

POSITION TITLE:	Access to Information Analyst	DEPT/DIV.:	Support Services
REPORTS TO:	Trainer/Team Leader, Records	BRANCH:	Access to Information
ASSOCIATION:	Civilian	LOCATION:	Headquarters
GRADE LEVEL:	D	DATE UPDATED:	Mar.30/10
		HOURS OF WORK:	35 hrs/wk Mon-Fri Day Shift

GENERAL PURPOSE:

To review, analyze and respond to requests for information in accordance with the Municipal Freedom of Information and Protection of Privacy Act. Provides advice to members of the Service on access and privacy issues.

MAJOR RESPONSIBILITIES:

Receives and evaluates information requests under the Municipal Freedom of Information and Protection of Privacy Act. Supplies documentation request forms to individuals; provides assistance in completion of same; provides applicants with estimated costs based on fee schedule regulations as per the legislation and Fees By-law of the Police Service.

Prepares responses to requests in the form of decision letters involving analysis and judgment referring to the applicability of relevant exemptions of the Act and research into case law. Consults with the Coordinator on unusual problems, as necessary.

Coordinates the collection of requested information from staff of affected department(s). Ensures thorough searches are completed and all records are forwarded to the Access to Information Analyst within established timelines. Follows up with supervisors regarding late responses/replies to requests for information. Maintains an index of records, including contacts, in each file for disclosure and appeal purposes and records all contacts relating to the request.

Reviews and analyzes documentation received, including files, notebooks, video and audio recordings, computer disks, pursuant to the legislation.

Records prepared by others are severed, reviewed or corrected to make sure information being released is accurate and complete, ensuring the appropriate YCJA information is removed from the record prior to release. Notifies supervisor of any issues.

Responds to inquiries from the general public and answers telephone inquiries about information that can be accessed.

If requestor is entitled to receive information, condenses and summarizes narrative into a letter or report format. Severs material to be released under subpoena and court order. Prepares records

for disclosure including the identification and severance of information. Applies appropriate exemptions pursuant to MFIPPA, interprets and weighs alternative approaches within the framework of guidelines and precedents, analyzes different variables and considers consequences. Prepares decision letters, anticipating requesters' response, and avoiding appeals by appropriate handling of requests, recognizing the focus of the Act is to release information unless exemptions apply.

Makes decisions regarding release and prepares correspondence advising reasons for severance of certain information. Forwards letter to Coordinator for signing. Signs memo to staff to request records, signs Third party notices for consent to release personal information, acknowledges Third party responses in writing, acknowledges receipt of fees and forwards records to requesters, signs letters advising of matters before the Courts or under investigation. Advises requesters of more appropriate alternate methods of access where necessary.

Checks records prepared for the Ontario Housing Tribunal by way of Summons. Attends Housing Tribunal as required; presents records and responds to questions. Collects money owing for the preparation of records and attendance, tracks money collected weekly and forwards to Front Desk, HQ.

Issues fee notices to applicants and collects fees as required. Receives, logs and forwards monies collected to the Finance Branch for processing.

Processes correction applications by attaching letters of disagreement to the related occurrence or by correcting information on file, where appropriate. Communicates with investigating officers, if necessary, to obtain additional information and input when requesters perceive inaccuracy or incompleteness of occurrences or information on file. Obtains additional information and determines whether correction required, whether records should be released, if outstanding investigation, or matters before the Courts.

Provides information to requesters on appeal processes. Prepares and forwards appeal packages to the Information & Privacy Commissioner's Office. With the Coordinator, works with the Mediator from the Privacy Commissioner's office to resolve appeals in the first stage of the appeal process. Researches case law to prepare appeal representations with the Coordinator; writes submissions on appeals.

Provides advice and direction to staff members on release of information issues that they may encounter from external sources. Provides direction on internal policy development and research projects impacted by MFIPPA.

Remains current in access and privacy case law of the Information Privacy Commissioner's Office and relevant judicial decisions, in legislative amendments to MFIPPA and regulations, and in provincial directives. Attends training presented by the FOIPN and by the Ministry of Government Services.

Tracks all information requests in manual and computerized internal database. Maintains mandatory statistical information required by the Information & Privacy Commission (IPC) and compiles annual statistical reports for release by the Coordinator. Provides ongoing monthly

statistics regarding numbers and categories of requests, types of requesters, officers involved and status of requests to be forwarded to the Police Services Board. Provides the Coordinator with monthly reports on fees received.

Prepares and delivers Access to Information training programs to both internal and external audiences. Modifies and develops presentation material to fit the audience and as necessitated by changes to the legislation and other case law, as necessary.

Photocopies documents, files and sends faxes. Receives, sorts, records and distributes internal and external correspondence as directed. Inserts data into routine forms letters and memos.

Occasionally trains new staff.

Performs other related duties as assigned.

RESPONSIBILITIES FOR MATERIAL/FINANCIAL RESOURCES:

Receives, logs and forwards monies to Finance received from fees collected from release of information requests. Errors in reconciling cash may result in shortages of funds. Makes budgetary recommendations to the Records Manager and monitors expenditures within own assigned area. Requisitions general office supplies and maintains stock control for the Access to Information office.

Ensures that a personal computer and photocopier used for own work is maintained in good working condition and arranges for repairs or replacements as necessary.

NATURE & IMPACT OF ERROR:

Errors in the provision of inappropriate or inadequate information, specifically the inappropriate release of personal information, could result in contravention of the personal privacy protections of the Municipal Freedom of Information & Protection of Privacy Act, resulting in possible penalties to the Service and complaints to the Privacy Commissioner's office who may conduct Compliance investigations.

RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:

The incumbent has no formal responsibilities for supervision of staff and others. The incumbent provides training to new recruits, civilian staff and ongoing guidance to others on the application of procedures relating to release of information requests. Provides guidance and advice to other Police Service members as requested.

CONTACTS & HUMAN RELATIONS:**Internal:**

Receives general direction and guidance from the Records Manager and the Trainer/Team Leader, Records. Has frequent contact with the Records Manager and the Service Solicitor to provide and receive advice on privacy matters. Has daily contact with police and civilian staff throughout the Police Service, including senior officers, NCO's and constables in person, by telephone and e-mail to obtain, provide and clarify information. Liaises with officers regarding status of investigations or upcoming court matters.

External:

Has regular contact with the public. Responds to routine inquiries or refers callers to appropriate staff. On a daily basis, responds to numerous requests for information by the public at the Records Branch counter or by phone about summaries, subpoenas, and FOI requests. Has frequent contact with the courts, Probation and Parole, Social Services, Ministry of the Attorney General, Border Services, Office of the Children's Lawyer, Subpoena/Summons, London Family Court, Ministry of Labour, Ontario Housing, landlords and tenants, lawyers, insurance investigators, Correction Services of Canada, school boards, Family & Children's Services, other Police Services, National Parole Board, other government and community agencies and media representatives. Accesses the services of the Information & Privacy Commissioner's Office, Ministry of Government Services advisors and FOIPN members for support and expertise on Information and Privacy issues.

EFFORT (Mental/Physical):

Receives work assignments from the Records Manager and the Trainer/Team Leader, Records. Applies well-defined guidelines and Records Branch procedures regarding the requirements of the CPIC Rules, Regulations and Policies Reference Manual, and the Records Branch RMS when responding to requests for Insurance Summary Reports. Accesses RMS, Niche and CPIC or requesting agency to clarify information to validate and locate missing documentation.

Remains current and ensures compliance with Waterloo Regional Police Service Directives, memorandums, and policies and procedures. Maintains current knowledge of legislative and court procedural changes.

Monitors all aspects of own work to comply with the requirements of the Municipal Freedom of Information & Protection of Privacy Act; reads Orders of the IPC from the Internet to keep current on legislation and decisions. Takes into consideration law enforcement records, solicitor-client privilege, records from other government agencies, safety of affected persons, sudden death records, and medical information when severing records.

Discusses with the supervisor unusual or non-routine access requests and assists in writing representation on appeals using legal arguments and terminology defending the Service's right to exempt information not in compliance with the Act. Processes assignments and issues which are

non-standardized where parts may change depending on circumstances and prepares documents, which requires the supervisor's signature.

Provides input and assistance on internal policy development as affected by MFIPPA by serving on task groups or committees. Provides assistance to various branches of the Service to design, create and amend official WRPS forms to comply with MFIPPA legislation.

Responds to multiple requests for information, each with different prescribed timelines. Sends notifications to officers for information, tracking all aspects of paper flow to comply with 30-day turnaround timeline. Plans activities around legislated timelines using computerized and manual tracking mechanisms.

Accesses the MFIPPA and researches case law to determine prior rulings to respond to requests with different slants and interpretations. May contact co-workers at other Services for advice. Interprets provincial statutes and regulations, occasionally in consultation with the Service Solicitor to determine propriety and implications of release or exemption of general or personal information.

Reviews and verifies all records received to ensure completeness. Follows up with staff when information is incomplete or late. Conducts searches on the Internet to obtain up-to-date information to assist in processing non-standard requests. Contacts policy advisors from the Ministry of Government Services for support and expertise on Information and Privacy issues. Provides input to the Information & Privacy Commissioner (IPC) to assist resolving appeals during the mediation process.

Periods of prolonged sitting, heavy visual and mental concentration, manual dexterity and attention to detail are required when reading, reviewing, scanning, checking, photocopying and collating documents; when severing third party exempted data; when confirming compliance with privacy legislation; and when ensuring sensitive information is not divulged. Minimal physical effort required. Most work is performed sitting at a desk. Periodically lifts boxes when ordering records from off-site storage facility. Incumbent occasionally stoops, bends and lifts files to retrieve documentation from storage.

WORKING CONDITIONS:

Work is performed in a shared private office, subject to occasional travel within and outside the Region to attend meetings and seminars. In response to walk-in clients or phone calls from the public, provides information about summaries, subpoenas and FOI requests by reporting to the Records Counter or by phone.

Contacts are occasionally impatient and unreasonable, requiring the incumbent to be polite and tactful as well as informative.

Work is performed to meet fixed and constant deadlines to process requests for information according to prescribed timelines. Subject to operational needs, may be required to work occasional overtime hours.

SKILL:

a) **Knowledge:**

Knowledge of research techniques and the ability to apply analytical and deductive reasoning skills, normally acquired through the attainment of a post secondary education in a related field such as administration, legal, law enforcement, or related experience and training.

Highly developed judgment and problem solving skills required to assess, analyze and make decisions regarding release of requested records.

Knowledge of research techniques and the ability to apply analytical and deductive reasoning skills.

Knowledge of the Municipal Freedom of Information & Protection of Privacy Act and related regulations and procedures, normally acquired through directly related experience and ongoing attendance at specialized workshops and seminars.

Ability to remain current and up-to-date on changes to MFIPPA.

Knowledge of standardized office procedures and processes, proficient keyboarding skills, data entry, filing and file management, document organization, as well as letter and memo composition, normally acquired through previous office/word processing experience.

Ability to reference procedures of the Criminal Code, the Criminal Records Act, Community Safety Act, the Insurance Act, the Youth Criminal Justice Act, Mental Health Act, Highway Traffic Act, Family Law Act, the CPIC Rules, Regulations & Policies Reference Manual, Family & Children's Services protocol, to comply with the Freedom of Information & Protection of Privacy Act and the Records Retention Schedule.

Skill in the operation of a personal computer and knowledge of software programs such as Microsoft Word, Excel and PowerPoint. Ability to utilize the Internet for research purposes. Ability to operate a fax machine, photocopier, calculator, shredder, and other related office equipment.

Acquired basic knowledge of police computer networks and systems such as the Police Regionalized Information Data Entry system (PRIDE) Niche Records Management System (RMS), the Intranet, the Dictation System, the Canadian Police Information Centre (CPIC) system, and the Ministry of Transportation Ontario Police Automated Registration Information System (PARIS) to perform queries and data entry, locate information and send messages. Ability to remain up-to-date on Integrated Court Offences Network (ICON) system changes.

Knowledge of the functions and processes performed by all Units of the Service in order to appropriately respond to requests, understanding types of records generated/held by various units across the police service and retention procedures of the records held by the Police Service.

Communication and customer service skills required to obtain information as required; to clearly and concisely provide explanations and direction to the public about their rights under the MFIPPA; to provide assistance to others; to draft correspondence and faxes; and to represent the Police Service in a positive, professional manner.

Ability to organize and prioritize tasks and to work towards multiple and strict deadlines, to self-motivate and work with minimal supervision.

Ability to travel within and outside the Region to attend seminars and workshops.

Ability to meet police security clearance requirements and to maintain confidentiality.

Ability to participate as an effective team member and to support and project values compatible with the organization.

Ability to meet testing requirements for the position.

b) Language Communication (Written & Verbal):

Ability to verbally communicate in a polite and courteous manner with persons both internal and external to the Police Service who are requesting information and documentation and may be unfamiliar with processes. May be required to probe for further details in order to elicit required information to determine exactly what is being requested.

Ability to summarize incident histories according to instruction; to insert data into form letters and memos for signature of the supervisor; and, to respond directly in writing to routine letters; and send routine fax messages.

Ability to compose individualized correspondence when responding to non-standard requests. Ability to write recommendations for reports. Ability to write representations on appeals using legal arguments and terminology to defend the decisions made in response to requests.

Ability to read and apply legislation, policies and procedures and guidelines in order to effectively interpret and communicate provisions of the Act and Regulations. Ability to read and comprehend police and court related documentation including Warrants and Suspensions, incidents, occurrences, Summonses and Subpoenas and Restraining Orders. Accesses precedent setting legislative information and case law through the Internet.