

Introduction:

**Living Conditions**

**S1. What are your current living arrangements? [READ ALL][ CHECK ALL THT APPLY]**

- 1 –I live alone
- 2 - with spouse or common-law partner
- 3 - with Son or daughter or Son-in-law or daughter-in-law
- 4 - with Grandchild/Grandchildren
- 5 - with Father or mother or Father-in-law or mother-in-law
- 6 - with Brother or sister
- 7 - with Room-mate, lodger or boarder
- 8 - with caregiver
- 9 - Other, **please specify**
- [DO NOT READ]** Don't Know
- [DO NOT READ]** Refused

**S2. Do you have a spouse or common-law partner in residential care or in hospital?**

- 1 - Yes
- 2 - No
- [DO NOT READ]** Don't Know
- [DO NOT READ]** Refused

**S3. In what type of dwelling are you currently living in? Is it a: [READ ALL] [CHECK ONE]**

- 1 – single detached house
- 2 – semi-detached or double, side by side duplex
- 3 – garden home, town-house or row house
- 4 – low-rise apartment - less than 5 stories
- 5 – high-rise apartment - 5 or more stories
- 6 – mobile home or trailer
- 7 – Supportive living
- 8 – Assisted Living
- 9 – Residential Care Facility
- 10 – Other – Please Specify
- [DO NOT READ]** Don't Know
- [DO NOT READ]** Refused

**S4. How long have you lived in this home?**

- 1 – Less than 6 months
- 2 – 6 months to less than 1 year
- 3 – 1 year to less than 3 years
- 4 – 3 years to less than 5 years
- 5 – 5 years to less than 10 years
- 6– 10 years and over

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S5. Is your house owned or rented?**

1 – owned by you or a member of this household (go to S6)

2 – rented [DO NOT READ: can be rented, even if no cash rent is paid] (go to S10)

[DO NOT READ] Don't Know (go to S12)

[DO NOT READ] Refused (go to S12)

**S6. IF HOUSE OWNED OR S5=1 Do you know how much you pay in property tax?**

1 – Yes (go to S7)

2 – No (go to S7)

[DO NOT READ] Don't Know (go to S7)

[DO NOT READ] Refused (go to S7)

**S7. Do you know about the provincial government Property Tax Deferral program?**

Interviewer Note: The The Property Tax Deferment Program is a low-interest provincial loan program designed to help qualified BC home owners pay their annual property taxes.

You may apply to defer your current year's taxes from late May until December 31st of that year. However, to avoid a 5% penalty, your application must be received by the tax office on or by the July due date.

1 – Yes (go to S8)

2 - No (skip to S12)

[DO NOT READ] Don't Know (skip to S12)

[DO NOT READ] Refused (skip to S12)

**S8. Have you used the Property Tax Deferral program?**

1 – Yes (go to S12)

2 – No (go to S9)

[DO NOT READ] Don't Know (go to S12)

[DO NOT READ] Refused (go to S12)

**S9. Would you use the Property Tax Deferral program to save the annual cost of your property tax?**

1 – Yes (go to S12)

2 – No (go to S12)

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S10. If house rented or S5=2** Do you know what Shelter Aid for Elderly Renters is, this program is sometimes called SAFER? **[INTERVIEW NOTE, SAY AS WORD NOT AS ACRONYM]** The Shelter Aid for Elderly Renters (SAFER) program helps make rents affordable for BC seniors with low to moderate incomes. SAFER provides monthly cash payments to subsidize rents for eligible BC residents who are age 60 or over and who pay rent for their homes.

1 – Yes (go to S11)

2 - No (go to Q12)

**[DO NOT READ]** Don't Know

**[DO NOT READ]** Refused

**S11. Do you use Shelter Aid for Elderly Renters or SAFER?**

1 - Yes

2 - No

**[DO NOT READ]** Don't Know

**[DO NOT READ]** Refused

**S12. Are you aware of Home Adaptations for Independence (HAFI) or other any other government grants to make homes more accessible?** **[INTERVIEW NOTE The Home Adaptations for Independence program is sometimes called HAFI [INTERVIEW NOTE, READ AS ACRONYM]**

1 – Yes

2 – No

**[DO NOT READ]** Don't Know

**[DO NOT READ]** Refused

**S13. During the past 12 months, have you done any adaptations to your home to make it more accessible?**

1 – Yes

2 – No

**[DO NOT READ]** Don't Know

**[DO NOT READ]** Refused

**S14. During the past 12 months, have you received help or care from others for problems related to aging?**

1 – Yes (go to S15)

2 – No (go to S16)

**[DO NOT READ]** Don't Know (go to S16)

**[DO NOT READ]** Refused (go to S16)

**S15. If S14=1, In an average week, how many hours of care or help did you receive?**

(MIN: 0) (MAX: 168)[MUST BE WHOLE NUMERIC]

**S16. Do you believe your may need to move at some time in the future?**

1 – Yes (go to S17)

2 – No (go to S20)

[DO NOT READ] Don't Know (go to S20)

[DO NOT READ] Refused (go to S20)

**S17. What are the reasons you might have to move in the future? [READ ALL, CHECK ALL THAT APPLY]**

1 – due to health care needs

2 – home not accessible for mobility issues (for example: stairs, bathroom)

3 – transportation (no longer able to drive to services and they are too far to walk to or get public transit);

4 – unable to afford current home including rent, home repairs, maintenance, or other homeowner costs

5 – Distance from family or support system

6 – Other, please specify

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S18. Could you stay in your home if you had home support to assist on daily basis?**

1 – Yes (go to S20)

2 – No (go to S19)

[DO NOT READ] Don't Know (go to S19)

[DO NOT READ] Refused (go to S19)

**S19. Could you stay in your home with help and/or adaptations to your home?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

Community

**S20. How long have you lived in your local community?**

1 - Less than 6 months

2 - 6 months to less than 1 year

3 - 1 year to less than 3 years

4 - 3 years to less than 5 years

5 - 5 years to less than 10 years

6 - 10 years and over

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S21. Which type of community do you live in? [READ ALL, CHOOSE ONE]**

## HLBC Survey questions – FINAL

1 – Urban

2 – Rural

3 – Remote

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S22. During the past 12 months, have you provided any help or care to family members, friends or neighbours?**

1 – Yes (go to S23)

2 – No (go to S24)

[DO NOT READ] Don't Know (go to S24)

[DO NOT READ] Refused (go to S24)

**S23. Were any other these people immediate family members such as your spouse or partner, children, parents and siblings?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S24. Do you have a valid driver licenses?**

1 – Yes (Go to S25)

2 – No (Go to S26)

[DO NOT READ] Don't Know (Go to S26)

[DO NOT READ] Refused (Go to S26)

**Q25. Do you drive?**

1 – Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S26. In your neighbourhood/community, is public transportation available, for example, bus, rapid transit or subway?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

Income

**S27. Do you get an income from the following? [READ ALL][ CHECK ALL THT APPLY]**

- 1 - Employment Income (for example: wages, salaries, Self-employment income)
- 2 - Government pensions (for example: Old Age Security, Guaranteed Income Supplement, Canada Pension Plan)
- 3 - Work place pensions
- 4 - Investment income (including: dividends, interest, RRSP, GIC, RRIFs)
- 5 - Others Income – Please Specify
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**S28. Do you know what Guaranteed Income Supplement, otherwise known as GIS [INTERVIEWER NOTE, READ AS ACRONYM] is?**

- 1 – Yes (go to S29)
- 2 – No (go to S30)
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**S29. Are you receiving GIS?**

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**Health Care**

**S30 In general, would you say your health is: [READ ALL]**

- 1 - excellent
- 2 - very good
- 3 - good
- 4 - fair
- 5 - poor
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**S31. Have you been admitted to the Emergency Room in the last 12 months?**

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**S32. Do you know what Premium Assistance is for Medical Services Plan (MSP) Premiums?**

- 1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S33. Do you know about fair pharmacare?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S34. Do you know about the BC Seniors Guide?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S35. Are you covered by any benefit plan for dental care, vision, hearing aids?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S36. Have you heard of the provincially appointed Seniors Advocate for BC- Isobel Mackenzie?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S37. The Seniors Advocate for BC and BC Stats are considering conducting some of our future surveys ONLINE, and would like to know how people feel about this option. If we had asked you to complete this questionnaire online, would you have been willing to do so?**

1 Yes (go to S38)

2 No (go to S39)

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S38. Would you have agreed to provide your e-mail address?**

1 Yes

2 No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**S39. Would you be willing to be contacted in the future for similar questions?**

1 Yes

2 No

[DO NOT READ] Don't Know

[DO NOT READ] Refused



## Introduction

Hello, this is \_\_\_\_\_ calling on behalf of BC Stats, the central statistics agency of the provincial government. We are conducting a survey to help shape government planning and policy in some key areas. Your thoughts and insights are very important to us. The survey will take about 10 minutes.

May I speak with a person in your household who is at least 18 years old or older and who will be having the next birthday?

IF TARGET RESPONDENT NOT AVAILABLE, ARRANGE CALL BACK

RE-INTRODUCE IF SPEAKING TO NEW PERSON

Your participation in this interview is completely voluntary. Before we continue, I would like you to know that all the information in this survey is collected and kept confidential in accordance with the Statistics Act, for statistical and research purposes. When survey results are published, your responses will be combined with the responses of others so that you cannot be identified.

## Persuaders and Answers to Frequently Asked Questions

- ▶ This survey takes about 10 minutes.
- ▶ Please be assured we are not selling or soliciting anything.
- ▶ All responses are kept confidential and we never release respondents' personal information.
- ▶ Your phone number was selected at random from a list of phone numbers in British Columbia.
- ▶ For survey validation: Call Beth Collins, BC Stats at (250) 508-5808 or visit [BC Stats Current Survey Page](#).

CONFIRM: Your call may be recorded for quality control purposes. Can we proceed with the survey?

AFTER CONSENT: Thank you.

I consent to continue .....1 => /phone

No – firm refusal ..... 2 =>/SOFTREFUSAL

No – soft refusal..... 3 => /SOFTREFUSAL

IF SOFT REFUSAL: You can also complete the survey online, which involves us sending you an email with a survey link in it. This would allow you to complete the survey at your convenience. Again, this option will take about 10 minutes in total, but it does not need to be completed all at once. Would you be interested in this option?

Yes..... 1 => /online

No..... 2 => /END

Don't know/No response ..... 99 => /online

## Q1ONLINE

In order for you to complete the survey online, I will need your email address to send you a link to the survey. Can you tell me what your email address is?

Record email address and gender .....

Refusal..... => /END

IF /online: Thank you for your time.

**D9. To begin with, what is your postal code?**

ENTER SIX DIGIT POSTAL [ ACCEPT BC ONLY POSTAL CODES ONLY]

[DO NOT READ] Don't Know

[DO NOT READ] Refused

**IF DON'T KNOW OR REFUSED OF FULL SIX DIGIT POSTAL CODE: To determine the broad area where you live, could you provide the first three digits of your postal code?**

ENTER THREE DIGIT POSTAL [ACCEPT BC ONLY POSTAL CODES ONLY]

[DO NOT READ] Don't Know => /END

[DO NOT READ] Refused => /END

**IF END: Unfortunately, we cannot proceed without your postal code. Thank you for your time**

**QA1. LANGUAGE. My first question is, what is the language that you first learned at home in childhood and still understand? [Precodes, DO NOT READ LIST, RECORD ONE RESPONSE.]**

**IF RESPONDENT SAYS CHINESE, ASK: Would that be Cantonese, Mandarin, Taiwanese or some other dialect?**

1- English

2 - Cantonese [PHONE] Traditional [ONLINE][Go to QA2]

3 – Mandarin [PHONE] Simplified [ONLINE].[Go to QA2]

4 - Punjabi [Go to QA2]

5 - French

6 - German

95 - Other (Specify)

Don't Know

Refused

**QA2. IF CANTONESE, MANDARIN, OR PUNJABI: In which language would you prefer to complete this survey? [IF NECESSARY: We have interviewers who can conduct this survey in English, Cantonese, Mandarin, and Punjabi.]**

**[RECORD LANGUAGE OF INTERVIEW]:**

1- English (DEFAULT)

2- Cantonese

3- Mandarin

4- Punjabi

**[IF CANTONESE, MANDARIN OR PUNJABI, PASS TO APPROPRIATE INTERVIEWER OR ARRANGE CALLBACK AND REFER TO PAPER SURVEY IN THE LANGUAGE CHOSEN. IF LANGUAGE NOT PROVIDED, ASK IF RESPONDENT CAN CONDUCT THE SURVEY IN ENGLISH.]**

**This next section is about your experience with wildfire services in BC.**

**This section asks you about your experience with particular health services.**



B1: If you have questions about a health topic or concern, where do you go *first* to seek out information?

- 1 – Your doctor or another health profession
- 2 – The Internet
- 3 – Family or friends
- 5 – Other (Specify)

C1: Are you aware of an organization called HealthLinkBC?

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

C2: Are you aware of the provincial 8-1-1 service?

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

If C2 = No, DK, or R: "8-1-1 is a phone number at HealthLink BC you can call toll free 24-hours a day, 7 days a week from anywhere in B.C. By calling 8-1-1, you can speak directly to a registered nurse, a registered dietitian or a licensed pharmacist for non-emergency health information and advice." GO TO C3

If C2=Yes:

C2.A: How did you first hear about 8-1-1?

[PHONE, OPEN ENDED WITH PRECODES, DO NOT READ LIST]

[ONLINE, OPEN ENDED, RECORD VERBATIM RESPONSE]

- 1 - TV Ad,
- 2 - Radio Ad,
- 3 - Print Ad,
- 4 - Friend or Family
- 5 - Doctor,
- 6 - Other Medical professional,
- 7 - Through one of HealthLinkBC's services
- 8 - Internet research
- 9 - Government Office or Agent
- 95 - Other (SPECIFY)
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

C2.B: Have you called 8-1-1 in the past 12 months?

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

If C2B = No, DK, or R: Go to C3.

**C2B4: At any time in the past 12 months when you called 8-1-1, were you forwarded to a Nurse, a Dietitian, a Pharmacist or any other health service provider? IF**

**MULTIPLE: Which were you most recently in contact with through an 8-1-1 call?**

- 0 - NONE,
- 1 - Nurse
- 2 - Dietitian
- 3 - Pharmacist
- 95 – Other
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**IF Nurse: Automatically calculate YES for C3 and C3A then ask: C2B\_NURSE. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with Nursing Services?**

- 1 Very Dissatisfied,
- 2,
- 3,
- 4,
- 5 Very Satisfied
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

[combine responses with C3B4]

Then Go to C4

**IF Dietitian: select yes for C4 and C4A then ask: C2B\_DIETITIAN. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with Dietitian Services?**

- 1 Very Dissatisfied,
- 2,
- 3,
- 4,
- 5 Very Satisfied
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

[combine responses with C4B4]

Then Go to C3 AND skip C4 and C4A

**IF C2B3 = Pharmacist or Other, DK, or R: Go to C3**

**IF not forwarded to any of above (i.e., C2B3 = NONE): C2B\_CSR. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with 8-1-1?**

- 1 Very Dissatisfied,
- 2,
- 3,
- 4,

5 Very Satisfied  
[DO NOT READ] Don't Know  
[DO NOT READ] Refused

## **NURSING SERVICES**

**C3: Are you aware of Nursing Services, available through 8-1-1 or the 866 toll-free number?**

1 - Yes

2 - No

3 – Respondent asked about, or referenced “Nurseline” [INTERVIEWER NOTE – Interviews should not mention “Nurseline” the service is now called “Nursing Services” but was formerly called “Nurseline”]

[DO NOT READ] Don't Know

[DO NOT READ] Refused

*If C3 = No, DK, or R: "Nursing Services enables you to speak to a registered nurse regarding your health questions, any hour of the day or night. " GO TO C4.*

*If C3 = YES: "Nursing Services is part of HealthLinkBC and is now available by calling 8-1-1."*

**C3A: Have you called /Nursing Services in the past 12 months?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

*IF C3A = NO, DK, or R: Go to C4*

*IF C3A = Yes: C3B4. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with Nursing Services?*

1 Very Dissatisfied,

2,

3,

4,

5 Very Satisfied

[DO NOT READ] Don't Know

[DO NOT READ] Refused

*[combine responses with C2B\_NURSE]*

## **DIETITIAN SERVICES**

**C4. Are you aware that there is service in BC that is staffed by registered dietitians that provide nutrition consultation and easy-to-use nutrition information for self-care which is accessible by dialling 8-1-1?**

1 - Yes

2 - No

[DO NOT READ] Don't Know



[DO NOT READ] Refused

*If C4=No, DK or R: Go to C5*

*If C4= Yes: C4A: In the past 12 months, have you called the Dietitian Services?*

1 - Yes

2 - No

3 – Respondent asked about, or referenced “Dial-a-Dietician” [INTERVIEWER NOTE – Interviews should not mention “Dial-a-Dietician” the service is now called “Dietitian Services” but was formerly called “Dial-a-Dietician”]

[DO NOT READ] Don't Know

[DO NOT READ] Refused

*If C4A= No, DK, or R: Go to C5*

IF C4A = YES: C4B4. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with Dietitian Services?

1 Very Dissatisfied,

2,

3,

4,

5 Very Satisfied

[DO NOT READ] Don't Know

[DO NOT READ] Refused

*[combine responses with C2B\_DIETITIAN]*

#### BC HEALTHGUIDE

**C5. Are you aware of the BC HealthGuide handbook?**

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

*If C5= No, DK or R: "The BC HealthGuide is a self-care guide with information on how to recognize and manage common health concerns including tips on home treatment, illness prevention, care options and when to see a health professional." Go to C5A2*

IF C5 = YES: C5A: Do you have a copy of the handbook in your home?

1 - Yes

2 - No

[DO NOT READ] Don't Know

[DO NOT READ] Refused

*If C5A = No, Don't Know, Refused: Go to C5A4*

*If C5A = Yes: C5A1: Which language is the copy of the handbook in your home?*

1 - English,

- 2 - French,
- 3 - Chinese,
- 4 - Punjabi,
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**C5A3: In the last year have you or any other members of your household used the BC HealthGuide handbook for any reason?**

- 1 - Yes
- 2 - No

[DO NOT READ] Don't Know  
[DO NOT READ] Refused

*If C5A3 = No, Don't Know, Refused: Go to C6*

**If C5A3 = Yes: C5B1. Did the handbook have the information that you needed?**

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**C5B4. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with the BC HealthGuide handbook?**

- 1 Very Dissatisfied,
- 2,
- 3,
- 4,
- 5 Very Satisfied
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**C5A4: [IF C5=NO, "Now that you have heard about the HealthGuide"], Which format do you prefer for the BC HealthGuide? [INTERVIEW NOTE. ASK OF ALL RESPONDENTS, IF C5=NO, USE INTRO]**

- 1 – A hardcopy handbook
- 2 – A downloadable digital file
- 3 – Accessible online through the HealthLink BC website
- 4 – Other (specific)
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

#### WEBSITE

**C6. Now I would like to ask you about internet use, do you use the internet daily, weekly, less than weekly or not at all?**

- 1 Daily
- 2. Weekly (includes multiple times per week but less than daily, or once a week)
- 3. Less than weekly
- 4. Not at all
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**If C6 = 1, 2, 3: C6A1. Do you access the internet using a computer, that is a desktop or laptop or using a mobile device such as a tablet or phone?**

- 1 – Desktop computer or laptop computer
- 2 – A mobile device (e.g., Phone or Tablet)
- 3 – Both computer and mobile device
- 4 – Other (Specify)
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**C7. Are you aware of the HealthLinkBC website, [www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)?**

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**If C7 = No, DK, or R: "The HealthLinkBC website provides medically-approved information on more than 5,000 health and nutrition topics, symptoms, and interactive health tools and tips for maintaining a healthy lifestyle." C7A: Now that you know about the HealthLink BC website, on a scale from 1 to 5, where 1 is Not Very Likely and 5 is Very Like, how likely would you be to use the HealthLink BC website to get health information?**

- 1 Not Very Likely,
- 2,
- 3,
- 4,
- 5 Very Likely
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**If C7 = yes: C7B: Have you consulted the HealthLinkBC web site in the last year?**

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**If C7B= No, DK, or R: Go to C8**

**If C7B = Yes: C7B4. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with the HealthLink BC website?**



- 1 Very Dissatisfied,
- 2,
- 3,
- 4,
- 5 Very Satisfied
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**HEALTHLINKBC FILES**

**C8: Are you aware of the HealthLinkBC Files, formerly called BC HealthFiles? These are fact sheets on public health and safety written with information specific to residents of B.C.**

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

*If C8 = No, DK or R: Go to C9.*

*If C8 = yes: C8A: Have you used the HealthLinkBC Files in the last 12 months?*

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

*If C8A = No, DK or R: Go to C9.*

*If C8A = yes: C8B4: On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with the HealthLinkBC Files?*

- 1 Very Dissatisfied,
- 2,
- 3,
- 4,
- 5 Very Satisfied
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

**C9: Do you use social media, for example Facebook, Twitter or Instagram?**

- 1 - Yes
- 2 - No
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

If C9 = yes: C9A: Which social media tool do you use most often? [OPEN-ENDED with PRECODES]

- 1 – Twitter
- 2 – FaceBook
- 3 – Instagram
- 4 – Other (Specify)
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

If C9 = No, DK or R: Go to D.

#### Section D - Demographic Information

Before we end the survey, I would like to ask a few questions about you, for use for quality control and categorizing the survey data.

D1. RECORD GENDER [phone]

D2. What year were you born?  
Record Year

AGECALC. Calculate age based on YOB.

AGECAT. [ASK ONLY IF AGECALC CANNOT BE CALCULATED] Could you tell me if you are...

- 1 - 18 to 25,
- 2 - 26 to 35,
- 3 - 36 to 45,
- 4 - 46 to 55,
- 5 - 56 to 65,
- 6 - Or more than 65 years old?
- [DO NOT READ] Don't Know
- [DO NOT READ] Refused

AGECATCALC. Calculate age group using AGECAT categories for all participants. Use AGECALC for applicable participants, and AGECAT for others. If AGECAT is not valid, call them 'DID NOT GIVE AGE INFORMATION'.

D3: What is the highest grade or level of education you completed? [READ AS NECESSARY]

- No schooling
- Some elementary
- Completed elementary
- Some secondary
- Completed secondary
- Some community college, technical college
- Completed community college, technical college
- Some university

Completed university  
Other education or training  
[DO NOT READ] Don't Know  
[DO NOT READ] Refused

**D4 What is your best estimate of your total household income for the last 12 months before taxes and deductions? Please include income from all household members and from all sources.**

**Was it....?**

Less than \$15,000  
\$15 to under 30 thousand  
\$30 to under 45 thousand  
\$45 to under 60 thousand  
\$60 to under 80 thousand  
\$80 to under 100 thousand  
\$100 to under 120 thousand  
\$120 thousand or more  
[DO NOT READ] Don't Know  
[DO NOT READ] Refused

**D5. (EVERYONE) Do you consider yourself to be an Aboriginal person that is First Nations, Métis, or Inuit?"**

1 - Yes,  
2 - No,  
[DO NOT READ] Don't Know  
[DO NOT READ] Refused

**D7. Were you born a Canadian citizen or did you immigrate here?**

01 – Born a Canadian citizen  
02 – Immigrated here  
[DO NOT READ] Don't Know  
[DO NOT READ] Refused

*IF D7 = 01, DK or Refused: Go to D8.*

**D7B. IF IMMIGRATED (D7=02) : How many years have you been living in Canada?**

01 - < 1 year  
02 – 1- 3 years  
03 – 4-6 years  
04 – 7-10 years  
05 – > 10 years  
[DO NOT READ] Don't Know  
[DO NOT READ] Refused

**D10\_A. Thank you for your time. BC Stats undertakes many research projects on a variety of topics. May we call you again to participate in future research?**

1 - Yes

2 - No

**D10\_B** [ASK ONLY IF D10\_A=YES]: May I have your first and last name?

**D10\_C** [ASK ONLY IF D10\_A=YES]: May I confirm your 10-digit phone number

**D10\_D** [ASK ONLY IF D10\_A=YES]. Is there an email address where we could reach you?

The information in this survey is collected under Section 26 of the Freedom of Information and Protection of Privacy Act (FOIPPA). It is collected and kept confidential in accordance with the Statistics Act for statistical and research purposes. When survey results are published, your responses will be combined with the responses of others so that you cannot be identified.

[ONLINE]

Contact information for questions about the FOIPPA, access and privacy

Michael Griffin

Manager, Project and Risk Management

BC Stats

PO Box 9410 Stn Prov Govt

Victoria, BC

V8W 9V1

Telephone: 250 387-6744

Do you have any questions about the FOIPPA, access and privacy?

IF YES: Contact information for questions about the FOIPPA, access and privacy

Michael Griffin

Manager, Project and Risk Management

BC Stats

PO Box 9410 Stn Prov Govt

Victoria, BC

V8W 9V1

Telephone: 250 387-6744

IF NO: Thank you for your participation in this important research [END CALL].



# Memorandum of Understanding

Date: November 3, 2014

Project #: 3-1516

Fiscal Year: 2014/2015

Her Majesty the Queen in right of the Province of British Columbia, represented by the Minister of Technology, Innovation and Citizens' Services, BC Stats

("BC Stats")

And:

Her Majesty the Queen in right of the Province of British Columbia, represented by the Minister of Health, Office of the Seniors Advocate

("Client")

RE: HealthLink/Seniors Advocate Survey 2014

---

## Project Overview

The Office of the Seniors Advocate is responsible for monitoring seniors' services while promoting awareness and collaboration with seniors, families, service providers and other organizations to identify systemic issues. The goal of the Office of the Seniors Advocate is to make recommendations to government on ways to improve care for seniors in British Columbia.

The Office of the Seniors Advocate wishes to gain insight on issues facing BC seniors and to evaluate awareness, usage, and satisfaction of programs and services available in BC. BC Stats has been supporting other areas of health, including HealthLink BC, for a number of years. Along with an understanding of health issues and the Office of the Seniors Advocate's mandate and measurement requirements, BC Stats is able to provide value in the following areas:

- Extensive experience with program evaluation;
- Expertise in developing and administering surveys to the general public, such as public awareness surveys;
- Expertise in developing a questionnaire based on a random sample of British Columbians that will be representative of B.C. by age, gender, and health region;
- Capability of working with the Office of the Seniors Advocate to develop a questionnaire that both meets the information needs and minimizes the costs accrued due to survey length;

# Memorandum of Understanding

- Cost effective methods of data collection including the option to participate in a Shared Data Collection Model (e.g. HealthLink BC);
- Data collection that explicitly protects the identity of individual respondents, by operating within the legislative authority of the *Statistics Act*;
- Reporting of data in a manner useful for measuring changes over time; and
- Custom report options to ensure data are relevant, easy to understand, and can be used in existing evaluation frameworks.

## Terms of Reference

This Memorandum of Understanding ("MOU") outlines the service contract relationship between BC Stats and the Office of the Seniors Advocate. The following documents form part of this MOU:

- This MOU letter agreement signed by the parties;
- Schedule A: Client Financial Information (attached);
- Schedule B: MOU Terms and Conditions (attached).

Project tasks and costs are based on the scope of work as understood by BC Stats as of the date of this MOU. Any changes to the scope of the work should be discussed by both parties and finalized in an amendment to this MOU subject to approval by both parties in writing.

- This MOU may be executed in counterparts and delivered by facsimile transmission or email with a scanned PDF attachment.

## Work-plan

- BC Stats will work with the Office of the Seniors Advocate to develop and finalize a survey instrument.
- BC Stats will conduct a survey with 1,000 randomly-selected British Columbians (sample to be representative by age/gender/health region at the provincial level) in November of 2014. (500 of these British Columbians will be 65 or older.)
- BC Stats will provide reporting to the Office of the Seniors Advocate in the forms specified below.

## Shared Data Collection Model

BC Stats will administer a telephone survey to a random sample of British Columbians on behalf of the Healthlink BC and the Office of the Seniors Advocate. To minimize costs, BC Stats will utilize a shared-data collection model which will allow organizations to share the fixed costs of survey administration (e.g., programming, respondent identification, etc.), as well as the cost of common demographic questions. This model is based on a 16-minute survey administered in English, Punjabi, Cantonese, and Mandarin, and generalizable to the BC population (by Health Authority, age and gender). Within these 16 minutes, the first two minutes include an introduction and a common set of demographic questions, while the remaining 14 minutes are divided among participating organizations and based on the number of minutes it takes to ask each organization's particular survey question(s). In general, this model is best suited to organizations who would like to ask a few survey questions to a large number of British Columbians in order to establish a baseline.

The 500 respondent sample size will yield a margin of error of no more than +/- 4.38%.

BC Stats' Accountabilities	Client's Accountabilities
<ol style="list-style-type: none"><li>1. Begin survey preparations once this MOU has been finalized and signed by all parties</li><li>2. Regularly discuss the survey plan with the client and make adjustments as necessary</li><li>3. Review documentation as necessary, including questionnaire(s), data collection updates(s), and other communication materials</li><li>4. Conduct field operations</li><li>5. Tabulate, analyze and report results</li></ol>	<ol style="list-style-type: none"><li>1. Discuss the project plan with BC Stats to guide the project as necessary</li><li>2. Develop documentation as necessary, including the review and approval of the questionnaire(s) as well as defining the target population to be surveyed</li><li>3. Make decisions as necessary to ensure successful field operations of the survey</li><li>4. Review and provide feedback on drafts of the reports</li></ol>



# Memorandum of Understanding

## Timeline and Milestones

Based on planning discussions, timelines for the survey would be as follows (Note, these are tentative and based on the assumption that both parties participating in the Shared Data Collection model sign the MOU by November 7<sup>th</sup>):

Questionnaire design	October 17, 2014
Finalization of survey instrument	<i>no later than</i> November 7, 2014
Data collection preparation, including translation of survey instrument	November 10 – 14, 2014
Data collection period	November 17- December 7, 2014
Delivery of comparison tables	<i>no later than</i> December 19, 2014
Delivery of descriptive report - DRAFT	<i>no later than</i> January 9, 2015

## Cost and Terms of Payment

BC Stats has estimated your survey questions at approximately 7 minutes in length. For this project and in accordance with the information needs of the Office of the Seniors Advocate, analysis and reporting options that BC Stats can provide are illustrated below. Please choose the option(s) you intend to have.

### Option 1a: Observing Quantitative Findings: Comparison Tables

BC Stats will present tabular summaries of overall response frequency distributions and average scores in the survey. BC Stats will also display tabular summaries of respondent group response frequencies and average scores in the survey for all demographic of interest (e.g., region, age), provided there are enough responses to maintain confidentiality and meaningful results. Year over year comparisons will also be included. The tables and accompanied methodology will be delivered in a Microsoft excel format.

### Option 1b: Observing Quantitative Findings: Comparison Tables with Significance Testing

Same deliverable as above with statistical tests to determine whether there are significant differences in reporting needs among different demographic groups. The tables and accompanied methodology will be delivered in a Microsoft excel format.

### Option 2: Descriptive Report: Making Sense of the Data

BC Stats will explain the trends in public awareness of the Office of the Seniors Advocate services as well as usage and satisfaction with the services. BC Stats will also integrate any statistical significant and meaningful findings into the report. Non-statistically significant comparisons between demographic groups will be excluded from the report. The report will concisely describe areas of strength and areas that require attention. The analysis will reveal statistical differences, if any, by key group, provided there are enough responses to maintain confidentiality and meaningful results.



# Memorandum of Understanding

A standard report will be prepared in Microsoft Word format and easy-to-understand graphics will illustrate and highlight trends.

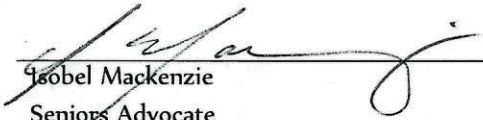
Table 1: Choose ONE:

Option	Description	Cost	Select
1	<b>Observing Quantitative Findings: Comparison Tables</b>		
	<i>These options include survey development, administration of a telephone survey to 500 British Columbians over the age of 65, as well as the Comparison Tables reporting option.</i>		
	a. <i>Comparison Tables</i>	\$13,000	<input checked="" type="checkbox"/>
	b. <i>Comparison Tables with Significance Testing</i>	\$14,000	<input type="checkbox"/>
2	<b>Descriptive Report: Making Sense of the Data</b>		
	<i>This option includes survey development, administration of a telephone survey to 500 British Columbians over the age of 65, Comparison Tables reporting option, as well as a Descriptive Report.</i>		
	a. <i>Descriptive Report (includes Comparison Tables with Significance Testing)</i>	\$17,000	<input type="checkbox"/>

# Memorandum of Understanding

## Agreement

This MOU is agreed to by the parties, as evidenced by the signatures of the undersigned on each party's behalf:



Jacobel Mackenzie  
Seniors Advocate  
Office of the Seniors Advocate  
Ministry of Health

November 10, 2014

Date

Elizabeth Vickery  
Executive Director  
BC Stats  
Ministry of Technology, Innovation and Citizens' Services

Date

*Once this MOU has been signed and the Schedule A is completed, please mail, email or fax this document to:*

Margaret Johnson  
Manager, Business Operations  
BC Stats  
Ministry of Technology, Innovation and Citizens' Services  
Room 137, 553 Superior Street, Victoria, V8W 9V1  
Phone: 250-387-9062

Email: [margaret.johnson@gov.bc.ca](mailto:margaret.johnson@gov.bc.ca) or Fax: 250-387-0380

## Schedule A: Client Financial Information

**Contact information** (if different from spending authority)

Name:	Bev Biffard
Phone:	250-952-3033
Fax:	250-952-2970
Email:	Bev.biffard@gov.bc.ca

**BC Government ministry** (or equivalent)  
s.17

Ministry:

Resp. center:

Service Line:

STOB:

Project:

**Organizations external to the BC Government** (Crown Corporation, Health Authority, etc.)

Contract number:

GST registrant number:

## Schedule B: MOU Terms and Conditions

### General Terms and Conditions

The following terms and conditions arise from the character of BC Stats as a public institution that must operate transparently and in conformity with the provisions of provincial legislation, notably, but not exclusively, the *Statistics Act*, and the *Freedom of Information and Protection of Privacy Act* ("FOIPPA"). The principal objective of BC Stats in undertaking sponsored projects is to increase the range and depth of statistical information on British Columbia's population, society and economy available to policy makers and the public.

### Ownership and Licensing

Unless otherwise agreed between the parties in writing, BC Stats will be the owner of all rights, including intellectual property rights, in and to any documents, survey questions or other materials produced pursuant to or for the purposes outlined in this MOU; the information and data obtained from respondents pursuant to this MOU (the "Responses"); and any documents, reports, analyses, data products or other materials, including any Aggregated Data (defined below), produced by BC Stats from the Responses. BC Stats hereby grants to the Client a non-exclusive, worldwide, perpetual, irrevocable and royalty-free license to use, reproduce, modify and create derivative works from the Aggregated Data (defined below) in order to create, publish and distribute documents, reports, analyses, data products or other materials (collectively, the "Client Works"). The Client hereby grants to BC Stats a non-exclusive, worldwide, perpetual, irrevocable and royalty-free license to use, reproduce, modify and create derivative works from the Client Works.

### Reciprocal Recognition

BC Stats and the Client will recognize each other's contribution in any significant public communications.

### Disclosure of Aggregated Data and Data Confidentiality Under the *Statistics Act*

BC Stats will compile and provide the Client with aggregated data derived from the Responses that has been combined without personal identifiers for categorical or summary analysis (the "Aggregated Data"), as set out in this MOU. For greater certainty, BC Stats will not include as part of the Aggregated Data any information that could relate the particulars obtained from an individual Response to an identifiable individual person, business or organization.

Unless otherwise stipulated in a separate agreement under the data-sharing provisions of the *Statistics Act*, all information, including information that can identify or potentially identify respondents and their individual information will not be disclosed by or to the Client unless the requisite consent for such disclosure has been obtained.

Unless otherwise stipulated in this MOU that the data must be destroyed or deleted within a set timeframe or upon project completion, all information that has been provided to BC Stats by the Client, including information that can identify or potentially identify respondents and their individual information, will, in accordance with BC Stats' internal policies and the *Statistics Act*, remain in the possession or under the control of BC Stats, and will not be divulged outside BC Stats.

### Information Sharing Agreement under FOIPPA



# Memorandum of Understanding

In most cases, an Information Sharing Agreement that documents the terms and conditions of the exchange of personal information between BC Stats and the Client must be approved and signed to ensure compliance with the provisions of the *Freedom of Information and Protection of Privacy Act* and any other applicable legislation. Any Information Sharing Agreement must be signed before the project commences.

## **Information Sharing Agreement under Section 12 of the Statistics Act**

If required, the *Statistics Act* allows BC Stats to share unscreened micro data with the Client if a 'Section 12' Information Sharing Agreement between BC Stats and the Client has been approved and signed by the Minister of Technology, Innovation and Citizens' Services, and the Client's equivalent, and/or the requisite consent has been obtained from respondents. Any 'Section 12' Information Sharing Agreement must be signed before the project commences.

## **Record Linkage**

Linkages between sponsored projects and other data sources at the level of individual personal records may be conducted in conformity with BC Stats' policies and procedures and FOIPPA. Project respondents must be informed of any linkage plans at the time of collection.

## **Public Dissemination of Project Results**

Results of sponsored projects remain protected and may not be disseminated to third parties or the public by BC Stats or the Client, until officially released. The official release date will be established jointly by the parties, but must not unreasonably delay release of finalized results. If agreed to by BC Stats, the Client may involve third parties in quality assurance of data or in peer review of analytic text. Persons under contract to the Client are deemed to be equivalent to the Client and to have the same rights and obligations as set out in this MOU.

BC Stats will consult with the Client on the development of communications materials to be used at the time of official release. If requested by the Client, BC Stats may identify the Client, as a contact in any public communications at the time of release.

## **Retention of Records**

Unless agreed to by the parties and specified in this MOU, BC Stats ordinarily retains information, files and records for a period of seven years from date of origin. It is understood, however, that BC Stats, unless specifically agreed to the contrary, is not obligated in any way to retain such files and records for any specific period and may dispose of them at such time and in such manner as it may determine appropriate.

## **Renewal of Agreement**

This agreement may be renewed with the mutual agreement of the parties in writing.

## **Termination**

Either party may terminate this MOU at any time by giving 60 days' written notice to the other party. Unless otherwise agreed, the Client will compensate BC Stats for any work completed up to the effective date of termination.

## **Amendments**

# Memorandum of Understanding

No amendments to this MOU or waiver of any of its terms and conditions shall be valid unless effected in writing and signed by both parties.

## **Entire Agreement**

This MOU constitutes the entire agreement between the parties with respect to the subject matter of this MOU and supersedes all previous negotiations, communications and other arrangements whether verbal or in writing relating to it unless they are incorporated by reference in this MOU.

## Biffard, Bev HLTH:EX

---

**From:** Biffard, Bev HLTH:EX  
**Sent:** Monday, November 10, 2014 2:45 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** FW: Draft Questionnaire - Seniors Advocate

Did you review the questionnaire and do you approve it?

-----Original Message-----

From: Stock, Cathy MTIC:EX  
Sent: Monday, November 10, 2014 2:41 PM  
To: Biffard, Bev HLTH:EX  
Cc: Stock, Cathy MTIC:EX; Collins, Beth MTIC:EX  
Subject: Re: Draft Questionnaire - Seniors Advocate

Thanks -- can you also send an email approving the latest version of the questionnaire.

> On Nov 10, 2014, at 2:27 PM, "Biffard, Bev HLTH:EX" <Bev.Biffard@gov.bc.ca> wrote:

>

> Hi Cathy and Beth;

> Attached is the signed off MOU. Let me know if it needs to be sent elsewhere.

> Thanks

> Bev

>

> From: Stock, Cathy MTIC:EX

> Sent: Monday, November 10, 2014 11:20 AM

> To: Mackenzie, Isobel HLTH:EX

> Cc: Biffard, Bev HLTH:EX; Collins, Beth MTIC:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

> Please find attached the latest version of the questionnaire and the MOU. Remember there are three options in terms of reporting – please let us know which option meets your reporting requirements.

>

> Bev – please cc Beth on the official sign-off.

>

>

> From: Mackenzie, Isobel HLTH:EX

> Sent: Monday, November 10, 2014 10:52 AM

> To: Stock, Cathy MTIC:EX

> Cc: Biffard, Bev HLTH:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

>

> Hi Cathy – would you mind re-sending, I can't seem to find it. Bev-

> if you could print and get my signature thanks

> From: Stock, Cathy MTIC:EX

> Sent: Monday, November 10, 2014 9:37 AM

> To: Mackenzie, Isobel HLTH:EX

> Cc: Collins, Beth MTIC:EX

> Subject: Fwd: Draft Questionnaire - Seniors Advocate

>

> Hello

>

> Can we please get your signoff and signed MOU today -- health link is approved and we want to start programming the questionnaire.

> Thanks

>

>

> Begin forwarded message:

> From: "Stock, Cathy MTIC:EX"

> <Cathy.Stock@gov.bc.ca<mailto:Cathy.Stock@gov.bc.ca>>

> Date: November 7, 2014 at 1:52:18 PM PST

> To: "Mackenzie, Isobel HLTH:EX"

> <Isobel.Mackenzie@gov.bc.ca<mailto:Isobel.Mackenzie@gov.bc.ca>>

> Cc: "Collins, Beth MTIC:EX"

> <Beth.Collins@gov.bc.ca<mailto:Beth.Collins@gov.bc.ca>>

> Subject: RE: Draft Questionnaire - Seniors Advocate Hello Isobel, Beth

> and I had a great conference call with the data collection company this morning and they are very excited about the project. They have the latest version of the Seniors questionnaire--we are just waiting for your final approval and the signed MOU. Can you please send it today—so we can start programming the survey early next week.

> Thanks, please let me know if you have any questions.

> Cathy

>

>

> From: Stock, Cathy MTIC:EX

> Sent: Thursday, November 6, 2014 4:06 PM

> To: Mackenzie, Isobel HLTH:EX

> Cc: Collins, Beth MTIC:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

> Hello Isobel

>

> We think the questionnaire is pretty close to the 7 minute mark. During the testing we noted a few changes to the SKIP patterns. Please review and send the MOU and your approval of the questionnaire tomorrow.

> Please let me know if you have any questions or concerns.

> Cathy

>

>

>

> From: Stock, Cathy MTIC:EX

> Sent: Thursday, November 6, 2014 9:49 AM

> To: Mackenzie, Isobel HLTH:EX

> Cc: Collins, Beth MTIC:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

> Hello

> I added the BC Seniors guide question but I have a feeling we are over your 7 minute mark. We have the flexibility to add minutes (questions) but it will impact your budget.

> If your preference to cut questions or add funding? We will test the questionnaire this afternoon—in terms of timing and flow. Please let us know how you would like to proceed.

> Cathy



>

>

> From: Mackenzie, Isobel HLTH:EX

> Sent: Tuesday, November 4, 2014 2:14 PM

> To: Stock, Cathy MTIC:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

> Hi Cathy:

>

> Can we either add one more question, or substitute one. The question would be "Do you know about the BC Seniors Guide"

>

> From: Stock, Cathy MTIC:EX

> Sent: Tuesday, November 4, 2014 1:52 PM

> To: Mackenzie, Isobel HLTH:EX

> Cc: Collins, Beth MTIC:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

> Hello

> Please find attached the latest version of the questionnaire. Please let me know if you have any questions or comments. We would appreciate your formal approval of the questionnaire by Friday November 7 as well as the signed MOU. Please check the skip patterns to make sure I captured the gist of our discussion.

> The yellow highlighting is for the translation.

> Thanks

> Cathy

>

>

> From: Stock, Cathy MTIC:EX

> Sent: Monday, November 3, 2014 2:12 PM

> To: Mackenzie, Isobel HLTH:EX

> Cc: Collins, Beth MTIC:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

> Hello Isobel,

>

> As I mentioned, BC Stats has been working with Healthlink to reduce the age categories to reduce their overall budget. That said, we are maintaining the sample of 500 British Columbia's aged 65 and over.

>

> Please see the costs for your share of the project noted in the attached MOU. We have provided three options in terms of the output—please let us know which option meets your reporting requirements.

>

> We are anxious to get this project underway as soon as possible. I will be sending the revised questionnaire later this week for your final approval—based on the changes we spoke about on Friday afternoon. Please let me know if you have questions or would like to discuss the MOU or questionnaire.

> Thanks

> Cathy

>

>

>

> From: Stock, Cathy MTIC:EX

> Sent: Thursday, October 30, 2014 2:36 PM

> To: Mackenzie, Isobel HLTH:EX

> Cc: Collins, Beth MTIC:EX  
 > Subject: RE: Draft Questionnaire - Seniors Advocate  
 >  
 > Hello Isobel,  
 > Just a quick update about the status of the MOU. The quote from the data collection companies (three) came back higher than expected—this really has an impact on Healthlink because they are funding the majority of the project. We are just trying to come up with a solution that addresses their research requirements while working within their project budget. Once we have a solution we will be able to price out your additional sample and questionnaire requirements as well as a few reporting options for your consideration.  
 >  
 > Once we get your thoughts on the questionnaire we will also be in a better position to test and time your portion to ensure it falls within the 8 minute timeframe. As well prepare the questionnaire for the data collection company (e.g. add skips and interviewer notes).  
 >  
 > In addition, we suggest your contact your GCEP contact (communications folks) to let them know that we are working on a survey together and plan to be in the field for data collection in November. They may ask you for the final questionnaire and have some additional questions about your research requirements. We have asked Healthlink to contact GCEP as well—just to ensure there are no surprises and everyone is aware of our research project.  
 > Thanks, please let me know if you have any questions or require additional information.  
 > Cathy  
 >  
 >  
 >  
 >  
 >  
 >  
 > From: Mackenzie, Isobel HLTH:EX  
 > Sent: Friday, October 24, 2014 5:31 PM  
 > To: Stock, Cathy MTIC:EX; Biffard, Bev HLTH:EX  
 > Cc: Collins, Beth MTIC:EX  
 > Subject: RE: Draft Questionnaire - Seniors Advocate  
 >  
 > Hi Cathy;  
 >  
 > Yes, I will get comment to you by Thursday, my apologies, we were tied up on a project this week.  
 >  
 > From: Stock, Cathy MTIC:EX  
 > Sent: Friday, October 24, 2014 5:13 PM  
 > To: Mackenzie, Isobel HLTH:EX; Biffard, Bev HLTH:EX  
 > Cc: Collins, Beth MTIC:EX  
 > Subject: RE: Draft Questionnaire - Seniors Advocate  
 >  
 > Hello,  
 > We are just waiting for some additional confirmation from Health link – sorry for the delay. I hope to have the MOU to you later next week—please note it would be extremely helpful if we could get your comments on the questionnaire by Thursday Oct 30.  
 >  
 > Thanks  
 >  
 > From: Stock, Cathy MTIC:EX  
 > Sent: Tuesday, October 21, 2014 11:41 AM  
 > To: Mackenzie, Isobel HLTH:EX; Biffard, Bev HLTH:EX  
 > Cc: Collins, Beth MTIC:EX

> Subject: RE: Draft Questionnaire - Seniors Advocate

>

> Hello

> Just checking in, do you have any comments on the latest version of the questionnaire. We really need to finalize the questionnaire shortly.

> The costs for data collection are expected on Thursday so we will send the MOU later this week.

>

> From: Stock, Cathy MTIC:EX

> Sent: Thursday, October 16, 2014 2:25 PM

> To: Mackenzie, Isobel HLTH:EX; Biffard, Bev HLTH:EX

> Cc: Collins, Beth MTIC:EX

> Subject: Draft Questionnaire - Seniors Advocate

>

> Hello Isobel,

>

> Please find attached the latest draft of the questionnaire. Bev's original document contained 26 questions but we added a few.

> Before we go too much further, I wanted to touch base on the revised wording, response categories and proposed flow. Please note: we need to confirm the skip patterns, the introduction to these questions and some of the interviewer notes.

>

> Can you please review and let us know if you have any comments, concerns or thoughts.

> Thanks

> Cathy

>

>

>

>

>

> Cathy Stock

> Director, Statistical Analysis and Research, BC Stats

> Phone: 250.953.3703 | Email: [cathy.stock@gov.bc.ca](mailto:cathy.stock@gov.bc.ca)

> Web: [www.bcstats.gov.bc.ca](http://www.bcstats.gov.bc.ca)<<http://www.bcstats.gov.bc.ca/>> | Twitter:

> @BCStats

> Web:

> [www.outcomes.bcstats.gov.bc.ca](http://www.outcomes.bcstats.gov.bc.ca)<<http://www.outcomes.bcstats.gov.bc.ca/D>

> efault/Home.aspx> BC Stats: We turn data into information

>

> <BC Stats MOU Health Link-Seniors Advocate Survey 2014.pdf>

## Biffard, Bev HLTH:EX

---

**From:** Biffard, Bev HLTH:EX  
**Sent:** Wednesday, November 12, 2014 9:27 AM  
**To:** Case, Margaret HLTH:EX  
**Subject:** FW: Draft Questionnaire - Seniors Advocate

**Importance:** High

Fyi, I have asked Isobel but no response yet, they need this today. Do you need to chat with Isobel on this before she can approve??

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Wednesday, November 12, 2014 8:46 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Biffard, Bev HLTH:EX; Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate  
**Importance:** High

Can you please confirm, via email, that you the questionnaire is ready to go and you are happy with the questions, response categories, skips patterns and flow.  
Thanks.

---

**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Monday, November 10, 2014 12:04 PM  
**To:** Stock, Cathy MTIC:EX  
**Cc:** Biffard, Bev HLTH:EX; Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hi Cathy- we will go with Option 1A  
Thanks

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Monday, November 10, 2014 11:20 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Biffard, Bev HLTH:EX; Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Please find attached the latest version of the questionnaire and the MOU. Remember there are three options in terms of reporting – please let us know which option meets your reporting requirements.

Bev – please cc Beth on the official sign-off.

---

**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Monday, November 10, 2014 10:52 AM  
**To:** Stock, Cathy MTIC:EX  
**Cc:** Biffard, Bev HLTH:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hi Cathy – would you mind re-sending, I can't seem to find it. Bev- if you could print and get my signature thanks

**From:** Stock, Cathy MTIC:EX  
**Sent:** Monday, November 10, 2014 9:37 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** Fwd: Draft Questionnaire - Seniors Advocate

Hello

Can we please get your signoff and signed MOU today -- health link is approved and we want to start programming the questionnaire.

Thanks

Begin forwarded message:

**From:** "Stock, Cathy MTIC:EX" <[Cathy.Stock@gov.bc.ca](mailto:Cathy.Stock@gov.bc.ca)>  
**Date:** November 7, 2014 at 1:52:18 PM PST  
**To:** "Mackenzie, Isobel HLTH:EX" <[Isobel.Mackenzie@gov.bc.ca](mailto:Isobel.Mackenzie@gov.bc.ca)>  
**Cc:** "Collins, Beth MTIC:EX" <[Beth.Collins@gov.bc.ca](mailto:Beth.Collins@gov.bc.ca)>  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello Isobel,  
Beth and I had a great conference call with the data collection company this morning and they are very excited about the project. They have the latest version of the Seniors questionnaire--we are just waiting for your final approval and the signed MOU. Can you please send it today—so we can start programming the survey early next week.  
Thanks, please let me know if you have any questions.  
Cathy

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Thursday, November 6, 2014 4:06 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello Isobel

We think the questionnaire is pretty close to the 7 minute mark. During the testing we noted a few changes to the SKIP patterns. Please review and send the MOU and your approval of the questionnaire tomorrow.

Please let me know if you have any questions or concerns.  
Cathy

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Thursday, November 6, 2014 9:49 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello

I added the BC Seniors guide question but I have a feeling we are over your 7 minute mark. We have the flexibility to add minutes (questions) but it will impact your budget.

If your preference to cut questions or add funding? We will test the questionnaire this afternoon—in terms of timing and flow. Please let us know how you would like to proceed.

Cathy

---

**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, November 4, 2014 2:14 PM  
**To:** Stock, Cathy MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hi Cathy:

Can we either add one more question, or substitute one. The question would be “Do you know about the BC Seniors Guide”

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Tuesday, November 4, 2014 1:52 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello

Please find attached the latest version of the questionnaire. Please let me know if you have any questions or comments. We would appreciate your formal approval of the questionnaire by Friday November 7 as well as the signed MOU. Please check the skip patterns to make sure I captured the gist of our discussion.

The yellow highlighting is for the translation.

Thanks

Cathy

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Monday, November 3, 2014 2:12 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello Isobel,

As I mentioned, BC Stats has been working with Healthlink to reduce the age categories to reduce their overall budget. That said, we are maintaining the sample of 500 British Columbia’s aged 65 and over.

Please see the costs for your share of the project noted in the attached MOU. We have provided three options in terms of the output—please let us know which option meets your reporting requirements.

We are anxious to get this project underway as soon as possible. I will be sending the revised questionnaire later this week for your final approval—based on the changes we spoke about on Friday afternoon. Please let me know if you have questions or would like to discuss the MOU or questionnaire. Thanks

Cathy

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Thursday, October 30, 2014 2:36 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello Isobel,

Just a quick update about the status of the MOU. The quote from the data collection companies (three) came back higher than expected—this really has an impact on Healthlink because they are funding the majority of the project. We are just trying to come up with a solution that addresses their research requirements while working within their project budget. Once we have a solution we will be able to price out your additional sample and questionnaire requirements as well as a few reporting options for your consideration.

Once we get your thoughts on the questionnaire we will also be in a better position to test and time your portion to ensure it falls within the 8 minute timeframe. As well prepare the questionnaire for the data collection company (e.g. add skips and interviewer notes).

In addition, we suggest you contact your GCEP contact (communications folks) to let them know that we are working on a survey together and plan to be in the field for data collection in November. They may ask you for the final questionnaire and have some additional questions about your research requirements. We have asked Healthlink to contact GCEP as well—just to ensure there are no surprises and everyone is aware of our research project.

Thanks, please let me know if you have any questions or require additional information.

Cathy

---

**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Friday, October 24, 2014 5:31 PM  
**To:** Stock, Cathy MTIC:EX; Biffard, Bev HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hi Cathy;

Yes, I will get comment to you by Thursday, my apologies, we were tied up on a project this week.

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Friday, October 24, 2014 5:13 PM  
**To:** Mackenzie, Isobel HLTH:EX; Biffard, Bev HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello,

We are just waiting for some additional confirmation from Health link – sorry for the delay. I hope to have the MOU to you later next week—please note it would be extremely helpful if we could get your comments on the questionnaire by Thursday Oct 30.

Thanks

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Tuesday, October 21, 2014 11:41 AM  
**To:** Mackenzie, Isobel HLTH:EX; Biffard, Bev HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello

Just checking in, do you have any comments on the latest version of the questionnaire. We really need to finalize the questionnaire shortly.

The costs for data collection are expected on Thursday so we will send the MOU later this week.

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Thursday, October 16, 2014 2:25 PM  
**To:** Mackenzie, Isobel HLTH:EX; Biffard, Bev HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** Draft Questionnaire - Seniors Advocate

Hello Isobel,

Please find attached the latest draft of the questionnaire. Bev's original document contained 26 questions but we added a few.

Before we go too much further, I wanted to touch base on the revised wording, response categories and proposed flow. Please note: we need to confirm the skip patterns, the introduction to these questions and some of the interviewer notes.

Can you please review and let us know if you have any comments, concerns or thoughts.

Thanks

Cathy

**Cathy Stock**

Director, Statistical Analysis and Research, BC Stats  
Phone: 250.953.3703 | Email: [cathy.stock@gov.bc.ca](mailto:cathy.stock@gov.bc.ca)  
Web: [www.bcstats.gov.bc.ca](http://www.bcstats.gov.bc.ca) | Twitter: @BCStats  
Web: [www.outcomes.bcstats.gov.bc.ca](http://www.outcomes.bcstats.gov.bc.ca)

*BC Stats: We turn data into information*



## Biffard, Bev HLTH:EX

---

**From:** Biffard, Bev HLTH:EX  
**Sent:** Wednesday, November 12, 2014 3:48 PM  
**To:** Case, Margaret HLTH:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Ok so we don't have to differentiate between supportive housing – own home, supportive housing – rental etc etc

---

**From:** Case, Margaret HLTH:EX  
**Sent:** Wednesday, November 12, 2014 3:47 PM  
**To:** Biffard, Bev HLTH:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

It's OK – supportive housing is a separate type of housing. Not assisted living, but some supervision. It is in rented apartments.

*Margaret Case | Manager, Communication, Outreach and Stakeholder Engagement* s.17  
*Office of the Seniors' Advocate | 1-2 1515 Blanshard St. Victoria BC V8W 3C8 | w. 250-952-3038 | c*

---

**From:** Biffard, Bev HLTH:EX  
**Sent:** Wednesday, November 12, 2014 2:34 PM  
**To:** Case, Margaret HLTH:EX  
**Subject:** FW: Draft Questionnaire - Seniors Advocate

Ok I have a question about #S3, they made the changes but would you have supportive living in your own home or in a condo or ?? I guess I am not sure what the definition of supportive living is.

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Wednesday, November 12, 2014 1:03 PM  
**To:** Biffard, Bev HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Perfect  
Here is the final version for your records.

---

**From:** Biffard, Bev HLTH:EX  
**Sent:** Wednesday, November 12, 2014 12:33 PM  
**To:** Stock, Cathy MTIC:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hi Cathy,  
Isobel has reviewed the questionnaire and has one small change to "S3".

1-6 and 8 are fine but 7 should be broken down to the following separate choices.

- Supportive living
- Assisted living

- Residential Care Facility

This will make 10 choices instead of 8.

Once this change has been made it is approved to go.

Thanks

Bev

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Wednesday, November 12, 2014 8:46 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Biffard, Bev HLTH:EX; Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate  
**Importance:** High

Can you please confirm, via email, that you the questionnaire is ready to go and you are happy with the questions, response categories, skips patterns and flow.

Thanks.

---

**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Monday, November 10, 2014 12:04 PM  
**To:** Stock, Cathy MTIC:EX  
**Cc:** Biffard, Bev HLTH:EX; Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hi Cathy- we will go with Option 1A

Thanks

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Monday, November 10, 2014 11:20 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Cc:** Biffard, Bev HLTH:EX; Collins, Beth MTIC:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Please find attached the latest version of the questionnaire and the MOU. Remember there are three options in terms of reporting – please let us know which option meets your reporting requirements.

Bev – please cc Beth on the official sign-off.

---

**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Monday, November 10, 2014 10:52 AM  
**To:** Stock, Cathy MTIC:EX  
**Cc:** Biffard, Bev HLTH:EX  
**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hi Cathy – would you mind re-sending, I can't seem to find it. Bev- if you could print and get my signature thanks

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**From:** Stock, Cathy MTIC:EX  
**Sent:** Monday, November 10, 2014 9:37 AM  
**To:** Mackenzie, Isobel HLTH:EX

**Cc:** Collins, Beth MTIC:EX

**Subject:** Fwd: Draft Questionnaire - Seniors Advocate

Hello

Can we please get your signoff and signed MOU today -- health link is approved and we want to start programming the questionnaire.

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**Date:** November 7, 2014 at 1:52:18 PM PST

**To:** "Mackenzie, Isobel HLTH:EX" <[Isobel.Mackenzie@gov.bc.ca](mailto:Isobel.Mackenzie@gov.bc.ca)>

**Cc:** "Collins, Beth MTIC:EX" <[Beth.Collins@gov.bc.ca](mailto:Beth.Collins@gov.bc.ca)>

**Subject:** RE: Draft Questionnaire - Seniors Advocate

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Thanks, please let me know if you have any questions.

Cathy

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**From:** Stock, Cathy MTIC:EX

**Sent:** Thursday, November 6, 2014 4:06 PM

**To:** Mackenzie, Isobel HLTH:EX

**Cc:** Collins, Beth MTIC:EX

**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello Isobel

We think the questionnaire is pretty close to the 7 minute mark. During the testing we noted a few changes to the SKIP patterns. Please review and send the MOU and your approval of the questionnaire tomorrow.

Please let me know if you have any questions or concerns.

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**Sent:** Thursday, November 6, 2014 9:49 AM

**To:** Mackenzie, Isobel HLTH:EX

**Cc:** Collins, Beth MTIC:EX

**Subject:** RE: Draft Questionnaire - Seniors Advocate

Hello

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Cathy

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**Sent:** Friday, October 24, 2014 5:31 PM  
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**Cc:** Collins, Beth MTIC:EX  
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**Cc:** Collins, Beth MTIC:EX  
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**Cc:** Collins, Beth MTIC:EX  
**Subject:** Draft Questionnaire - Seniors Advocate

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Can you please review and let us know if you have any comments, concerns or thoughts.

Thanks

Cathy

**Cathy Stock**

Director, Statistical Analysis and Research, BC Stats  
Phone: 250.953.3703 | Email: [cathy.stock@gov.bc.ca](mailto:cathy.stock@gov.bc.ca)  
Web: [www.bcstats.gov.bc.ca](http://www.bcstats.gov.bc.ca) | Twitter: @BCStats  
Web: [www.outcomes.bcstats.gov.bc.ca](http://www.outcomes.bcstats.gov.bc.ca)

*BC Stats: We turn data into information*

## Biffard, Bev HLTH:EX

---

**From:** Biffard, Bev HLTH:EX  
**Sent:** Tuesday, November 25, 2014 5:17 PM  
**To:** Stock, Cathy MTIC:EX  
**Subject:** RE: Seniors/Health Link Survey

Hi Cathy,  
Sorry for the delay in responding. Isobel is ok with the changes in the delivery and is ok to share the questionnaire as you mentioned below.  
Thanks  
Bev

---

**From:** Stock, Cathy MTIC:EX  
**Sent:** Tuesday, November 18, 2014 5:31 PM  
**To:** Mackenzie, Isobel HLTH:EX; Biffard, Bev HLTH:EX  
**Cc:** Collins, Beth MTIC:EX  
**Subject:** Seniors/Health Link Survey

Hello Isobel and Bev,  
Please find attached the signed MOU. Data collection was delayed slightly but we are going into the field tomorrow—great news. Given that data collection was delayed the comparison tables will not be delivered until **January 6, 2015**. Please note – I have written the new dates on the MOU to reflect the change.

On another note - I just came back from the Inter-Ministry Group for Elder Abuse Prevention meeting and mentioned the fact that BC Stats was working with you on this project. Several of the members were interested and asked to see the questionnaire. Do you mind if I share the questions with Kelly Acker, Manager, Seniors Strategic Planning, Seniors' Health Promotion Directorate?

	Senior's Advocate
Data collection period	November 19- December 9, 2014
Delivery of comparison tables	<i>no later than January 6, 2014</i>

Cathy Stock  
Director, Statistical Analysis and Research, [BC Stats](#)  
**Service BC**  
Ministry of Technology, Innovation & Citizens' Services  
T: 250-953-3703 | Web: <http://www.servicebc.gov.bc.ca>  
"Access to government services made easy"

## Schedule A: Client Financial Information

Contact information (if different from spending authority)

Name: HealthLinkBC  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

BC Government ministry (or equivalent)  
s.17

Ministry:

Resp. center:

Service Line:

STOB:

Project:

Organizations external to the BC Government (Crown Corporation, Health Authority, etc.)

Contract number:

GST registrant number:

## Schedule B: MOU Terms and Conditions

### General Terms and Conditions

The following terms and conditions arise from the character of BC Stats as a public institution that must operate transparently and in conformity with the provisions of provincial legislation, notably, but not exclusively, the *Statistics Act*, and the *Freedom of Information and Protection of Privacy Act* ("FOIPPA"). The principal objective of BC Stats in undertaking sponsored projects is to increase the range and depth of statistical information on British Columbia's population, society and economy available to policy makers and the public.

### Ownership and Licensing

Unless otherwise agreed between the parties in writing, BC Stats will be the owner of all rights, including intellectual property rights, in and to any documents, survey questions or other materials produced pursuant to or for the purposes outlined in this MOU; the information and data obtained from respondents pursuant to this MOU (the "Responses"); and any documents, reports, analyses, data products or other materials, including any Aggregated Data (defined below), produced by BC Stats from the Responses. BC Stats hereby grants to the Client a non-exclusive, worldwide, perpetual, irrevocable and royalty-free license to use, reproduce, modify and create derivative works from the Aggregated Data (defined below) in order to create, publish and distribute documents, reports, analyses, data products or other materials (collectively, the "Client Works"). The Client hereby grants to BC Stats a non-exclusive, worldwide, perpetual, irrevocable and royalty-free license to use, reproduce, modify and create derivative works from the Client Works.

### Reciprocal Recognition

BC Stats and the Client will recognize each other's contribution in any significant public communications.

### Disclosure of Aggregated Data and Data Confidentiality Under the *Statistics Act*

BC Stats will compile and provide the Client with aggregated data derived from the Responses that has been combined without personal identifiers for categorical or summary analysis (the "Aggregated Data"), as set out in this MOU. For greater certainty, BC Stats will not include as part of the Aggregated Data any information that could relate the particulars obtained from an individual Response to an identifiable individual person, business or organization.

Unless otherwise stipulated in a separate agreement under the data-sharing provisions of the *Statistics Act*, all information, including information that can identify or potentially identify respondents and their individual information will not be disclosed by or to the Client unless the requisite consent for such disclosure has been obtained.

Unless otherwise stipulated in this MOU that the data must be destroyed or deleted within a set timeframe or upon project completion, all information that has been provided to BC Stats by the Client, including information that can identify or potentially identify respondents and their individual information, will, in accordance with BC Stats' internal policies and the *Statistics Act*, remain in the possession or under the control of BC Stats, and will not be divulged outside BC Stats.

### Information Sharing Agreement under FOIPPA



# Memorandum of Understanding

In most cases, an Information Sharing Agreement that documents the terms and conditions of the exchange of personal information between BC Stats and the Client must be approved and signed to ensure compliance with the provisions of the *Freedom of Information and Protection of Privacy Act* and any other applicable legislation. Any Information Sharing Agreement must be signed before the project commences.

## Information Sharing Agreement under Section 12 of the Statistics Act

If required, the *Statistics Act* allows BC Stats to share unscreened micro data with the Client if a 'Section 12' Information Sharing Agreement between BC Stats and the Client has been approved and signed by the Minister of Technology, Innovation and Citizens' Services, and the Client's equivalent, and/or the requisite consent has been obtained from respondents. Any 'Section 12' Information Sharing Agreement must be signed before the project commences.

## Record Linkage

Linkages between sponsored projects and other data sources at the level of individual personal records may be conducted in conformity with BC Stats' policies and procedures and FOIPPA. Project respondents must be informed of any linkage plans at the time of collection.

## Public Dissemination of Project Results

Results of sponsored projects remain protected and may not be disseminated to third parties or the public by BC Stats or the Client, until officially released. The official release date will be established jointly by the parties, but must not unreasonably delay release of finalized results. If agreed to by BC Stats, the Client may involve third parties in quality assurance of data or in peer review of analytic text. Persons under contract to the Client are deemed to be equivalent to the Client and to have the same rights and obligations as set out in this MOU.

BC Stats will consult with the Client on the development of communications materials to be used at the time of official release. If requested by the Client, BC Stats may identify the Client, as a contact in any public communications at the time of release.

## Retention of Records

Unless agreed to by the parties and specified in this MOU, BC Stats ordinarily retains information, files and records for a period of seven years from date of origin. It is understood, however, that BC Stats, unless specifically agreed to the contrary, is not obligated in any way to retain such files and records for any specific period and may dispose of them at such time and in such manner as it may determine appropriate.

## Renewal of Agreement

This agreement may be renewed with the mutual agreement of the parties in writing.

## Termination

Either party may terminate this MOU at any time by giving 60 days' written notice to the other party. Unless otherwise agreed, the Client will compensate BC Stats for any work completed up to the effective date of termination.

## Amendments

No amendments to this MOU or waiver of any of its terms and conditions shall be valid unless effected in writing and signed by both parties.



# Memorandum of Understanding

## **Entire Agreement**

This MOU constitutes the entire agreement between the parties with respect to the subject matter of this MOU and supersedes all previous negotiations, communications and other arrangements whether verbal or in writing relating to it unless they are incorporated by reference in this MOU.

# Memorandum of Understanding

Date: October 23, 2014

Project #: 1836

Fiscal Year: 2014/2015

Between:

Her Majesty the Queen in right of the Province of British Columbia, represented by the Minister of Technology, Innovation and Citizens' Services, BC Stats

("BC Stats")

And:

Her Majesty the Queen in right of the Province of British Columbia, represented by the Minister of Health, HealthLink BC

("Client")

RE: HealthLink BC Survey 2014

---

## Project Overview

HealthLink BC is an evolving tele-health care platform that provides multi-disciplined comprehensive self-care and health system navigation services to British Columbians and health care professionals. HealthLink BC brings together existing services which were previously branded separately as the BC NurseLine, Dial-a-Dietitian, and the BC HealthGuide. In 2009, the services were integrated to form HealthLink BC, an integrated-channel health information source for British Columbians.

HealthLink BC wishes to continue to evaluate awareness, usage, and satisfaction of its services. BC Stats has been supporting HealthLink BC's measurement program since 2007. Along with an understanding of HealthLink BC's business lines and measurement requirements, BC Stats is able to provide value in the following areas:

- Extensive experience with program evaluation;
- Expertise in developing and administering surveys to the general public, such as public awareness surveys;
- Expertise in developing a questionnaire based on a random sample of British Columbians that will be representative of B.C. by age, gender, and health region;
- Capability of working with HealthLink BC to develop a questionnaire that both meets the information needs of HealthLink BC and minimizes the costs accrued due to survey length;
- Cost effective methods of data collection including the option to participate in a Shared Data Collection Model;

# Memorandum of Understanding

- Data collection that explicitly protects the identity of individual respondents, by operating within the legislative authority of the *Statistics Act*;
- Reporting of data in a manner useful for measuring changes over time; and
- Custom report options to ensure data are relevant, easy to understand, and can be used in existing evaluation frameworks.

## Terms of Reference

This Memorandum of Understanding ("MOU") outlines the service contract relationship between BC Stats and HealthLink BC. The following documents form part of this MOU:

- This MOU letter agreement signed by the parties;
- Schedule A: Client Financial Information (attached);
- Schedule B: MOU Terms and Conditions (attached).

Project tasks and costs are based on the scope of work as understood by BC Stats as of the date of this MOU. Any changes to the scope of the work should be discussed by both parties and finalized in an amendment to this MOU subject to approval by both parties in writing.

- This MOU may be executed in counterparts and delivered by facsimile transmission or email with a scanned PDF attachment.

## Work-plan

- BC Stats will work with HealthLink BC to revise a survey instrument based on the 2013 questionnaire, but in keeping with the current objectives.
- BC Stats will conduct a survey with either 1,000 or 1200 randomly-selected British Columbians (sample to be representative by age/gender/health region at the provincial level).
- BC Stats will provide reporting to HealthLink BC in the forms specified below.

## Shared Data Collection Model

BC Stats will administer a telephone survey to a random sample of British Columbians on behalf of the HealthLink BC. To minimize costs, BC Stats will utilize a shared-data collection model which will allow organizations to share the fixed costs of survey administration (e.g., programming, respondent identification, etc.), as well as the cost of common demographic questions. This model is based on a 16-20-minute survey administered in English, Punjabi, Cantonese, and Mandarin, and generalizable to the BC population (by Health Authority, age and gender). The first two minutes include an introduction and a common set of demographic questions, while the remaining minutes are divided among participating organizations and based on the number of minutes it takes to ask each organization's particular survey question(s). In general, this model is best suited to organizations who would like to ask a few survey questions to a large number of British Columbians in order to establish a baseline.

A sample of 1,000 will yield a margin of error of no more than +/- 3.10%. The 1200 respondent sample size will yield a margin of error of no more than +/- 2.83%.

BC Stats' Accountabilities	Client's Accountabilities
<ol style="list-style-type: none"><li>1. Begin survey preparations once this MOU has been finalized and signed by all parties</li><li>2. Regularly discuss the survey plan with the client and make adjustments as necessary</li><li>3. Review documentation as necessary, including questionnaire(s), data collection updates(s), and other communication materials</li><li>4. Conduct field operations</li><li>5. Tabulate, analyze and report results</li></ol>	<ol style="list-style-type: none"><li>1. Discuss the project plan with BC Stats to guide the project as necessary</li><li>2. Develop documentation as necessary, including the review and approval of the questionnaire(s) as well as defining the target population to be surveyed</li><li>3. Make decisions as necessary to ensure successful field operations of the survey</li><li>4. Review and provide feedback on drafts of the reports</li></ol>



# Memorandum of Understanding

## Timeline and Milestones

Based on planning discussions, timelines for the survey would be as follows (Note, these are tentative and based on the assumption that both parties participating in the Shared Data Collection model sign the MOU by November 7<sup>th</sup>) :

Questionnaire design	October 2014
Finalization of survey instrument	October 31, 2014
Data collection preparation, including translation of survey instrument	November 10 - 14, 2014
Data collection period	November 17 – December 7
Delivery of comparison tables	<i>no later than</i> January 9
Delivery of written report (if chosen)	<i>no later than</i> January 16

## Cost and Terms of Payment

BC Stats has estimated your survey questions at approximately 8 minutes in length based on your 2013 questionnaire and recent discussions with BC Stats about changes to the questionnaire. For this project and in accordance with the information needs of HealthLink BC, analysis and reporting options that BC Stats can provide are illustrated below. Please choose the option(s) you intend to have.

### Option 1a: Observing Quantitative Findings: Comparison Tables

BC Stats will present tabular summaries of overall response frequency distributions and average scores in the survey. BC Stats will also display tabular summaries of respondent group response frequencies and average scores in the survey for 5 demographic variables of interest (e.g., region, age, gender), provided there are enough responses to maintain confidentiality and meaningful results. Year over year comparisons will also be included. The tables and accompanied methodology will be delivered in a Microsoft excel format.

### Option 1b: Observing Quantitative Findings: Comparison Tables with Significance Testing

Same deliverable as above with statistical tests to determine whether there are significant differences in reporting needs among different demographic groups. The tables and accompanied methodology will be delivered in a Microsoft excel format.

### Option 2: Descriptive Report: Making Sense of the Data

BC Stats will explain the trends in public awareness and usage of the HealthLink BC services as well as public satisfaction with the services. BC Stats will also integrate any statistical significant and meaningful findings into the report. Non-statistically significant comparisons between demographic groups will be excluded from the report. The report will concisely describe areas of strength and areas that require attention. The analysis will reveal statistical differences, if any, by key group, provided there are enough responses to maintain confidentiality and meaningful results.



# Memorandum of Understanding

A standard report will be prepared in Microsoft Word format and easy-to-understand graphics will illustrate and highlight trends.

Table 1: The following options are based

Option	Description	Cost	Select
<i>The costs below include survey development, administration of a telephone survey to 1,000 British Columbians (sample stratified by Health Authority as well as the following age groupings – 18-39, 40-64, 65-74, 75+) as well as the chosen reporting option.</i>			
1	Observing Quantitative Findings: Comparison Tables		
	a. Comparison Tables	\$27,500	<input type="checkbox"/>
	b. Comparison Tables with Significance Testing	\$28,000	<input type="checkbox"/>
2	Descriptive Report: Making Sense of the Data		
	a. Descriptive Report (includes Comparison Tables with Significance Testing)	\$31,000	<input type="checkbox"/>
<i>The costs below include survey development, administration of a telephone survey to 1,200 British Columbians (sample stratified by Health Authority as well as the following age groupings – 18-39, 40-64, 65-74, 75+) as well as the chosen reporting option.</i>			
3	Observing Quantitative Findings: Comparison Tables		
	a. Comparison Tables	\$31,500	<input type="checkbox"/>
	b. Comparison Tables with Significance Testing	\$32,500	<input checked="" type="checkbox"/>
4	Descriptive Report: Making Sense of the Data		
	b. Descriptive Report (includes Comparison Tables with Significance Testing)	\$35,500	<input type="checkbox"/>

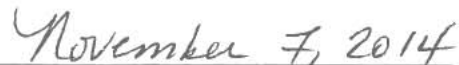
# Memorandum of Understanding

## Agreement

This MOU is agreed to by the parties, as evidenced by the signatures of the undersigned on each party's behalf:



Marie Root  
Executive Director  
HealthLink BC  
Ministry of Health



Date

Elizabeth Vickery  
Executive Director  
BC Stats  
Ministry of Technology, Innovation and Citizens' Services

Date

*Once this MOU has been signed and the Schedule A is completed, please mail, email or fax this document to:*

Margaret Johnson  
Manager, Business Operations  
BC Stats  
Ministry of Technology, Innovation and Citizens' Services  
Room 137, 553 Superior Street, Victoria, V8W 9V1  
Phone: 250-387-9062

Email: [margaret.johnson@gov.bc.ca](mailto:margaret.johnson@gov.bc.ca) or Fax: 250-387-0380

# Memorandum of Understanding

Date: November 3, 2014

Project #: 3-1516  
Fiscal Year: 2014/2015

Her Majesty the Queen in right of the Province of British Columbia, represented by the Minister of Technology, Innovation and Citizens' Services, BC Stats

("BC Stats")

And:

Her Majesty the Queen in right of the Province of British Columbia, represented by the Minister of Health, Office of the Seniors Advocate

("Client")

RE: HealthLink/Seniors Advocate Survey 2014

---

## Project Overview

The Office of the Seniors Advocate is responsible for monitoring seniors' services while promoting awareness and collaboration with seniors, families, service providers and other organizations to identify systemic issues. The goal of the Office of the Seniors Advocate is to make recommendations to government on ways to improve care for seniors in British Columbia.

The Office of the Seniors Advocate wishes to gain insight on issues facing BC seniors and to evaluate awareness, usage, and satisfaction of programs and services available in BC. BC Stats has been supporting other areas of health, including HealthLink BC, for a number of years. Along with an understanding of health issues and the Office of the Seniors Advocate's mandate and measurement requirements, BC Stats is able to provide value in the following areas:

- Extensive experience with program evaluation;
- Expertise in developing and administering surveys to the general public, such as public awareness surveys;
- Expertise in developing a questionnaire based on a random sample of British Columbians that will be representative of B.C. by age, gender, and health region;
- Capability of working with the Office of the Seniors Advocate to develop a questionnaire that both meets the information needs and minimizes the costs accrued due to survey length;



# Memorandum of Understanding

- Cost effective methods of data collection including the option to participate in a Shared Data Collection Model (e.g. HealthLink BC);
- Data collection that explicitly protects the identity of individual respondents, by operating within the legislative authority of the *Statistics Act*;
- Reporting of data in a manner useful for measuring changes over time; and
- Custom report options to ensure data are relevant, easy to understand, and can be used in existing evaluation frameworks.

## Terms of Reference

This Memorandum of Understanding ("MOU") outlines the service contract relationship between BC Stats and the Office of the Seniors Advocate. The following documents form part of this MOU:

- This MOU letter agreement signed by the parties;
- Schedule A: Client Financial Information (attached);
- Schedule B: MOU Terms and Conditions (attached).

Project tasks and costs are based on the scope of work as understood by BC Stats as of the date of this MOU. Any changes to the scope of the work should be discussed by both parties and finalized in an amendment to this MOU subject to approval by both parties in writing.

- This MOU may be executed in counterparts and delivered by facsimile transmission or email with a scanned PDF attachment.

## Work-plan

- BC Stats will work with the Office of the Seniors Advocate to develop and finalize a survey instrument.
- BC Stats will conduct a survey with 1,000 randomly-selected British Columbians (sample to be representative by age/gender/health region at the provincial level) in November of 2014. (500 of these British Columbians will be 65 or older.)
- BC Stats will provide reporting to the Office of the Seniors Advocate in the forms specified below.

# Memorandum of Understanding

## Shared Data Collection Model

BC Stats will administer a telephone survey to a random sample of British Columbians on behalf of the Healthlink BC and the Office of the Seniors Advocate. To minimize costs, BC Stats will utilize a shared-data collection model which will allow organizations to share the fixed costs of survey administration (e.g., programming, respondent identification, etc.), as well as the cost of common demographic questions. This model is based on a 16-minute survey administered in English, Punjabi, Cantonese, and Mandarin, and generalizable to the BC population (by Health Authority, age and gender). Within these 16 minutes, the first two minutes include an introduction and a common set of demographic questions, while the remaining 14 minutes are divided among participating organizations and based on the number of minutes it takes to ask each organization's particular survey question(s). In general, this model is best suited to organizations who would like to ask a few survey questions to a large number of British Columbians in order to establish a baseline.

The 500 respondent sample size will yield a margin of error of no more than +/- 4.38%.

BC Stats' Accountabilities	Client's Accountabilities
<ol style="list-style-type: none"><li>1. Begin survey preparations once this MOU has been finalized and signed by all parties</li><li>2. Regularly discuss the survey plan with the client and make adjustments as necessary</li><li>3. Review documentation as necessary, including questionnaire(s), data collection updates(s), and other communication materials</li><li>4. Conduct field operations</li><li>5. Tabulate, analyze and report results</li></ol>	<ol style="list-style-type: none"><li>1. Discuss the project plan with BC Stats to guide the project as necessary</li><li>2. Develop documentation as necessary, including the review and approval of the questionnaire(s) as well as defining the target population to be surveyed</li><li>3. Make decisions as necessary to ensure successful field operations of the survey</li><li>4. Review and provide feedback on drafts of the reports</li></ol>



# Memorandum of Understanding

## Timeline and Milestones

Based on planning discussions, timelines for the survey would be as follows (Note, these are tentative and based on the assumption that both parties participating in the Shared Data Collection model sign the MOU by November 7<sup>th</sup>):

Questionnaire design	October 17, 2014
Finalization of survey instrument	<i>no later than November 7, 2014</i>
Data collection preparation, including translation of survey instrument	November 10 – 14, 2014
Data collection period	November 17- <del>December 7, 2014</del> <i>Dec. 9/2014</i>
Delivery of comparison tables	<i>no later than December 19, 2014</i> <i>Jan 6, 2015</i>
<del>Delivery of descriptive report - DRAFT</del>	<i>no later than January 9, 2015</i>

## Cost and Terms of Payment

BC Stats has estimated your survey questions at approximately 7 minutes in length. For this project and in accordance with the information needs of the Office of the Seniors Advocate, analysis and reporting options that BC Stats can provide are illustrated below. Please choose the option(s) you intend to have.

### Option 1a: Observing Quantitative Findings: Comparison Tables

BC Stats will present tabular summaries of overall response frequency distributions and average scores in the survey. BC Stats will also display tabular summaries of respondent group response frequencies and average scores in the survey for all demographic of interest (e.g., region, age), provided there are enough responses to maintain confidentiality and meaningful results. Year over year comparisons will also be included. The tables and accompanied methodology will be delivered in a Microsoft excel format.

### Option 1b: Observing Quantitative Findings: Comparison Tables with Significance Testing

Same deliverable as above with statistical tests to determine whether there are significant differences in reporting needs among different demographic groups. The tables and accompanied methodology will be delivered in a Microsoft excel format.

### Option 2: Descriptive Report: Making Sense of the Data

BC Stats will explain the trends in public awareness of the Office of the Seniors Advocate services as well as usage and satisfaction with the services. BC Stats will also integrate any statistical significant and meaningful findings into the report. Non-statistically significant comparisons between demographic groups will be excluded from the report. The report will concisely describe areas of strength and areas that require attention. The analysis will reveal statistical differences, if any, by key group, provided there are enough responses to maintain confidentiality and meaningful results.

# Memorandum of Understanding

A standard report will be prepared in Microsoft Word format and easy-to-understand graphics will illustrate and highlight trends.

Table 1: Choose ONE:

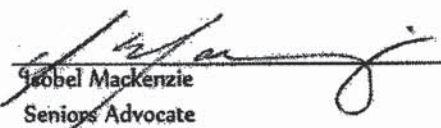
Option	Description	Cost	Select
1	<b>Observing Quantitative Findings: Comparison Tables</b>		
	<i>These options include survey development, administration of a telephone survey to 500 British Columbians over the age of 65, as well as the Comparison Tables reporting option.</i>		
	a. Comparison Tables	\$13,000	<input checked="" type="checkbox"/>
	b. Comparison Tables with Significance Testing	\$14,000	<input type="checkbox"/>
2	<b>Descriptive Report: Making Sense of the Data</b>		
	<i>This option includes survey development, administration of a telephone survey to 500 British Columbians over the age of 65, Comparison Tables reporting option, as well as a Descriptive Report.</i>		
	a. Descriptive Report (includes Comparison Tables with Significance Testing)	\$17,000	<input type="checkbox"/>



## Memorandum of Understanding

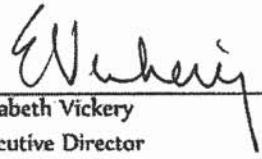
### Agreement

This MOU is agreed to by the parties, as evidenced by the signatures of the undersigned on each party's behalf:

  
Geobel Mackenzie  
Seniors Advocate  
Office of the Seniors Advocate  
Ministry of Health

November 10, 2014

Date

  
Elizabeth Vickery  
Executive Director  
BC Stats  
Ministry of Technology, Innovation and Citizens' Services

Date

Nov 13/14

*Once this MOU has been signed and the Schedule A is completed, please mail, email or fax this document to:*

Margaret Johnson  
Manager, Business Operations  
BC Stats  
Ministry of Technology, Innovation and Citizens' Services  
Room 137, 553 Superior Street, Victoria, V8W 9V1  
Phone: 250-387-9062

Email: [margaret.johnson@gov.bc.ca](mailto:margaret.johnson@gov.bc.ca) or Fax: 250-387-0380

# Memorandum of Understanding

## Schedule A: Client Financial Information

Contact information (if different from spending authority)

Name: Bev Biffard  
Phone: 250-952-3033  
Fax: 250-952-2970  
Email: Bev.biffard@gov.bc.ca

BC Government ministry (or equivalent)

s.17

Ministry:

Resp. center:

Service Line:

STOB:

Project:

Organizations external to the BC Government (Crown Corporation, Health Authority, etc.)

Contract number:

GST registrant number:

## Schedule B: MOU Terms and Conditions

### General Terms and Conditions

The following terms and conditions arise from the character of BC Stats as a public institution that must operate transparently and in conformity with the provisions of provincial legislation, notably, but not exclusively, the *Statistics Act*, and the *Freedom of Information and Protection of Privacy Act* ("FOIPPA"). The principal objective of BC Stats in undertaking sponsored projects is to increase the range and depth of statistical information on British Columbia's population, society and economy available to policy makers and the public.

### Ownership and Licensing

Unless otherwise agreed between the parties in writing, BC Stats will be the owner of all rights, including intellectual property rights, in and to any documents, survey questions or other materials produced pursuant to or for the purposes outlined in this MOU; the information and data obtained from respondents pursuant to this MOU (the "Responses"); and any documents, reports, analyses, data products or other materials, including any Aggregated Data (defined below), produced by BC Stats from the Responses. BC Stats hereby grants to the Client a non-exclusive, worldwide, perpetual, irrevocable and royalty-free license to use, reproduce, modify and create derivative works from the Aggregated Data (defined below) in order to create, publish and distribute documents, reports, analyses, data products or other materials (collectively, the "Client Works"). The Client hereby grants to BC Stats a non-exclusive, worldwide, perpetual, irrevocable and royalty-free license to use, reproduce, modify and create derivative works from the Client Works.

### Reciprocal Recognition

BC Stats and the Client will recognize each other's contribution in any significant public communications.

### Disclosure of Aggregated Data and Data Confidentiality Under the *Statistics Act*

BC Stats will compile and provide the Client with aggregated data derived from the Responses that has been combined without personal identifiers for categorical or summary analysis (the "Aggregated Data"), as set out in this MOU. For greater certainty, BC Stats will not include as part of the Aggregated Data any information that could relate the particulars obtained from an individual Response to an identifiable individual person, business or organization.

Unless otherwise stipulated in a separate agreement under the data-sharing provisions of the *Statistics Act*, all information, including information that can identify or potentially identify respondents and their individual information will not be disclosed by or to the Client unless the requisite consent for such disclosure has been obtained.

Unless otherwise stipulated in this MOU that the data must be destroyed or deleted within a set timeframe or upon project completion, all information that has been provided to BC Stats by the Client, including information that can identify or potentially identify respondents and their individual information, will, in accordance with BC Stats' internal policies and the *Statistics Act*, remain in the possession or under the control of BC Stats, and will not be divulged outside BC Stats.

### Information Sharing Agreement under FOIPPA



## Memorandum of Understanding

In most cases, an Information Sharing Agreement that documents the terms and conditions of the exchange of personal information between BC Stats and the Client must be approved and signed to ensure compliance with the provisions of the *Freedom of Information and Protection of Privacy Act* and any other applicable legislation. Any Information Sharing Agreement must be signed before the project commences.

### **Information Sharing Agreement under Section 12 of the Statistics Act**

If required, the *Statistics Act* allows BC Stats to share unscreened micro data with the Client if a 'Section 12' Information Sharing Agreement between BC Stats and the Client has been approved and signed by the Minister of Technology, Innovation and Citizens' Services, and the Client's equivalent, and/or the requisite consent has been obtained from respondents. Any 'Section 12' Information Sharing Agreement must be signed before the project commences.

### **Record Linkage**

Linkages between sponsored projects and other data sources at the level of individual personal records may be conducted in conformity with BC Stats' policies and procedures and FOIPPA. Project respondents must be informed of any linkage plans at the time of collection.

### **Public Dissemination of Project Results**

Results of sponsored projects remain protected and may not be disseminated to third parties or the public by BC Stats or the Client, until officially released. The official release date will be established jointly by the parties, but must not unreasonably delay release of finalized results. If agreed to by BC Stats, the Client may involve third parties in quality assurance of data or in peer review of analytic text. Persons under contract to the Client are deemed to be equivalent to the Client and to have the same rights and obligations as set out in this MOU.

BC Stats will consult with the Client on the development of communications materials to be used at the time of official release. If requested by the Client, BC Stats may identify the Client, as a contact in any public communications at the time of release.

### **Retention of Records**

Unless agreed to by the parties and specified in this MOU, BC Stats ordinarily retains information, files and records for a period of seven years from date of origin. It is understood, however, that BC Stats, unless specifically agreed to the contrary, is not obligated in any way to retain such files and records for any specific period and may dispose of them at such time and in such manner as it may determine appropriate.

### **Renewal of Agreement**

This agreement may be renewed with the mutual agreement of the parties in writing.

### **Termination**

Either party may terminate this MOU at any time by giving 60 days' written notice to the other party. Unless otherwise agreed, the Client will compensate BC Stats for any work completed up to the effective date of termination.

### **Amendments**

## Memorandum of Understanding

No amendments to this MOU or waiver of any of its terms and conditions shall be valid unless effected in writing and signed by both parties.

### **Entire Agreement**

This MOU constitutes the entire agreement between the parties with respect to the subject matter of this MOU and supersedes all previous negotiations, communications and other arrangements whether verbal or in writing relating to it unless they are incorporated by reference in this MOU.

## Biffard, Bev HLTH:EX

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**From:** Biffard, Bev HLTH:EX  
**Sent:** Monday, November 10, 2014 2:53 PM  
**To:** Case, Margaret HLTH:EX  
**Subject:** Survey MOU etc

Hi  
I have sent off the signed off MOU to Cathy Stock and saved a copy to the LAN. It is saved here. [Z:\Admin\Communications - Polls Surveys \(338\)\Gen \(338-01\)\BC Stats Seniors Survey Nov 2014](Z:\Admin\Communications - Polls Surveys (338)\Gen (338-01)\BC Stats Seniors Survey Nov 2014)

Let me know where you have been saving this and I can move stuff , so we keep in one spot.

.....  
Bev Biffard | Executive Coordinator  
Office: 250.952.3033 | Fax: 250.952.2970

Office of the Seniors Advocate British Columbia  
1st Floor, 1515 Blanshard Street  
PO Box 9651 STN PROV GOVT  
Victoria BC V8W 9P4

## Haak, Bethany MTIC:EX

---

**From:** Jabs, Ryan GCPE:EX  
**Sent:** Friday, November 7, 2014 4:10 PM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Root, Marie HLBC:EX; Collins, Beth MTIC:EX  
**Subject:** RE: Annual HLBC BC Stats Survey

I don't but would love to see the results. Thanks.

---

**From:** Wong, Brandon HLBC:EX  
**Sent:** Friday, November 7, 2014 4:02 PM  
**To:** Jabs, Ryan GCPE:EX  
**Cc:** Root, Marie HLBC:EX; Collins, Beth MTIC:EX  
**Subject:** Annual HLBC BC Stats Survey

Hi Ryan,

Beth Collins, Manager, Public Sector Research & Evaluation at BC Stats has informed me that we are required to notify GCPE about all BC Stats projects where they survey the public.

As such, BC Stats will be supporting HLBC with our annual survey to assess the population's awareness, usage, and satisfaction of our services. If you have any questions or concerns about the survey, we would be happy to discuss it with you.

Thanks,

Brandon Wong  
Manager, Business Intelligence and Solutions

**HealthLinkBC** -- *an integral part of health interactions*

250 – 4170 Still Creek Drive, Burnaby, BC V5C 6C6 s.17  
Office: 604 215 8147 | Fax: 604 215 5135 | BlackBerry:  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

## Haak, Bethany MTIC:EX

---

**From:** Collins, Beth MTIC:EX  
**Sent:** Friday, November 7, 2014 4:10 PM  
**To:** Wong, Brandon HLBC:EX  
**Subject:** RE: MOU RE: Sampling plan

Great! Thanks for getting this signed so quickly!

s.22

she will get it signed and back to you ASAP next

week.

---

**From:** Wong, Brandon HLBC:EX  
**Sent:** Friday, November 7, 2014 3:52 PM  
**To:** Collins, Beth MTIC:EX  
**Cc:** Stock, Cathy MTIC:EX; Root, Marie HLBC:EX  
**Subject:** RE: MOU RE: Sampling plan

Hi Beth,

Attached is the MOU with Marie's signature. Please provide us with the PDF copy once Elizabeth signs.

As discussed, I will also be notifying GCPE regarding this survey and CC'ing you on the email.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** November-07-14 3:17 PM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** RE: MOU RE: Sampling plan

Hi Brandon,

Just wondering if any decisions have been made about the survey. My colleague Cathy and I had a great conference call with the data collection company this morning and they are very excited about the project.

The one discussion that came up was the timelines. In the MOU we specified that those reporting timelines are based on having a signed MOU by today. We may be able to keep those timelines if we have confirmation early next week but in either case we will have to move everything along very quickly.

~Beth

---

**From:** Wong, Brandon HLBC:EX  
**Sent:** Monday, November 3, 2014 3:35 PM  
**To:** Collins, Beth MTIC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** RE: MOU RE: Sampling plan

Hi Beth,



Thanks for the updated quotes. We are leaning towards option 3b. I will, however, need until Friday to confirm the funding piece.

I will let you know once I get confirmation.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** November-03-14 1:54 PM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** MOU RE: Sampling plan

Hi Brandon,

I received additional quotes from the vendor based on changing the age categories (and quotas) to reflect the three categories (which is actually 4 because the Senior's Advocate needs the seniors broken out). I also asked for a price based on the smaller sample size. The cost per minute is a bit more difficult but the cost is approximately \$2000/minute for 1200 respondents (note, your current survey is 8-10 minutes)

From the new cost quotes from the vendor, I sliced and diced the best I could but there is no way to keep the cost at or under \$25,000. The data collection costs, excluding translation of the questionnaire is approximately \$24,500. The minimum cost BC Stats could do this work for is \$27,500 – simple tables, the 3 age categories and also reducing the sample to 1,000. The costs are outlined in the MOU. I have also provided costs for staying with the 1,200 respondents but those are of course even farther outside your budget.

I realize this is not good news, and that you are in a stressful place. I don't mean to add more stress but I know that the Senior's Advocate is anxious to get this work underway as soon as possible. Let me know if you have questions or would like to discuss by phone.

Beth Collins

Manager – [BC Stats](#)

**Service BC**

Ministry of Technology, Innovation & Citizens' Services

C: s.17

| Web: <http://www.servicebc.gov.bc.ca>

"Access to government services made easy"

---

**From:** Wong, Brandon HLBC:EX  
**Sent:** October-27-14 4:41 PM  
**To:** Collins, Beth MTIC:EX  
**Subject:** RE: Sampling plan

Hi Beth,

After discussing the options with Marie, we don't want to decrease the sample size any smaller than 1200.

We would, however, like to collapse the age categories from 7 to 3 to reflect specific life stages:

- Ages 18-39 (young adulthood – child bearing years)
- Ages 40-64 (middle adulthood – mid-life year)
- Ages 65+ (older adulthood – retirement years)

Please check with your vendor about cost. The other option we can explore is removing some more questions, but I guess we would need to know much more minutes are we trying to shave off to stay within budget?

Once we have a better understanding of the costs after the age group changes, we can determine next steps.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** October-27-14 1:20 PM  
**To:** Wong, Brandon HLBC:EX  
**Subject:** Sampling plan

		Calculated Ages								
		18 to 25	26 to 35	36 to 45	46 to 55	56 to 65	66 - 74	75 +	65+	Total
		Quotas							Oversample (must equal 100 per HA, 500 total)	(Sample of 240 per HA + Oversample)
Health Authority	Interior	18	33	34	43	47	36	29	36	276
	Fraser	23	43	43	47	39	26	19	55	295
	Vancouver Coastal	21	48	42	45	39	25	21	54	294
	Vancouver Island	19	35	34	42	47	36	28	36	276
	Northern	23	43	42	47	43	26	15	59	299
	Total	104	202	195	224	215	149	112	240	1440

Beth Collins  
Manager – [BC Stats](#)  
**Service BC**  
Ministry of Technology, Innovation & Citizens' Services  
C: s.17 | Web: <http://www.servicebc.gov.bc.ca>  
"Access to government services made easy"

## Haak, Bethany MTIC:EX

---

**From:** Collins, Beth MTIC:EX  
**Sent:** Tuesday, November 25, 2014 1:20 PM  
**To:** Wong, Brandon HLBC:EX  
**Subject:** HealthLink BC Update

Hi Brandon,

Just wanted to give you an update that the HealthLink survey has been in the field for about a week and things are going well. The survey is running slightly longer than we anticipated so we are working with the data collection vendor to understand the cause. We currently have 242 responses to the HealthLink portion and they are well distributed throughout the HAs and ages.

Beth Collins  
Manager – [BC Stats](#)  
**Service BC**  
Ministry of Technology, Innovation & Citizens' Services  
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## Haak, Bethany MTIC:EX

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**From:** Collins, Beth MTIC:EX  
**Sent:** Friday, November 7, 2014 4:05 PM  
**To:** Wong, Brandon HLBC:EX; Jabs, Ryan GCPE:EX  
**Subject:** RE: Annual HLBC BC Stats Survey  
**Attachments:** 2014 Multi Client Questionnaire English Draft (FINAL).docx

Hi Ryan,

I would also like to provide a bit of context – BC Stats has been doing this survey yearly since 2007, often using a shared data collection model with other organizations (in the past, MARR, Wildfire Mgmt Branch, Service BC). This year the survey will include questions from HealthLink as well as the Senior's Advocate. I have attached the questionnaire (for the HealthLink BC portion) for your reference.

Let me know if you have any questions,

Beth Collins  
Manager – [BC Stats](#)  
**Service BC**  
Ministry of Technology, Innovation & Citizens' Services  
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**From:** Wong, Brandon HLBC:EX  
**Sent:** Friday, November 7, 2014 4:02 PM  
**To:** Jabs, Ryan GCPE:EX  
**Cc:** Root, Marie HLBC:EX; Collins, Beth MTIC:EX  
**Subject:** Annual HLBC BC Stats Survey

Hi Ryan,

Beth Collins, Manager, Public Sector Research & Evaluation at BC Stats has informed me that we are required to notify GCPE about all BC Stats projects where they survey the public.

As such, BC Stats will be supporting HLBC with our annual survey to assess the population's awareness, usage, and satisfaction of our services. If you have any questions or concerns about the survey, we would be happy to discuss it with you.

Thanks,

Brandon Wong  
Manager, Business Intelligence and Solutions

**HealthLinkBC** -- *an integral part of health interactions*  
250 – 4170 Still Creek Drive, Burnaby, BC V5C 6C6  
Office: 604 215 8147 | Fax: 604 215 5135 | BlackBerry: s.17  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

## Haak, Bethany MTIC:EX

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**From:** Wong, Brandon HLBC:EX  
**Sent:** Friday, December 5, 2014 11:54 AM  
**To:** Collins, Beth MTIC:EX  
**Cc:** Somers, Brooke MTIC:EX; Stock, Cathy MTIC:EX  
**Subject:** RE: HealthLink BC Report

Hi Beth,

Sorry about the delayed response. I will back to you on Monday regarding the which 5 variables.

Regarding the delayed delivery date, we are fine with receiving the results on January 13 instead.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** December-03-14 10:36 AM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Somers, Brooke MTIC:EX; Stock, Cathy MTIC:EX  
**Subject:** HealthLink BC Report

Hi Brandon,

We received a preliminary dataset from the telephone vendor and have begun reviewing and writing syntax for the tables. One piece of information that we need from you is which 5 demographic variables would you like analyzed? The following are in the dataset and have been provided in different years in the past:

- Health Authority,
- Gender,
- Aboriginal identification,
- Age,
- Education,
- Income,
- Immigrant (born in Can, immigrant –10 yrs or less, immigrant – more than 10 yrs),
- Mother tongue (English, Chinese, Punjabi, Other).

We will have to suppress demographic groups with small numbers of respondents and you can see where we did that in grey in the attached tables from last year. If you could get back to us as soon as possible with your chosen 5 variables that would be great.

Also, I wanted to let you know that because we were delayed in getting into the field by a few days, it may not be possible for us to deliver the tables by January 9<sup>th</sup> as stated in the MOU. If we could have a couple of extra days – until January 13<sup>th</sup> – that would allow us some breathing room for number checking and finalizing the tables. Let me know if this will be a problem for you.

You will also notice that I have cc'd Brooke Somers on this email. <sup>s.22</sup>

s.22



It's been great working with you on this project. I hope you have a wonderful first Christmas with your<sup>s.22</sup> and a happy new year.

Beth Collins

Manager – [BC Stats](#)

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## Haak, Bethany MTIC:EX

---

**From:** Somers, Brooke MTIC:EX  
**Sent:** Thursday, December 11, 2014 8:30 AM  
**To:** Wong, Brandon HLBC:EX  
**Subject:** RE: HealthLink BC Report

Hi Brandon,

Thanks for your email about the quotas. Just wanted to mention that as the Age quotas are different this year (18-39, 40-64, 65-74, 75+) than last year this change will be reflected in the demographic categories for Age in the 2014 results you receive. Please let me know if you have any concerns.

Thanks,  
Brooke Somers  
Manager, Public Sector Research & Evaluation – [BC Stats](#)  
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**From:** Wong, Brandon HLBC:EX  
**Sent:** Tuesday, December 9, 2014 2:40 PM  
**To:** Collins, Beth MTIC:EX  
**Cc:** Somers, Brooke MTIC:EX; Stock, Cathy MTIC:EX  
**Subject:** RE: HealthLink BC Report

Hi Beth,

I have reviewed the options with Marie and decided that we would like the following 5 demographic variables analyzed:

1. Health Authority
2. Age
3. Education
4. Income
5. Immigrant

If we don't connect again before your mat leave, I hope you get some good rest, happy holidays and wishing you a smooth birth.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** December-03-14 10:36 AM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Somers, Brooke MTIC:EX; Stock, Cathy MTIC:EX  
**Subject:** HealthLink BC Report

Hi Brandon,

We received a preliminary dataset from the telephone vendor and have begun reviewing and writing syntax for the tables. One piece of information that we need from you is which 5 demographic variables would you like analyzed? The following are in the dataset and have been provided in different years in the past:

- Health Authority,
- Gender,
- Aboriginal identification,
- Age,
- Education,
- Income,
- Immigrant (born in Can, immigrant –10 yrs or less, immigrant – more than 10 yrs),
- Mother tongue (English, Chinese, Punjabi, Other).

We will have to suppress demographic groups with small numbers of respondents and you can see where we did that in grey in the attached tables from last year. If you could get back to us as soon as possible with your chosen 5 variables that would be great.

Also, I wanted to let you know that because we were delayed in getting into the field by a few days, it may not be possible for us to deliver the tables by January 9<sup>th</sup> as stated in the MOU. If we could have a couple of extra days – until January 13<sup>th</sup> – that would allow us some breathing room for number checking and finalizing the tables. Let me know if this will be a problem for you.

You will also notice that I have cc'd Brooke Somers on this email <sup>s.22</sup>  
<sub>s.22</sub>

It's been great working with you on this project. I hope you have a wonderful first Christmas with your <sup>s.22</sup> and a happy new year.

Beth Collins

Manager – [BC Stats](#)

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## Haak, Bethany MTIC:EX

---

**From:** Collins, Beth MTIC:EX  
**Sent:** Tuesday, November 4, 2014 2:00 PM  
**To:** Wong, Brandon HLBC:EX  
**Subject:** RE: MOU RE: Sampling plan

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Hi Brandon,

I keep forgetting to mention that you will need to connect with your GCPE and let them know that you are proceeding with a survey of the public. This is a new process that has been implemented to ensure that GCPE knows about all BC Stats projects where we are surveying the public.

If you could cc' me on your initial communication with GCPE that would be great (so I have a record that they have been informed). If they have questions or concerns about the survey I would be happy to discuss with them directly as well.

Thanks,

Beth

---

**From:** Wong, Brandon HLBC:EX  
**Sent:** November-03-14 3:35 PM  
**To:** Collins, Beth MTIC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** RE: MOU RE: Sampling plan

Hi Beth,

Thanks for the updated quotes. We are leaning towards option 3b. I will, however, need until Friday to confirm the funding piece.

I will let you know once I get confirmation.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** November-03-14 1:54 PM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** MOU RE: Sampling plan

Hi Brandon,

I received additional quotes from the vendor based on changing the age categories (and quotas) to reflect the three categories (which is actually 4 because the Senior's Advocate needs the seniors broken out). I also asked for a price



based on the smaller sample size. The cost per minute is a bit more difficult but the cost is approximately \$2000/minute for 1200 respondents (note, your current survey is 8-10 minutes)

From the new cost quotes from the vendor, I sliced and diced the best I could but there is no way to keep the cost at or under \$25,000. The data collection costs, excluding translation of the questionnaire is approximately \$24,500. The minimum cost BC Stats could do this work for is \$27,500 – simple tables, the 3 age categories and also reducing the sample to 1,000. The costs are outlined in the MOU. I have also provided costs for staying with the 1,200 respondents but those are of course even farther outside your budget.

I realize this is not good news, and that you are in a stressful place. I don't mean to add more stress but I know that the Senior's Advocate is anxious to get this work underway as soon as possible. Let me know if you have questions or would like to discuss by phone.

Beth Collins

Manager – [BC Stats](#)

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---

**From:** Wong, Brandon HLBC:EX

**Sent:** October-27-14 4:41 PM

**To:** Collins, Beth MTIC:EX

**Subject:** RE: Sampling plan

Hi Beth,

After discussing the options with Marie, we don't want to decrease the sample size any smaller than 1200.

We would, however, like to collapse the age categories from 7 to 3 to reflect specific life stages:

- Ages 18-39 (young adulthood – child bearing years)
- Ages 40-64 (middle adulthood – mid-life year)
- Ages 65+ (older adulthood – retirement years)

Please check with your vendor about cost. The other option we can explore is removing some more questions, but I guess we would need to know much more minutes are we trying to shave off to stay within budget?

Once we have a better understanding of the costs after the age group changes, we can determine next steps.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX

**Sent:** October-27-14 1:20 PM

**To:** Wong, Brandon HLBC:EX

**Subject:** Sampling plan

		Calculated Ages								
		18 to 25	26 to 35	36 to 45	46 to 55	56 to 65	66 - 74	75 +	65+	Total
		Quotas							Oversample (must equal 100 per HA, 500 total)	(Sample of 240 per HA + Oversample)
Health Authority	Interior	18	33	34	43	47	36	29	36	276
	Fraser	23	43	43	47	39	26	19	55	295
	Vancouver Coastal	21	48	42	45	39	25	21	54	294
	Vancouver Island	19	35	34	42	47	36	28	36	276
	Northern	23	43	42	47	43	26	15	59	299
	Total	104	202	195	224	215	149	112	240	1440

Beth Collins

Manager – [BC Stats](#)

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## Haak, Bethany MTIC:EX

---

**From:** Collins, Beth MTIC:EX  
**Sent:** Monday, November 3, 2014 4:41 PM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** RE: MOU RE: Sampling plan

Great. Thanks.

---

**From:** Wong, Brandon HLBC:EX  
**Sent:** November-03-14 3:35 PM  
**To:** Collins, Beth MTIC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** RE: MOU RE: Sampling plan

Hi Beth,

Thanks for the updated quotes. We are leaning towards option 3b. I will, however, need until Friday to confirm the funding piece.

I will let you know once I get confirmation.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** November-03-14 1:54 PM  
**To:** Wong, Brandon HLBC:EX  
**Cc:** Stock, Cathy MTIC:EX  
**Subject:** MOU RE: Sampling plan

Hi Brandon,

I received additional quotes from the vendor based on changing the age categories (and quotas) to reflect the three categories (which is actually 4 because the Senior's Advocate needs the seniors broken out). I also asked for a price based on the smaller sample size. The cost per minute is a bit more difficult but the cost is approximately \$2000/minute for 1200 respondents (note, your current survey is 8-10 minutes)

From the new cost quotes from the vendor, I sliced and diced the best I could but there is no way to keep the cost at or under \$25,000. The data collection costs, excluding translation of the questionnaire is approximately \$24,500. The minimum cost BC Stats could do this work for is \$27,500 – simple tables, the 3 age categories and also reducing the sample to 1,000. The costs are outlined in the MOU. I have also provided costs for staying with the 1,200 respondents but those are of course even farther outside your budget.

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Beth Collins  
 Manager – [BC Stats](#)  
**Service BC**  
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**From:** Wong, Brandon HLBC:EX  
**Sent:** October-27-14 4:41 PM  
**To:** Collins, Beth MTIC:EX  
**Subject:** RE: Sampling plan

Hi Beth,

After discussing the options with Marie, we don't want to decrease the sample size any smaller than 1200.

We would, however, like to collapse the age categories from 7 to 3 to reflect specific life stages:

- Ages 18-39 (young adulthood – child bearing years)
- Ages 40-64 (middle adulthood – mid-life year)
- Ages 65+ (older adulthood – retirement years)

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Once we have a better understanding of the costs after the age group changes, we can determine next steps.

Thanks,

Brandon

---

**From:** Collins, Beth MTIC:EX  
**Sent:** October-27-14 1:20 PM  
**To:** Wong, Brandon HLBC:EX  
**Subject:** Sampling plan

		Calculated Ages								Total
		18 to 25	26 to 35	36 to 45	46 to 55	56 to 65	66 - 74	75 +	65+	
		Quotas							Oversample (must equal 100 per HA, 500 total)	
Health Authority	Interior	18	33	34	43	47	36	29	36	276
	Fraser	23	43	43	47	39	26	19	55	295
	Vancouver Coastal	21	48	42	45	39	25	21	54	294
	Vancouver	19	35	34	42	47	36	28	36	276

	Island									
	Northern	23	43	42	47	43	26	15	59	299
	Total	104	202	195	224	215	149	112	240	1440

Beth Collins

Manager – [BC Stats](#)

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