



Number: 200-01-18  
REGIONAL DISTRICT OF CENTRAL KOOTENAY  
**Policy Manual**

**Chapter:** 200 Administration

**Section:** 200-01 Corporate Services

**Subject:** Information Requests

**Board Resolution:** 436/25

**Established Date:** August 21, 2025

**Revised Date:**

## **POLICY:**

### **PURPOSE:**

The Regional District of Central Kootenay (RDCK) is committed to managing information requests in a manner that upholds transparency, accountability, and efficiency. The purpose of this policy is to establish consistent criteria and practices for processing information requests, while ensuring that requests are handled in alignment with the RDCK's organizational values and priorities.

### **SCOPE:**

This policy applies to all staff, volunteers, and/or contracted service providers of the RDCK that may receive requests for information.

This policy does not apply to:

- The Freedom of Information (FOI) process, where the process for receiving and responding to requests is legislated by the *Freedom of Information and Protection of Privacy Act*;
- Internal requests made between departments;
- Requests received from members of the Board, Committees, or Commissions, unless those requests originated from a member of the public.
- Routine Requests

### **DEFINITIONS:**

**Frivolous** means a request that appears to lack sufficient substance, detail, or connection to a clear informational purpose, and forms part of a broader pattern of conduct that interferes with staff's ability to respond to requests or deliver services.

**Routine Request** means a request for information that is readily available and can be completed in fifteen minutes or less. Many routine requests involve documents that can be found on the RDCK website, or information that was discussed or included in Board, Committee, or Commission meetings. Routine requests should not require staff to create new documentation.

**Unreasonable** means a request with a scope, frequency, or volume that creates a disproportionate impact on staff time or resources. This may include overly broad, repetitive, or fragmented requests that cannot be reasonably fulfilled within normal operational capacities, or that prevent timely service to other requesters.



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**Vexatious** means a request that forms a part of a pattern of conduct involving excessive communications, unwillingness to engage constructively, or submission of repetitive or disruptive requests that divert staff resources or delay service to others.

### **POLICY:**

Staff are responsible for managing and responding to information requests in alignment with this policy, which ensures accountability in handling requests fairly and efficiently. The following criteria must be met for an information request to be processed in accordance with this policy and related procedural guidelines:

- Requests for information must be clear, specific, and received in writing. Requestors must provide sufficient detail about the information they seek to help staff locate the requested information efficiently. Staff will work with the requestor to narrow down the request where appropriate.
- Staff will endeavour to fulfill requests within 30 business days from the date of receipt. If more time is needed due to the scope or complexity of the request, staff should inform the requester of the extension and its expected duration.
- The Chief Administrative Officer (CAO) may direct that certain requests be prioritized based on their content and relevance to Board agenda items.
- If a request is deemed frivolous, unreasonable, or vexatious the CAO or designate may decide that no response or partial response will be provided and inform the requester of this decision.
- Staff should exercise discretion when responding to information requests, ensuring they manage their time effectively and prioritize efficiency while providing timely responses. Staff are not required to create new documents in response to information requests.

The policy ensures that staff effectively manage information requests while fostering public trust through transparency and accountability.

### **Review**

This policy will be reviewed by the Corporate Officer or designate at least every three years to ensure its effectiveness and compliance with legislation and current business processes, or as required based on legislative changes.

### **RELATED LEGISLATION, POLICIES, PROCEDURES:**

Freedom of Information and Protection of Privacy Act  
Information Request Procedure Guideline and workflow

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