



Municipality of Souris-Glenwood Policy

Title:	Access to Information / FIPPA Intake Policy
Number:	41-2026
Approved By:	Council (Res. 2026-305)
Administered By:	Administration
Effective Date:	2026-07-28
Revision Date:	n/a

Policy Statement

The Municipality of Souris-Glenwood is committed to receiving, documenting, clarifying, processing, and responding to requests for access to records in a fair, consistent, organized, and privacy-respecting manner.

Access requests shall be managed through a centralized intake process so that correspondence requesting records is distinguished from service requests, complaints, by-law complaints, questions, opinions, or general correspondence.

Purpose

The purpose of this policy is to:

- establish a clear process for receiving access to information requests.
- require sufficient information to identify the records being requested.
- Support timely and organized processing of requests.
- Clarify that FIPPA is a process for access to records, not a general question-and-answer process.
- Protect personal information and confidential information.
- Maintain a complete administrative file documenting the processing of each request.

Definitions

Access Request: A written request for access to records made under The Freedom of Information and Protection of Privacy Act.

Applicant: A person making an access request.

Record: Recorded information in the custody or under the control of the Municipality, subject to applicable legislation.

Access and Privacy Coordinator: The CAO, ACAO, or other person designated to coordinate access requests on behalf of the Municipality.

Clarification: Additional information required from an applicant to reasonably identify the records requested.

Scope / Application

This policy applies to written requests for access to records in the custody or under the control of the Municipality of Souris-Glenwood that are made, or reasonably appear to be made, under The Freedom of Information and Protection of Privacy Act.

This policy does not apply to routine service requests, by-law complaints, general inquiries, requests for explanations, complaints about municipal services or staff, or requests requiring the Municipality to create a new record, except where such correspondence also includes a clearly identifiable request for access to existing records.

Written Request Requirement

Requests for access to records must be submitted in writing. Applicants are required to submit access requests using the Municipality's prescribed Access to Information Request Form, unless the CAO or ACAO determines that the written request already contains all information required to reasonably identify and process the request.

The form is intended to ensure that access requests are complete, clear, and limited to requests for existing records. Applicants may attach additional pages where more space is required to describe the records requested; however, attachments should be limited to information necessary to identify the records, relevant dates, subject matter, property, file number, department, or other locating details.

Correspondence that includes complaints, arguments, opinions, service requests, by-law complaints, questions, or multiple unrelated matters may be redirected to the appropriate municipal process. Where the access request cannot reasonably be identified, the Municipality may require the applicant to complete or resubmit the prescribed form before processing the request.

Required Information

- Applicant name and contact information.
- A clear description of the records requested.
- Relevant date range, where possible.
- Department, program, property, roll number, file number, subject matter, or other identifying details, where known.
- Whether the request is for the applicant's own personal information or for general records.
- Preferred method of access or delivery, where applicable.

Requests That Are Unclear, Broad, or Mixed With Other Matters

Where correspondence contains broad statements, complaints, arguments, questions, requests for explanations, service requests, by-law complaints, or multiple unrelated issues, the Access and Privacy Coordinator may require clarification before processing the access request.

The Municipality may ask the applicant to identify the specific records sought and may request that separate matters be directed through the appropriate municipal process.

Fees and Costs

Fees may be charged for access requests where permitted by applicable legislation, regulation, and the Municipality's Fees and Charges By-Law. The Municipality may provide fee estimates, request clarification or narrowing of a request to reduce costs, and require payment or a deposit before undertaking substantial processing where permitted by law. Records will not normally be released until applicable fees have been paid, unless otherwise required by law. Administration shall administer fees in accordance with applicable legislation and municipal by-laws. The Municipality's Fees and Charges By-Law currently includes fees related to FIPPA search and preparation, computer programming or data processing, and copying of records.

Role of CAO / ACAO

The CAO or ACAO is responsible for initial screening of access requests, determining whether clarification is required, assigning a reference number, coordinating searches, requesting departmental record searches, reviewing records, coordinating consultations where required, and issuing or approving responses.

Departmental Role

Department managers and staff shall not independently respond to FIPPA requests unless directed. Departments may be asked by the CAO or ACAO to search for records, provide context, identify record locations, or assist with record review.

Records and Documentation

- A FIPPA file shall be created for each access request.
- The file should document the date received, due date, reference number, clarification requests, search instructions, search results, decisions, fees, severing, correspondence, and final response.
- The Municipality shall preserve relevant records in accordance with applicable legislation, records practices, and any active review or proceeding.

Relationship to Other Processes

- Complaints about municipal staff, service, process, delay, or handling of a matter should be directed to the Complaint Management and Resolution Policy.
- Routine municipal service matters should be directed through the Service Request process.
- Reports of alleged by-law contraventions should be directed through the By-law Complaint Intake Policy.
- Questions, explanations, opinions, or requests to create new records may be answered administratively where appropriate but are not necessarily access requests for records.

Administration and Review

This policy shall be administered by the CAO or designate and may be supported by procedures, forms, staff instructions, checklists, templates, and tracking tools. This policy should be reviewed at least every three years or earlier if legislative, operational, or administrative needs require.

Municipality of Souris-Glenwood

ACCESS TO INFORMATION REQUEST FORM

Pursuant to The Freedom of Information and Protection of Privacy Act

Use this form to request access to records held by the Municipality of Souris-Glenwood. Please describe the records you are requesting as clearly and specifically as possible. A request for records is different from a request for answers, explanations, opinions, service work, complaint review, or by-law enforcement action.

1. Applicant Information

Full Name:

Mailing Address:

Phone Number:

Email Address:

Preferred Method of Contact: ☐ Phone ☐ Email ☐ Mail

2. Type of Request

- ☐ Access to general municipal records
- ☐ Access to my own personal information
- ☐ Correction of my own personal information
- ☐ Other: _____

3. Records Requested

Describe the records you wish to access. Be as specific as possible. Include date ranges, property address, roll number, file number, department, subject matter, names, or other identifying details where known.

Description of records requested:

4. Date Range

From:

To:

5. Department / Subject Area

- ☐ Administration & Finance — Council, minutes, by-laws, policies, taxes, accounts payable, invoices, utility billing
- ☐ Protective Services — fire, emergency management, by-law enforcement, animal control
- ☐ Transportation / Public Works — roads, drainage, sidewalks, equipment, infrastructure
- ☐ Environmental Health — waste, landfill/transfer station, nuisance matters, cemetery
- ☐ Environmental Development / Planning — zoning, permits, subdivisions, development, property files, roll numbers
- ☐ Economic Development — grants, business development, tourism, community promotion
- ☐ Parks & Recreation — parks, facilities, campground, recreation programs
- ☐ Other / unsure: _____

6. Preferred Access Format

- ☐ Electronic copy, where available
- ☐ Paper copy
- ☐ Inspect records, if available
- ☐ Other: _____

7. Acknowledgement

I understand that the Municipality may contact me to clarify my request if the records cannot be reasonably identified. I understand that fees may apply where permitted by legislation, regulation, or municipal by-law. I understand that access to some records or portions of records may be refused or severed where required or permitted by law.

Applicant Signature:

Date:

Appendix “A”

Office Use Only

Date Received:

Received By:

Method Received: ☐ In person ☐ Mail ☐ Email ☐ Other

FIPPA Reference Number:

Due Date:

Clarification Required: ☐ Yes ☐ No

Fee Estimate Required: ☐ Yes ☐ No

Departments / Staff Asked to Search:

Final Response Date:

File Closed Date:

Municipality of Souris-Glenwood

FIPPA FILE PROCESSING CHECKLIST

Internal administrative checklist supporting the Access to Information / FIPPA Intake Procedure

This checklist is intended to be placed on each FIPPA file to support consistent processing, deadline tracking, documentation of informal access decisions, searches, fees/deposits, record review, release, and closure.

File Information	Details
FIPPA File Number	_____
Applicant Name	_____
Date Received	_____
Due Date	_____
Subject / Record Description	_____
Assigned To	CAO / ACAO / Designate
Status	Open / Clarification / Search / Review / Fee Estimate / Response / Closed

1. Receipt and Initial Screening

Done	Step	Notes / Date / Initials	N/A
☐	Request received in writing.	_____	☐
☐	Date received recorded / date stamped.	_____	☐
☐	Request forwarded to CAO or ACAO for intake screening.	_____	☐
☐	Determine whether correspondence is a FIPPA access request, informal access request, complaint, service request, by-law complaint, or general inquiry.	_____	☐
☐	Determine whether request is sufficiently clear to identify responsive records.	_____	☐
☐	Determine whether informal administrative disclosure may be appropriate.	_____	☐
☐	FIPPA file opened if proceeding as formal access request.	_____	☐
☐	Reference number assigned.	_____	☐
☐	Due date calculated and recorded.	_____	☐

2. Informal Access / Clarification

Done	Step	Notes / Date / Initials	N/A
☐	Informal access considered.	_____	☐
☐	Applicant advised if records may be available through routine administrative disclosure.	_____	☐
☐	Applicant confirmed informal access, withdrawal, narrowing, or continuation with formal FIPPA request.	_____	☐
☐	Clarification required, if request is unclear, broad, mixed, or framed as questions rather than records.	_____	☐
☐	Clarification letter/email sent.	_____	☐
☐	Clarification response received and saved to file.	_____	☐
☐	Revised scope documented.	_____	☐

3. Acknowledgement and Search

Done	Step	Notes / Date / Initials	N/A
☐	Acknowledgement sent, where appropriate.	_____	☐
☐	Scope of request recorded as understood by the Municipality.	_____	☐
☐	Relevant departments / staff identified for search.	_____	☐
☐	Search instructions sent to departments / staff.	_____	☐
☐	Search locations documented.	_____	☐
☐	Search results received from departments / staff.	_____	☐
☐	No-records responses documented, where applicable.	_____	☐
☐	Responsive records saved to FIPPA file.	_____	☐

4. Fees, Deposits and Payments

Done	Step	Notes / Date / Initials	N/A
☐	Preliminary fee review completed.	_____	☐
☐	Fee estimate required.	_____	☐
☐	Fee estimate sent to applicant.	_____	☐
☐	Applicant invited to narrow scope to reduce costs, where appropriate.	_____	☐
☐	Deposit required.	_____	☐
☐	Deposit request sent.	_____	☐

Appendix “B”

☐	Deposit received before substantial processing.	_____	☐
☐	Payments recorded.	_____	☐
☐	Balance owing calculated before release.	_____	☐
☐	Applicable fees paid before records released, unless otherwise authorized.	_____	☐
☐	Unpaid fees / collection decision documented, where applicable.	_____	☐

5. Record Review and Response Preparation

Done	Step	Notes / Date / Initials	N/A
☐	Records reviewed for responsiveness.	_____	☐
☐	Duplicate or non-responsive records identified.	_____	☐
☐	Privacy/confidentiality review completed.	_____	☐
☐	Third-party or departmental consultation considered, where applicable.	_____	☐
☐	Severing/redaction completed, where required.	_____	☐
☐	Response letter drafted.	_____	☐
☐	Response package reviewed by CAO / ACAO / designate.	_____	☐
☐	Final fee/payment status confirmed before release.	_____	☐

6. Final Response and Closure

Done	Step	Notes / Date / Initials	N/A
☐	Final response issued.	_____	☐
☐	Records released / partial access provided / access refused / no responsive records / other outcome documented.	_____	☐
☐	Date of response recorded.	_____	☐
☐	Applicant advised of applicable complaint/review rights, where required.	_____	☐
☐	Copies of final response and released records saved to file.	_____	☐
☐	FIPPA tracking log updated.	_____	☐
☐	File closure notes completed.	_____	☐
☐	File closed.	_____	☐

7. File Notes / Decision Rationale
