

**MEMORANDUM TO:** All Chiefs of Police and  
Commissioner Thomas Carrique  
Chairs, Police Services Boards

**FROM:** Richard Stubbings  
Assistant Deputy Minister  
Public Safety Division and Public Safety Training Division

**SUBJECT:** **Authorized Users for Disclosure of COVID-19 Status  
Information to Communication and Dispatch Centres**

<b>DATE OF ISSUE:</b>	<b>April 9, 2020</b>
<b>CLASSIFICATION:</b>	<b>For Action</b>
<b>RETENTION:</b>	<b>Indefinite</b>
<b>INDEX NO.:</b>	<b>20-0044</b>
<b>PRIORITY:</b>	<b>High</b>

Further to All Chiefs Memo 20-0041, the Ministry of the Solicitor General (ministry) is developing an online look-up solution for authorized communication and dispatch personnel (authorized users) to access COVID-19 status information (*i.e., name, address, date of birth and whether the individual has had a positive test result for COVID-19*). The look-up solution is intended to enable authorized users in communication and dispatch centres to query COVID-19 status information. Further, the authorized users will be able to provide notice of COVID-19 status information to first responders (*e.g., if there is a known risk of COVID-19 for an individual and/or location they may be attending or have attended*). The intent is to make the information available as soon as possible.

### Authorized User List

As part of the effort to support your frontline personnel, the ministry requires a list of authorized users to ensure the security of the platform and protection of the sensitive personal health information. The list of authorized users should be limited to only individuals in your police services who perform communication and dispatch functions and would be directly involved in communicating COVID-19 status information to frontline personnel. The ministry does not intend to grant access to policing personnel that are not directly involved in this process.

Please send your list of authorized users to Savio Pereira, Standards Development Officer, at [Savio.Pereira@ontario.ca](mailto:Savio.Pereira@ontario.ca) by **April 9, 2020 at 5:30pm EST** using the attached spreadsheet.

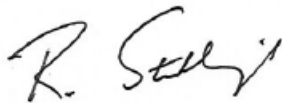
The ministry will provide additional communication as more detailed information about the look-up service becomes available.

### **Retention, Disclosure and Security of Personal Health Information**

Please note that any alerts/flags using the COVID-19 status information in your computer-aided dispatch (CAD) systems should be set to a default expiry date. This date should coincide with *the day the declared provincial emergency ceases to be in effect*. In addition, please ensure that COVID-19 status information obtained through the ministry's solution is not entered into the Canadian Police Information Centre (CPIC), your police service's records management system, or any other databases, including intelligence databases.

Please keep COVID-19 status information contained with your communication and dispatch centres and only disclose this information when needed to support frontline policing personnel in making informed decisions about whether they need to take additional precautions to prevent the spread of COVID-19 when responding to calls for service while the emergency order is in effect.

Sincerely,



Richard Stubbings  
Assistant Deputy Minister  
Public Safety Division and Public Safety Training Division

Attachment