



ARCS: 292-30  
File: HTH-2013-00078

May 8, 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. Your request is for:

- **Full complaint received by the Ministry of Health December 17, 2010, against Summerland Seniors Village. The nature of the concern was failure to respond when a resident used their emergency response system. Records being requested include the full complaint, response from operator and files related to actions taken by the operator, specifically the new procedure implemented.**

Please find enclosed a copy of the records located in response to your request. Some security-related information has been withheld pursuant to section 15 (Disclosure harmful to law enforcement) and the personal information of the resident involved has been withheld under section 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Your file is now closed. Some information has been marked 'not responsive' as it does not respond to the wording and/or the date range of the request.

.../2

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>

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 B.C. 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 dark ink, appearing to read 'M. Vanzetta', with a horizontal line extending to the right.

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

Enclosures

<b>Office of the Information and Privacy Commissioner</b>
---

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.