



**DIRECTORY OF RECORDS
Riverside Health Care Facilities Inc**

ADMINISTRATION

<i>Type of Information</i>	<i>Description</i>	<i>Format</i>	<i>Retention Information</i>
Database	Administrative files including reports and proposals	Electronic	Policy BA-I-60
Internal Committees/Team Meetings	Board of Directors - minutes, agendas, documents pertaining to work of committees and subcommittees	Electronic & hard copy	Policy BA-I-60
	Other Committees - minutes, agendas, documents pertaining to work of committees and subcommittees	Electronic & hard copy	Policy BA-I-60
External & Advisory Committees	Minutes, agendas, documents pertaining to work of the committees	Electronic & hard copy	Policy BA-I-60
Policies and Procedures	Principles, practices and guidelines to be followed with respect to operations of the corporation	Electronic & hard copy	Policy BA-I-60
Management Documentation	Material related to various management items, contracts, agreements, leases, legal files	Electronic & hard copy	Policy BA-I-60
Planning and Evaluation	Strategic Plan, Accreditation Reports	Electronic & hard copy	Policy BA-I-60

CORPORATE SERVICES

<i>Type of Information</i>	<i>Description</i>	<i>Format</i>	<i>Retention Information</i>
Database	Personal information recorded to track interaction and correspondence with clients, employees, volunteers, partners and other	Electronic	Policy BA-I-60
Internal Committees/Team Meetings	Minutes, agendas, documents pertaining to work of committees and subcommittees	Electronic & hard copy	Policy BA-I-60
External & Advisory Committees	Minutes, agendas, documents pertaining to work of committees and subcommittees	Electronic & hard copy	Policy BA-I-60
Policies and Procedures	Principles, practices and guidelines to be followed with respect to operations of non-clinical programs and services	Electronic & hard copy	Policy BA-I-60
Management Documentation	Documents pertaining to day-to-day operations of programs, services and staff performance	Electronic & hard copy	Policy BA-I-60
Client Feedback	Client Satisfaction Surveys, information about complaints and compliments from clients and families	Electronic & hard copy	Policy BA-I-60

CORPORATE SERVICES

<i>Type of Information</i>	<i>Description</i>	<i>Format</i>	<i>Retention Information</i>
Planning and Evaluation	Development, implementation and evaluation documentation including:		Policy BA-I-60
	Finance Services - budgets, reports, accounts payable, accounts receivable, details of program funding	Electronic & hard copy	Policy BA-I-60
	Human Resources - job descriptions, benefit information, labour relations documents	Electronic & hard copy	Policy BA-I-60
	Volunteer Services - role descriptions, reports	Electronic & hard copy	Policy BA-I-60
	Communications - mental health education files, media releases, communication plans, website content, graphic material	Electronic & hard copy	Policy BA-I-60
	Material Management - procurement files, maintenance reports, requests for proposals	Electronic & hard copy	Policy BA-I-60
	Information Services & Information Technology - documents relating to various funders, standards and guidelines for systems management & maintenance, software code, system change requirements, testing documentations	Electronic & hard copy	Policy BA-I-60
	Research - Research Ethics Board applications, evaluations	Electronic & hard copy	Policy BA-I-60
	Quality & Performance - Quality Improvement Plans, reports, statistical information	Electronic & hard copy	Policy BA-I-60

HEALTH SERVICES

<i>Type of Information</i>	<i>Description</i>	<i>Format</i>	<i>Retention Information</i>
Database	Documentation related to operations of programs and services	Electronic	Policy BA-I-60
Internal Committees/Team Meetings	Minutes, agendas, documents pertaining to work of committees	Electronic & hard copy	Policy BA-I-60
External & Advisory Committees	Minutes, agendas, documents pertaining to work of committees	Electronic & hard copy	Policy BA-I-60
Policies and Procedures	Principles, practices and guidelines to be followed with respect to operations of clinical programs and services	Electronic & hard copy	Policy BA-I-60
Management Documentation	Documents pertaining to day-to-day operations	Electronic & hard copy	Policy BA-I-60
Client Feedback	Information related to client complaints and compliments concerning care and operations	Electronic & hard copy	Policy BA-I-60
Planning and Evaluation	Development, implementation and evaluation material of programs and services	Electronic & hard copy	Policy BA-I-60
	Learning & Professional Practice - student placement information, mandatory education tracking, staff performance management files	Electronic & hard copy	Policy BA-I-60
Client Feedback	Investigation information about complaints	Electronic & hard copy	Policy BA-I-60