names and file paths.

3. Use capital letters or spaces to define words, avoid underscores.

4. When including a number in a file name always give it as a two-digit number, i.e. 01-99, unless it is a year or another number with more than two digits.

5. If using a date in the file name always state the date using four digit years, two digit months and two digit days: YYYYMMDD or YYYYMM, OR alphanumerically YYYYMMMDD or YYYYMMM (2020Apr03 or 2020Apr).

6. When including personal names give the Family Name first followed by the First Name, capitalizing only the first characters of each name.

7. Avoid using common words such as 'draft' or 'letter' at the start of file names. **Only the final version should be attached in ICM.**

8. The version number of a record should be indicated in its file name by the inclusion of 'V' followed by the version number or "D", where applicable for Draft. **Only the final version should be attached in ICM.**

9. The file names of records relating to recurring events should include the date and a description of the event, except where the inclusion of any of either of these elements would be incompatible with rule 2.

10. The file names of correspondence should include the name of the writer, an indication of the subject, and date of correspondence, except where the inclusion of any of these elements would be incompatible with rule 2.

11. The file name of an electronic attachment should include the name of the writer, an indication of the subject, the date of the correspondence, and an indication of the number of attachments sent with the covering email, except where the inclusion of any of these elements would be incompatible with rule 2. Attachment should be a clear subject and date.

12. Avoid using non-alphanumeric and symbol characters in file names.

13. Naming Conventions for attachments should indicated what type of document it is, such as Dr Know Assessment 2012Mar or ABC Company Assessment 2012Apr or Interview Smith Jane 2012Apr16. We shouldn't be too specific as in Abuse Interview with Jane 2012Apr05. We should ensure that staff accurately identify, but ensure privacy to client.

14. Worker Notes should identify the Services provided and the date; example of services would be CP/FGC/Interview/EFP, etc.

# Records Management – Portable Media

## In Scope:

Includes portable media (e.g. DVD, CD etc.) used to temporarily transport information to another system, format, or medium, for access, storage, and preservation purposes. The record must be a one-time or individual record and not part of a project or ongoing business process.

EXAMPLE: A file contains a CD with photos on it. It has been verified that the photos were printed and appended to the official file (or electronically uploaded to a case management system). The CD can be securely destroyed following the process in the Corporate Supply Arrangement.

## Out of Scope:

Does not include conversion and destruction for media used for distinct long-term business practice. These types of records must be dealt with on a case by case basis and require an Authorization to Destroy Information After Digitization Form (ARS667).

## Directions:

In scope records that are temporarily saved on portable media can be securely destroyed once it has been confirmed the information is complete and was appended to the official file (physical or case management system). Prior to destruction ensure quality assurance standards are met: verify that the copy is complete and that the record is a residual copy and not unique. In scope records fall under the Redundant Source Information Schedule and an ARS667 Form is **not** required. Secure destruction is managed through the government Corporate Supply Arrangement for secure destruction of portable media.

The official file must also include documentation around the destruction itself (e.g. the type of portable media, when it was destroyed, who verified the information was complete, and who initiated and managed the destruction process). This information can also be managed in a separate folder on the LAN (or a physical file can be created) and classified under ARCS 432-30 – Records Management – Destruction Case Files; the retention period is CY+30y DE.

NOTE: in 2018 the Ministry issued an Information Management Guideline that advised ministry staff to not use USB Keys for transporting, sharing or storing government information unless absolutely necessary.

If you have any questions regarding use of portable media please contact MCF.InformationPolicy@gov.bc.ca.

## RESOURCES:

Information Management Guideline: USB Keys Should Not Be Used
https://intranet.gov.bc.ca/assets/download/E498DFC18EF3485782124B9520003BA5&filename=usbkeys.pdf

Corporate Supply Arrangement for secure destruction of portable media:
https://www2.gov.bc.ca/gov/content/bc-procurement-resources/buy-for-government/goods-and-services-catalogue/asset-recovery-disposal

Redundant Source Information Schedule:
https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/records-management/information-schedules/special-schedules/redundant-source-records

Redundant Source Information user guide:
https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/services-policies-for-government/information-management-technology/records-management/guides/rsruserguide.pdf

Transitory Records Schedule:
https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/records-management/information-schedules/special-schedules/transitory-records

# Ministry Physical Records Storage Area Requirements

Purpose:

These guidelines are designed to assist Ministry staff establish a designated records storage area or central file room.

Background:

Offices are responsible to ensure that records eligible for offsiting and destruction are dealt with and to ensure the security obligation for the privacy of government records which include client information are complied with.

As programs or offices evolve, co-locate or re-locate comes the need to clean up existing file rooms or create a central file room, and the records storage requirements. Government legislation, Core Policy and Procedures, security and privacy for government records policies for both administrative and operational, specifically records containing personal information, requires an enclosed and secured record storage areas in offices.

Requirement:

Offices should apply the following to comply with the minimum standard for on-site storage of government records as required in Core Policy, Section 15. Specifically ministry offices are required to ensure the security, integrity and confidentiality of client files.

Facilities, equipment, and material must be clean, safe and secure from fire, theft, unauthorized access, or other hazards or disturbances in accordance with criteria described in these guidelines:

- The area's floor load capacity must be sufficient to bear the weight of densely stored records.
- The building must ensure against all risks vulnerabilities to fire, toxic or harmful chemicals, explosions, flooding, electric or magnetic fields or any other hazards that could potentially damage or jeopardize the preservation of records in various media or cause injury or harm to people.
- Storage areas must be free of internal hazards such as flammable finishes or furnishings, chemicals, electrical plants, overhead pipes (other than fire suppression systems) and other unnecessary plumbing.
- Personnel records should be stored separately in a locked cabinet due to the sensitivity of the documents.
- Client records should be stored in a secure room. This room should be locked each night and not be accessible by janitorial staff or the public. Files must be stored in secure cabinets or shelving units, and standard record storage boxes for off-siting. Ensure that off-siting and/or destruction activities are done on a regular basis and requests are submitted for approval on a timely basis.
- Client related documents or files must not be left accessible at workstations overnight and all documents should be secured in client files not left loose to ensure loss of documentation does not occur.
- Physical records or files are customarily not to be removed from the office. If a worker cannot, however, function without the physical files they are not to be left inside a vehicle or any other unsecured area. Records or files could be stored locked in the trunk of a car or otherwise in a locked, secured location.

# MCFD Managing Access to Records through Restriction Policy

| | |
|---|---|
| MCFD Core Policy | |
| Effective Date | June 2012 |
| Amendment Date | June 2024 |
| Last Review Date: | |

## A: Policy

This policy provides requirements for record restriction and guidance for employees on specific application of restrictions, detailed instructions on documentation, and record management procedures. Authorized Positions will manage restrictions in compliance with this policy.

1. Restriction must be applied to records, in the control of the ministry, where there is heightened sensitivity and a risk of harm (see Section C.2 (c) and (d)).
2. Staff must identify instances where restriction might apply and promptly notify the Authorized Position.
3. The Authorized Position must assess the criteria for restriction in accordance with Section C.2 (c) and (d) and the Restricted Records Guideline.
4. When the criteria for restriction is met, the restriction must be applied to all media and instances of the record(s).
5. The nature of a restriction must be documented as evidence for action taken.
6. Access to restricted records, in all formats, must only be accessible to a limited group of persons.
7. Restrictions must be monitored, at minimum every 6 months.
8. Restrictions must be promptly removed from all media upon expiry.
9. Records with an active restriction cannot be sent offsite.
10. If restriction is compromised, immediately follow the information incident management procedures.

## B: Procedures

1. Identify records for restriction
2. Assess restriction
3. Set restriction in ICM
4. Set restriction on other records (e.g. CRIS)
5. Manage restricted records
6. Monitor restriction

# C: Procedures | Detailed

1. Identify records for restriction

(a) An employee shall notify an Authorized Position if they feel a record should be restricted and provide the reason for restriction.

2. Assess restriction

(a) An Authorized Position must assess if a record meets the restriction criteria.

(b) A record is to be restricted if the record is deemed to have both heightened sensitivity, and there is a reasonable expectation of harm to the individual the information is about. A historical record of a current Ministry of Children and Family Development (MCFD) employee formerly in care, or in an out of care status, may be restricted without applying this assessment.

(c) A record is deemed to have heightened sensitivity if:

(i) information contained in the record involves or relates to an individual or employee (i.e. the individual is named or clearly associated to the instance, or, is personally known to the employee (e.g. self, neighbour, friend, acquaintance, relative including child, etc.), or

(ii) information is high profile (i.e. information is about an instance or individual in the public eye (e.g. death of a child in care, a minister or other elected or appointed official or their immediate relative, etc. and is likely to generate employee interest))

(d) The risk or reasonable presumption of harm includes:

(i) employee conflict of interest or possible bias or individual perception of bias , loss of service, not accepting voluntary but critical service (e.g. mental health), or loss or unreasonable invasion of privacy.

(e) See the Restricted Records Guideline for instructions warranting restriction and additional information.

3. Set restriction in ICM

(a) If the record is in ICM the Authorised Position will:

(i) Confirm that Authorized Position is not among those users to be restricted from access. If Authorized Position should also be restricted, reassign ownership of the record accordingly.

(ii) Select the “restricted” check box to change the status of the record to restricted.

(iii) Document nature of restriction in ICM in accordance with the Restricted Records Guideline.

(iv) Set review date (maximum 6 months from date of restriction).

(b) Once a record is restricted in ICM only team leaders (and above), the office manager, and users who are assigned to the record in ICM, will have access to view the record once restricted.

4. Set restriction on other records (e.g. CRIS):

(a) Remove the record from current system (e.g. CRIS) if applicable.

(b) Enter the record into EDRMS for tracking.

(i) Enter the client’s first and last name in the title field in EDRMS

(c) Maintain a tracking log (include restriction expiry dates – 6 month maximum) and document the nature of restriction

(d) Manage the record in physical format in accordance with Section C.5.

(e) If restriction impacts another program or system, the Authorized Position setting the restriction is required to notify them of the restriction.

5. Manage restricted records

(a) Physical records must be stored in a secure locked filing cabinet separate from non-restricted records.

(b) Digital records outside of a case management system (e.g. stored on the LAN) will be printed and managed in accordance with the physical file procedures or the LAN folder must be secured.

(c) Access to locked filing cabinets or secure LAN folders housing restricted records must be limited and managed by the Authorized Position.

6. Monitor restriction

(a) Monitor every 6 months at minimum:

(i) reassign ownership if required.

(ii) remove inactive team members where access is no longer required.

(iii) evaluate if restriction is still required.

(b) Promptly remove restriction status or flag and return records to original location when restriction is no longer applicable

(c) Once records are no longer marked as restricted they can be sent offsite (if eligible)

(d) If you are unsure on eligibility for removal of a restriction contact the Ministry Privacy Officer

## D: Related Resources

| Type of Resource | Resource |
|---|---|
| Website Link | Restricted Records Guideline |
| Website Link | Information Incident Process |
| Website Link | Restricting Records Q&A |

## E: Table of Changes

| Amendment Date | Cliff # | Section | Change Type | Notes |
|---|---|---|---|---|
| June 2019 | | all | am | Convert to new policy template and clarify filing procedures |
| September 2021 | | | am | Updated references to CRMS to EDRMS |
| June 2024 | | C.2.b and F | am | Include information for current employee restrictions |

Change Type

**am** = text amended or changed

**del** = text deleted

**new** = new section added

## F: Glossary

| Term | Definition |
|---|---|
| Authorized Position | Team Leader, Office Manager, or authorized Records Advisor/Technician. |
| Record | Includes files, documentation, and other information |

## G: List of Acronyms

| Acronym in Policy | Full Term |
|---|---|
| ICM | Integrated Case Management |
| CRIS | Community and Residential Information System |
| EDRMS | Enterprise Document and Records Management System |

## H: Metadata

| | |
|---|---|
| Description | Access to personal information, in control of the ministry, is managed to ensure protection of privacy where there is heightened sensitivity and there is a reasonable expectation of harm to the individual the information is about. |
| Keywords | Restricted records policy, restricted files, confidential records. |
| Synonyms | Controlled, regulated. |

## Ministry of Children and Family Development
### Disaster Planning: Preventing Physical Records from Water Damage

**It is much easier to prevent disasters than it is to salvage damaged records.** When setting up physical records storage areas, consider the potential for water damage and use the following strategies to mitigate:

| Do | Don't |
|---|---|
| ☑ Complete an inventory of all boxes in your business units/area and list location of vital records in your Business Continuity Plan, Section 2.3-Vital Records for quick access during an event | ☒ Store records in basements due to greater potential for water leaks |
| ☑ Ensure that shelves and bottom drawers are at least 4 inches above the floor | ☒ Store records directly under water pipes |
| ☑ Arrange for water sprinkler systems and service pipes to be checked regularly | ☒ Store records on the floor |
| ☑ Delegate disaster recovery duties ahead of time – e.g. supervisor, supply person, packers, records keepers | ☒ Store records on top of a shelving unit |

Maintain a contact list of:

- Staff involved in emergency preparedness
- Security
- Landlord (WSI, Building Superintendent or other)
- Building services if not coordinated by WSI (cleaners, plumber, electrician)
- Ministry Records Officer and Conservation Services at the Royal BC Museum

Maintain a list of disaster recovery supplies and services[1]

- Cold storage / refrigeration warehousing companies
- Restoration services
- Moving companies (to move records to cold storage)
- Refrigerated trucks (if cold storage is more than 40 kilometres away)
- Suppliers of record storage boxes and other packing materials (e.g. freezer wrap, newsprint, plastic bags)
- Suppliers or rentals for cleanup supplies (e.g. wet dry vacuums, fans)

[1] MCFD's Business and Continuity Plan Appendix I provides a list of province-wide Cold Storage and Restoration Services contacts. This list is for information purposes only and is not the result of a solicitation process.

## Ministry of Children and Family Development

### Instructions for Recovery of Water Damaged Records

The following instructions are provided as a general guide for actions for salvaging wet and damaged records. Actions will vary dependent on the magnitude of the event and impact to the worksite and staff. This information should be covered in your business continuity plan.

1. **Review Water-Damaged Records: First Response checklist** to guide you through your initial response to recover records exposed to water flooding. Contact your Records Team as soon as possible after an event.

2. **Arrange for salvage supplies and facilities**

    - Arrange for freezing facilities as soon as possible (refer to MCFD's Business Continuity Plan Appendix I for a contact list of freezing facilities and restoration services).
    - If more than 40 kilometres away, transport boxed documents in refrigerated trucks to a cold storage facility until restoration can be done, or directly to a restoration facility.
    - Acquire packing materials and equipment such as:
        - Records storage boxes
        - Manila folders
        - Labels and tags to identify the business unit (owner) of assets, including their condition
        - Packing tape and tape guns
        - Clipboards, pens, and waterproof felt pens for labeling
        - Plastic milk or egg crates
        - Freezer paper or waxed paper for separating files (so they won't stick together when frozen)
        - Documentation supplies including pens, pencils and notepads
        - Dollies and hand trucks for moving boxes
        - Plastic drop sheets to cover and protect records
    - Provide the records salvage team with documentation supplies: pens, pencils, notepads, cameras and/or tablets, laptops, smartphones.
    - Arrange for additional cleanup and protection supplies if required:
        - Mops and buckets
        - wet dry vacuums
        - portable pumps
        - dehumidifiers
        - extension cords
        - fans
        - tools for dismantling file equipment

3. **Handling and preparing records for shipment to cold storage**

    - Prepare packing materials (cut freezer paper, assemble cardboard boxes).
    - Handle records with care. Do not separate single sheets or try to uncrumple them.
    - If records storage boxes are wet or weak, repack files into new containers.
    - Handle files in their folders, pack in clean boxes or crates in their original order, and keep documentary information.
    - Do not blot coloured file folders, as staining may occur with coloured dyes. Put the files into either new clean manila folders or freezer paper. Keep file labels with the new file.

- If the files will be air dried, separate every 2 inches with freezer paper or waxed paper; this will make thawing and drying easier.
- Fill cartons and crates only ¾ full and not less than ½ full as the material could buckle and roll. Number the boxes and record the range of their contents. Mark cardboard boxes with a waterproof pen and tags and record the range of their contents. Keep a separate copy of the contents of each crate and box for reference.
- Do not open or close wet books. Lay a sheet of freezer paper around the cover, and pack spine down in the boxes.
- Move crates and boxes to a secure and accessible location prior to shipping to cold storage.

4. **If the records are very wet and salvage will take more than 10 hours**, take some records off the shelves or out of the drawers. Otherwise, the files will swell up and jam their containers.

5. **Do not separate remaining dry records when the relative humidity (RH) is high** (the shelved records will keep out some moisture). If the RH remains high, move them to an air-conditioned room.

6. **Handling returned dry records**

    - Unbox the records and let them acclimatize to the office environment. The documents will have been dried in an environment that was much drier and they will need to absorb some moisture to regain flexibility.
    - Refer to your inventory to ensure all records have been returned.
    - Inspect the records to ensure they are as dry as promised per the storage contract agreement. Keep an eye out for mold that may grow on records that are still damp. Check to see if inks have bled more than they did during the flood. This should not have happened during freeze drying.
    - The records will not look as good as new. At the least, they will look rippled and water stained. Some papers may be torn due to the disaster; others may be charred or sooty. Advise your Records Team for further directions. Generally, if records are of informational value, an extensive restoration will not be needed.
    - If the original file folders and boxes were damaged, re-house the files in new clean enclosures. If the records were previously housed in file cabinets, ensure that the cabinets were cleaned are clean and dried dry before they are used again.

## Records that can be obtained directly from MCFD offices

Did you know that some documents found in MCFD case files can be given directly to the requestor without the need for a formal request under the Freedom of Information process?*

When individuals seek access to government held information, including their own personal information, that process generally falls under the *Freedom of Information and Protection of Privacy Act* (FOIPPA). A Freedom of Information (FOI) request is made in writing. Records are gathered, reviewed and vetted as appropriate under all applicable legislation and then released to the requestor. This process can take up to 30 business days, or in some cases much longer.

There are some documents contained within MCFD case files that can be provided directly to individuals as they do not contain third-party information (personal information of any other individual) and are not subject to any other exceptions to disclosure under FOIPPA and CFCSA.

**Originals** of a Client's own identification on file (BCID, birth certificate, etc.) will be released to the parent or the youth as required (e.g. when identification is needed to apply for a driver's licence or passport). All original identification will be released to the parent or youth when the child/youth leaves care and the CS file is closed (see MCFD Returning Child in Care Identification Policy). Before releasing original identification, staff must ensure that a copy of the identification is scanned and attached to the CS Case in ICM.

**Copies** of the following records can be provided directly to a Client:

- Any forms completed by the Client that they have supplied to the Ministry (example: a form the Social Worker asks a Client to complete)
- Copies of information that a Client has voluntarily provided and it is clear that the Client supplied the item (example – letters from a character reference, landlord, doctor or counsellor)
- Printouts of Affordable Child Care Benefit Plans already in place; (Requestor could be the Child Care Provider or a Ministry Client receiving benefits) – these requests can go directly to Affordable Child Care Benefits – For more information on accessing Affordable Child Care Benefits, individuals can call 1-888-338-6622.
- Ministry correspondence addressed to and previously provided to the Client
- Any MCFD originating document signed by the Client and/or previously provided to the Client (e.g. Plan of Care)

* This direction is intended to support citizens in getting their personal information as quickly as possible while at the same time reducing the pressure on the FOI process. Staff are not expected to call in inactive records from offsite in order to provide records directly. However, staff could go into ICM to pull some records if required (e.g. closing letters). Requests for information contained in closed files stored offsite should continue to be directed to the FOI process.

- Requests for any other record types should be directed to the FOI process (see below)

Before to releasing any **copies** of records directly to Clients staff must:

- Verify the identity of the Client – we still must ensure we only provide records to the RIGHT individual – Staff ***must*** verify the identity of anyone requesting records by viewing their photo identification
- Ensure that no other third-party information is being released – i.e. information you are giving does not contain anyone else's personal information, including that of parents or siblings
- Never give out the only copy of a document – always provide a copy and return the original to the file (exception: provision of original identification to former children and youth in care)

For more information on submitting an FOI request, or information on the FOI process visit:

https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/submit-a-personal-freedom-of-information-request

If you have any questions, please email: MCFDOCMT@Victoria1.gov.bc.ca

# MCFD Staff - Instructions for Completing the ARS653 form

Please ensure you have provided the requested information before submitting the ARS653 form. The form will be rejected if not accurately completed, and you will be advised to complete a new form.

For more information and guidance, see the Off-siting Records module in the Records Management Administrative Practices course.

If you have any questions regarding these procedures, please contact your records team via email at GRS@gov.bc.ca.

1. Complete the section "**To Request the Following Services**"
    a. Depending on what type of files you need to off-site, you will need to request paperwork for an ongoing accession (OAN) or a one-time accession (O/T)
    b. Review the MCFD Accession and File Type guide to determine which type of accession number you will need to request (OAN or O/T)
    c. If the file type should be off-sited using an OAN, review the List of MCFD Ongoing Accession Numbers to determine your office's OAN and next box number.
        i. If your office does not have an OAN, please do not submit the ARS653 form. Instead, request an OAN by sending an email to GRS@gov.bc.ca
    d. Once you have determined if your office requires an OAN or O/T, please select the appropriate box:
        i. "**Transfer records to offsite storage (requesting Accession and Application Numbers**" for an O/T
        ii. "**Transfer records to offsite storage using Ongoing Accession Number (OAN)**" for an OAN. You will need to provide the OAN number and next box number if you choose OAN. If uncertain, refer to the List of MCFD Ongoing Accession Numbers

2. If you have selected OAN or O/T, complete the section "**Records Schedule**"

    a. Review the list of MCFD Draft ORCS to determine if the records have a classification status of 'Draft'. If the records are not listed on this spreadsheet or the classification is listed as '**DRAFT**' in ORCS, the classification status is 'approved'. Select either:
        i. "Draft / Unscheduled [ARS645]" for draft classifications (e.g., 35530-20 Child and youth mental health clinical case files)
        ii. "Approved / Scheduled [ARS617]" for approved records classifications

    NOTE: The draft and approved options provide different fields to complete. Please ensure that you have selected the correct schedule.

    b. Provide the schedule number, records classification number (primary/secondary) and description (example: 118669 (ORCS), 30410-20 Child services case files)

3. Complete the section "**Regarding Pickup and Transfer of Records**"
    a. Complete Last Name, First Name and Email Address
    b. Include your MCFD office code with your office name and identify the "Ministry/Agency" (example: ABC, Child and Family Services; MCFD)
4. After you have received your Authority to Transfer Records Form from RCS Help, follow the Off-siting Process Guide for ICM, MIS, EDRMS and CORNET Files to complete the off-siting paperwork and the necessary system updates

# Offsiting Process for ICM, MIS, EDRMS and CORNET Files

## General Offsiting Information

- **Accession number**

  A six-digit number identifying a group of records storage boxes (or other records storage containers) to be transferred to records storage facilities contracted by government. Government Records Service (GRS) issues and tracks the numbers, which are used to label, transfer, store, and retrieve records

  Example: Box Number: 83-0123-0001

  83-0123 = the accession number issued by Records Centre Services, GRS

  -0001 = the first consecutive box number in accession 83-0123

- **On-going accession number (OAN)**

  An accession number that is used by an office for the regular or continuing transfer of records to government-approved records storage facilities. An on-going accession number differs from a one-time accession number in that it can be used for multiple transfers. OANs are used to regularly transfer high volume records series, usually related to a single secondary classification number

- **One-time accession number (OT)**

  An accession number that is used by an office for a single transfer of records to a government approved records storage facility

- For further records management terms and definitions, please visit the Recorded Information Management (RIM) Glossary

- **Contractor Records:**
  - Records originating from contractor will always be off-sited using an OT accession
  - For MCFD contractor records off-siting procedures, see the Contractors Information Management Guidelines and FAQ Records in Custody of Contractors

- **Child Files** - The child file retention schedule is **SO+1Y 89Y SR** – therefore, child files may share the same ongoing accession number with other child files that have the same retention. File types included in the same OAN are:
  - 30410-20 Child services (CS)
  - 45325-30 Child service provider resource (RE Child)
  - 45325-40 Child place of service (PL Child)
  - 45325-50 Child resource contract (CT Child)
  - 30470-30 Children with support needs (SN)

- **Adult Files**

  The adult file retention schedule is **SO+1Y 69Y SR** – therefore, adult files may share the same ongoing accession with other adult files that have the same retention. Adult file types included in the same OAN are:

  - 30520-30 Family service client case files (FS)
  - 30530-20 CYSN Family Services (CYSN-FS) formerly Family persons with mental disabilities (FH)
  - MCFD no longer provides services under RE, CT, PL and MH adult file types

- **Offsite Storage Boxes – Acceptable Close Dates** - boxes prepared for offsite storage may only contain 3 consecutive years' worth of closed cases (per box)
  - Example:
    - Cases closed in 2000, 2001, and 2002 are allowed in the same box
    - Cases closed in 2000, 2001, and 2003 are not allowed in the same box

- **Storage Boxes and Labels** - to order storage boxes and box labels, visit the Distribution Centre:
    - Boxes: http://www.dcv.gov.bc.ca/Product/Details/7520121002_S
    - Labels: http://www.dcv.gov.bc.ca/Product/Details/7520121009_S

## Key Contacts

- Information Policy and Disclosure (MCFD) – for ministry specific records management questions (example: compliance with MCFD file formats)

- Social Sector Service Desk (MCFD) - for questions regarding ICM or MIS

- Record Centre Services (RCS) (CITZ) - for assistance with:
  - Requesting an accession authorization number via the ARS653 form
  - Submitting completed offsiting paperwork
  - Updating access authorizations for offsite records

- Government Records Services - GRS (CITZ) - for assistance with:
  - General records questions that are not ministry specific (example: how do I classify my records?)
  - Ministry/branch/office reorganization and restructure updates
- Enterprise Document and Records Management (EDRMS) Services Help Desk (CITZ) - Contact if you have questions regarding EDRMS.

## Off-siting Process

### Request an Accession Number, Complete the ARS653 Form and Submit Completed Offsiting Paperwork

1. To request offsiting paperwork, your office must complete and submit an ARS653 form with the following information:
    a) **Ongoing or One-Time Accession Number, Draft or Approved Records Schedule**: to determine if your record type requires an on-going or one-time accession number, and if your records are Approved or Draft, see the Accession and File Type Information sheet
    b) **If a transfer under an On-going (OAN) is Required, Provide Accession Number and Next Box Number**: use the List of Ongoing Accession Numbers for MCFD to determine what OANs have been assigned to your office
    c) If you are unable to locate an OAN for your office, contact RCSHELP@gov.bc.ca
    d) If your office does not have an existing OAN, and uses ICM to offsite records, RCS will provide the new OAN to Disclosure and Document Management (DDM) to ensure the OAN is added to the ICM database
    e) Once you have determined your office's needs (on-going or one-time accession, offsite approved or draft schedule records), request offsiting paperwork from RCS Help via the ARS 653 Form
        i. For the child and adult file types referenced in the "General" section of this document, request paperwork for an OAN:
            - Select the "Transfer records to offsite storage using Ongoing Accession Number (OAN)" option with the form
            - Provide your ongoing accession number (also provide next box number if able)
        ii. For any file type not referenced in the "General" section of this document, paperwork for an OT should be requested (unless your office requires an OAN for the file type – in this case, email RCSHELP@gov.bc.ca to request an OAN):
            - Select the "Transfer records to offsite storage (requesting Accession and Application Numbers)" option with the form
        iii. Enter the classification, primary/secondary number and schedule number of the records into the "Description of Records" box (example: CYMH, 35530-20, 118669)
            - **Note**: the draft and approved options within the ARS653 form provide different fields to complete, but

the same information needs to be provided for draft and approved schedules

iv. Complete contact information and click the "Submit" button and send the email

**Note**: Your 3-letter office code must be included in the contact information. If your office code does not exist on the indented org chart (used to manage records in offsite storage), contact GRS@gov.bc.ca to have your office added

f) You will receive a confirmation email that the ARS653 has been received by RCS; please do not reply to the email

g) After the request has been submitted, you will receive an email from RCS containing the "ARS 617 - Authority to Transfer Records and Apply Approved Schedule" form for approved records, or the "ARS 645 – Records Transfer Storage Request" for draft records.

h) Do not print and scan the form for submission to RCS – the form must remain electronic and be submitted in the original format in which it is received

i) Ensure the file list has been saved in a PDF format

j) Email the completed ARS617 or ARS645 form and the file list to RCSHELP@gov.bc.ca – the submission instructions are provided in the original email from RCS

NOTES:

i. If you are offsiting ICM and MIS files, include both ICM and MIS reports

ii. Use the Acceptable Box Content List Submissions guide to determine if your file list is formatted correctly

k) After the paperwork has been submitted, RCS will review and approve the paperwork, and send you an email to organize box pick-up

## Updating ICM Off-siting Information and Generating an ICM Box Content List Report

1. Determine eligible cases for off-siting:
   a) Select the "**Consolidated Physical Files**" tab
   b) Click the "**Pre-Defined Query**" drop-down list (top right of screen)
   c) Select "**CPFs Eligible for Off-Siting**"
   d) If any CPFs are showing on Perusal and are in the office, you will need to follow the Transfer steps to correct the CPF location
      i. Click the "**CPF ID**" hyperlink
      ii. Select the "**Consolidated Physical File Transfer**" tab
      iii. Click the "**Sent**" button
      iv. Click the "**Received**" button

e) If a CPF is on Perusal at another office, request the CPF back to include in the batch

f) Only include CPFs that have not been reopened or those with closed dates that have not changed with the addition of Constituent Records. Verify the closed date before adding a CPF to a batch

g) Your off-site batch should only include CPF cases that have been closed for 12 months or longer

2. It is important for offices to have the ICM file types in CPF format, with all constituent records (i.e. Incidents, Service Requests, Memos, Cases) in the Key Player's name associated/added to the CPF, before offsiting
3. Remember that the CPF file will have the close date of the last closed constituent record, which in most instances will change the final disposition date of the CPF file
4. Managing ICM cases in CPF format will impact the number of CPF files that are eligible for offsiting. When running the "Eligible for Offsiting report" there may be fewer files eligible for offsiting as close dates of CPF files that have been extended
5. There have been some instances where offices compare their previous MIS "Files Closed 12 Month or Longer report" with the new ICM CPF "Eligible for Off-Siting Report" – these offices have noticed a difference in the number of files listed. The association/addition of newer documentation (involvement) to CPF files have altered the close date of the CPF files, which explains the anomalies between MIS and ICM reports
6. To offsite ICM file types, you must generate a "**Box Content List Report**"

   For further instructions, see: Job Aid: ICM Offsite (CPF) Files

## Updating MIS Offsiting Information and Generating an MIS Files Closed 12 Months or Longer Report

1. If MIS files are being offsited, you can request a "*Files Closed 12 Months or Longer Report*" from the MCF Service Desk (call 1-604-775-HELP or email (MCFServicedesk@gov.bc.ca). Include the office and file type information in your request.

   Example Wording: Requesting Files Closed 12 Months or Longer Report for Office KFC for Child Resource (RE Child) File Type

2. Use the "Files Closed 12 Months or Longer Report" to pull the appropriate files for off siting and to indicate which files have been placed in each box
3. For every record you place in a box, use a pen to write the accession and box number in the space provided on the MIS "Files Closed 12 Months or Longer Report"
4. If you are keeping a file in the office for various reasons, indicate "keeping"
5. Scan the MIS report and save as a PDF document - this will serve as your MIS Box Content File List to be submitted with your offsiting paperwork

6. Update MIS to indicate EACH resource file is now attached to an accession and box number (offsited):
    h) Use MIS transaction: S OFS U REXxxxxxxx
    i) Enter into the Box Number field the 6-digit Accession number and 4-digit box number (10-digit number sequence). Do not use spaces or dashes

        Example: 8301230001

    j) Hit the Ctrl key twice to save the update to MIS

### Updating EDRMS Offsiting Information and Generating an EDRMS Box Content List

1. Review the User Tips for EDRMS Content Manager
2. To offsite EDRMS file types, a "Box Content File List" must be generated

    **NOTE**: This report can only be generated after completing the required steps in the EDRMS Guide Offsite Transfer: p-Folders Procedures

### Updating CORNET Off-siting Information and Generating a CORNET Box Content List

1. To offsite CORNET file types, a "Batch Physical Files" report must be generated
2. Review the CORNET Offsiting Procedures and CORNET Offsiting on the PAR Records Management page

# Accession and File Type Information

## Definitions

- **Accession number**
  A six-digit number identifying a group of records storage boxes (or other records storage containers) to be transferred to records storage facilities contracted by government. Government Records Service (GRS) issues and tracks the numbers, which are used to label, transfer, store, retrieve, and dispose of records.

  Example: Box Number: 83-1234-0001

  83-1234 = the accession number issued by Records Centre Services, GRS
  -0001 = the first consecutive box number in accession 83-1234.

- **Ongoing accession number (OAN)**
  An accession number that is used by an office for the regular or continuing transfer of records to government-approved records storage facilities. An ongoing accession number differs from a one-time accession number in that it can be used for multiple transfers. OANs are used to regularly transfer high volume records series, usually related to a single secondary classification number.

- **One-time accession number (OT)**
  An accession number that is used by an office for a single transfer of records to a government approved records storage facility.

For more records management terms and definitions, see the Recorded Information Management (RIM) Glossary.

## General Information

- Child file types (file retention of SO+1Y 89Y SR) should be off-sited together using the same ongoing accession number (OAN).
- Adult files (file retention SO+1Y 69Y SR) should be off-sited together using the same ongoing accession number (OAN).
- As your office may have been issued an OAN in the past, please review MCFD's List of Ongoing Accession Numbers to determine if your office has an OAN for your specific file type.
- If your office requires an OAN for a file type other than child or adult, or does not have an OAN for your child or adult files, email GRS@gov.bc.ca to request an OAN.
- Wait until there are physical boxes ready for off-siting before requesting an OAN.

- **Province Records Transferred from Service Providers**
  - Records from Service Providers will always be offsited using an OT accession.
  - Please refer to the MCFD contractor records off-siting procedures in the Service Provider Information Management Guidelines.
  - MCFD Service Provider FAQs: MCFD Service Provider FAQs.

- **MCFD ORCS**
  - See the MCFD Approved ORCS on iConnect.

## MCFD Records Requiring an Ongoing Accession (OAN)

| File Types Included Within OAN | Retention | Schedule | Approved or Draft |
|---|---|---|---|
| ✓ AH-C 20250-20 Adoption placement and planning case files – withdrawn<br>✓ AH-C 20250-50 Disrupted adoption case files (breakdown)<br>✓ AA 20400-20 Post-adoption assistance case files | SO+1Y 29Y SR | 118669 | Approved |
| ✓ AH-M 20250-30 Adoption case files (completed) | SO+1Y 99Y SR | 118669 | Approved |
| ✓ AS-C 20200-20 Birth parent services (no relinquishment) | SO+1Y 5Y SR | 118669 | Approved |
| ✓ AS-M 20200-30 Birth parent services case files (relinquishment)<br>✓ AP 20600-20 Post-adoption and reunion case files | SO+1Y 43Y SR | 118669 | Approved |
| ✓ CS 30410-20 Child services case files<br>✓ RE 45325-30 Child service provider resource case files<br>✓ PL 45325-40 Child place of service case files<br>✓ CT 45325-50 Child resource contract case files | SO+1Y 89Y SR | 118669 | Approved |
| ✓ SN 30470-30 Children with support needs case files | SO 90Y SR | 118669 | Approved |
| ✓ FS 30520-30 Family services client case<br>✓ CYSN-FS 30530-20 CYSN Family services – client case file formerly (FH) | SO+1Y 69Y SR | 118669 | Approved |
| ✓ 82130-20 Youth forensic psychiatric services - Inpatient client files | SO 71Y DE | 144823 | Approved |

| | | | |
|---|---|---|---|
| ✓ 82120-20 Maples Adolescent Centre client files | SO 71Y DE | 144823 | Approved |
| ✓ SP 30900-20 Post Majority Services to former permanent youth in care | SO+1Y 49Y SR | 118669 | Approved |
| ✓ CYJ 83100-20 Community youth justice client files | SO 71Y DE | 144823 | Approved |
| ✓ YC HC 83600-20 Youth Custody health care client files | SO 69Y DE | 144823 | Approved |
| ✓ YC MC 83550-20 Youth custody master client files | SO 71Y DE | 144823 | Approved |
| ✓ CYMH 35530-20 Child and youth mental health case files | SO+1Y 49 SR | 118669 | *Draft* |

## MCFD Records Requiring a One-time Accession (OT)

| File Types Included Within OT | Retention | Schedule | Approved or Draft |
|---|---|---|---|
| ✓ ARCS Records | Various | 100001 | Approved |
| ✓ CH+AM 30435-20 Children with Severe Disabilities Case files | SO+1Y 29Y SR | 118669 | Approved |
| ✓ 82140-20 Youth forensic psychiatric services - Outpatient client files | SO 71Y DE | 144823 | Approved |
| ✓ 45150-03 Requests for resource proposals | SO+2Y 5Y DE | 118669 | Approved |
| ✓ AO NCM 30520-20 Family Services assessment only and referral, client case files – (no case made) | SO+1Y 29Y DE | 118669 | Approved |
| ✓ RE NCM 45325-20 Child Service Provider resource case files (no case made) | SO+1Y 6Y DE | 118669 | Approved |
| ✓ CYMH NCM 35530-10 Child and youth mental health clinical case files (No Case Made) | SO+1Y 5Y DE | 118669 | *Draft* |

# Transitory Information

**Not all government information needs to be retained. This guide provides in-depth assistance to help you identify information that is transitory and understand the requirements of the Transitory Information Schedule. If all you need is the basics, see RM Quick Tips: Transitory Information.**

## Contents


| | |
|---|---|
| How Can I Identify Transitory Information? | page 1 |
| What are My Transitory Information Responsibilities? | page 2 |
| Common Categories of Transitory Information | page 2 |
| 1. Transitory Messages | page 2 |
| 2. Transitory Drafts | page 3 |
| 3. Rough Notes and Working Materials | page 3 |
| 4. Transitory Copies | page 4 |
| 5. Transitory Systems Information | page 5 |
| 6. Transitory Information from External Sources | page 6 |
| Examples of Information that is Not Transitory | page 7 |


## How Can I Identify Transitory Information?

The Transitory Information Schedule defines and categorizes transitory information and establishes retention and disposition requirements for it. The Quick Tips Guide provides a discussion of what is and is not transitory information, as well as a summary of the categories. This guide provides an analysis of those categories and examples of each, finishing with a table of examples that are NOT transitory.

Individual employees do not need formal authorization to destroy transitory information, so long as the records are not needed for a FOIPPA or legal search and the destruction is secure. However, employees sometimes do need help determining whether information is transitory or not.

Most transitory information is easy to identify because it has not been filed and is not needed for any reason. Some information is harder to assess, especially after relevant actions are completed. Content and context determine whether information is transitory, not its format or medium. If an email, handwritten note, draft, or copy is essential to understanding government business (e.g. how a decision was reached or program delivered), then the record must be kept.

Records that are scheduled and classified in information schedules and/or filed in the office recordkeeping system are never transitory. They need to be managed appropriately and securely destroyed in accordance with government requirements (see the Managing Government Information Policy and the Recorded Information Management Manual).

## What Are My Transitory Information Responsibilities?

Both the Transitory Information Schedule and the Appropriate Use Policy (AUP) require employees to:

- dispose of transitory information that they are responsible for when it is no longer needed,
- ensure that the information is not relevant to a Freedom of Information (FOI) request or request for legal discovery before proceeding with destruction, and
- always ensure that destruction occurs in a secure and confidential manner.

As a government employee, you need to be able to distinguish transitory information from records and data that document decisions and actions. Routinely deleting transitory information ensures that the information being stored and managed by your ministry is the information it needs to keep.

### Documenting Government Decisions

For more information on the requirements to document government decisions, see the Chief Records Officer Guidelines on Documenting Government Decisions.

To comply with the *Information Management Act* government bodies must:

- ensure that an appropriate system is in place for maintaining government information
- create and maintain adequate records of their decisions

If your information contains evidence of actions or decisions, it must be managed as records in the appropriate recordkeeping system.

## Common Categories of Transitory Information

Information determined to be transitory includes, but is not limited to, records that are identified and described in the following common categories.

### 1 Transitory Messages

**Transitory messages** are casual or non-substantive messages, in any format, including attachments, that are of only short-term use and are not needed to document an action or decision. They can take many forms (e.g. email, instant

messages, chat messages in online collaboration tools, social media postings, facsimile [fax], voice/video message recordings).

Messages or attachments that are required for ongoing business needs are **not** transitory information. Due to their content or context, they must be retained (e.g. email documenting a policy decision, formal memo about government business, social media post that is the initial announcement of a government program). However, once these have been saved into an appropriate recordkeeping system, any additional copies of the messages may be considered transitory copies (see section 4).

**Examples of Transitory Messages**

- announcements of social events
- cc copies (unless you are the main staff member responsible for the matter)
- emails conveying an attachment (if it doesn't add value to the attachment)
- meeting arrangements
- routine correspondence about drafts and revisions
- requests to call someone

## 2 Transitory Drafts

**Transitory drafts** are preliminary or incomplete drafts that do not contain significant annotations, comments, approvals, or substantial changes providing insight into the evolution of the final version. Once a subsequent draft or finished record has been developed and filed, these drafts are no longer needed.

### Is this draft transitory or not?

- ☐ Is it complete/final?
- ☐ Is this the latest version available (i.e. it hasn't been replaced by a new version)?
- ☐ Was this draft used for formal consultation and review?
- ☐ Does it document a decision or approval?
- ☐ Does it represent a substantial revision?
- ☐ Is this draft subject to legislative, policy, or information schedule requirements?

**If you answer "YES" to any of these questions, keep the draft, it is NOT transitory.**

**Examples of Transitory Drafts**

- preliminary drafts that were never reviewed
- interim drafts that reflect minor editorial changes

## 3 Rough Notes and Working Materials

**Rough notes and working materials** consist of preliminary, incomplete, or unused information recorded or gathered for the purposes of creating other documents, aiding memory, facilitating a routine action, or recording exploratory thoughts. They include documentation used to support projects and develop official records, often generated during brainstorming and collaboration activities.

Context and content affect the value of these records. If rough notes or other working materials are needed to understand a key decision-making process, particularly if the decision affected an individual, it is necessary to file and retain them (see CRO Directive 01-2019: Documenting Government decisions). Where subsequent or final records exist, however, the rough notes do not need to be kept, unless there is some other reason for doing so.

**Examples of Transitory Rough Notes and Working Materials**

- outlines, calculations, summaries, flipcharts and other rough notes not needed to support projects
- preliminary notes and working materials used to prepare a final record
- failed job output records resulting from abnormally ended jobs, programming errors, improper selection criteria, or unsuccessful data input

## 4 Transitory Copies

**Transitory copies** are duplicates of existing records made for convenience or reference. These copies are not authoritative copies needed to replace originals as evidence of actions, decisions, or consultation (see the Redundant Source Information Schedule Guide for more information about authoritative copies). The following types of copies are transitory information:

a) **Extra copies of records where the authoritative copy has already been saved** in an appropriate recordkeeping system. These include:
   - convenience copies
   - partial copies/extracts
   - copies made to support computer processing functions
   - copies used to support the development of other documents

b) **Output** from electronic systems created for reference purposes

c) **Supplies** of BC Government publications and forms/templates (not including the official file copy of the publication/form/template or completed forms)

Copies retained for reference purposes may be classified under *ARCS* 358-20 Library/topical reference materials.



CFD-2024-40414 , Page 36 of 64

**Examples of Transitory Copies**

- copies created for convenience (e.g. agendas printed for use at a meeting)
- automatically generated copies of a master file that are no longer needed (e.g. processing/transmittal copies, user views that can be reconstituted)
- supplies not distributed (e.g. forms, pamphlets, newsletters, reports)

## 5 Transitory Systems Information

**Transitory systems documentation** consists of information of temporary usefulness generated for, or resulting from, computer systems operations (also known as transitory electronic data processing [EDP] records). It includes:

a) **Input source documents** used to enter information into a digital system (e.g. data entry forms), after which it is no longer needed

b) **Automatically gathered/generated data processing information**, including:
- Data processing information generated in the process of transferring data between systems, obsolete after transfer is completed and validated
- System output/reports generated for reference or for a client, not needed as part of a file or for system maintenance
- Internet browsing documentation (e.g. browsing history, cookies, cache/temporary files)

c) **Unneeded documentation of systems and internet usage**.

Transitory systems documentation excludes data in the systems. Data that has been migrated or converted and thereby rendered redundant is covered by the Redundant Source Information Schedule, section 3.

NOTE: Systems documentation that is needed for operational purposes, ongoing maintenance, or for purposes of an investigation, is **not transitory** and should be retained in accordance with *ARCS* (see primaries 6450 Information System Development and Changes and 470 Security Management) or the appropriate *ORCS*.

**Examples of Transitory Systems Information**

- data entry forms and EDP records not needed after the information is entered into a system
- internet browsing information (e.g. cookies, temporary internet files)
- data from connected devices that is not used, or is duplicated/ summarized in reports)
- empty folders and zero-byte files that have no further use
- notes, forms, and other input source documents used for data entry

## 6 Transitory Information from External Sources

**Transitory information from external sources** includes solicited and unsolicited information from external sources that has been used solely for short-term reference purposes or not at all, including:

a) **Extracts or copies** of publications, promotional material, and other material from external sources.
b) **Unsolicited information** that is not used by the receiving office but may be redirected to the appropriate government body.
c) **Solicited and unsolicited information that is confidential in nature and is not needed to document a government action or decision.**

NOTE: It is important to promptly and securely destroy or return any transitory information that contains personal or other confidential information that is not used by the receiving office, including:

- information identified as confidential in legislation or policy, as well as
- information that may not normally be recognized as confidential, except in relation to specific groups such as Indigenous communities.

The provision to securely return information to the sender has been included in the Transitory Information Schedule and in this guide to allow for this to happen when it is necessary and appropriate, in accordance with relevant legislation, policy, or the needs of the sender. (Please note that it is not the action of returning the information to the sender that renders it transitory. If a copy is needed for government to take an action or make a decision, that copy should be retained in the appropriate recordkeeping system, even after the original is returned to the sender.)

Published items that are used as part of a procurement process or other transaction are **not** transitory.

**Examples of Transitory Information from External Sources**

- advertising and promotional material not used for procurement or other transactions (e.g. spam, junk mail, catalogues, promotional DVDs, course announcements)
- newspapers or magazines used to compile news clippings relevant to a program area (the actual news clippings are filed under ARCS 295-04)
- unsolicited correspondence from the private sector that is not used for any actions or decisions
- information provided in confidence that is forwarded to the appropriate government body or returned to the sender, and not used by the ministry

# Examples of Records that are NOT Transitory

### Evidence

- drafts or revisions with information that is not documented elsewhere (e.g. directions to change a proposal or a course of action)
- draft legislation (file under ARCS 140-20)
- draft audit reports kept to comply with policy
- legal advice and agreements
- unread emails that are evidence of attempted consultation

### Documenting Decisions & Actions

- business transactions documentation (initiation, authorization, or completion)
- records that include instructions, approvals and advice
- emails that document a policy decision, significant action, or how a case was managed
- records that help explain the history of a relationship, decision or project

### Operational Needs

- data that is needed for ongoing business
- information that is integral to a file about one event, client, or issue (i.e. a case file)
- reference material with ongoing value to the office
- work unit activities documentation (e.g. work schedules, assignments)

### Official Communications

- formal communication about government business
- social media post officially announcing a new government program

### Official/Final Records

- final reports and recommendations
- official copies of agendas and minutes
- official copies of policies, directives, procedures, standards, guides
- signed briefing notes

**DO NOT destroy any transitory information that:**

- may be relevant to a current/anticipated *FOIPPA* request or legal discovery, or
- is stored in backup systems, which are an essential part of protecting government's information assets (i.e. "triple deleting" is not allowed).

***Additional Information***

Contact your Records Officer and check out the other RM Guides.

**PROCEDURES FOR HANDLING BLACK BOOKS, NOTEBOOKS, DIARIES**

Have you ever wondered what to do with your black books/notebooks/diaries?

**EXECUTIVE:**
Minister, Deputy Minister, and Assistant Deputy Minister (or equivalent) must apply the special schedule for Executive Records (102906) to their notebooks. Once the notebook is complete/closed it must be classified and retained for a minimum of 10 years. Please refer to the Executive Records Schedule for more information on management of executive records.

**PRACTITIONERS:**
Practitioners *must* ensure that if a notebook contains any client information (e.g. social workers notes) that:

1. Client information is copied or removed from the book and placed on the relevant individual's case file (e.g. scan/copy or tear out the page(s) and file in plain brown envelope at the back of the client physical file labeled "worker notes" or in the appropriate section of the file in accordance with the file format guideline); or,
2. Client information is transcribed, copied or scanned from the book into the relevant case management system in accordance with the MCFD Digitization and Transcription Standards.

Once the information has been captured in the case management system or the physical file then the contents of the notebook are considered redundant[1] and can be destroyed under the redundant source record standard (RSR-0077MCFD). Please ensure that locked shredding bins are used for secure disposal of black books. For more information on file management including social worker notes please see the File Format Guidelines.

**PRACTIONERS NOTE:** This replaces existing requirements for off-siting black books (e.g. 20000-14, 30400-14, 30500-14, 35500-02, 45200-14 and 45300-14).

**OTHER STAFF:**
For all other staff, including union staff, Management, Directors, and Executive Directors best practice is to identify any information that is integral to administrative or operational government business. Classify this information in accordance with ARCS or ORCS and ensure all relevant information is captured in the office record keeping systems (Physical file, LAN, CRMS, ICM). Any information remaining in the book is deemed transitory[2] and can be destroyed by placing it in a locked shredding bin.

If you have any further questions about MCFD records management please contact RecordsManagement.Retrieve@gov.bc.ca or our Ministry Records Officer at GRS@gov.bc.ca.

---

[1] Redundant: Non-transitory records that have been replaced by accurate and authentic reproductions of themselves. The reproduction becomes the official file copy.
[2] Transitory: Records with a temporary usefulness that are not required to be retained by ARCS/ORCS and are only required for a limited period of time to complete routine actions. These records are not required to meet statutory obligations or administrative/operational government business.

Last Updated July 5, 2018

(This document supersedes the document previously entitled MCFD Contractor Records Guidelines)

# Ministry of Children and Family Development (MCFD)

# Contractor's Information Management Guidelines

**November 2014**

These guidelines have been established to ensure you, the Contractor, understand your obligations to ensure proper information management practices are implemented and maintained.

These guidelines specifically address contractor management of records that are specified as Province's Records. These records are subject to the privacy and security protection provisions of the *Freedom of Information and Protection of Privacy Act* (FIPPA) and other government information management legislation, policies and procedures.

**Contractor's Records are outside the scope of these guidelines.** Records specified as Contractor's Records are under your control and ownership as the Contractor and are subject to the *Personal Information Protection Act* (PIPA). For information on how to manage Contractor's Records under PIPA, go to http://www.bclaws.ca/Recon/document/ID/freeside/00_03063_01 .

## Records Management

To comply with the terms of the contract and to enable the easy transfer of these Province's Records to MCFD as and when required by the contract, you the Contractor must:

- Maintain individual client records each in their own file, and to include records relating to the client's family members if services are in support of the client. Ensuring no other individuals' information is intermixed reduces the possibility of information being shared with to the wrong person.
- Maintain a separate MCFD client service record for each service type. These MCFD client service records must be maintained separately from the Contractor client record. If non-Ministry funded services are being provided to the same individual, information on these services cannot be maintained in the same file.
- Maintain the records of all referrals from MCFD to you, the Contractor, for contracted services as these records are considered Province's Records unless otherwise specified, even if no services were provided or the client declined services.
- Be aware of which records in your, the Contractor's custody, are Province's Records and the timing and frequency of when to transfer the records to MCFD.
- Be aware that the Province's Records are subject to the *Freedom of Information and Protection of Privacy Act* (FIPPA) and other privacy legislation and may only be disclosed in accordance with that legislation by MCFD. A *Contractor must never disclose verbally, or by providing a copy of, the information from a Province's Record to the individual or any other party (e.g. information in a medical assessment about the client received from a physician).*

## Security of Physical Records

- Store the Province's Records containing personal information in locked storage rooms, locked filing cabinets or lockable desk drawers, with controls over distribution of keys or lock combinations.
- Locate work stations and computers in secure areas.
- Ensure access is granted and managed based on the need to know and least privilege principles, ensuring that employees have access only to the minimum amount of personal information they require to perform their employment duties.
- Ensure records containing personal information are not left unattended in unsecured areas while being worked on, during transit or while in interim storage.
- Incorporate user security levels in file check-out procedures.

## Security of Electronic Records

- Adhere to the following basic computer guidelines
  - Each person should have a separate logon ID for the computer.
  - This ID should have a complex passcode to gain access
  - Complex passcode should be at least 8 characters and contain upper case, lower case and numbers or special characters
    - Don't use a word found in a dictionary, English or foreign.
    - Never use the same password twice.
    - Don't just add a single digit or symbol before or after a word. e.g. "apple1"
    - Don't double up a single word. e.g. "appleapple"
    - Don't simply reverse a word. e.g. "elppa"
    - Don't just remove the vowels. e.g. "ppl"
    - Key sequences that can easily be repeated. e.g. "qwerty","asdf" etc.
    - Don't just garble letters, e.g. converting **e** to **3**, **L** or **i** to **1**, **o** to **0**. as in "z3r0-10v3
  - The computer should have the current security patches for the base operating system (Windows 7, OS X)
  - Software installed (Adobe products, Word, Email program) on the computer should also have the latest security installs. Computer should have a current and up to date anti-virus program installed and actively running.
  - Ensure access is granted and managed based on the need to know and least privilege principles, ensuring that employees have access only to the minimum amount of personal information they require to perform their employment duties. Access permissions should be assigned consistently and kept up to date.

## Managing Client Information on a Mobile Device

A case relevant client record involves information used, or that could be used, to make a decision about an individual. When a contractor uses a mobile device to send, receive or store case relevant information (whether it be via a phone call, email, instant (text) message, photograph or a calendar entry, etc.) this is a Province Record and must be appropriately retained as a Province Record. Once filed, the record on the mobile device is now a transitory record and should be deleted from the mobile device. Contractors should not keep data stored on their mobile device any longer than necessary to complete their work.

- Contractors should secure their mobile device using a robust passcode and enabling encryption.
- Contractors can communicate via text message with clients; however both the contractor and clients need to be aware that e-communications (i.e. text messaging, instant messaging and email} that passes outside of the government secure network) are not protected. Personal, identifiable and sensitive information should not be sent or received on a contractor mobile device.
- There are two recommended options for securely transcribing a record so that it can be filed (the filed record should include the source of the information, when collected and by whom).
    - Manually transcribe the record.
    - Use a USB cable to connect with your work computer and transfer the MCFD record(s). Then file this record using the appropriate media.

If a contractor mobile device is lost or stolen and it is suspected that there is personal information about MCFD clients on the device, it must be reported immediately to the contract manager who would then follow through on the Information Incident Management Process. If the contract manager is not immediately available, then the contractor must follow through on this process.

## Security of Province's Records on a Device (Data at Rest)

Data at rest is a term used to refer to all data in computer storage while excluding data that is moving from one network location to another. If a record is on your computer it is at rest even though you may
be working on it; for example, a Word document with a client's history is considered data at rest while it is on your computer. With respect to this data:

- The Province's Records/data should be isolated from non-government information; this can be done by storing it on a separate computer, a separate hard drive or a separate folder on your computer.
- Access to the location of the Province's Records should be limited to ID's with the authority to view them.
- The location of the Province's Records should be encrypted using a 256 bit encryption level
- The physical storage location (computer or hard drive) containing the Province's Records must not leave Canada, this means that you cannot use most of the "cloud" storage tools (iCloud, DropBox or SkyDrive) as these store files on servers that are physically outside of Canada.

**Security of Province's Records in Transport (Data in Transit)**

If you are transmitting information; which is part of the Province's Records, over a network (e.g emailing a word document or photo), this is considered data in transit and it must be:

- Encrypted while in transit using a 256 bit encryption level;
- Transmitted using a secured method such as secured file transfer protocol (SFTP), encrypted email, or in emergency situations sending a password protected Zip file; and
- Only under extreme circumstances should province records be stored on portable media such as USB keys or CD/DVD's and only if the device is fully encrypted: Do Not use unencrypted devices!

**Physical File Maintenance**

- Province's Records containing MCFD client information must be grouped into individual client file type with the full name of the client on the outside of the file folder. Client records should be arranged alphabetically by client last name.
- Where there is more than one client with the same name, include additional information such as middle initial to enable differentiation.

**Electronic Record Maintenance**

- You, the Contractor, must ensure that all Province's Records held in electronic format are maintained according to the same guidelines as the physical format records.
- You, the Contractor, must develop and adopt procedures that ensure electronic format records are printed and placed in the physical client file. Upon completion, expiry or termination of the contract **and** upon written authorization from MCFD, you, the Contractor, are required to dispose of any electronic copies of Province's Records (e.g. a document created and saved on Contractor computer) according to instructions provided at that time. Once destroyed, you the Contractor, must notify MCFD contract administrator.

**Contract File Closure (on contract completion, expiry, termination)**

- Requests to return the Province's Records must be sent to the MCFD office responsible for the administration of the contract.
- The Contractor is responsible for ensuring that the records are prepared according to the *Procedures for Returning Records to MCFD*. Those procedures begin on Page 6 of this document.

**Client or Third Party Request for Access to MCFD Records**

- If you, the Contractor, receives a request for access to any of the Province's Records from a person other than us, and this Agreement does not require or authorize you to provide such access, you must advise the person to make the request to the Ministry.

  Note: Handling of requests for access to Contractor's Records is your, the Contractor's, responsibility pursuant to PIPA. Guidelines for private businesses or organizations responsible for the collection, use, disclosure and disposal of personal information under PIPA can be viewed at: http://www.oipc.bc.ca/tools-guidance/guidance-documents.aspx

## MCFD Records Retention and Disposition

- You, the Contractor, are responsible returning custody of the Province's Records upon contract expiry or termination, as defined in contract, or sooner if sufficient volume exists to warrant a transfer.
- You, the Contractor, are not responsible for determining or enforcing the prescribed retention period for the Province's Records.
- Contractors are not responsible for the disposition of the Province's Records. Records that are identified as Province's Records must not be stored off-site or disposed of by you, the Contractor, under any circumstances.

## MCFD Records on Contract Termination

If the contract is terminated by either MCFD or you, the Contractor, the Province's Records must be promptly prepared for return to MCFD by following the *Procedures for Returning Records to MCFD* on page 6 of this document.

## Information Incidents

Information incidents occur when unwanted or unexpected events threaten privacy or information security. They can be accidental or deliberate and include the theft, loss, alteration or destruction of information. An information incident can be especially serious when it is a privacy breach: the compromised data includes personal information such as names, birthdates, health or financial details, or social insurance numbers.

- You, the Contractor must immediately report an information incident (including a privacy breach) to the MCFD Contract Manager.
- You, the Contractor will participate in the information incident investigation and follow-up process as required.

## Correction of Personal Information

If you, the Contractor, receive a request for correction of personal information from a person other than the Province, then you must promptly advise the person to make the request to MCFD Disclosure and Document Management.

# PROCEDURES FOR RETURNING RECORDS TO MCFD

Requests will be processed based on the following criteria:

- Records must be client service records or records which have been identified as Province's Records in the terms of the contract.
- If the transfer request is due to storage volume issues, the request must be approved by either MCFD Disclosure and Document Management or the MCFD Contract Manager responsible for the Contract.
- If you, the Contractor, are unable able to prepare records for return to MCFD as per the following procedure, due to urgent emergency circumstances, please contact MCFD Disclosure and Document Management for instructions. In emergency situations, such as natural disaster, fire, flood, the following procedures may not apply.

## PROCEDURES

**1. Contact the office responsible for your contract and provide a description of the Province's Records you would like to transfer to off-site storage. Include the following in your description:**

a) Client Service Type (e.g. Emergency Receiving Home; );
b) Volume of records (number of boxes, cabinets, or shelves); and
c) Format of records e.g. paper documents, printed copies of electronic documents, audio tape, computer disk, video tapes, etc.

**2. You will receive the following information from the MCFD contract administrator:**

a) Where to purchase standard records storage boxes;
b) An accession number (e.g. 93-45 67) that will be used to track the boxes in off-site storage; and
c) Accession labels for your boxes.

**3. Prepare MCFD Records for off-site storage.**

a) Records relating to each client must be securely placed in a file;
b) Remove unnecessary duplicate copies of information from each client file;
c) Clearly label each file folder and include the following information;
d) Client name (LASTNAME, First Name, Date of Birth (DOB);
e) Client Service Type; and
f) Date range (aka opened and closed date) of information within the file (e.g March 20, 1990 to May 01, 1995).

**4. Pack Boxes**

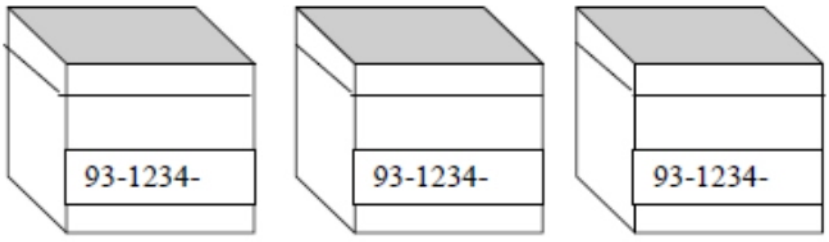
a) Place the files inside the box in an upright position, each facing the same direction to ensure that the file label can be easily read;
b) Ensure that no more that 3 **consecutive** closing date years are within one box. Example; 1997, 1998, 1999, or 1999, 2000, 2001. The boxes can then be alphabetized;
c) Do not over pack boxes (boxes should not exceed 25 lbs.). Leave 3 or 4 inches of space to allow for the retrieval of files from the box;

d) Records of different Client Service Types should not be intermixed inside the boxes, Please ensure that there is only one Client Service Type per box;
e) Complete a Box Content File List for each box of records;
f) Please prepare the Box Content File List in either a Word document, or Excel spreadsheet; and
g) Please ensure that your file list contains all of the same columns of information indicated on the sample Box Content File List provided.

**5. Number boxes**

a) Using a permanent marker, number the box labels clearly and sequentially with the accession number and box number (e.g. 93-1234-0001, 93-1234-0002, etc.). Apply the labels to the right end of each box (when flap is opening toward you) and press the edges down firmly.
b) Do not write any other information on the outside of the boxes. Anonymity protects the security of the records.
c) .Submit the prepared file list via email to the Ministry office that is providing you with direction regarding the return of the files, e.g. your Ministry contract administrator or MCFD Disclosure and Document Management.
d) Await notification regarding shipment or pick up of boxes.
e) Upon instruction from the Ministry contract administrator, or MCFD Disclosure and Document Management:

i. Put a copy of the each box's file list inside the box, in front of the folders;
ii. Seal each box securely with a two pieces of packing tape;
iii. Store boxes in a secure location; and
iv. Forward a paper and/or electronic copy of the completed box lists to your MCFD contract administrator (keep a copy of the forms and lists until the boxes are picked up or shipped from your office.




**6. Pick up or shipping of boxes**

You will be notified when your boxes will be picked up or advised that they can be shipped. Once transferred, the Province's Records will not be accessible to you, the Contractor. If files were transferred due to volume, and ongoing services are to be provided to a client, Contractor access is possible by making a request to your MCFD contract administrator, or MCFD Disclosure and Document Management.

# FAQ's – Freedom of Information Requests

***Please Note:*** ***FOI requests have legislated timelines. Timelines begin when a request is received by <u>ANY</u> Government office – not Information Access Operations***

## What to do when a FOI (Freedom of Information) Request is received in your office

- **Do** accept any hand-written requests – use of the government Request for Access to Information Form is optional.
- **Do** check the request for a (legible) daytime telephone number, address and signature for the applicant. If any of these are missing and the Applicant is there in person, please ask them to provide it, if they do not have a phone a message number will help. If neither available, please still accept the form. (Do encourage Applicants to fully complete the request form, including the "Requested Information" section. Applicants should be as specific as possible in what information they are seeking and where relevant, include what specific services/files they request.
- **Do** provide the Applicant with the contact information for Information Access Operations (250-387-1321) in the event they have any questions.
- **Do** assist by FAXING any request forms or supporting information that an Applicant wishes to send IAO that is related to their request.
- **Do NOT** provide any file contents directly to the Applicant without consulting Information Access Operations Manager, Personals Team (250) 387-1321. (in rare cases there is limited information the District Offices may supply directly to an Applicant – however **CLARIFICATION MUST be confirmed first**).
- **Do NOT** discuss/acknowledge any previous requests from any other individuals relating to any Ministry files.

The legislated timeframe for response is **30 Business** from when the request is received by the Ministry – Therefore please **FAX** any requests immediately to Information Access Operations at (250 387-9843). Original should be sent regular mail to:

Ministry of Citizen's Services
Information Access Operations
PO Box 9569
STN PROV GOV
Victoria, BC V8W 9K1

For more information regarding Freedom of Information requests, Applicants can be directed to Information Access Operations by Phone at: 250 387-1321 or online at: http://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information

Last Update – January 2019

# Restricted Records FAQs

1. **Must restriction be applied?**
   If the criteria for heightened sensitivity and expectation of harm has been met then a restriction must be applied - see the Restricted Records Policy and Restricted Records Practice Guidelines.

2. **What does restricting a record do?**
   Restriction limits access to a record. Only an authorized position can see a restricted record unless access has been assigned to an employee.

3. **What is an authorized position?**
   An authorized position is a Team Leader (or above) or an Office Manager.

4. **Who applies restriction?**
   Only an authorized position has the ability and, where applicable, system privileges to apply restriction.

5. **In ICM can restriction be applied to a worker vs. a record?**
   No, ICM restricts access to records not workers.

6. **How can you restrict a record in CRIS?**
   A record in CRIS cannot be restricted, it must be removed from CRIS and entered into EDRMS.

7. **How can an MCFD employee who was formerly in care get their files restricted?**
   New or current employees may submit a request to restrict their Child Services (CS), Strengthening Abilities and Journeys of Empowerment (SAJE) and/or Agreements with Young Adult (AYA) files via the Information Privacy and Disclosure IPaD inbox (RecordsManagement.Retrieve@gov.bc.ca). IPaD will place the restriction on the file(s) in ICM and manage the files for the duration of employment.

8. **How do you manage a physical record that is restricted?**
   Where a record has been restricted the physical record must be stored separately from non-restricted records in a secure filing cabinet with limited access (managed by the authorized position). *Exception: CS or AYA records of MCFD employees formerly in care will be offsited by IPaD (*Restricted Records Policy, Section C Procedures)

9. **How long does restriction apply?**
   The authorized position who sets the restriction, or their successor, is responsible for maintenance of the restriction and assignment/addition of team members or other security controls. The need for restriction should be reviewed at least every 6-months.

10. **Can you offsite a restricted record?**
    No, restricted records must be retained onsite in a separate secure filing cabinet. A restricted record cannot be sent offsite until such time as the restriction is removed. *Exception: CS or AYA records of MCFD employees formerly in care will be offsited by IPaD.*

11. **What's the user's or employee's role in identifying need to restrict?**
    An employee must notify an authorized position they believe a record should be restricted including the reasons why. The authorized position will assess if a restriction needs to be applied.

12. **Is restriction applied at the local office level or across province?**
    Restriction is applied and managed at the local office level. There will be no access to the restricted record except by those employees granted visibility of, or access to, the restricted record.

13. **How does this policy impact employees working in smaller communities who know or are "acquainted" with many of the children/families receiving services?**
    There should be no impact. The policy provides requirements for employees to follow when addressing information that is deemed to have heightened sensitivity. Public servants are bound by ethics, Standards of Conduct and legislation such as CFSA and FOIPPA.

    A record is NOT to be restricted simply because an individual is known to the employee. The criteria for heightened sensitivity and expectation of harm must be met.

14. **What do I do if I know or suspect restriction has been compromised (i.e. information was accessible to an employee from whom it was restricted)?**
    If restriction is compromised, suspected or actual, report it immediately and follow the information incident management procedures.

15. **Who can I contact if I need assistance with restrictions?**
    If you are unsure on eligibility for applying or removing restriction contact your Ministry Privacy Officer. If you are an MCFD employee who was formerly a child or youth in care and you would like to submit a request to restrict your Child Services (CS) and Agreements with Young Adult (AYA) files, please do so via the IPaD inbox (RecordsManagement.Retrieve@gov.bc.ca).

# RECORDS MANAGEMENT EXPLAINED

## What are Records?

Government records are recorded information that is created or received in the conduct of business and operations.

At MCFD, we have a mix of physical and digital records stored in multiple systems (e.g. offsite storage, case management systems and shared network drives). These records include documents, client files, photographs, audio/visual recordings, emails, instant messages, and more.

These records are used in every aspect of our work – from the records collected to determine program eligibility, to the records accessed for litigation. Records support policy development, provide accountability, enable comprehensive evidence submitted to inquiries and court actions; and provide the historical background to government.

## What is Records Management?

**Records management is simply knowing what records you need to create, what records you have, where they need to be stored and how long you need to keep them.**

## Why is Records Management Important?

It is essential to follow good recordkeeping practices. Records are vital assets that enable our ministry to fulfill our mandate and contribute to the smooth operation of our programs and services. Records management ensures that information needed for decision making and operations is readily available.

### Benefits of Records Management

**Ensures compliance with legislative requirements**

**Reduces storage costs**
Storage, whether it's digital or physical, can incur significant costs.

**Preserves MCFD's corporate memory**

**Controls record growth**
Think of how difficult it is to find the information your'e looking for on an unmanaged shared drive or filing cabinet stuffed beyond capacity.

**Increases efficiency**
If you spend 10 minutes a day searching for client records, that adds up to 50 minutes a week, and in a full year you'll have spent 44 hours just looking for records. Think of all you could do with the extra time saved from efficient filing practices!

# Good Recordkeeping = Good Practice

Keeping complete and accurate records is also part of good practice, whether you are a social worker, a mental health clinician or a probation officer. As government employees, it is our legislated responsibility to collect, maintain, and protect government information including client records.

There are many reasons why good recording is important, for example:

- They serve as a record of the actions we've taken on behalf of a child, youth or family; and for some children, they are a significant part of their life story
- It is confusing for clients when the information they get through an FOI request is incomplete, inaccurate, or contradictory
- The information in the client record is the basis for how you and other staff will work with a child, youth or family
- In court, the quality of the records can impact decision making and can influence the judge's perception of the validity of our findings
- Poor information quality can impact service delivery decisions for a child or family in undesirable/ unintended ways

Many MCFD records have very long life-span (up to 100 years). Our records are required for Director's Counsel, litigation including class action settlements, reviews by the Ombudsperson and Representative for Children and Youth, coroner's reviews, police investigations, and many others. Practicing good recordkeeping will make these records accessible to all who need them, now and in the future.

## Information Lifecycle

From the moment records are created or received, until the moment they are stored, deleted, destroyed, or permanentlhy retained in the Government Archives, records follow an information lifecycle.

1. **CREATE/RECEIVE:** An information lifecycle begins when records arrive or are created (e.g. born digital).
2. **USE**: Records are accessed by those who need them, and used in the conduct of Ministry business.
3. **MANAGE & STORE**: Records are filed according to a classification system, housed in a recordkeeping system, and protected and maintained to safeguard the integrity of the records.
4. **DESTROY OR PRESERVE**: When the records reach the end of their retention period, they are securely destroyed or preserved permanently at the Government Archives.

## More questions?

Visit the Records Management Month iConnect page for more resources and tips on managing your records.

# 6 Myths of Records Management

Reality

Myths

## Records management is hopelessly old-fashioned and only applies to paper.

1

Records management is alive and well - and even more relevant today. **Managing records is an integral part of our business processes** and needs to be systematically and strategically applied to successfully manage digital information.

## Records management is just filing.

2

**Records management is our duty.** When records are created, name them in a manner that will make it easy for others to access the information later. Records need to be managed in a secure location with access controls applied. When records reach the end of their lifecycle, they must either be transferred to the government archives or destroyed.

## Records management starts when the boxes of files go offsite.

3

**Records management starts when a record is created.** People need to manage their records when records are created or received so they can easily be easily located when needed. This will enable us to provide evidence of our actions/ decisions as necessary.

## It's too expensive.

4

**We'll save money by reducing the amount of time spent looking for records and/or storing records (that we shouldn't be).** Over time, we'll see reduced physical and electronic storage costs after removing transitory records from our LANs and applying for their destruction or transfer to archives.

## It's easier just to keep everything.

5

**Keeping things "just in case" something might happen or it's "old" are not valid reasons or grounds to keep hanging on to records.** If the business needs and legal requirements have come and gone, don't keep them! Apply for destruction or transfer to archives when the records are eligible!

## I need to become a records management expert to manage my records effectively.

6

Heck no! At a bare minimum, at least **know what records you need to keep, what NOT to keep and how to manage them** as part of your processes. Also know where to store your paper and electronic records. You don't have to be an expert, just know what the requirements are in your business area.

## More questions?

Visit the Records Management Month iConnect page for more resources and tips on managing your records.

## Declutter Your Personal Drive

These days the idea of decluttering is very popular. Netflix has several home improvements shows dedicated to the art of decluttering, which have inspired many of us to simplify our lives and keep things that spark joy. This fun video, created by the Information Policy and Privacy Team, shows us how we can use a similar approach to tackle the digital clutter stored on our personal drives (H: drives) at work.

# The Fine Art of Destruction: Managing Transitory Records

***I know I need to keep some things. But the rest of the stuff…?***

Having trouble identifying which records you need to keep, and which records you can throw away when you are done with them? Then today's blog post is for you!

Over the course of a workday, we create and receive a wide assortment of records while carrying out our work. For some records, it's obvious that they are needed to support our ministry's operations, provide evidence of transactions with service providers and clients, compliance, decisions, and fulfill legislative requirements. But for others, it's not always so clear.

Some of the records we create or receive are only needed for a limited time, to complete a routine action or prepare a subsequent record. Keeping these transitory records beyond their usefulness clutters computer systems, costs money, and makes it difficult to locate important information quickly when needed. By promptly removing information of short-term value, we are better able to identify and file key records into a recordkeeping system (e.g. a LAN, case management system, or physical filing system) where they can easily be found.

***So what can I do about it?***

The *Information Management Act* (IMA) requires that all government information covered under an information schedule be held, transferred, archived or disposed of in accordance with the schedule. Virtually everything that we document in the course of our work, whether by computer, mobile device or on paper, is a government record covered under an information schedule.

Transitory records are covered by the Transitory Records Schedule (102901). This schedule gives BC government employees the delegated authority to destroy transitory records immediately when no longer required.

When dealing with transitory records, practicing "read and delete," and making good use of your secure document destruction services (i.e. confidential shredding bins) are the keys to managing information effectively.

***But I don't want to get rid of something important! How do I know what's transitory?***

Start by reviewing the Transitory Records Schedule and the Transitory Records Guide. Think about the types of records you create and receive daily in the course of your work and how they fit into the categories described in these documents. In addition, you can answer the questions in the decision diagram to help you decide.

Here are some examples of transitory and official records:

**TRANSITORY RECORDS**

- Meeting arrangements, for example: "Ask Alison Anything" calendar invites
- Announcements of social events
- Personal messages, for example: "Meet me for lunch at noon"
- Simple messages reflecting a request to call someone
- cc copies (unless you are the main staff member responsible for the matter)
- FYI copies created for convenience/reference purposes
- An email conveying an attachment (if it doesn't add value to the attachment)
- Outlines, calculations, preliminary notes and other rough content used to prepare a final record
- Drafts and revisions, including related correspondence, which don't reflect or record significant steps in the preparation of a final document or record
- Redundant copies of documents that have been saved or printed and appended to the official file

**OFFICIAL RECORDS**

- Emails that document business transactions (initiation, authorization or completion)
- Records that document decisions, including instructions, approvals, advice and signed briefing notes
- Documents listed in the File Format / Face Sheets (scroll down the page to locate the Face Sheet for your business area). Examples include:
  - Signed agreements
  - Personal history & personal documentation
  - Planning documentation and tools
  - Case notes or Black Books
  - Referral documents
  - Service requests
  - Financial documentation
- Final report with recommendations
- Policies and directives
- Meeting agendas and minutes

You may want to decide at a branch or work unit level which records should be deemed transitory.

***Sounds good so far. But how do I deal with electronic records?***

Treat electronic records (email, Word documents, spreadsheets, digital photos, etc.) just as you would paper records: if they are transitory records, delete them as soon as you've finished with them.

It is good practice to regularly scan for transitory records and delete as you go. As a rule, destroy transitory records as soon as they have served their primary purpose (e.g. deleting preliminary drafts when the final version of the document is issued).

***Are some formats (e.g. text messages, post-it notes) considered transitory?***

Keep in mind that the content and context of a record determines whether it is transitory, not its format or storage medium. If an email, draft document or other record is essential for understanding ministry operations – e.g. how a decision was reached, then you must keep the record.

***Is there anything else I should know about transitory records?***

The method you use to destroy transitory records must be appropriate to their level of sensitivity. Transitory records that may contain personal information or other sensitive or confidential information must be disposed of in a manner that the information cannot be reconstructed. When in doubt, treat it as sensitive.

You do not need to apply to destroy transitory records, as you would for records covered under an Operational Records Schedule (ORCS) or Administrative Records Schedule (ORCS).

Transitory records are government records and have to be reviewed and provided in response to an FOI or litigation request, **even if you've kept them when you could have destroyed them**. If transitory records are available, they are considered records subject to the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and legal discovery.

Remember, a transitory record is of **temporary** usefulness. Therefore, it is not to be kept as a substitute to the records that it duplicates or brings about. By regularly destroying transitory records, you're not only weeding out what isn't needed, but also eliminating any future confusion that may result from managing duplicate copies and multiple versions.

If you require further assistance with identifying transitory records, give us a shout! The Information Policy and Privacy Team is here to help with your records management questions.

# SAVE OR DELETE
## DECISION TREE

**1** Needed for your work?
Provides evidence of official business policies, actions, transactions or decisions?

**YES** — continue to 2

**NO** → Routine and non-business records → DELETE

**2** Final document?
OR
Draft or revision with information on decisions/approvals not found elsewhere?
OR
Working materials integral to understanding the final document?

**YES** — continue to 3

**NO** → Drafts and working materials → DELETE

**3** Are you the main or only recipient?

**YES** → SAVE

**NO** → Copies → DELETE

### WHAT ABOUT REDUNDANT SOURCE EMAIL?

When the official file copy of the non-transitory email has been saved in an appropriate recordkeeping system, the source email is redundant and can be deleted.

# Do you save records on your home (H) drive at work?

# If so, did you know….

- Official government records are **not** to be keep on your H drive as others cannot access them.
- It costs government **9.6 million per year** for LAN storage (H & shared drives) and most of this is for H drive storage!
- In MCFD there are approximately **6,900** H drives, accounting for **20,750 GB** of storage space which is equivalent to about **7 million** high resolution photos!
- It costs $2.75 per GB each month for H drive storage; H drive storage costs the ministry almost **$685,000 per year**!
- A small number of staff represent **10%** of the ministry expenditures for H drive storage costs; just a few people cost the ministry **$5,000 each per year**!
- A significant number of files stored on MCFD H drives are videos, photos, music, duplicate information, and personal items.

# What can you do?

- Review your H drive properties to confirm the size of your H drive and calculate the cost per month to the ministry for retaining these records in your home drive. To do this right click on the H drive and select “Properties”.
- Clean up your H drive:
    - Move all official government records to a shared LAN or in a physical file and delete them off the H drive.
    - Delete personal information - especially large size files such as music, photos, videos, etc.
    - Delete all transitory and draft records that you no longer require.

# Do not save official government records your personal home drive!

- Government records must be kept in accordance with governments records management requirements; this includes filing them in an appropriate system.
- Only use H drives for transitory documentation (and limited personal information) and review and delete the information on a regular basis.

**You must file records in the appropriate record keeping system**. It is important to recognize that employees at all levels must effectively manage government information in the course of their daily work. Storing records in an employee’s home drive or in email folders is NOT equivalent to filing them in an appropriate record keeping system.
Failure to file your records appropriately could result in:

- **Restricted Access**. Nobody else can access the drive and its contents.
- **Incomplete records**. Key records many not be classified and captured appropriately in the file.
- **Difficulty with search and retrieval**. Records may be missed when responding to information requests or during legal document discovery.

# Organizing Shared Drives

## Shared network folders can easily become dumping grounds

MCFD maintains a large proportion of its administrative records (and operational records to a lesser extent) on shared network drives (also known as LANs – Local Area Networks). To manage these records effectively, implementing processes and controls for creating, naming, managing and disposing of information must be put in place.

We have all seen shared drives where the folder names and document names are unintelligible, and the drive is used as a dumping ground. Sometimes the same document is stored many times, by different employees, in different folders. No one knows which copy of a document is the latest or final version. This leads to confusion as to where the official source of truth resides and who the owner of the document is.

## Organizing shared drives according to ARCS/ORCS

We can avoid this situation by organizing our shared drives according to ARCS or MCFD's ORCS. Organizing our shared drives enables us to easily find, manage and share information. Unmanaged shared drives with inconsistent folder structures and poorly named files tend to turn into a tangled mess quickly. Furthermore, keeping duplicate copies and other types of transitory records on our LANs increases the risk of privacy breaches; complicates compliance with *FOIPPA* requests; and increases storage costs exponentially.

## Implementing a LAN reorganization project

Here are some things to consider when planning a LAN reorganization project:

1. **Governance**: Who will be making the decisions on the LAN reorganization project? Who will do the hands-on work involved with developing the LAN structure and related documentation?

2. **Scope**: Will the LAN will be used for new files created on a go forward basis or will existing files be moved to the LAN? Will the project involve cleaning up existing shared drives?

3. **Security**: Who has access to your existing shared drives? Request a list from the Social Sector Service Desk (Social.Sector.Service.Desk@gov.bc.ca) to determine who has access to your existing LANs. When setting up the folder structure, consult with management to determine who should have access and which folders need to be restricted.

4. **Assessing records**: What type of function or activity do the records represent? What ARCS or ORCS classification do they fall under? How long do the records need to be retained on the LAN? Do they need to be retained by BC Archives (selective or full retention) or can the records be destroyed once they have met their eligible final disposition date?

5. **Building a new folder structure:** Use the ARCS/ORCS categories to create the folder structure. Limit the folder structure to 4-5 levels. The first level of folders should include the ARCS/ORCS

classification number and name. The lower levels will contain sub-folders that will contain the documentation.

6. **Naming conventions**: Have conversations with staff who access and file records on the LAN to determine how documents should be named to facilitate easy search and retrieval of information. Consider how to format dates, versions, and acronyms. Avoid using personal or work unit names as these may change over time. For further assistance see MCFD's File Naming Convention Standards.

7. **Transitory and redundant records:** Identify and delete transitory records and redundant copies from the existing LAN.

8. **Ongoing management**: Consider how the shared drives will be managed going forward. Assign an individual, or a group of individuals, the responsibility for managing the shared drive. Ensure that all transfers of responsibility are documented.

9. **Routine disposition:** This involves monitoring when records have reached the end of their lifecycle and are eligible for destruction or review by the archivist to move to BC Archives. Ensure you have an approved Application for Destruction of Records (ARS 653) prior to deleting records from the LAN.

10. **Remember the humans:** Moving to an organized and properly classified LAN is a change management project that should involve everyone who will create or manage records on the LAN. Have conversations with staff to develop consistent processes for creating and managing documents on the shared drive (e.g. how drafts are managed and how documents are named). It is helpful to create cheat sheets or host information sessions to familiarize staff with the LAN structure and processes.

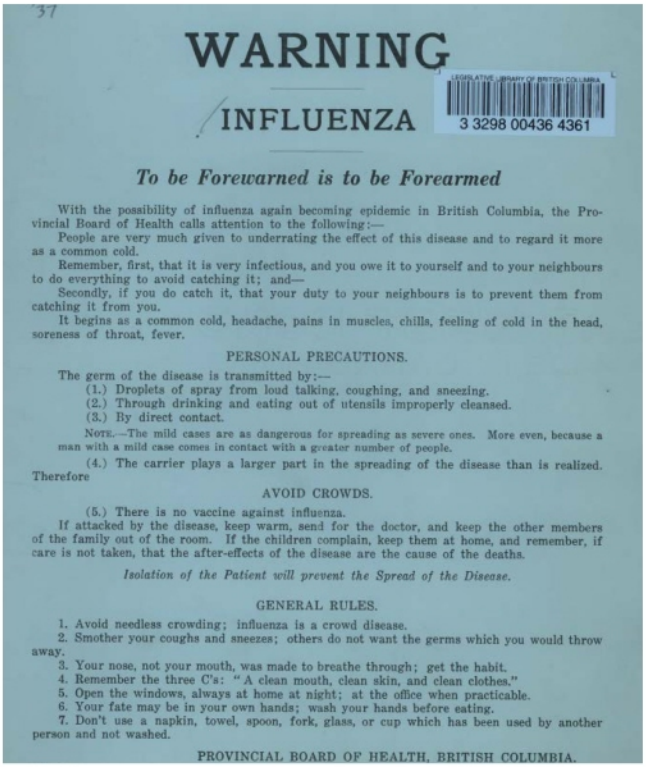
If you have any questions about cleaning up your LAN, the Information Policy and Privacy Team (email Marilyn.CarrHarris@gov.bc.ca) is here to help!

# MCFD Records Matter!

Years from now, we'll be looking back at history to see what happened. In the future, we'll want to know how COVID-19 impacted our country, our province, and our local communities. Future public servants will be interested in knowing how we dealt with the crisis, what worked and what didn't, and what we learned along the way. How did the pandemic impact the clients we serve? Our records are vital for this, but it goes beyond looking back at our history.

It's about the here and now! Managing government information is vital in supporting our clients during these challenging times. Our records provide us with valuable information to make informed decisions, to help identify trends, and help us allocate resources where they're needed. The records we keep also serve as a record of the actions we've taken on behalf of a child, youth or family – and for some children, they are a significant part of their life story.

Think about the important role our ministry plays, in ensuring that critical and essential services continue, while safeguarding the health and safety of staff, children, youth and families. It has never been more important to make and keep records about the work we are doing.



'37

WARNING

INFLUENZA

LEGISLATIVE LIBRARY OF BRITISH COLUMBIA
3 3298 00436 4361

*To be Forewarned is to be Forearmed*

With the possibility of influenza again becoming epidemic in British Columbia, the Provincial Board of Health calls attention to the following:—

People are very much given to underrating the effect of this disease and to regard it more as a common cold.

Remember, first, that it is very infectious, and you owe it to yourself and to your neighbours to do everything to avoid catching it; and—

Secondly, if you do catch it, that your duty to your neighbours is to prevent them from catching it from you.

It begins as a common cold, headache, pains in muscles, chills, feeling of cold in the head, soreness of throat, fever.

PERSONAL PRECAUTIONS.

The germ of the disease is transmitted by:—

(1.) Droplets of spray from loud talking, coughing, and sneezing.
(2.) Through drinking and eating out of utensils improperly cleansed.
(3.) By direct contact.

NOTE.—The mild cases are as dangerous for spreading as severe ones. More even, because a man with a mild case comes in contact with a greater number of people.

(4.) The carrier plays a larger part in the spreading of the disease than is realized. Therefore

AVOID CROWDS.

(5.) There is no vaccine against influenza.

If attacked by the disease, keep warm, send for the doctor, and keep the other members of the family out of the room. If the children complain, keep them at home, and remember, if care is not taken, that the after-effects of the disease are the cause of the deaths.

*Isolation of the Patient will prevent the Spread of the Disease.*

GENERAL RULES.

1. Avoid needless crowding; influenza is a crowd disease.
2. Smother your coughs and sneezes; others do not want the germs which you would throw away.
3. Your nose, not your mouth, was made to breathe through; get the habit.
4. Remember the three C's: "A clean mouth, clean skin, and clean clothes."
5. Open the windows, always at home at night; at the office when practicable.
6. Your fate may be in your own hands; wash your hands before eating.
7. Don't use a napkin, towel, spoon, fork, glass, or cup which has been used by another person and not washed.

PROVINCIAL BOARD OF HEALTH, BRITISH COLUMBIA.

*A BC Provincial Board of Health advisory, archived at the Legislative Library of British Columbia, 1937*

Many of us will be working from home, making sure important services to our clients continue. And this will involve creating records, accessing information, sharing records with colleagues, and keeping the records somewhere safe. Our records management responsibilities don't change whether we're working from the office, our dining room tables, or anywhere else.

We are still responsible for:

- Creating work related records by documenting actions, decisions and the rationale (the why)
- Keeping records in an organized way - with easy to follow file structures and naming conventions
- Storing records somewhere safe and accessible to those who need them
- Ensuring privacy is protected by taking special care to securely capture and store sensitive, confidential or personal information
- Ensuring official records aren't disposed of without authorization (unless they are transitory records, see our blog post on managing transitory records
- Complying with recordkeeping policies and procedures

For more information on records management best practices when working offsite read the Managing MCFD Records Outside the Office blog post. There is also a wealth of resources available on the Records Management Procedures iConnect page.

Let's all do our part to keep our records healthy during these unprecedented times.

# What's in a File Name?

Having trouble finding a document because you can't recall what you named it? If so, this blog post on naming conventions is for you!

A naming convention is a consistent method for creating file names for your digital records. Its purpose is to determine:

1. What the document is about;
2. Where it is in drafting (e.g. first draft, under review, final); and,
3. Whether the document has been acted upon or is in use.

That is a lot of information packed into a file name! However, a standard naming convention is worth the effort. Take a look at MCFD's File Naming Conventions Standards as a starting point for creating names for your digital files.

Here's an example of a file name that can be improved using file name conventions:

**Contract.v1.1.3.Final Final Draft.docx**

This file name reveals little about the content. We can assume it's about a contract, but which contract is anyone's guess! It's also difficult to determine the revision status from "**Final Final Draft**." Is it a final document? Or the last draft before the final? Lastly, has anyone taken action on the document?

Based on this file name, we can't tell. Applying standard naming conventions makes things so much easier. They provide an efficient method to separate drafts from final documents, document actions taken on documents, and ensure the records will be accessible later.

Here are some best practices for naming digital files:

**The form of the file name should be predictable**.

To create a predictable file name, separate the name into unique elements. Going back to our example, this can include: contract number, account number or a project number, subject, and a date.

There can be plenty of email, reports, budgets, and other documents related to this contract. The best way to keep all of this information together is to use a unique identifier such as a contract code as the first element of the file name. We'll call the contract code XYZ.

Managers are fond of saying "give me everything on [subject]." If the name includes a unique identifier – such as the contract code – finding all documents related to XYZ will be simple. But, do people really want everything?

**Be specific.**

Usually folks want a specific document. When creating a file name, indicate what type of document it is. In our example, contract negotiations is the subject of the document, so it should be added to the file name. Since there is lots of back and forth on these negotiations, it is also useful to add a date. Format the date using four-digit years, two-digit months and two-digit days: **YYYYMMDD** or **YYYMM** or **YYYY-YYYY**.

If we create a file name that consists **of CONTRACT CODE, SUBJECT, AND DATE**, we only need to glance at the file name to know what the document is about and which is the most recent.

**Keep file names short, but meaningful.**

When documents are stored on a shared drive, where there is a highly nested folder hierarchy, it doesn't take long to reach the maximum character length. Did you know the maximum character length includes the whole file path including the file title? If you reach the maximum, you will not be able to save the document at all. You can cut the length of the file name by avoiding repetition and redundant words and words excluded from searches (e.g. the, if, but, so, for, etc.).

**Don't use special characters.**

Avoid using special characters such as &,*/#;()@${}[]?<>. Use capital letters or spaces to define words, not underscores.

**Keep track of revisions.**

Revision control is a method of adding information to the file name to keep track of revisions (e.g. is it draft or final?). Not all documents require revision control. Sometimes the date is enough.

For revisable documents such as presentations, reports, or meeting minutes, working on or sending out an earlier draft of a document is embarrassing, confusing, and a waste of time. When a revisable document is being drafted, include "V" followed by the version number or "D", where applicable for draft.

Let's take out our previous file name and add revision control:

**XYZ ContractNegotiationsMeetingMinutes 2020-04-20 v01.docx**

First we added spaces and capital letters to separate the elements. Then we add the date of the meeting and version number. Now it is ready for review and discussion. The document creator always controls the revisions. If Veronica sends a draft set of minutes to her manager Eric and Eric has comments, he would add his initials after the revision number.

**XYZ ContractNegotiationsMeetingMinutes 2020-04-20 v01 ESmithedits.docx**

Once Veronica and Eric are happy with the minutes, they are finalized.

**XYZ ContractNegotiationsMeetingMinutes 2020-04-20 Final**

Based on the file name, we know this record pertains to a specific contract concerning negotiations taking place on April 20th, 2020. It is a final revision. That is a lot of information to get from a file name.

In summary, proper naming of document doesn't need to be difficult. But it does need to be applied consistently, documented, and shared with your team. Does your business area need a document naming convention? The Records Management team can help you adapt the MCFD naming convention to fit the needs of your business area.

BRITISH COLUMBIA
BC Public Service

Where ideas work

**JOB PROFILE**
**POSITION # 00029307**

**TITLE: INFORMATION AND PRIVACY COORDINATOR 18**

**CLASSIFICATION: ADMINISTRATIVE OFFICER**

**MINISTRY: CHILDREN & FAMILY DEVELOPMENT**

**WORK UNIT: EXECUTIVE OPERATIONS**

**SUPERVISOR TITLE: DIRECTOR, EXECUTIVE OPERATIONS**

**SUPERVISOR POSITION #: 00079947**

## CONTEXT:

The Deputy Minister's Office supports ministry executive operations through the strategic day-to-day management and coordination of corporate issues arising both within the provincial office and the Service Delivery Areas.

## JOB OVERVIEW

The Information and Privacy Coordinator reports to the Director and serves as a critical linkage between the Deputy Minister's office, Ministry staff and central agencies. The position is responsible for assigning requests within the ministry, liaising with the Minister's office, tracking requests throughout the process and managing all FOI responses and sign-off packages for approval. This position provides leadership and guidance on the compliance of the Freedom of Information and Protection of Privacy Act and makes recommendations on the release of information and the protection of privacy.

The Information and Privacy Coordinator is also responsible for the coordination of correspondence, briefing notes, MLA requests, General FOI requests, Treasury Board and Cabinet Submissions. The position gathers, coordinates and prioritizes relevant information to ensure appropriate responses are prepared in a timely manner. Work is carried out in a high profile and fast paced environment where client relations, tact, diplomacy and short term planning are essential for smooth operation of the office.

## ACCOUNTABILITIES

Required:

- Works closely with division and Minister's office FOI contacts and Information Access Office (IAO) for a coordinated, streamlined approach to ensure responsive records are provided in a timely manner to meet legislated due dates for FOI requests.
- Reviews and analyzes incoming request to determine what division may hold records and routes for response accordingly, bringing attention to legislated due date.

- Manages and organizes a large and varied scope of requests with competing priorities.
- Works closely with the Minister's office, under the guidance of the Director, Executive Operations, to provide advice, support and training on the FOI process, conducting searches and providing responsive records in a timely manner.
- Makes determinations to involve senior management and/or executive if there are any extraordinary issues that arise during the processing of a request.
- Interprets and applies FOIPPA and other regulations and makes recommendations to sever information, in accordance with statutory requirements, prior to returning information package to IAO.
- Determines the need to withhold and/or release information or records ensuring risks, legal and security issues to the author, applicant, third parties and/or the ministry are considered
- Discusses requests with executive or their associates to ensure requests are clearly understood and the FOI process is clearly understood.
- Discusses time extensions with ministry staff and IAO and negotiates accordingly.
- Provides planning, analytic and problem-solving guidance to clients on the effective management of information in all formats; responds to issues and queries on the creation, retention, retrieval and destruction of records and data.
- Examines all incoming requests to identify the issue and determine information needs and facilitates timely responses to information requests and assignments.
- Consults with subject matter experts and gathers information from various sources including ministry resource materials, internet and intranet searches, and Government websites.
- Solicits information, advice or assistance from other government ministries/agencies in preparing responses, and coordinates cross-government requests as appropriate.
- Edits responses prepared by other ministry staff to ensure that information is communicated in a way that is relevant, clearly presented, accurate, appropriate in language and tone for the audience, consistent with Ministry policy, reflects the provincial government's goals, adheres to government communications approaches, and represents Minister's/Deputy Minster's message intent; updates logs on CLIFF; receives, tracks and redirects assignments.
- Ensures that Ministry responses address issues identified in incoming requests and are clear, concise and that messaging is consistent.
- Assists in the coordination of ministry estimates process and fact book updates - assigning tasks, tracking, and following up as required.
- Coordinates multiple ADM approvals for briefing materials as well as assembles briefing packages for ADM's, DM and Minister.
- Serves as the Minister's Office main point of contact for the coordination and scheduling staff attendance at Minister briefings.
- Maintains statistics on all Executive Operations assignments including the management of Executive Operations Tracking documents and the ministry's corporate calendar.
- Provides training to other Administrative Support in the ministry in all matters regarding the formatting and flow of various types of ministry assignments keeping them apprised of any changes and updates.
- Develops and implements internal processes to ensure appropriate records are maintained and documents are handled with complete confidentiality.
- Performs other related duties as required and related to the work of Executive Operations.

**JOB REQUIREMENTS**

- Secondary school graduation or equivalent and 3 years experience that demonstrates a strong privacy skill set; **OR**
- Certificate or Diploma in Social Sciences, Law, Business Administration, Public Administration, Information Management, Communications or other directly related discipline and 18 months experience that demonstrates a strong privacy skill set; **OR**
- Post-secondary degree in Social Sciences, Law, Business Administration, Public Administration, Information Management, Communications or other directly related discipline and 6 months experience that demonstrates a strong privacy skill set; **OR**
- An equivalent combination of education / training and experience may be considered.
- Proficient experience with Microsoft Office computer applications, including Word, Excel and Outlook.
- A minimum of 12 months experience using CLIFF correspondence tracking system in a high-volume environment.
- Experience reviewing and proofing briefing notes and executive level documents. Preference may be given to applicants who have at least 1 year of experience in this area.
- Preference may be given to applicants who have experience working in, or closely with, an Executive level office.
- Preference may be given to applicants with 6 months or more experience interpreting and applying legislation

**BEHAVIOURAL COMPETENCIES**

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

**TITLE: DIRECTOR, INFORMATION POLICY** **CLASSIFICATION: BAND 4**

## JOB OVERVIEW

The Director is responsible for providing strategic direction and policy and practice direction on information management generally and on records management and disclosure specifically. The Director is also responsible for leading an operational unit that provides centralized search, retrieval, production, and disclosure services of personal records responsive to a variety of access requests under various legislative authorities and information sharing agreements. The work of the Information Policy unit spans the ministry's six service delivery areas (early childhood development, children and youth with support needs, child and youth mental health services, child welfare and protection, guardianship and adoptions, and youth justice) and all ministry support areas including quality assurance and finance.

## ACCOUNTABILITIES

- Directs an operational work unit that provides centralized search, retrieval, production, and disclosure services of personal records responsive to a variety of access requests (Freedom of Information, Public Guardian and Trustee, Legal Services, Police, Adoptions, etc.).
- In partnership with Government Records Services at the Ministry of Citizens' Services, develop and provides records management leadership and guidance to ministry staff, Delegated Aboriginal Agency staff and contracted service providers in the management of province records
- In partnership with Information Access Operations at the Ministry of Citizens' Services address legislative obligations related to access under the *Freedom of Information and Protection of Privacy Act*.
- Lead significant information management related projects (for example, the development of contract language revisions related to information management in residential and non-residential contracts and delegation enabling agreements, implementation of Enterprise Document Records Management System)
- Lead the development of information management policy within the Ministry that builds on cross-government direction but addresses the specific requirements of legislation affecting ministry practice including the *Adoptions Act*, *Child Family and Community Services*, and *Youth Criminal Justice Act* (federal).
- Establish and maintain working relationships with business areas across the ministry and with external parties such as the Coroner's Office, Public Guardian and Trustee, Director's Counsel, and Attorney General, developing and negotiating formal agreements as required to reflect agreed to service expectations
- Liaise with various stakeholders (Aboriginal agencies, service providers, central government) to address information management issues
- Partners with business areas in the development of information policy and records management direction
- Directs professional and administrative staff and manage unit budget
- Serves as a member of the branch's leadership team and acts for the Executive Director as required.

## JOB REQUIREMENTS

### EDUCATION AND EXPERIENCE:

- Completion of a degree in a related discipline (e.g. social science, public administration, or law) or equivalent combination of education and experience. Equivalency is a diploma or certification in a related discipline (public administration, records management, information management, privacy) plus 5 or more years of progressive experience in one of the following (policy development, records management, privacy, information management, access and disclosure).
- Minimum three years of experience progressive experience in one of the following (policy development, records management, privacy, information management, access and disclosure).
- Experience collaborating with partners and stakeholders to accomplish significant change.
- Minimum two years experience managing staff or project teams.
- Minimum two years experience in policy development.
- Significant experience with stakeholder/partner engagement with multiple internal and external sources.

### PROVISO

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

## BEHAVIOURAL COMPETENCIES

- **Strategic Orientation** is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Designing Strategy and Structure** involves knowledge and skills in the analysis of the environment, size of the organization, strategy and use of technology
- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Partners with Stakeholders** is the desire to work cooperatively with all stakeholders to meet mutual goals. It involves awareness that a relationship based on trust is the foundation for success in delivering results.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organizations mandate.

- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies etc. accountable for results.

**INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES**

- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

**TITLE:** ***RECORDS ADVISOR*** **CLASSIFICATION: CLK15**

**CONTEXT:**

The position supports the delivery of Ministry programs by providing subject matter expert information management advice to field and provincial offices, Delegated Aboriginal Agencies and contracted service providers.

The focus of the work is the analysis and interpretation of legislation, regulations, policies, and directives related to information management, as well as guiding large scale implementations of applications and information schedules, information management practice reviews, and other records or information management project support to MCFD clients.

Provides expert interpretation on a variety of operational issues involving the management of information, specifically information schedule disposition, including destruction. The position enables clients to meet their legislative requirements under the Information Management Act.

Applies business and records management knowledge to process materials that are extremely confidential, and often of a disturbing and/or graphic nature (including photographs); that may include material and images related to physical and /or sexual abuse of children.

The work is highly detailed and requires strong proof reading and sequencing skills, accuracy and the ability to concentrate for long periods of time.

This position reports to *the Senior Policy Analyst, Information* Policy.

**JOB OVERVIEW:**

To ensure that records classification, retention and disposal are carried out in accordance with the *Information Management Act* and other related policies and procedures; and to provide expert advice, support, guidance and training to staff for information management practices and standards for manual and automated records. Subject matter expert for ministry ORCS and provides direction on complex records management queries. This includes to safeguard client information, ensuring assets are managed effectively in accordance with their determined value and to promote information management and record-keeping practices which ensure the availability, integrity, and accuracy of recorded information.

**ACCOUNTABILITIES:**

- Provides government wide information management interpretation, advisory and processing services to a cluster of client groups in the public service, including providing relevant and useful advice to clients on the Information Management Act, Core Policy, Appropriate Use Policy, and other related legislation and policy, to all levels of government up to the Deputy Minister and/or Minister level.
- Specialized interpretation & application of legislation, schedules, policy, and/or CRO Directives
- Determines and provide solutions for ministries which can be implemented by referring and interpreting legislation, policy, procedure, or best practice perspectives.

- Applies business and records management knowledge to contribute to and assist in the development and review of Operational Records Classification Systems (ORCS) and/or other classification, retention systems in accordance with legislative and client requirements.
- Works with clients in implementing IM processes, systems, and change management, and works directly with clients in completing compliance reviews including participating in or leading working groups with clients to resolve issues
- Conducts risk analysis and compliance and technical reviews, regarding the management, classification and security of records and recommends changes, including analysis, advice and resolution of complex record scheduling scenarios
- Recommends to client ministries executives, measures to improve efficiency and cost effectiveness of client storage costs (data and physical)
- Makes recommendations for approval of the destruction of information through interpretation of information schedules, the IMA and the legislations of the client ministry.
- Develops and reviews ministry records management policies and procedures to ensure compliance with legislation and existing policies and processes.
- Provides records management expertise for information management systems projects to ensure the identification, organization, retrieval and maintenance of information resources.
- Coordinates application, evaluation and implementation of recorded information management schedules.
- Analyzes operational needs and determines retention and disposition requirements to cover new operational activities or programs.
- Recommends changes to records classification systems resulting from program changes.
- Custodial contact for ministry historical and/or legacy records.
- Provides advice, guidance and direction to ministry offices, contractors, management and executive on the management of the Province's records and processes and complex classification questions.
- Explains governing records management policies and procedures to ensure compliance and resolves filing problems, errors and issues.
- Manages central records management mailbox for ministry.
- Creates, consolidates, verifies completeness and prepares records for storage and destruction, ensuring that policy and procedures have been followed.
- Reviews applications from client business units for offsiting and the destruction of information, ensuring that legislation, policies and procedures have been followed.
- Identifies and classifies files by function, subject and property and integrates into filing systems and databases for a large, complex and highly confidential client base.
- Search and retrieve a range of files in a variety of media through complex case management systems (ICM, MIS, CORNET, Adoptions Management System) including microfiche, microfilm and non-registered historical and legacy records preceding the ministry.
- Creates, modifies and maintains new and historical records, including taking efforts to improve the quality of the physical and digital records.
- Develops and delivers information management training to ministry staff and Delegated Aboriginal Agencies on establishing and maintaining records management systems.

- Develops and maintains user manuals for records management practices and processes.
- Maintains inventory lists and related access authorization documentation for records in offsite storage facilities.
- Develops regular and ad-hoc systems reports on ministry records management statistics.
- Liaises with Government Records Services, Ministry offices, CLBC, Delegated Aboriginal Agencies and contracted service providers.
- Maintains the Accession Administration Table in ICM, including registry of new accessions and cancellation of expired accessions.
- Provides support and advice for electronic information management systems (MIS, ICM and CORNET) by recommending improvements such as new fields, scheduling systems maintenance or assisting with the design and coordination of user acceptance testing.
- This position may require occasional travel.

**JOB REQUIREMENTS:**

- Certificate or diploma in field related to information management (archival studies, library science, information sciences, CRM designation), or equivalent combination of education and experience.
- Minimum of 1 year interpreting and applying legislation, and policies, including providing advice on legislation to clients and staff
- Experience providing information management support and advice to a large public sector organization or equivalent.
- Preference will be given to those with experience using case management systems such as EDRMS, CRMS, ICM, MIS and CORNET.
- Preference will be given to those with experience developing and delivering information and records management training.
- Knowledge of legislation, policies and procedures related to the collection, use and disclosure of information.
- Experience in providing clear communications (including both oral and written)
- Experience with Excel, Word, Outlook, SharePoint, and the MS Suite of applications
- Experience working on large project and implementations of new processes, including those that require some component of change management
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

**COMPETENCIES:**

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Change Management** is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.
- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.

**TITLE: RECORDS TECHNICIAN** **CLASSIFICATION: CLK 11**

**CONTEXT:**

The position supports the delivery of Ministry programs by providing records management support and advice to field and provincial offices, Delegated Aboriginal Agencies and contracted service providers.

The material processed is extremely confidential, and often of a disturbing and/or graphic nature (including photographs); that may include material and images related to physical and /or sexual abuse of children.

The work is highly detailed and requires strong proof reading and sequencing skills, accuracy and the ability to concentrate for long periods of time.

This position reports to the Assistant Manager, Disclosure and Document Management.

**JOB OVERVIEW:**

Provides records management support and guidance records classification, retention and disposal processes carried out in accordance with the *Information Management Act* and other related policies and procedures; provides direction on records management queries and to provide administrative support to the unit.

**ACCOUNTABILITIES:**

- Provides support and advice to business units on the creation, retention, retrieval and destruction of records in all formats.
- Explains governing records management policies and procedures to ensure compliance and resolves filing problems, errors and issues.
- Creates, consolidates, verifies completeness of files and prepares records for storage and destruction, ensuring that policy and procedures have been followed.
- Identifies and classifies files by function, subject and property and integrates into filing systems and databases for a large, complex and highly confidential client base.
- Custodial contact for ministry historical and/or legacy records.
- Assists in the coordination application, evaluation and implementation of recorded information management schedules.
- Accesses a range of physical files and case management systems to conduct complex searches to identify and locate information and records.
- Assists in the delivery of records management training to ministry staff and Delegated Aboriginal Agencies.
- Maintains inventory lists and related access authorization documentation for records in offsite storage facilities.
- Enters information on requests, status, and tracking of record requests using the ministry Records Request Tracking system.
- Prepares regular and ad-hoc systems reports on ministry records management statistics.

- Responds to inter-ministry information requests for legacy or historical files.
- Completes file preparation for incoming requests, verifies files to be ordered, reviews files and tags for non-complex information where needed.
- Responds to queries from the central records management mailbox for ministry.
- Assists with office projects as required.

**JOB REQUIREMENTS:**

- Secondary school graduation or equivalent.
- Experience providing information management support to a large public sector organization or equivalent.
- Knowledge of legislation, policies and procedures related to the collection, use and disclosure of information.
- Must be able to lift heavy boxes (up to 50lbs)
- Must handle old, dusty and often disturbing, highly confidential and sensitive materials.
- Desktop self-sufficiency (standard office software, email and calendar systems)
- Must be able to sit for long periods of time therefore, frequently stretching and attention to ergonomic health is a high priority.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

**COMPETENCIES:**

- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

**TITLE:** SENIOR POLICY ANALYST

**CLASSIFICATION:** POLICY ANALYST (INFORMATION) 27

**MINISTRY:** CHILDREN AND FAMILY DEVELOPMENT

**WORK UNIT:** ANALYTICS OFFICE

**SUPERVISOR TITLE:** DIRECTOR, INFORMATION POLICY AND DISCLOSURE

**SUPERVISOR POSITION #**: 098519

## JOB OVERVIEW

*To coordinate and lead the research, analysis, development and implementation of strategic policies and operational policies for MCFD in support of the ministry's privacy management and accountability program and information management including records management and the implementation of the Information Management Act for the ministry, delegated Aboriginal agencies, service providers and partners.*

## ACCOUNTABILITIES

Required:

- Analyzes and identifies social, economic, legal and political issues associated with information management and privacy objectives, assesses competing and/or conflicting priorities, identifies risks and issues, and recommends strategic policy alternatives or significant changes to information policy and privacy program operations or service delivery.
- Develops policy frameworks for the translation of government's strategic priorities into viable policy and program changes.
- Provides advice and recommendations on legislation, policy and programs to senior management, ministry executive and government officials.
- Develops processes and participates in stakeholder consultations for defining program policies or priorities, identifying stakeholder preferences and reconciling conflicts.
- Analyze new legislation and program proposals to assess the impact of information access and privacy issues.
- Leads policy review teams of ministry and stakeholder specialists for the analysis and impacts of FOIPPA, PIPPA and other program policy or legislation on information management and privacy
- Conducts issues management by identifying emerging policy issues of major significance and advising senior executive and the Minister and preparing recommendations for response that reflect overall ministry policy and government direction.
- Conducts detailed cost-benefit analyses in areas that could lead to significant financial commitments.

- Researches, develops and writes regulations, technical guides, publications, presentations, legislative summaries, briefing notes and Cabinet Submissions, Treasury Board Submissions, Requests for Legislation and public discussion papers.
- Represents the ministry on intra and inter-ministry working committees formed to develop strategic policy concepts and supporting documentation.
- Leads the development and implementation of plans for the implementation of policy including change management, communications and training.
- Acts for the Director

## JOB REQUIREMENTS

### Education and Experience

- Degree in public administration, business administration, economics, social sciences, or a related field and *related experience; **OR**
- An equivalent combination of education, training, and/or experience may be considered.

***Related experience must include a minimum of three (3) years in EACH of the following:**

- Experience in the development, implementation and / or evaluation of policies and programs.
- Experience in planning, coordinating and leading complex projects/assignments.
- Experience in concisely and persuasively writing a range of documents, including briefing notes, reports and presentations.
- Experience providing both written and verbal advice/recommendations to senior management, ministry executive and government officials.
- Experience with stakeholder engagement and relationship building.

**Preference may be given to applicants with one (1) or more of the following:**

- Policy or project experience related to information management (e.g., records management, information access, privacy, security).
- Experience developing and implementing change, communications, and engagement strategies.
- Experience with ministry mandate, service plan, legislation, programs, and initiatives.

## SECURITY SCREENING

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

## BEHAVIOURAL COMPETENCIES

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and

compare the various aspects of a problem or situation and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Teamwork and cooperation** is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views
- **Building Partnerships with Stakeholders** is the ability to build long-term or on-going relationships with stakeholders (e.g., someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasing complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

**INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES**

- **Cultural agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.