

CORPORATE MANUAL

TITLE: Freedom of Information Requests – Fees	NUMBER: 7-06
SECTION: Financial Information/ Purchases	RESPONSIBLE DISCIPLINES: All staff
DATE: November 22, 2011	APPROVED BY: Director Patient Experience, Risk & Quality & Chief Privacy Officer
REVIEW FREQUENCY: Every 2 years	Policy: X Standard: X Guideline: X Procedure: X
REVIEWED/REVISED: August 2017, Aug 2019, March 2025	

Policy:

Under s.57(1) of the Freedom of Information and Protection of Privacy Act (FIPPA), a person making an access request (a requestor) must pay some of the costs incurred by CMH in processing the request.

This policy outlines the fees that may be charged, as prescribed in the regulations to FIPPA, in relation to such requests. Differences in the fees apply depending on whether the request is for general records or the requester's own personal information.

Standards:

- CMH will charge the following fees for a Freedom of Information Request. HST is not applicable on these fees.

Fee Type	Rate	
	Personal information belonging to the requestor	General Records
Application Fee	\$5.00	\$5.00
Photocopies and Computer Print Outs	\$0.20 per page	\$0.20 per page
Records provided on CD-ROMS	\$10.00 for each CD-ROM	\$10.00 for each CD-ROM
Manually searching a record	Not applicable	\$7.50 for each 15 minutes spent searching
Preparing a record for disclosure, including severing a part of the record.	Not applicable	\$7.50 for each 15 minutes spent searching (Can only charge 2 minutes per page, and only for pages that need redactions)
Developing a computer program or other method of producing a record from a machine readable record	\$15.00 for each 15 minutes spent searching	\$15.00 for each 15 minutes spent searching

Fee Type	Rate	
	Personal information belonging to the requestor	General Records
Costs, including computer costs, incurred in locating, retrieving, processing and copying the record(s) if those costs are specified in an invoice received by the hospital	As per received invoice	As per received invoice

Guidelines:

- A request is not considered complete until it is received with the required \$5.00 application fee.
- CMH may put the request on hold until the required application fee and/or deposit is paid.
- CMH reserves the right to wait for a personal cheque to clear prior to providing access to the requested records.
- CMH will provide the requested records when the total fee is paid unless the request has been denied.
- Fees may be waived in full or in part if it is felt fair and equitable to do so. In making this determination the following should be considered:
 - the extent to which the actual cost of processing, collecting and copying the record varies from the amount of payment required by the Act;
 - whether the payment will cause financial hardship for the person requesting the record;
 - whether dissemination of the record will benefit public health or safety
- A requestor who is required to pay a fee may ask the Information & Privacy Commissioner of Ontario to review the amount of the fee and/or the decision not to waive the fee.

Procedure:

1. All FIPPA requests are to be sent to CMH's FOI Officer along with confirmation of initial payment of the FIPPA application fee. (See attached Request Form)
2. The FOI Officer will send correspondence to the requestor confirming receipt of the request and the initial application fee.
3. The FOI Officer will open a file to track the request.
4. The FOI Officer will review the request with the Chief Privacy Officer and Communications. If the request is deemed sensitive or likely to be high profile, the CEO will be made aware and may notify the Board Chair.
5. The FOI Officer will contact the appropriate department(s) to discuss the request and outline what information is to be compiled along with estimated cost(s).
6. The FOI Officer will contact the requestor to review the estimated time and costs required to complete the request and confirm that they wish to proceed. If fees are anticipated to exceed \$25 the requestor will be provided (in writing) with a reasonable estimate of total costs.

7. If the requestor wishes to proceed, for estimates over \$100, the FOI Officer may collect a deposit of up to 50% of the estimate from the requestor before proceeding to process the request.
8. Access to requested records may be denied if required fees are not paid.
9. When the information has been complied, the FOI Officer will review to ensure compliance with the request and FIPPA guidelines before releasing the material to the requestor.
10. The FOI Officer will close the file once it is confirmed the requestor has received the information
11. The FOI Officer will summarize all cases for reporting to the Board at year end.

References:

Ontario. (2012-25). Freedom of Information and Protection of Privacy Manual.

<https://www.ontario.ca/document/freedom-information-and-protection-privacy-manual>

OHA Guide to Implementing the Freedom of Information and Protection of Privacy Act.

Developed in Consultation with:

- Director, Finance
- Manager, Health Information Management & Registration
- Vice President Finance, Corporate Services & Chief Financial Officer
- Vice President People & Strategy