

RECORDS ROOM SERVICES

1 Purpose

- This guideline provides a summary of the services provided by the Records Room of the Office of the Ombudsman for the Department of National Defence and the Canadian Forces.

2 Scope

- This guideline applies to employees of the Office of the Ombudsman for the Department of National Defence and the Canadian Forces.

3 Contacts

Primary Contact:

- [+Ombudsman Records Room Services-Ombudsman services de la salle des archives@Ombudsman@Ottawa-Hull](mailto:+Ombudsman+Records+Room+Services-Ombudsman+services+de+la+salle+des+archives@Ombudsman@Ottawa-Hull)

Backups:

- Records Room Clerk
- Records and Information Management Administrator

4 Roles and Responsibilities

- The Records Clerk is responsible for processing all incoming case related documentation (OCF, Email, Fax...), file retrieval services, PERMIS requests, LAC requests and document scanning services

5 Procedures

5.1 File Requests

- File requests are to be made through the positional mailbox: [+Ombudsman Records Room Services-Ombudsman services de la salle des archives@Ombudsman@Ottawa-Hull](mailto:+Ombudsman+Records+Room+Services-Ombudsman+services+de+la+salle+des+archives@Ombudsman@Ottawa-Hull)
- File requests may also be made in person at the records room window.
- Hard copy files returned to the records room should include the following information on the file jacket: your name and the return date.

5.2 LAC/PERMIS Requests

- Requests for information from LAC or PERMIS should be made to the positional mailbox: [+Ombudsman Records Room Services-Ombudsman services de la salle des archives@Ombudsman@Ottawa-Hull](mailto:+Ombudsman+Records+Room+Services-Ombudsman+services+de+la+salle+des+archives@Ombudsman@Ottawa-Hull)
- Requests for information from either LAC or PERMIS should include the following information:
 - Name of the Complainant
 - Service Number
 - Date of Release
 - Documentation Needed (Personnel files or Medical Files)
 - Consent Form (needed to access medical files)

6 Service Standards

- Please allow 1-2 hours for file requests.
- Please allow 5 working days for LAC requests.
- Please allow 5 working days for PERMIS requests.

7 GLOSSARY OF TERMS

IM	Information Management
LAC	Library and Archives Canada
OCF	Online Complaint Form
PERMIS	Personnel Management Information System