



ARCS: 292-30
File: HTH-2012-00268

March 14, 2013

Sent via email:

Dear

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Health. As per your December 2012, clarification, your request is for:

- **A summary of complaints received against Retirement Concepts, including allegations of emotional/physical/sexual abuse, misconduct, neglect, patient deaths, poor living conditions and starvation; what facilities were involved, when the complaint was filed and whether any governmental action was taken.**

Please find enclosed a copy of the records located in response to your request. These records have been provided in their entirety and pertain to substantiated complaints within the scope of the Assisted Living Registrar of the ministry. Your file is now closed.

These records will be published on the B.C. Government's Open Information website a minimum of 72 hours after it is released electronically or a minimum of five business days after it has been released by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

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If you have any questions regarding your request, please contact Hema Paupiah, the analyst assigned to your request, at 250 387-1805. This number can be reached toll-free by calling 604 660-7867 from Vancouver or 1 800 663-7867 from elsewhere in BC, and asking to be transferred to 250 387-1805.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Vanzetta', followed by a horizontal line.

On behalf of:
Maxine Vanzetta, Manager
Health / Education Team
Information Access Operations

Enclosures

<p style="text-align: center;">How to Request a Review with the Office of the Information and Privacy Commissioner</p>

If you have any questions regarding your request, please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
P.O. Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone: 250 387-5629 Fax: 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.