

Moccia, Margaret MSD:EX

From: Moccia, Margaret MSD:EX
Sent: Friday, July 29, 2011 1:06 PM
To: MSD Community Relations and Service Quality Managers; Truswell, Brad MSD:EX; Russ, Maxine MSD:EX
Subject: INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS.docx



INSTRUCTIONS
R RESPONDING TO

With the help of each of you, I think we have come up with some good instructions on how to respond to FOI-ICM requests.

Please review carefully, and offer any critiques. This will be used for our new system beginning next week; however, I haven't confirmed with FOI that they should begin using the generic email addresses. I would like your confirmation that it is good to go on Wednesday, August 3rd.

Can you also confirm that the following generic office addresses are the ones to use (as they will have to be monitored regularly):

MSD Office 100 MSD:EX; MSD Office 200 MSD:EX; MSD Office 300 MSD:EX; MSD Office 400 MSD:EX; MSD Office 500 MSD:EX

Margaret

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

FOI will send out a “**Call for Records**” to the **EIA Office generic inbox** that will include a file number in the subject line

Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN

It will also specify the time span for which documents are required.

These requests are time sensitive and will specify a return date, usually a 2-day turnaround. Unless FOI has indicated that the request is Extremely Urgent, there could be some slippage in time, allowing you a day or two extra.

Each document is converted to a PDF file and inserted into the return email to FOI as a “reply”.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “**Attachments**”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, they will sometimes miss your response. To avoid confusion, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

EXAMPLE CALL FOR ICM RECORDS:

From: Moccia, Margaret MSD:EX
Sent: Wednesday, June 22, 2011 5:11 PM
To: MSD Office 244 MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

This is an urgent call for electronic records from ICM and is due by end of day Mon., June 27

- **Sam lam**
 - **DOB: Jan. 23, 1972**
 - **GA#000000000**
 - **FM#000000000**
 - **OFF#244**

The records required are for the time period November 30, 2010, to present. It would be appreciated if you could send PDF copies from ICM.

When forwarding the electronic copies, please REPLY to this email so that the subject line is maintained, and send it to Call.for.Records@gov.bc.ca with a cc to Margaret Moccia (so that I could track the response).

Please contact me if you have any questions.

Margaret



Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development

Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

Cheat Sheet for FOI Requests using Onenote:

Pull up ICM

- go into the requested file Attachments tab- click on Attachments- it will bring up the list of Attachments for that file.

-scroll down to the first document

- open the document and go to the top printer icon with the option of printers in the drop down box – it will show your default printer and a drop down option box – from the drop down box-select the option of- send to Onenote 2007- press OK

You can then name the document to assist in keeping track of what documents you have copied- in case of interruptions

Continue this process until all documents are copied to Onenote

Once all the documents have been sent to Onenote and you have Onenote open:

Hold down the CTRL button on your computer- DO NOT RELEASE – continue to hold it down

In the Onenote document you will see the list of documents you have copied into it- left click on each one until they all have turned Blue – still hold down the CTRL button

In the top you will see a button called File- click on it- it will give you a drop down box with choices- click on Publish as a PDF file.

It will ask you where- click on Desk top- then at the bottom of the screen click on Publish.

It should now show on your Desktop.

Go to the original e mail request, select Reply- then- Insert- select the Paperclip- it will take you to your search- go to Desktop- find your Document File and select it.

After you have sent the file, remember to go back into your Desktop and delete the entire file with the documents.

Also remember the next time you open Onenote those documents will remain until you delete them- open the Onenote file and delete all the documents out of Onenote- This is very important for security reasons .

Moccia, Margaret MSD:EX

From: Moccia, Margaret MSD:EX
Sent: Thursday, September 15, 2011 4:07 PM
To: Cobby, Sandra J SSBC:EX
Cc: Truswell, Brad MSD:EX; Moccia, Margaret MSD:EX
Subject: INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011



INSTRUCTIONS
R RESPONDING TO

Hi Sandra,

Attached is the reworked instructions for our MSD offices to respond to requests from your office. I have made a few small changes to your sample email which is included in the instructions. Although these changes are small, they will help direct our staff in providing the necessary information – see yellow highlights.

Before I send this to our offices, can you please read through it and advise me of any other improvements or changes.

Thanks.

Margaret

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

Information Access Operations (IAO) will send out a **“Call for Records”** to the **EIA Field Office generic inbox** that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN.

It will also request All Records or specify the time span for which documents are required.

FOI requests have legislated timelines. Therefore, these requests are time sensitive and will specify a return date, usually a **72-hour (3-day)** turnaround.

Should there be difficulty in accessing the information for whatever reason, please contact the IAO office and let them know as quickly as possible.

Also, if there are no documents on file for the period of time specified, please respond to the request by advising there are no documents on file.

The table below shows where the FOI requests will be sent to.

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
Region 2	GA, EM FM files			
Region 3	GA,EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	

When responding to the request, please **“Reply”** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “Attachments”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF'd.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

SAMPLE EMAIL CALL FOR RECORDS:

From: SSBC Call for Records SSBC:EX
Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
Subject: FW: MSD-2011-00000 - Call for records

Please note, the records noted in this email are required immediately to respond to an active FOI Request.

Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: **Ministry of Labour, Citizens' Services & Open Government**
 Information Access Operations
 PO Box 9569 STN PROV GOVT
 Victoria BC V8W 9K1

GA00000000 SMITH, John
GA00000000 DOE, Jane

CALL FOR PHYSICAL RECORDS:

NOTE - PLEASE:

- send the requested records within 72 hours
- attach a copy of this note to the outside of the requested files (not the outside of the envelope or box)
- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
- If the file being requested is off-sited please notify our office immediately and we will order directly from the storage facility. Please note accession, box number and storage facility that the file has been off-sited to.

In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

REQUEST DETAILS:	
FOI Request File Number:	MSD-2011-00000
Description of Request:	NAME: SMITH, John & (SPO) DOE, Jane DOB:
Electronic Records to be ordered/	Date Range: All electronic records attached to the case OR for a range of dates as specified. GA0000000000 DOB: January 1, 0000 GA0000000000 (SPO) DOB: June 1, 0000
IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

Moccia, Margaret MSD:EX

From: Moccia, Margaret MSD:EX
Sent: Friday, September 16, 2011 11:30 AM
To: Cobby, Sandra J SSBC:EX
Subject: FW: INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Hi Sandra,

Is it o.k. on your end? If so, I will send it out today.

Hope you have a great day!

Margaret

From: Truswell, Brad MSD:EX
Sent: Friday, September 16, 2011 11:14 AM
To: Moccia, Margaret MSD:EX
Subject: RE: INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Looks great, good to go.

Brad Truswell
A/Business Management Analyst
ADM-Regional Services Division
Ministry of Social Development
Phone: (250) 387-1074

From: Moccia, Margaret MSD:EX
Sent: Thursday, September 15, 2011 4:07 PM
To: Cobby, Sandra J SSBC:EX
Cc: Truswell, Brad MSD:EX; Moccia, Margaret MSD:EX
Subject: INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

<< File: INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011.docx >>

Hi Sandra,

Attached is the reworked instructions for our MSD offices to respond to requests from your office. I have made a few small changes to your sample email which is included in the instructions. Although these changes are small, they will help direct our staff in providing the necessary information – see yellow highlights.

Before I send this to our offices, can you please read through it and advise me of any other improvements or changes.

Thanks.

Margaret

Moccia, Margaret MSD:EX

From: Moccia, Margaret MSD:EX
Sent: Friday, September 16, 2011 12:19 PM
To: MSD Community Relations and Service Quality Managers; MSD Policy and Program Implementation Managers
Cc: Truswell, Brad MSD:EX; Russ, Maxine MSD:EX
Subject: Updated FOI Instructions

Good-afternoon all,

Apparently, there is some confusion with staff when responding to FOI requests. I've updated the previous instructions which are attached. Please read through them as this will be discussed at the next CRSQ Community of Practice phone call.

If something is not clear or if you have any concerns, we can either discuss at the upcoming call or you can send me an email.



INSTRUCTIONS
R RESPONDING TO

Margaret

Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 16, 2011 – Margaret Moccia)

Information Access Operations (IAO) will send out a **“Call for Records”** to the **EIA Field Office generic inbox** that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN.

It will also request All Records or specify the time span for which documents are required.

FOI requests have legislated timelines. Therefore, these requests are time sensitive and will specify a return date, usually a **72-hour (3-day)** turnaround.

Should there be difficulty in accessing the information for whatever reason, please contact the IAO office and let them know as quickly as possible.

Also, if there are no documents on file for the period of time specified, please respond to the request by advising there are no documents on file.

The table below shows where the FOI requests will be sent to.

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
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Region 3	GA, EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	

When responding to the request, please **“Reply”** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “Attachments”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

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Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

SAMPLE EMAIL CALL FOR RECORDS:

From: SSBC Call for Records SSBC:EX
Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
Subject: FW: MSD-2011-00000 - Call for records

Please note, the records noted in this email are required immediately to respond to an active FOI Request.

Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: **Ministry of Labour, Citizens' Services & Open Government**
 Information Access Operations
 PO Box 9569 STN PROV GOVT
 Victoria BC V8W 9K1

GA00000000 SMITH, John
GA00000000 DOE, Jane

CALL FOR PHYSICAL RECORDS:

NOTE - PLEASE:

- send the requested records within 72 hours
- attach a copy of this note to the outside of the requested files (not the outside of the envelope or box)
- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
- If the file being requested is off-sited please notify our office immediately and we will order directly from the storage facility. Please note accession, box number and storage facility that the file has been off-sited to.

In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

REQUEST DETAILS:	
FOI Request File Number:	MSD-2011-00000
Description of Request:	NAME: SMITH, John & (SPO) DOE, Jane DOB:
Electronic Records to be ordered/	Date Range: All electronic records attached to the case OR for a range of dates as specified. GA0000000000 DOB: January 1, 0000 GA0000000000 (SPO) DOB: June 1, 0000
IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

Moccia, Margaret MSD:EX

From: Moccia, Margaret MSD:EX
Sent: Friday, September 30, 2011 1:38 PM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011



INSTRUCTIONS
R RESPONDING TO

Good-morning all,


Please find attached an updated instruction sheet for handling FOI requests.

For your information, this latest revision – which is the box bolded at the top of page 1 – is a result of documents being scanned into ICM by the local office – and IAO (FOI) being unaware of their existence. FOI only discovered the problem when a lawyer called them enquiring as to why they were 2 months late in responding.

Can you please ensure that your supervisors are aware that FOI request received directly from an enquirers should be faxed immediately to IAO and NOT scanned into ICM. The original may either be sent in the mail to the IAO office, or it can be shredded (that is, once you receive confirmation that the fax went through).

Thank you. If you have any questions, please let me know.

Margaret


Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 29, 2011 – Margaret Moccia)

NOTE: Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843. These FOI requests do not need to be put into ICM as IAO offices do not have access.

Information Access Operations (IAO) will send out a **“Call for Records”** to the **EIA Field Office generic inbox** that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

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When responding to the request, please **"Reply"** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

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Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
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Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: Ministry of Labour, Citizens' Services & Open Government
Information Access Operations
PO Box 9569 STN PROV GOVT
Victoria BC V8W 9K1

GA00000000 SMITH, John
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NOTE - PLEASE:

- send the requested records within 72 hours
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- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
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In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

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IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

Cheat Sheet for FOI Requests using Onenote:

Pull up ICM

- go into the requested file Attachments tab- click on Attachments- it will bring up the list of Attachments for that file.

-scroll down to the first document

- open the document and go to the top printer icon with the option of printers in the drop down box – it will show your default printer and a drop down option box – from the drop down box-select the option of- send to Onenote 2007- press OK

You can then name the document to assist in keeping track of what documents you have copied- in case of interruptions

Continue this process until all documents are copied to Onenote

Once all the documents have been sent to Onenote and you have Onenote open:

Hold down the CTRL button on your computer- DO NOT RELEASE – continue to hold it down

In the Onenote document you will see the list of documents you have copied into it- left click on each one until they all have turned Blue – still hold down the CTRL button

In the top you will see a button called File- click on it- it will give you a drop down box with choices- click on Publish as a PDF file.

It will ask you where- click on Desk top- then at the bottom of the screen click on Publish.

It should now show on your Desktop.

Go to the original e mail request, select Reply- then- Insert- select the Paperclip- it will take you to your search- go to Desktop- find your Document File and select it.

After you have sent the file, remember to go back into your Desktop and delete the entire file with the documents.

Also remember the next time you open Onenote those documents will remain until you delete them- open the Onenote file and delete all the documents out of Onenote- This is very important for security reasons .

Moccia, Margaret MSD:EX

From: Moccia, Margaret MSD:EX
Sent: Thursday, October 13, 2011 10:14 AM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

I have just had a call from the Information Access Office – it would seem that some staff may still be scanning FOIs to ICM.

It is VERY important that when an FOI is received in the ministry office it is immediately sent to the IAO at: 250-387-9843

Thanks
Stacey Begon
For Margaret Moccia

From: Moccia, Margaret MSD:EX
Sent: Friday, September 30, 2011 1:38 PM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011



INSTRUCTIONS
FOR RESPONDING TO

Good-morning all,

Please find attached an updated instruction sheet for handling FOI requests.

For your information, this latest revision – which is the box bolded at the top of page 1 – is a result of documents being scanned into ICM by the local office – and IAO (FOI) being unaware of their existence. FOI only discovered the problem when a lawyer called them enquiring as to why they were 2 months late in responding.

Can you please ensure that your supervisors are aware that FOI request received directly from an enquirers should be faxed immediately to IAO and NOT scanned into ICM. The original may either be sent in the mail to the IAO office, or it can be shredded (that is, once you receive confirmation that the fax went through).

Thank you. If you have any questions, please let me know.

Margaret

Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

PRINT OUTS FROM THE OLR – NOT PUBLIC

Handling an Information Privacy Breach - Information for Staff: April 26, 2010

April 26, 2010

For information on:

- Reporting an Information Privacy Breach,
- Information Privacy and access contacts,
- Frequently Asked Questions regarding disclosure of personal information, reconsiderations, requests for access to information, and routine release of information,

Please refer to the Resources for Staff – Freedom of Information and Protection of Privacy – Information for Staff.

All staff must report an actual or suspected breach to their Supervisor immediately. Supervisors must follow the current Privacy Breach Guidelines to manage the breach response.

Reconsideration Branch - Information for Staff

Contact for reconsideration of decisions.

Reconsideration Branch
PO Box 9963 Stn Prov Govt
Victoria, BC V8W 9R5
Telephone: 250 356-7993
Fax 250 356-8261
E-mail: RB@gov.bc.ca



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Access to Information and Protection of Privacy

Recent Changes

Effective: October 27, 2006

This OLR update provides staff with information regarding the collection and use of personal information.

New Overview

Overview: October 27, 2006

Previous Overview

Overview: December 1, 2003

New Policy

Verification and Accountability: October 27, 2006

Collection of Personal Information: October 27, 2006

Access to a Personal Information by a Client: October 27, 2006

Access to a Client's Personal Information by a Public Body: October 27, 2006

Previous Policy

Verification and Accountability: December 1, 2003

Access to a Personal Information by a Client: December 1, 2003

Access to a Client's Personal Information by a Public Body: December 1, 2003

New Authorities and Responsibilities

Authorities: October 27, 2006

Previous Authorities and Responsibilities

Authorities: December 1, 2003

New Procedures

Collection of Personal Information: October 27, 2006

Use of Information: October 27, 2006

Routine Release of Personal Information to a Client: October 27, 2006

Previous Procedures

Routine Release of Personal Information to a Client: December 1, 2003



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Access to Information and Protection of Privacy**Recent Changes**

Effective: September 04, 2008

This Change Notice provides direction to staff regarding a new form for Consent to Disclosure of Information (HSD3189). The form will be used when clients consent to disclosure of information from MHSD staff to third parties.

New PolicyConsent to Disclosure of Information: September 4, 2008**New Forms and Letters**Consent to Disclosure of Information – HSD3189



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Access to Information and Protection of Privacy

Recent Changes

Effective: April 26, 2010

This Change Notice provides direction to staff regarding the handling of an information privacy breach, contacts, and frequently asked questions. It serves as an addition to and will be used as a resource for staff to get to current information and guidelines.

New Procedures

[Handling an Information Privacy Breach - Information for Staff: April 26, 2010](#)

New Resources for Staff

[Freedom of Information and Protection of Privacy Page - Information for Staff](#)



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Ministries & Organizations

Access to Information and Protection of Privacy**Recent Changes**

Effective: December 06, 2010

The ministry's former Information, Privacy and Records Services (IPRS) office has closed. Resources in the Ministry of Citizens' Services, in the Knowledge and Information Services Branch (KIS) of the Office of the Government Chief Information Officer (OCIO) and in Shared Services BC's Information Access Operations (IAO) now deliver services formerly provided by IPRS staff. References to IPRS have been replaced with references to KIS or IAO as appropriate.

There are other related minor content changes as suggested by the OCIO and IAO, including a change in the method for clients to submit requests for release of their personal information under the *Freedom of Information and Protection of Privacy Act*. The sections on *Corrections and Annotations to History Screens* and *Corrections and Annotations to Physical Files* will be updated in the near future.

New Policy[Verification and Accountability: December 6, 2010](#)[Review for Information of a Third Party or Other Person: December 6, 2010](#)[Access to Personal Information by a Client: December 6, 2010](#)[Access to a Client's Personal Information by a Third Party: December 6, 2010](#)[Access to a Client's Personal Information by a Public Body: December 6, 2010](#)[Access to a Client's Personal Information by Others: December 6, 2010](#)**Previous Policy**[Verification and Accountability: October 27, 2006](#)[Review for Information of a Third Party or Other Person: December 1, 2003](#)[Access to Personal Information by a Client: October 27, 2006](#)[Access to a Client's Personal Information by a Third Party: December 1, 2003](#)[Access to a Client's Personal Information by a Public Body: October 27, 2006](#)[Access to a Client's Personal Information by Others: October 27, 2006](#)**New Procedures**[Routine Release of Personal Information to a Client: December 6, 2010](#)[Release of Information to MLA: December 6, 2010](#)[Requests to Information Access Operations: December 6, 2010](#)**Previous Procedures**[Routine Release of Personal Information to a Client: October 27, 2006](#)[Requests to Information, Privacy and Records Services: December 1, 2003](#)**New Contacts**[Ministry of Citizens' Services - Information Access Operations](#)[Ministry of Citizens' Services - Knowledge and Information Services](#)**New Forms and Letters**[Request for Access to Personal Information - Freedom of Information and Protection of Privacy Act - Form IAQ 0050](#)**New Resources for Staff**[Freedom of Information and Protection of Privacy Page - Information for Staff](#)



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Ministries & Organizations

Access to Information and Protection of Privacy**Recent Changes**

Effective: March 29, 2011

Resources in Shared Services BC's Information Access Operations (IAO) deal with requests under section 29 of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* for correction of personal information in ministry information systems or on physical files. References to the ministry's former Information, Privacy and Records Services unit are updated to direct requests instead to IAO, and the process has been streamlined and clarified. A new policy subheading has been added for Correction of Client Information. The procedures clarify that approval from IAO is required only for requests made pursuant to section 29 of *FOIPPA*, and ministry personnel have authority to make corrections that they identify.

New Policy

[Access to Personal Information By a Client: March 29, 2011](#)

Previous Policy

[Access to Personal Information By a Client: December 6, 2010](#)

New Procedures

[Correction of Client Information in Ministry Information Systems: March 29, 2011](#)

[Correction of Client Information in Physical Files: March 29, 2011](#)

Previous Procedures

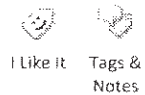
[Corrections and Annotations to History Screens: December 1, 2003](#)

[Corrections and Annotations to Physical Files: December 1, 2003](#)

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Freedom of Information and Protection of Privacy

Guidelines for Handling a Privacy Breach

Section 30 of the FOIPPA requires a public body to protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal.

When a public body discovers that it has accidentally disclosed an individual's personal information and the disclosure was not authorized by section 33 of the Freedom of Information and Protection of Privacy Act, then the public body must take appropriate action.

If you observe an actual or suspected information incident, report it IMMEDIATELY following the corporate process; in addition, you must ensure the correct people are notified within the ministry. Click here to **Report an Information Incident**.

Information Access, Privacy Protection, and Records Management

Refer to the OLR for ministry procedures related to information access and privacy

https://www.hsd.gov.bc.ca/intranet/meia/online_resource/program_administration/foipp/current/

Access, privacy, and record services are supported centrally in government by the following branches of the Ministry of Labour, Citizens' Services and Open Government:

1. **Information Access Requests**

Supported by: Information Access Operations (IAO), SSBC

Contact them: Phone 250-387-1321, fax 250-387-9843, or email FOI.Requests@gov.bc.ca

2. **Privacy, PIAs, and Information Sharing**

Supported by: Knowledge & Information Services (KIS), OCIO

Contact them: Phone 250-356-1851 or email CPIAADMIN@gov.bc.ca

3. **Records Management**

Supported by: Information Access Operations (IAO), SSBC

Contact them: Email FOI.RequestsRMHelp@gov.bc.ca

Frequently Asked Questions: Freedom of Information and Protection of Privacy

Correction of Personal Information

Disclosure of Personal Information

Reconsiderations

Request for Access to Information

Other Resources

For the Public:

- The IAO's public website is <http://www.gov.bc.ca/citz/iao/>
- The IAO's public website for access to information requests is <http://www.gov.bc.ca/citz/iao/foi/process/>

For SD staff:

- FOIPP Act Policy and Procedures Manual and Forms: http://www.cio.gov.bc.ca/cio/priv_leg/manual/index.page?

- Office of the Information and Privacy Commissioner for BC at: <http://www.oipc.bc.ca/> ↗
- Ministry of Citizens' Services: <http://www.gov.bc.ca/citz/> ↗

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Updated: 10/17/2011

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Frequently Asked Questions: Freedom of Information and Protection of Privacy

Correction of Personal Information

» How do we respond if a client asks to correct personal information?

Advise the client to make a correction request to contact IAO at FOI.Requests@gov.bc.ca and a file will be opened to monitor the correction or annotation of the request. See the OLR or <http://www.gov.bc.ca/citz/iao/foi/index.html> for additional information.

(attached)

Disclosure of Personal Information

Section 33.1(1)(b) of FOIPPA allows a public body to disclose personal information if the individual the information is about has identified the information and consented, in the prescribed manner, to its disclosure.

» What is the prescribed manner?

The consent must include the following 6 points:

- be in writing
- be addressed to the Ministry of Social Development
- specify to whom the information is to be disclosed
- specify what the information is to be used for
- be dated
- be signed

- » What should I do if a Court Order or a Notice of Motion is delivered to a district office?
- » What steps should I follow when I receive a request for records pertaining to a civil litigation?
- » What should I do if a Court Order or a Notice of Motion is delivered to a district office?
- » Can we release personal information to a next of kin in order to make contact?

Reconsiderations

A client is entitled to information used in the decision regarding reconsiderations.

» What records should be disclosed?

The client does not have to make a request under FOIPPA to obtain the records. All documents used to make the decision are released. The documents should be reviewed for 3rd party information, solicitor client information, informants and mosaic identifiers prior to being forwarded to Regional Reconsideration Adjudicators / Reconsideration Officers.

Requests For Access To Information

Section 4 of the FOIPPA establishes rights of access to records, and section 5(1) establishes how records may be requested.

» Who can request Information?

An individual or a 3rd party or a representative as defined in Regulation 3 of the FOIPPA. The request must be written and a formal form Request to Access to Records (IPB1) can be used.

» What should I do if I receive a request for information?

Fax it ASAP to Information Access Operations (IAO) at 250 387-9843

» What should I do if I receive a request from a lawyer and there are no consents or authorizations?

Fax it ASAP to Information Access Operations (IAO) at 250 387-9843


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Ministry of Labour, Citizens' Services and Open Government

Proactive Disclosure and Routine Release

In an effort to engage citizens and become more open and transparent, the government is proactively working to provide citizens with access to the information that matters most to them. The proactive release of responses to Freedom of Information (FOI) requests and the routine release of records such as Minister's and Deputy Minister's monthly travel expenses are part of government's [Open Information](#).

The purpose of the Open Information strategy is to supply information about government to the citizens of British Columbia in more accessible formats using modern technology. This initiative is a component of government's broader strategy on modernizing and improving the delivery of services to its citizens through the provision of open information.

Governance of Open Information is the responsibility of the Ministry of Labour, Citizens' Services and Open Government. Information Access Operations (IAO), Shared Services BC, is responsible for Open Information service delivery, including preparing information for posting on the Open Information website.

IAO in particular, is responsible for managing content posted to the Open Information website including:

- Responses to all FOI requests for government information (subject to limited exemptions)
- Minister's and Deputy Minister's monthly travel expenses

Government's new strategy on proactive disclosure and routine release does not impact the rights that every citizen has to request records under the Freedom of Information and Protection of Privacy Act (FOIPPA). The goal of this initiative is to enhance the current FOI process by making requested records available to the broader public. Government's routine release of records is supported by provisions in FOIPPA, and the privacy of individuals will be protected throughout the public disclosure process.

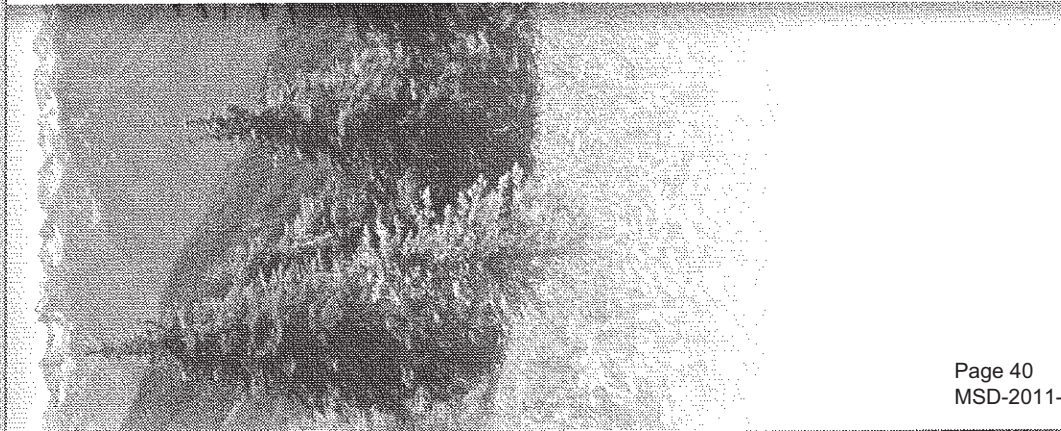
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- Office of the Chief Information Officer
- Information and Privacy Commissioner for BC

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Ministry of Labour, Citizens' Services and Open Government

Information Access Operations

Information Access Operations is your connection to:

- FOI requests
- Records Management

About us:

Information Access Operations service mandate is: "To lead and deliver optimal services on behalf of the Province of British Columbia, in fulfilling the obligations under the *Freedom of Information and Protection of Privacy Act* (FOIPPA), the *Access to Information Act* (ATIA), and the *Access to Information Act* (ATIA) Chapter 12 for the management of records within the provincial government's control and/or custody. The IAO is committed to fostering strong, meaningful relationships and offering innovative services to its beneficiaries while exemplifying transparency and accountability".

List of IAO Core Services to ministry clients.

Did you know?

IAO is just one of the services available to help you find the information that you are looking for?

Enquiry BC is a provincial call centre that provides services to all British Columbia residents, on behalf of provincial governments and public agencies.

Service BC is your source for finding government services and information in British Columbia. Service BC delivers hundreds of programs and services to residents, businesses and visitors - in person, online, and over the phone.

Freedom of Information

INFORMATION SUBBLED

- Service BC
- Enquiry BC
- IAO Core Services

RELATED LINKS

- Freedom of Information and Protection of Privacy Act (FOIPPA)
- OCIO - FOIPPA Act Policy and Procedures Manual
- OCIO - Privacy Legislation and Regulations
- OCIO - Personal Information Directory (PID)
- BC Archives

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IMPORTANT INFORMATION

This Act is Current to October 6, 2011

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

[RSBC 1996] CHAPTER 165

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- 3 Scope of this Act

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IMPORTANT INFORMATION

This Act is Current to October 6, 2011

DOCUMENT DISPOSAL ACT

[RSBC 1996] CHAPTER 99

Contents

- 1 Definitions
- 2 Power to dispose of valueless documents
- 3 Approvals required
- 4 Municipality may deposit documents in archives
- 5 Repealed
- 6 Power to make regulations

Definitions

1 In this Act:

"archives" means the archives of the government that are held by the museum;

"deposited" includes filed, registered, recorded and kept;

"document" includes a record as defined in the *Interpretation Act*;

"ministerial office" means any office in or under the ministries, branches and institutions of the Executive Government of British Columbia, other than a record office;

"museum" means the Royal British Columbia Museum established as a corporation under the *Museum Act*;

"record office" means any office of a court in which documents are deposited;

"records schedule" means a prescribed timetable that

- (a) describes a document's life span from the date on which it was created to the date of its final disposition, including the periods of its active and dormant stages either as waste or as a document of

legal or historical value to be permanently preserved, and
(b) provides instructions as to the manner and time of the disposition of a document under this Act.

Power to dispose of valueless documents

- 2 The officer in charge or in custody of the documents deposited in a ministerial office or record office may, subject to the regulations and to every approval required by this Act, destroy or otherwise dispose of the documents deposited which are not considered of sufficient public value to justify their preservation.

Approvals required

- 3 (1) A document must not be destroyed except on the written recommendation of the Public Documents Committee, which consists of the chief executive officer of the museum or a person designated by the chief executive officer, a person designated by the minister responsible for the administration of this Act, the Comptroller General, and 3 other persons to be named by the Lieutenant Governor in Council.
- (2) A document must not be destroyed before the expiration of 7 years from the date on which it was created unless one of the following conditions is met:
- (a) 2 years have expired from the date on which the document was created and a microfilm copy of it is available to the officer who would, but for the destruction, have charge or custody of the document;
 - (b) a recommendation under subsection (1) has been approved by the Legislative Assembly on the recommendation of the Select Standing Committee of the Legislative Assembly on Public Accounts and Economic Affairs;
 - (c) the document is
 - (i) listed in a records schedule approved by the Select Standing Committee of the Legislative Assembly on Public Accounts and Economic Affairs, and
 - (ii) destroyed in accordance with the instructions in the records schedule.
- (3) Subject to subsections (1) and (2), the Lieutenant Governor in Council may, on the recommendation of the minister having jurisdiction over the

ministry concerned, order

(a) that any public document or any class or series of documents then in charge of the ministry be transferred to the archives or Provincial Library immediately or on the expiration of the periods after the dates at which they were created as are specified in the order, and

(b) that any public document or class or series of documents then in the charge of the ministry be destroyed immediately or on the expiration of the periods after the dates at which they were created as are specified in the order.

(4) A document deposited in a record office must not be destroyed without the approval of the Attorney General, and

(a) in the case of an office of the Court of Appeal, without the further approval of the Chief Justice of British Columbia, and

(b) in the case of an office of the Supreme Court, without the further approval of the Chief Justice of the Supreme Court.

(5) Every approval under subsection (4) must

(a) be in writing,

(b) designate the document to be disposed of, and

(c) be kept on file in the ministerial office, or record office to which it relates.

Municipality may deposit documents in archives

4 With the consent of the chief executive officer of the museum, a municipality or regional district, or a board of education or francophone education authority as defined in the *School Act*, may deposit any of its noncurrent documents with the museum for preservation in the archives.

Repealed

5 [Repealed 2003-12-29.]

Power to make regulations

6 (1) The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act*.

(2) Without limiting subsection (1), the Lieutenant Governor in Council may make regulations as follows:

- (a) designating and establishing classes and series for the purposes of section 3 (3);
- (b) respecting the transfer, destruction or other disposition of documents or classes or series of documents under section 3 (3);
- (c) prescribing the form and content of records schedules.

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Guidelines for Handling a Privacy Breach

Section 30 of the *FOIPPA* requires a public body to protect personal information by making reasonable security arrangement against such risks as unauthorized access, collection, use, disclosure or disposal.

When a public body discovers that it has accidentally disclosed an individual's personal information and the disclosure was not authorized by section 33 of the *Freedom of Information and Protection of Privacy Act*, then the public body must take appropriate action.

To report a privacy breach, you must follow the Information Incident process (including the corporate process and the supplementary ministry notifications), available on the ministry Information Security website.

FOI Update

by Richard Poutney - Assistant Deputy Minister, Ministry of Citizens' Services

The following changes were implemented the week of December 7, 2009.

1. FOI Alert/Escalation Process

To ensure shared accountability and timelines are met, Information Access Operations has developed an escalation process whereby electronic alerts will be sent to Ministries in accordance with FOI files. There are three areas where alerts will be used: record gathering; consultation; and sign-off/approval phases. Alerts will communicate timelines for completion of each respective phase (i.e. four days remaining, two days remaining, etc).

2. New Standardized Forms

The following forms have been standardized to be used on a go-forward basis:

- * Call for Records Form and Guidelines
- * Fee Estimate Calculation Form
- * Review Approval Form
- * Ministry Executive Report

3. Freedom of Information Website

A centralized website for the FOI request process has been launched and can be viewed at <http://www.gov.bc.ca/citz/iao/>

4. Privacy Services

Privacy services have been consolidated within Information Access Operations and service delivery standards are being developed. If you have questions regarding privacy services, the Privacy Advisor assigned to the ministry (see below) is available to assist you.

Information Access Operations (IAO)

In 2009, Information Privacy Records Services (IPRS) moved to Shared Services BC (SSBC)/IAO.

The staff within Information Access Operations (IAO) assigned to HSD, are as follows:

- Ministry Records Officer – Roxanne Weeds
- Privacy Advisor – Rob Gordon
- FOI General Requests - Vicki Hudson
- FOI Personals Requests – Errol Nadeau

Information Access Operations (IAO) service mandate is:

"To lead and deliver optimal services on behalf of the Province of British Columbia, in fulfilling the obligations under the *Freedom of Information and Protection of Privacy Act* (FOIPPA); the *Document Disposal Act* (DDA) and the *Core Policy and Procedures Manual* (CPPM) Chapter 12 for the management of records within the provincial government's control and/or custody. The IAO is committed to fostering strong, meaningful relationships and offering innovative services to its beneficiaries while exemplifying transparency and accountability".

Frequently Asked Questions: Freedom of Information and Protection of Privacy**Correction of Personal Information****» How do we respond if a client asks to correct personal information?**

Advise the client to make a correction request to contact IAO at FOI.Requests@gov.bc.ca and a file will be opened to monitor the correction or annotation of the request. See the OLR or <http://www.gov.bc.ca/citz/iao/foi/index.html> for additional information.

Disclosure of Personal Information

Section 33.1(1)(b) of FOIPPA allows a public body to disclose personal information if the individual the information is about has identified the information and consented, in the prescribed manner, to its disclosure.

» What is the prescribed manner?

The consent must include the following 6 points:

- be in writing
- be addressed to the Ministry of Social Development
- specify to whom the information is to be disclosed
- specify what the information is to be used for
- be dated
- be signed

» What should I do if a Court Order or a Notice of Motion is delivered to a district office?**» What steps should I follow when I receive a request for records pertaining to a civil litigation?****» What should I do if a Court Order or a Notice of Motion is delivered to a district office?****» Can we release personal information to a next of kin in order to make contact?****Reconsiderations**

A client is entitled to information used in the decision regarding reconsiderations.

» **What records should be disclosed?**

The client does not have to make a request under *FOIPPA* to obtain the records. All documents used to make the decision are released. The documents should be reviewed for 3rd party information, solicitor client information, informants and mosaic identifiers prior to being forwarded to Regional Reconsideration Adjudicators / Reconsideration Officers.

Requests For Access To Information

Section 4 of the *FOIPPA* establishes rights of access to records, and section 5(1) establishes how records may be requested.

» **Who can request information?**

- * An individual or a 3rd party or a representative as defined in Regulation 3 of the *FOIPPA*. The request must be written and a formal form Request to Access to Records (IPB1) can be used.

» **What should I do if I receive a request for information?**

- * Fax it ASAP to Information Access Operations (IAO) at 250 387-9843

» **What should I do if I receive a request from a lawyer and there are no consents or authorizations?**

- * Fax it ASAP to Information Access Operations (IAO) at 250 387-9843

Other Resources

For SD staff:

- * Privacy Helpline – information and advice on privacy and information sharing: phone 250-356-1851 or email CPIAADMIN@gov.bc.ca
- * Office of the Information and Privacy Commissioner for BC at: <http://www.oipcbc.ca/>
- * Ministry of Citizens' Services: <http://www.gov.bc.ca/citz/>
- * FOIPP Act Policy and Procedures Manual and Forms:
http://www.cio.gov.bc.ca/cio/priv_leg/manual/index.page?

The Public:

- * Important: The IAO's website for the public is <http://www.gov.bc.ca/citz/iao>

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Ministry of Labour, Citizens' Services and Open Government

Proactive Disclosure and Routine Release

In an effort to engage citizens and become more open and transparent, the government is proactively working to provide citizens with access to the information that matters most to them. The proactive release of responses to Freedom of Information (FOI) requests and the routine release of records such as Minister's and Deputy Minister's monthly travel expenses are part of government's [Open Information](#).

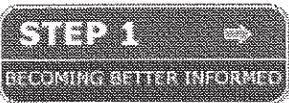
The purpose of the Open Information strategy is to supply information about government to the citizens of British Columbia in more accessible formats using modern technology. This initiative is a component of government's broader strategy on modernizing and improving the delivery of services to its citizens through the provision of open information.

Governance of Open Information is the responsibility of the Ministry of Labour, Citizens' Services and Open Government. Information Access Operations (IAO), Shared Services BC, is responsible for Open Information service delivery, including preparing information for posting on the Open Information website.

IAO in particular, is responsible for managing content posted to the Open Information website including:

- Responses to all FOI requests for government information (subject to limited exemptions)
- Minister's and Deputy Minister's monthly travel expenses

Government's new strategy on proactive disclosure and routine release does not impact the rights that every citizen has to request records under the Freedom of Information and Protection of Privacy Act (FOIPPA). The goal of this initiative is to enhance the current FOI process by making requested records available to the broader public. Government's routine release of records is supported by provisions in FOIPPA, and the privacy of individuals will be protected throughout the public disclosure process.



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Frequently Asked Questions: Freedom of Information and Protection of Privacy

Correction of Personal Information

» How do we respond if a client asks to correct personal information?

Advise the client to make a correction request to contact IAO at FOI.Requests@gov.bc.ca and a file will be opened to monitor the correction or annotation of the request. See the OLR or <http://www.gov.bc.ca/citz/iao/foi/index.html> for additional information.

Disclosure of Personal Information

Section 33.1(1)(b) of FOIPPA allows a public body to disclose personal information if the individual the information is about has identified the information and consented, in the prescribed manner, to its disclosure.

» What is the prescribed manner?

The consent must include the following 6 points:

- be in writing
- be addressed to the Ministry of Social Development
- specify to whom the information is to be disclosed
- specify what the information is to be used for
- be dated
- be signed

» What should I do if a Court Order or a Notice of Motion is delivered to a district office?

(Section 33.2(b) of the FOIPPA allows for disclosure for a subpoena, warrant or order)

- Fax the Order to Information Access Operations (IAO) at 250 387-9843 for action. If uncertainty as to whether registered, IAO will ensure the Order is first registered at the Attorney General.

» What steps should I follow when I receive a request for records pertaining to a civil litigation?

(Section 33.1(1)(g) of the FOIPPA allows for disclosure to the Attorney General for use in civil proceedings)

- **Clearly mark** that the request is for a civil litigation.
- Fax it ASAP to Information Access Operations (IAO) at 250 387-9843 for action unless it is a request directly to the District Office for information pertaining to a debt. When records are sent, follow the instructions regarding procedures to follow prior to sending records.

» What should I do if a Court Order or a Notice of Motion is delivered to a district office?

What constitutes a legitimate request under section 33.2(i)?

The incoming requests for personal information from other public bodies or law enforcement agencies must contain the following 6 points:

- the name of the individual whose information is requested
- the exact nature of the information desired
- the statutory authority for the investigation
- the purpose for which the requesting agency will use the information
- the name, title and address of the person authorized to make the request
- obtain in writing on letterhead

» Can we release personal information to a next of kin in order to make contact?

(Section 33.1(1)(n) of the *FOIPPA* allows a public body to disclose personal information so that the next of kin or a friend of an injured, ill or deceased individual may be contacted)

- No, past practice has been to accept a letter from the next of kin and give our client the option of establishing contact.

Reconsiderations

A client is entitled to information used in the decision regarding reconsiderations.

» What records should be disclosed?

The client does not have to make a request under *FOIPPA* to obtain the records. All documents used to make the decision are released. The documents should be reviewed for 3rd party information, solicitor client information, informants and mosaic identifiers prior to being forwarded to Regional Reconsideration Adjudicators / Reconsideration Officers.

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» What should I do if I receive a request for information?

- Fax it ASAP to Information Access Operations (IAO) at 250 387-9843

» What should I do if I receive a request from a lawyer and there are no consents or authorizations?

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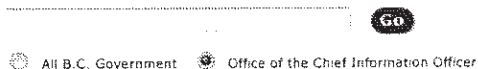
Other Resources

For SD staff:

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- Office of the Information and Privacy Commissioner for BC at: <http://www.oipcbc.ca/>
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- FOIPP Act Policy and Procedures Manual and Forms: http://www.cio.gov.bc.ca/cio/priv_leg/manual/index.page?

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FOI Update

by Richard Poutney - Assistant Deputy Minister, Ministry of Citizens' Services

The following changes were implemented the week of December 7, 2009.

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The following forms have been standardized to be used on a go-forward basis:

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- FOI Personals Requests – Errol Nadeau

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Ministry of Labour, Citizens' Services and Open Government

Open Information

Open government is about giving people access to the information they need to participate and help us find solutions to the issues that affect us all. Government's Open Information site is an integral part of the commitment to be an open and accountable government. The proactive release of responses to General Freedom of Information (FOI) requests, made under Part 2 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), for records held by Government; and, the routine release of records, such as Ministers' and Deputy Ministers' monthly travel expenses, are part of government's Open Information initiative.

The purpose of the Open Information initiative is to provide information about government to the citizens of British Columbia in more accessible formats using modern technology. This initiative is a component of Government's broader strategy on modernizing and improving the delivery of services to its citizens. This shift promotes the engagement of British Columbians more directly with their government through improved access to data and the sharing of government information.

Open Information and DataBC fall under the responsibility of the Ministry of Labour, Citizens' Services and Open Government; however the initiative applies to all government ministries. Premier Christy Clark has issued clear direction to government to open data and information up to the public, including detailed actions that will make government more accessible to citizens. The Open Information and Open Data Policy also requires ministries to make certain information publicly available to citizens, and to consider making information that is of interest or helpful, available to the public on a routine basis.

Information Access Operations, Shared Services BC, is responsible for preparing information for posting on the Open Information website. In particular, Information Access Operations will regularly post the following:

- Responses to all General FOI requests for government information (subject to limited exemptions); and,
- Ministers' and Deputy Ministers' monthly travel expenses.

Government's new strategy on proactive disclosure and routine release does not impact the rights that every individual has to request records under the FOIPPA. The goal of this initiative is to enhance the current FOI process by making requested records available to the broader public. Government's routine release of records is supported by provisions in the FOIPPA, and individual privacy rights continue to be protected.

For more information:

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**EMAILS FROM MANAGERS OF COMMUNITY RELATIONS AND SERVICE QUALITY
TO SUPERVISORS**

From: Ruel, Janis M MSD:EX
Sent: Thursday, October 20, 2011 12:11 PM
To: Moccia, Margaret MSD:EX
Cc: Bousquet, Jeannine M MSD:EX
Subject: FW:RUSH REQUEST - NEW INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS.docx

Importance: High

Hi Margaret, this is what was sent by Region 1. Thank you, Janis

Janis M. Ruel
Manager, Community Relations
Ministry of Social Development
4th Floor, 908 Pandora Ave
Victoria BC V8V 3P3
Ph 250-387-9579 Fax 250-387-9566
Janis.Ruel@gov.bc.ca

From: Ruel, Janis M MSD:EX
Sent: Wednesday, August 31, 2011 11:19 AM
To: MSD Region 1 - Meeting LTM
Cc: MSD Region 1 - Meeting Management; MSD Region 1 - Meeting SAS
Subject: FW: NEW INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS.docx
Importance: High

Hi All, Jeannine and I have been asked to forward this message to the Field Offices for when ICM FOI requests come in to your generic inboxes. This is a Provincial process for all Regions. When the FOI ICM requests come in the requests could be records beyond the November 2010 date when the ICM records started. Thank you, Janis and Jeannine

PS. I have attached the original email message from August 3, 2011 as additional information. J

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

From: Cobby, Sandra J SSBC:EX
Sent: Tuesday, August 30, 2011 1:05 PM
To: Moccia, Margaret MSD:EX
Cc: Leduc, Alison SSBC:EX; Mowers, Kristi A SSBC:EX
Subject: ICM records

Hi Margaret

I was wondering if you could help us communicate a message to the field in regards to ICM records. In the past we had only requested records from Nov 2010 to present. With the new process and with the elimination of CTS we now require the field to provide us records as indicated on the request we send them, this could be for all records or date ranges.

Even though we are asking for all records or date ranges some offices are only providing us with records STILL FROM NOV 2010. This is causing delays in getting records as we have to go back to them with an additional request and is delaying our ability to get files out in a timely manner.

Any help you could give us with this would be greatly appreciated.

If you have any questions I will be back in the office tomorrow

thank you for your time

Sandra

From: Ruel, Janis M MSD:EX

Sent: Wednesday, August 3, 2011 2:10 PM

To: MSD Region 1 - Meeting LTM

Cc: MSD Region 1 - Meeting Management; MSD Region 1 - Meeting SAS

Subject: FW: NEW INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS.docx

Importance: High

Hi All, Margaret Moccia has been working with FOI to streamline the process for obtaining physical files from offices, and documents from ICM for all Regions. ICM FOI requests will now be sent directly to the EIA Offices' generic email addresses. It will be very important that the EIA Office generic email inboxes are monitored.

The chart below confirms the new procedure that starts tomorrow with instructions for handling FOI and ICM related FOI requests. FOI will now send requests directly to the generic office addresses:

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
Region 2	GA, EM FM files			
Region 3	GA,EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	



INSTRUCTIONS
R RESPONDING TO

If you have any questions you can contact us.

Thank you, Jeannine and Janis

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

FOI will send out a “**Call for Records**” to the **EIA Field Office generic inbox** that will include a file number in the subject line

Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN

It will also specify the time span for which documents are required.

These requests are time sensitive and will specify a return date, usually a 2-day turnaround. Unless FOI has indicated that the request is Extremely Urgent, there could be some slippage in time, allowing you a day or two extra; however, to confirm you can send an email to FOI requesting extra time.

Each document is converted to a PDF file and inserted into the return email to FOI as a “reply”.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “**Attachments**”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

EXAMPLE CALL FOR ICM RECORDS:

From: Moccia, Margaret MSD:EX
Sent: Wednesday, June 22, 2011 5:11 PM
To: MSD Office 244 MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

This is an urgent call for electronic records from ICM and is due by end of day Mon., June 27

- **Sam lam**
 - **DOB: Jan. 23, 1972**
 - **GA#000000000**
 - **FM#000000000**
 - **OFF#244**

The records required are for the time period November 30, 2010, to present. It would be appreciated if you could send PDF copies from ICM.

When forwarding the electronic copies, please REPLY to this email so that the subject line is maintained, and send it to Call.for.Records@gov.bc.ca with a cc to Margaret Moccia (so that I could track the response).

Please contact me if you have any questions.

Margaret

Figure 1

Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development

Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

Moccia, Margaret MSD:EX

From: Ruel, Janis M MSD:EX
Sent: Thursday, October 20, 2011 1:26 PM
To: MSD Region 1 - Meeting Management; MSD Region 1 - Meeting SAS; MSD Region 1 - Meeting LTM
Cc: Moccia, Margaret MSD:EX; Budac, Kirsten MSD:EX; Bousquet, Jeannine M MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Good afternoon everyone. I wanted to provide you all with the most up to date instruction sheet for handling FOI requests that come directly to the IA Offices.

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 29, 2011 – Margaret Moccia)

NOTE: Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843. These FOI requests do not need to be put into ICM as IAO offices do not have access.

Please read the attached word document for additional details. There is a complete cheat sheet in there. Thank you, Janis

Janis M. Ruel
Manager, Community Relations
Ministry of Social Development
4th Floor, 908 Pandora Ave
Victoria BC V8V 3P3
Ph 250-387-9579 Fax 250-387-9566
Janis.Ruel@gov.bc.ca

From: Moccia, Margaret MSD:EX
Sent: Friday, September 30, 2011 1:38 PM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011



INSTRUCTIONS
R RESPONDING TO

Good-morning all,


Please find attached an updated instruction sheet for handling FOI requests.

For your information, this latest revision – which is the box bolded at the top of page 1 – is a result of documents being scanned into ICM by the local office – and IAO (FOI) being unaware of their existence. FOI only discovered the problem when a lawyer called them enquiring as to why they were 2 months late in responding.

Can you please ensure that your supervisors are aware that FOI request received directly from an enquirers should be faxed immediately to IAO and NOT scanned into ICM. The original may either be sent in the mail to the IAO office, or it can be shredded (that is, once you receive confirmation that the fax went through).

Thank you. If you have any questions, please let me know.

Margaret


Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 29, 2011 – Margaret Moccia)

NOTE: Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843. These FOI requests do not need to be put into ICM as IAO offices do not have access.

Information Access Operations (IAO) will send out a “**Call for Records**” to the **EIA Field Office generic inbox** that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN.

It will also request All Records or specify the time span for which documents are required.

FOI requests have legislated timelines. Therefore, these requests are time sensitive and will specify a return date, usually a **72-hour (3-day)** turnaround.

Should there be difficulty in accessing the information for whatever reason, please contact the IAO office and let them know as quickly as possible.

Also, if there are no documents on file for the period of time specified, please respond to the request by advising there are no documents on file.

The table below shows where the FOI requests will be sent to.

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
Region 2	GA, EM FM files			
Region 3	GA, EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	

When responding to the request, please **“Reply”** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “Attachments”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

SAMPLE EMAIL CALL FOR RECORDS:

From: SSBC Call for Records SSBC:EX
Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
Subject: FW: MSD-2011-00000 - Call for records

Please note, the records noted in this email are required immediately to respond to an active FOI Request.

Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: Ministry of Labour, Citizens' Services & Open Government
Information Access Operations
PO Box 9569 STN PROV GOVT
Victoria BC V8W 9K1

GA00000000 SMITH, John
GA00000000 DOE, Jane

CALL FOR PHYSICAL RECORDS:

NOTE - PLEASE:

- send the requested records within 72 hours
- attach a copy of this note to the outside of the requested files (not the outside of the envelope or box)
- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
- If the file being requested is off-sited please notify our office immediately and we will order directly from the storage facility. Please note accession, box number and storage facility that the file has been off-sited to.

In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

REQUEST DETAILS:	
FOI Request File Number:	MSD-2011-00000
Description of Request:	NAME: SMITH, John & (SPO) DOE, Jane DOB:
Electronic Records to be ordered/	Date Range: All electronic records attached to the case OR for a range of dates as specified. GA0000000000 DOB: January 1, 0000 GA0000000000 (SPO) DOB: June 1, 0000
IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

From: Lofthouse, Jean C MSD:EX
Sent: Thursday, October 20, 2011 12:54 PM
To: Moccia, Margaret MSD:EX; Visram, Anar M MSD:EX
Subject: FW: Call for ICM Records

Here's another.

Jean Lofthouse, Manager
Community Relations and Service Quality
Ministry of Social Development
Phone: 604-660-2212
Cell: 604 417-2646
Fax: 604 660-2503

From: Lofthouse, Jean C MSD:EX
Sent: Wednesday, August 3, 2011 12:23 PM
To: MSD DS - REGION 2; MSD SAS - REGION 2
Subject: FW: Call for ICM Records

Hello everyone,

As follow up to the note below, here is the cheat sheet instructions for completing the Call for ICM Records.
Please share with CSW.
I will be the point of contact for any questions.



INSTRUCTIONS
R RESPONDING TO

Jean Lofthouse, Manager
Community Relations and Service Quality
Ministry of Social Development
Phone: 604-660-2212
Cell: 604 417-2646
Fax: 604 660-2503

From: Lofthouse, Jean C MSD:EX
Sent: Thursday, July 28, 2011 10:04 AM
To: MSD SAS - REGION 2
Cc: MSD DS - REGION 2
Subject: FW: Call for ICM Records

Good morning all,

This is a head's up that effective August 2, 2011, FOI requests for electronic documents (attachments) held in ICM: **CALL FOR ICM RECORDS** will be sent to your generic office email.

The request will come from **Margaret Moccia**, and will specify a file type, usually GA and/or FM. Health files requests are completed by HAB.

These requests are time sensitive and will specify a return date, usually 3 – 4 days.

The ICM records (attachments) required will be for a time period November 30, 2010, to present. **No documents prior to November 30, 2010 will be requested.**

The request will ask that all ICM attachments be converted to PDF and returned to the sender.

This task can be completed by the **SAS or CSW**.

A cheat sheet will be sent to you shortly from Margaret Moccia, but the process is simple:

- Review ICM attachments for the specified file type and convert the attachments to PDF (it's suggested they be saved in a desktop folder)
- Insert the PDF attachments into the "reply" email as directed in the example below.
- send to Call.for.Records@gov.bc.ca with acc to Margaret Moccia

Questions? You are welcome to call me.

Jean Lofthouse, Manager
Community Relations and Service Quality
Ministry of Social Development
Phone: 604-660-2212
Cell: 604 417-2646
Fax: 604 660-2503

EXAMPLE CALL FOR ICM RECORDS:

From: Moccia, Margaret MSD:EX
Sent: Wednesday, June 22, 2011 5:11 PM
To: MSD Office 244 MSD:EX

Cc: Moccia, Margaret MSD:EX

Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

This is an urgent call for electronic records from ICM and is due by end of day Mon., June 27

- **Sam lam**
 - **DOB: Jan. 23, 1972**
 - **GA#000000000**
 - **OFF#244**

The records required are for the time period November 30, 2010, to present. It would be appreciated if you could send PDF copies from ICM.

When forwarding the electronic copies, please REPLY to this email so that the subject line is maintained, and send it to Call.for.Records@gov.bc.ca with a cc to Margaret Moccia (so that I could track the response).

Please contact me if you have any questions.

Margaret



Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

FOI will send out a **"Call for Records"** to the **EIA Field Office generic inbox** that will include a file number in the subject line

Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN

It will also specify the time span for which documents are required.

These requests are time sensitive and will specify a return date, usually a 2-day turnaround. Unless FOI has indicated that the request is Extremely Urgent, there could be some slippage in time, allowing you a day or two extra; however, to confirm you can send an email to FOI requesting extra time.

Each document is converted to a PDF file and inserted into the return email to FOI as a "reply".

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled "FOI". This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in **"Attachments"**

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF'd.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

EXAMPLE CALL FOR ICM RECORDS:

From: Moccia, Margaret MSD:EX
Sent: Wednesday, June 22, 2011 5:11 PM
To: MSD Office 244 MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

This is an urgent call for electronic records from ICM and is due by end of day Mon., June 27

- **Sam lam**
 - **DOB: Jan. 23, 1972**
 - **GA#000000000**
 - **FM#000000000**
 - **OFF#244**

The records required are for the time period November 30, 2010, to present. It would be appreciated if you could send PDF copies from ICM.

When forwarding the electronic copies, please REPLY to this email so that the subject line is maintained, and send it to Call.for.Records@gov.bc.ca with a cc to Margaret Moccia (so that I could track the response).

Please contact me if you have any questions.

Margaret



Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development

Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

Moccia, Margaret MSD:EX

From: Visram, Anar M MSD:EX
Sent: Thursday, October 20, 2011 12:17 PM
To: Moccia, Margaret MSD:EX
Cc: Lofthouse, Jean C MSD:EX
Subject: FW: INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011 - IMPORTANT

I sent this out on September 30th and Jean also sent it out – I will send you copies of what Jean sent out.

Thank you

Anar Visram,
Manager, Community Relations & Service Quality,
Ministry of Social Development,
Region 2 - Vancouver
Tel: 604-660-2212
Fax: 604.660.2503

From: Visram, Anar M MSD:EX
Sent: Friday, September 30, 2011 2:09 PM
To: MSD DS - REGION 2; MSD SAS - REGION 2
Subject: INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011 - IMPORTANT

Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843.

Good-afternoon all,

Please find attached an updated instruction sheet for handling FOI requests.

Supervisors, please ensure that when an office receives an FOI request directly from an enquirer, they should be faxed immediately to Information Access Operations IAO (FOI) and **NOT** scanned into ICM. IAO (FOI) may be unaware of their existence and they do not have access to ICM – these are time sensitive requests. The original may either be sent in the mail to the IAO office, or it can be shredded (that is, once you receive confirmation that the fax went through).



INSTRUCTIONS
FOR RESPONDING TO

If you have any questions, please contact Jean Lofthouse or myself.

Thank you

Anar Visram
A/Manager, Community Relations & Service Quality
Ministry of Social Development
Region 2 - Vancouver Coastal
Tel: 604-775-0587
Fax: 604-660-2503
E-Mail: Anar.Visram@gov.bc.ca

This communication is intended for the use of the recipient to whom it is addressed, and may contain confidential, personal, and/or privileged information. Please contact me immediately if you are not the intended recipient of this communication, and do not copy, distribute, or take action relying on it. Any communication received in error, or subsequent reply, should be deleted or destroyed.

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 29, 2011 – Margaret Moccia)

NOTE: Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843. These FOI requests do not need to be put into ICM as IAO offices do not have access.

Information Access Operations (IAO) will send out a “**Call for Records**” to the **EIA Field Office generic inbox** that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN.

It will also request All Records or specify the time span for which documents are required.

FOI requests have legislated timelines. Therefore, these requests are time sensitive and will specify a return date, usually a **72-hour (3-day)** turnaround.

Should there be difficulty in accessing the information for whatever reason, please contact the IAO office and let them know as quickly as possible.

Also, if there are no documents on file for the period of time specified, please respond to the request by advising there are no documents on file.

The table below shows where the FOI requests will be sent to.

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
Region 2	GA, EM FM files			
Region 3	GA,EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	

When responding to the request, please **"Reply"** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “Attachments”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

SAMPLE EMAIL CALL FOR RECORDS:

From: SSBC Call for Records SSBC:EX
Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
Subject: FW: MSD-2011-00000 - Call for records

Please note, the records noted in this email are required immediately to respond to an active FOI Request.

Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: Ministry of Labour, Citizens' Services & Open Government
Information Access Operations
PO Box 9569 STN PROV GOVT
Victoria BC V8W 9K1

GA00000000 SMITH, John
GA00000000 DOE, Jane

CALL FOR PHYSICAL RECORDS:

NOTE - PLEASE:

- send the requested records within 72 hours
- attach a copy of this note to the outside of the requested files (not the outside of the envelope or box)
- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
- If the file being requested is off-sited please notify our office immediately and we will order directly from the storage facility. Please note accession, box number and storage facility that the file has been off-sited to.

In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

REQUEST DETAILS:	
FOI Request File Number:	MSD-2011-00000
Description of Request:	NAME: SMITH, John & (SPO) DOE, Jane DOB:
Electronic Records to be ordered/	Date Range: All electronic records attached to the case OR for a range of dates as specified. GA0000000000 DOB: January 1, 0000 GA0000000000 (SPO) DOB: June 1, 0000
IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

Moccia, Margaret MSD:EX

From: Visram, Anar M MSD:EX
Sent: Thursday, October 20, 2011 12:18 PM
To: Moccia, Margaret MSD:EX
Cc: Lofthouse, Jean C MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Jean sent another e-mail on October 17th – thank you

Anar Visram,
Manager, Community Relations & Service Quality,
Ministry of Social Development,
Region 2 - Vancouver
Tel: 604-660-2212
Fax: 604.660.2503

From: Lofthouse, Jean C MSD:EX
Sent: Monday, October 17, 2011 2:45 PM
To: MSD DS - REGION 2; MSD SAS - REGION 2
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Hi there,

Please note below and review with staff as needed.

thanks

Jean Lofthouse, Manager
Community Relations and Service Quality
Ministry of Social Development
Phone: 604-660-2212
Cell: 604 417-2646
Fax: 604 660-2503

From: Moccia, Margaret MSD:EX
Sent: Thursday, October 13, 2011 10:14 AM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

I have just had a call from the Information Access Office – it would seem that some staff may still be scanning FOIs to ICM.

It is VERY important that when an FOI is received in the ministry office it is immediately sent to the IAO at: 250-387-9843

Thanks
Stacey Begon
For Margaret Moccia



INSTRUCTIONS
FOR RESPONDING TO

Good-morning all,

Please find attached an updated instruction sheet for handling FOI requests.

For your information, this latest revision – which is the box bolded at the top of page 1 – is a result of documents being scanned into ICM by the local office – and IAO (FOI) being unaware of their existence. FOI only discovered the problem when a lawyer called them enquiring as to why they were 2 months late in responding.

Can you please ensure that your supervisors are aware that FOI request received directly from an enquirers should be faxed immediately to IAO and NOT scanned into ICM. The original may either be sent in the mail to the IAO office, or it can be shredded (that is, once you receive confirmation that the fax went through).

Thank you. If you have any questions, please let me know.

Margaret

=====

Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 29, 2011 – Margaret Moccia)

NOTE: Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843. These FOI requests do not need to be put into ICM as IAO offices do not have access.

Information Access Operations (IAO) will send out a “Call for Records” to the EIA Field Office generic inbox that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN.

It will also request All Records or specify the time span for which documents are required.

FOI requests have legislated timelines. Therefore, these requests are time sensitive and will specify a return date, usually a **72-hour (3-day)** turnaround.

Should there be difficulty in accessing the information for whatever reason, please contact the IAO office and let them know as quickly as possible.

Also, if there are no documents on file for the period of time specified, please respond to the request by advising there are no documents on file.

The table below shows where the FOI requests will be sent to.

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
Region 2	GA, EM FM files			
Region 3	GA,EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	

When responding to the request, please **"Reply"** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “Attachments”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

SAMPLE EMAIL CALL FOR RECORDS:

From: SSBC Call for Records SSBC:EX
Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
Subject: FW: MSD-2011-00000 - Call for records

Please note, the records noted in this email are required immediately to respond to an active FOI Request.

Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: Ministry of Labour, Citizens' Services & Open Government
Information Access Operations
PO Box 9569 STN PROV GOVT
Victoria BC V8W 9K1

GA00000000 SMITH, John
GA00000000 DOE, Jane

CALL FOR PHYSICAL RECORDS:

NOTE - PLEASE:

- send the requested records within 72 hours
- attach a copy of this note to the outside of the requested files (not the outside of the envelope or box)
- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
- If the file being requested is off-sited please notify our office immediately and we will order directly from the storage facility. Please note accession, box number and storage facility that the file has been off-sited to.

In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

REQUEST DETAILS:	
FOI Request File Number:	MSD-2011-00000
Description of Request:	NAME: SMITH, John & (SPO) DOE, Jane DOB:
Electronic Records to be ordered/	Date Range: All electronic records attached to the case OR for a range of dates as specified. GA0000000000 DOB: January 1, 0000 GA0000000000 (SPO) DOB: June 1, 0000
IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

From: Chow, Laurie-Anne MSD:EX
Sent: Thursday, October 20, 2011 12:12 PM
To: Moccia, Margaret MSD:EX
Subject: As Requested: FW: DRAFT - RE: CHANGE TO PROCESS-FOI REQUESTS

From: Chow, Laurie-Anne MSD:EX
Sent: Monday, August 15, 2011 2:42 PM
To: Lauzon, Michele MSD:EX
Subject: DRAFT - RE: CHANGE TO PROCESS-FOI REQUESTS

Hi Michelle,

Because of the time sensitive nature FOI requests are being sent directly to the field offices. Please notify the Supervisor and/or delegate the FOI request to ensure the deadline is met. Documenting the FOI requests on the office J: drive will help to track the number of FOI requests being completed by each office.

The current FOI process may be revisited in the future.

Thank you again Michelle for your input regarding this process.

Laurie-Anne Chow, BA
a/Manager Community Relations and Service Quality
#1800 13450 102 Avenue, Surrey V3T 5X3
Tel: 604-586-2986 Fax: 604-586-2681
Email: LaurieAnne.Chow@gov.bc.ca

From: Corse, Michelle MSD:EX
Sent: Monday, August 15, 2011 9:36 AM
To: Chow, Laurie-Anne MSD:EX
Subject: RE: CHANGE TO PROCESS-FOI REQUESTS

Hi Laurie-Anne,

Thanks for the update.

I do have a few concerns regarding this process:

- 1) Having to label each document is making this task a lot more time consuming
- 2) Reduced admin staffing in the local offices to process these requests (I have had a number of days over the summer where I have been the only admin staff in the office)
- 3) Originally we were told that this was a temporary thing until they had training and were given access, but I have now heard that they may not be given access as they are with a different Ministry

- 4) Even though ICM (and CTS) isn't that old, some files have a lot of activity and documents. As time goes on, **every** request could involve a huge time commitment

Not sure that anything could be done, but wanted to point out some potential issues that may arise at the local level particularly with the tight turnaround times.

Thanks!

Michelle Corse
Supervisor of Administrative Services
Ministry of Social Development
Park Place - 326
#130-13749 72 Avenue, Surrey V3W 2P2
Phone: 604 501-8245 Fax: 604 501-3236
EMail: Michelle.Corse@gov.bc.ca

From: Chow, Laurie-Anne MSD:EX
Sent: Friday, August 12, 2011 5:15 PM
To: Corse, Michelle MSD:EX
Subject: RE: CHANGE TO PROCESS-FOI REQUESTS

Hi Michelle,

Thank you for your email regarding the FOI distribution process.
This afternoon Regional received an email regarding an error that had occurred regarding same.

Sincerely,

Laurie-Anne Chow, BA
a/Manager Community Relations and Service Quality
#1800 13450 102 Avenue, Surrey V3T 5X3
Tel: 604-586-2986 Fax: 604-586-2681
Email: LaurieAnne.Chow@gov.bc.ca

From: SSBC Call for Records SSBC:EX
Sent: Friday, August 12, 2011 12:35 PM
To: MSD Office 100 MSD:EX; MSD Office 200 MSD:EX; MSD Office 300 MSD:EX; MSD Office 400 MSD:EX
Subject: Correction in CALL FOR RECORDS

Hello Regional contacts,

Apologies regarding any requests that you may have received yesterday afternoon. 31 requests were sent out incorrectly from our office. The employee that sent out the requests did not have a clear understanding of the new ICM ordering process. At the risk of duplicating the hard work that many offices have already put into locating these records, I am going to re-distribute these requests to the offices that SHOULD have received the requests. I will also be re-examining the DATE RANGES of the ICM's ordered as many if not all of the ranges were left to default instead of the that actual dates required. I am making this task number 1 priority. You will be cc'ed when the corrected calls go out to the local office's, as confirmation that each request has been fixed.

Kristi Mowers - Information and Privacy Analyst
Information Access Operations - Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

Tel: 250-356-9399 Fax: 250-387-9843

E-mail: kristi.mowers@gov.bc.ca

From: Corse, Michelle MSD:EX
Sent: Friday, August 12, 2011 11:33 AM
To: Chow, Laurie-Anne MSD:EX
Subject: RE: CHANGE TO PROCESS-FOI REQUESTS

Hi Laurie-Anne,

Just thought I would check, we just received our first request since I received this e-mail, and we noticed that the request did not come directly to our office in-box as stated in the process below, but rather came from Cindy Glenn at Regional.

Just wondered if that was intentional or if that is an error?

Thanks!

Michelle Corse
Supervisor of Administrative Services
Ministry of Social Development
Park Place - 326
#130-13749 72 Avenue, Surrey V3W 2P2
Phone: 604 501-8245 Fax: 604 501-3236
EMail: Michelle.Corse@gov.bc.ca

From: Chow, Laurie-Anne MSD:EX
Sent: Thursday, August 4, 2011 5:25 PM
To: MSD DS - REGION 3; MSD SAS - REGION 3
Cc: Lauzon, Michele MSD:EX; Brown, Trent D MSD:EX; Kelly, Georgina MSD:EX; Glenn, Cindy MSD:EX; Butcher, David D MSD:EX; Williams, Wanda C MSD:EX; Boyle, Patricia J MSD:EX
Subject: CHANGE TO PROCESS-FOI REQUESTS
Importance: High

Please find the attached document outlining the new procedure for handling ICM related FOI requests effective tomorrow, **August 4, 2011**.

FOI will send requests for GA, FM and EM files in ICM to the generic field office address. This request will be sent to the office at the same time as the request for the physical file.

Please ensure that staff at these mailboxes are aware of this change in procedure.

Thank you,

Laurie-Anne Chow, BA
A/Manager Community Relations and Service Quality

#1800 13450 102 Avenue, Surrey V3T 5X3
Tel: 604-586-2986 Fax: 604-586-2681
Email: LaurieAnne.Chow@gov.bc.ca

Moccia, Margaret MSD:EX

From: Chow, Laurie-Anne MSD:EX
Sent: Thursday, October 20, 2011 12:09 PM
To: Moccia, Margaret MSD:EX
Subject: As Requested FW: RE: FOI REQUESTS

From: Chow, Laurie-Anne MSD:EX
Sent: Wednesday, August 31, 2011 9:40 AM
To: MSD DS - REGION 3; MSD SAS - REGION 3
Cc: Brown, Trent D MSD:EX; McCarthy, Sarah L MSD:EX; Kelly, Georgina MSD:EX
Subject: RE: FOI REQUESTS

RE: FOI REQUESTS – DATE RANGES

Please ensure that that staff are taking into account the actual date range for FOI requests

In the past we had only requested records from Nov 2010 to the present date. With the new process and with the elimination of CTS we now require the field to provide us records as indicated on the request we send them, this could be for all records or date ranges.

Even though we are asking for all records or date ranges some offices are only providing records **ONLY FROM NOV 2010**. This can cause delays in obtaining records and can potentially cause the need for additional requests, delaying the ability to provide files in a timely manner.

Thank you,

Laurie-Anne Chow BA
A/Manager Community Relations and Service Quality
#1800 13450 102 Avenue, Surrey V3T 5X3
Tel: 604-586-2986 Fax: 604-586-2681
Email: LaurieAnne.Chow@gov.bc.ca

From: Price, Harleen MSD:EX
Sent: Thursday, October 20, 2011 1:05 PM
To: Miller, Christine R MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: RE: Final Instructions for Responding to FOI-ICM Requests

Thanks Christine!

From: Miller, Christine R MSD:EX
Sent: Thursday, October 20, 2011 1:03 PM
To: Price, Harleen MSD:EX
Subject: FW: Final Instructions for Responding to FOI-ICM Requests
Importance: High

Here is one that Maureen Thorkelson sent out to all the managers and Supervisors while I was on vacation.

Christine Miller
Acting Manager of Field Services
159 Kinchant St.
Quesnel B.C V2J-2R1
Telephone: 250-992-4330
Fax: 250-992-4334
e mail: Christine.Miller@gov.bc.ca

From: Thorkelson, Maureen MSD:EX
Sent: Thursday, August 4, 2011 3:00 PM
To: MSD SAS - REGION 4
Cc: MSD R4 ALL Managers; Miller, Christine R MSD:EX; MSD DS - REGION 4
Subject: Final Instructions for Responding to FOI-ICM Requests
Importance: High

Please find attached the new instructions for responding to FOI-ICM requests. All requests will now be sent direct to the local office generic email address. Please forward this to any admin staff that may be involved. Any questions don't hesitate to contact me (or Christine upon her return). Thanks

<< File: INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS.docx >>

Maureen

A/CRSQ Region 4 - Interior
250 565-4207

Moccia, Margaret MSD:EX

From: Price, Harleen MSD:EX
Sent: Thursday, October 20, 2011 1:26 PM
To: Moccia, Margaret MSD:EX
Subject: FW: FOI Requests

Another one that was sent from Christine to supervisors back in August.

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

From: Miller, Christine R MSD:EX
Sent: Thursday, October 20, 2011 1:25 PM
To: Price, Harleen MSD:EX
Subject: FW: FOI Requests

Here is what I sent to Supervisors.

Christine Miller
Acting Manager of Field Services
159 Kinchant St.
Quesnel B.C V2J-2R1
Telephone: 250-992-4330
Fax: 250-992-4334
e mail: Christine.Miller@gov.bc.ca

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

From: Miller, Christine R MSD:EX
Sent: Wednesday, August 31, 2011 2:00 PM
To: Arkell, Angela MSD:EX; Beaudry, Denise MSD:EX; Cargo, Maryann MSD:EX; Carson, Debbie MSD:EX; Desmond, Debbie M MSD:EX; Duckworth, Julie E MSD:EX; Hammond, Rebecca R MSD:EX; Hurlbert, Marianne MSD:EX; Jmaiff, Marcella MSD:EX; Leong, Rick L MSD:EX; Little, Terry L MSD:EX; Marten, Wendy A MSD:EX; Meeks, Jean C MSD:EX; Nielsen, Lenora MSD:EX; Ritchie, Alan MSD:EX; Roberts, Kris MSD:EX; Sims, Roline D MSD:EX; Thomsen, Tess MSD:EX; Todd, Michael MSD:EX; Trenaman, Donna MSD:EX; Van Woerden, Harry MSD:EX; Van, Sharon A MSD:EX; Williamson, Janet MSD:EX; Wishlow Paruk, Nayda L MSD:EX
Cc: Logan, Sharlene E MSD:EX; Helgren, Bev MSD:EX; Croswell, Bev A MSD:EX; Chin, Lori MSD:EX
Subject: FOI Requests

Please review this e mail with your staff who are monitoring the Office Generic e mail for FOI requests.

I spoke with Sandra Cobby from FOI Unit to clarify and she has advised me that the FOI unit no longer has access to any electronic records. They did have access to CTS electronic records until recently and offices were only required to attach the ICM records from Nov 30th 2010 to present. This has now changed and offices will need to attach all electronic records from CTS and ICM along with the physical file for all requests unless the FOI request specifies a date range only.

If you have any questions or concerns please feel free to give me a call.

Christine Miller
Acting Manager Community Relations Service Quality Ministry of Social Development
159 Kinchant St.
Quesnel B.C V2J-2R1
Phone 250-992-4330

Cell 250-316-0166
FAX 250-992-4334
e mail: Christine.Miller@gov.bc.ca

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

From: Moccia, Margaret MSD:EX
Sent: Wednesday, August 31, 2011 9:21 AM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: FW: ICM records

I was asked to pass on the following information from FOI - please make sure that staff are taking into account the actual date range for FOI requests as below.

Stacey Begon on behalf of Margaret
Margaret Moccia | Executive Assistant to Sharon Moysey Regional Services Division
| Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

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

From: Cobby, Sandra J SSBC:EX
Sent: Tuesday, August 30, 2011 1:05 PM
To: Moccia, Margaret MSD:EX
Cc: Leduc, Alison SSBC:EX; Mowers, Kristi A SSBC:EX
Subject: ICM records

Hi Margaret

I was wondering if you could help us communicate a message to the field in regards to ICM records. In the past we had only requested records from Nov 2010 to present. With the new process and with the elimination of CTS we now require the field to provide us records as indicated on the request we send them, this could be for all records or date ranges.

Even though we are asking for all records or date ranges some offices are only providing us with records STILL FROM NOV 2010. This is causing delays in getting records as we have to go back to them with an additional request and is delaying our ability to get files out in a timely manner.

Any help you could give us with this would be greatly appreciated.

If you have any questions I will be back in the office tomorrow

thank you for your time
Sandra

Moccia, Margaret MSD:EX

From: Price, Harleen MSD:EX
Sent: Thursday, October 20, 2011 1:49 PM
To: MSD Region 4 SUPERVISORS
Cc: Moccia, Margaret MSD:EX
Subject: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Good afternoon colleagues – here are the updated instructions on responding to FOI requests. Please share with your staff that receive or respond to these sorts of requests.

If you have any questions at all, please don't hesitate to contact me!

Thank you.

Harleen Price

Manager, Community Relations and Service Quality | Interior - Region 4
Ministry of Social Development
Ph: (250) 828-4714 | Fax: (250) 828-4614
Email: Harleen.Price@gov.bc.ca

From: Moccia, Margaret MSD:EX
Sent: Thursday, October 13, 2011 10:14 AM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

I have just had a call from the Information Access Office – it would seem that some staff may still be scanning FOIs to ICM.

It is VERY important that when an FOI is received in the ministry office it is immediately sent to the IAO at: 250-387-9843

Thanks
Stacey Begon
For Margaret Moccia

From: Moccia, Margaret MSD:EX
Sent: Friday, September 30, 2011 1:38 PM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011



INSTRUCTIONS
R RESPONDING TO

Good-morning all,


Please find attached an updated instruction sheet for handling FOI requests.

For your information, this latest revision – which is the box bolded at the top of page 1 – is a result of documents being scanned into ICM by the local office – and IAO (FOI) being unaware of their existence. FOI only discovered the problem when a lawyer called them enquiring as to why they were 2 months late in responding.

Can you please ensure that your supervisors are aware that FOI request received directly from an enquirers should be faxed immediately to IAO and NOT scanned into ICM. The original may either be sent in the mail to the IAO office, or it can be shredded (that is, once you receive confirmation that the fax went through).

Thank you. If you have any questions, please let me know.

Margaret


Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 29, 2011 – Margaret Moccia)

NOTE: Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843. These FOI requests do not need to be put into ICM as IAO offices do not have access.

Information Access Operations (IAO) will send out a **“Call for Records”** to the **EIA Field Office generic inbox** that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN.

It will also request All Records or specify the time span for which documents are required.

FOI requests have legislated timelines. Therefore, these requests are time sensitive and will specify a return date, usually a **72-hour (3-day)** turnaround.

Should there be difficulty in accessing the information for whatever reason, please contact the IAO office and let them know as quickly as possible.

Also, if there are no documents on file for the period of time specified, please respond to the request by advising there are no documents on file.

The table below shows where the FOI requests will be sent to.

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
Region 2	GA, EM FM files			
Region 3	GA, EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	

When responding to the request, please **"Reply"** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “Attachments”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

SAMPLE EMAIL CALL FOR RECORDS:

From: SSBC Call for Records SSBC:EX
Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
Subject: FW: MSD-2011-00000 - Call for records

Please note, the records noted in this email are required immediately to respond to an active FOI Request.

Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: Ministry of Labour, Citizens' Services & Open Government
Information Access Operations
PO Box 9569 STN PROV GOVT
Victoria BC V8W 9K1

GA00000000 SMITH, John
GA00000000 DOE, Jane

CALL FOR PHYSICAL RECORDS:

NOTE - PLEASE:

- send the requested records within 72 hours
- attach a copy of this note to the outside of the requested files (not the outside of the envelope or box)
- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
- If the file being requested is off-sited please notify our office immediately and we will order directly from the storage facility. Please note accession, box number and storage facility that the file has been off-sited to.

In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

REQUEST DETAILS:	
FOI Request File Number:	MSD-2011-00000
Description of Request:	NAME: SMITH, John & (SPO) DOE, Jane DOB:
Electronic Records to be ordered/	Date Range: All electronic records attached to the case OR for a range of dates as specified. GA0000000000 DOB: January 1, 0000 GA0000000000 (SPO) DOB: June 1, 0000
IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

From: Harrower, Ian MSD:EX
Sent: Thursday, October 20, 2011 1:02 PM
To: Moccia, Margaret MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Here is one...I will look for more.

Ian Harrower
Manager of Community Relations and Service Quality
Region 5 - The North
Phone 250 565-4478
Fax 250 565-6366
E-Mail Ian.Harrower@gov.bc.ca

From: Harrower, Ian MSD:EX
Sent: Thursday, October 13, 2011 10:45 AM
To: Atchison, Rachel J MSD:EX; Durrell, Corinne MSD:EX; Gauthier, Shannon MSD:EX; Hamilton, Janis L MSD:EX; Hurley, Lynn MSD:EX; Matthews, Elfi S MSD:EX; Moss, Susan M MSD:EX; Root, Jacqueline MSD:EX; Young, Terrie L MSD:EX; Carter, Ron MSD:EX; Dalton, Eryn MSD:EX; Donecz, Tanny MSD:EX; Fischer, Cheryl A MSD:EX; Johnson, Brenda MSD:EX; Millar, Bob MSD:EX; Milum, Paula M MSD:EX; Quash, Dale R MSD:EX; Shewchuk, Wendy MSD:EX; Staub, Dawn MSD:EX; Stearns, Tamara L MSD:EX; Vardy, Claire L MSD:EX
Cc: Hanson, Joanne MSD:EX; Harrison, Susan M MSD:EX; Harrower, Ian MSD:EX; Kerby, Kathy P MSD:EX; Mauro, Renato MSD:EX; Thow, Robert MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

Very important info re FOI requests. Thanks.

Ian Harrower
Manager of Community Relations and Service Quality
Region 5 - The North
Phone 250 565-4478
Fax 250 565-6366
E-Mail Ian.Harrower@gov.bc.ca

From: Moccia, Margaret MSD:EX
Sent: Thursday, October 13, 2011 10:14 AM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Subject: FW: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011

I have just had a call from the Information Access Office – it would seem that some staff may still be scanning FOIs to ICM.

It is VERY important that when an FOI is received in the ministry office it is immediately sent to the IAO at: 250-387-9843

Thanks
Stacey Begon

For Margaret Moccia

From: Moccia, Margaret MSD:EX
Sent: Friday, September 30, 2011 1:38 PM
To: MSD Community Relations and Service Quality Managers; Russ, Maxine MSD:EX; Truswell, Brad MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: UPDATED INSTRUCTIONS FOR RESPONDING TO FOI REQUESTS Sep2011



INSTRUCTIONS
R RESPONDING TO

Good-morning all,

Please find attached an updated instruction sheet for handling FOI requests.

For your information, this latest revision – which is the box bolded at the top of page 1 – is a result of documents being scanned into ICM by the local office – and IAO (FOI) being unaware of their existence. FOI only discovered the problem when a lawyer called them enquiring as to why they were 2 months late in responding.

Can you please ensure that your supervisors are aware that FOI request received directly from an enquirers should be faxed immediately to IAO and NOT scanned into ICM. The original may either be sent in the mail to the IAO office, or it can be shredded (that is, once you receive confirmation that the fax went through).

Thank you. If you have any questions, please let me know.

Margaret



Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

FOI will send out a **“Call for Records”** to the **EIA Office generic inbox** that will include a file number in the subject line

Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN

It will also specify the time span for which documents are required.

These requests are time sensitive and will specify a return date, usually a 2-day turnaround. Unless FOI has indicated that the request is Extremely Urgent, there could be some slippage in time, allowing you a day or two extra.

Each document is converted to a PDF file and inserted into the return email to FOI as a “reply”.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in **“Attachments”**

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF'd.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

EXAMPLE CALL FOR ICM RECORDS:

From: Moccia, Margaret MSD:EX
Sent: Wednesday, June 22, 2011 5:11 PM
To: MSD Office 244 MSD:EX
Cc: Moccia, Margaret MSD:EX
Subject: CALL FOR RECORDS: MSD-2011-00638 - ICM request

This is an urgent call for electronic records from ICM and is due by end of day Mon., June 27

- **Sam lam**
 - **DOB: Jan. 23, 1972**
 - **GA#000000000**
 - **FM#000000000**
 - **OFF#244**

The records required are for the time period November 30, 2010, to present. It would be appreciated if you could send PDF copies from ICM.

When forwarding the electronic copies, please REPLY to this email so that the subject line is maintained, and send it to Call.for.Records@gov.bc.ca with a cc to Margaret Moccia (so that I could track the response).

Please contact me if you have any questions.

Margaret



Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development

Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

Moccia, Margaret MSD:EX

From: Harrower, Ian MSD:EX
Sent: Thursday, October 20, 2011 1:03 PM
To: Moccia, Margaret MSD:EX
Subject: FW: New process to follow re: freedom of Information Requests
Attachments: INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS.docx

Here is the 2nd one.

Ian Harrower
Manager of Community Relations and Service Quality
Region 5 - The North
Phone 250 565-4478
Fax 250 565-6366
E-Mail Ian.Harrower@gov.bc.ca

From: Harrower, Ian MSD:EX
Sent: Wednesday, August 3, 2011 9:15 AM
To: Atchison, Rachel J MSD:EX; Durrell, Corinne MSD:EX; Gauthier, Shannon MSD:EX; Hamilton, Janis L MSD:EX; Hurley, Lynn MSD:EX; MacDougall, Cheryl L MSD:EX; Matthews, Elfi S MSD:EX; Moss, Susan M MSD:EX; Root, Jacqueline MSD:EX; Young, Terrie L MSD:EX
Cc: Cameron, Jennifer MSD:EX; Carter, Ron MSD:EX; Dalton, Eryn MSD:EX; Donecz, Tanny MSD:EX; Fischer, Cheryl A MSD:EX; Millar, Bob MSD:EX; Milum, Paula M MSD:EX; Peetoom, Brenda MSD:EX; Quash, Dale R MSD:EX; Shewchuk, Wendy MSD:EX; Staub, Dawn MSD:EX; Stearns, Tamara L MSD:EX; Vardy, Claire L MSD:EX; Hanson, Joanne MSD:EX; Harrison, Susan M MSD:EX; Harrower, Ian MSD:EX; Kerby, Kathy P MSD:EX; Mauro, Renato MSD:EX; Smith, Martina T MSD:EX; Thow, Robert MSD:EX
Subject: New process to follow re: freedom of Information Requests

ICM Call for Records

When clients or others request information from their files under the Freedom of Information and Protection of Privacy Act, that department is able to review most information, but does not have access to ICM. This means that all **attachments** on ICM dated from November 28 2010 to present are not accessible to them. This resulted in requests being sent to a designate in each Region, who had to go into ICM, copy the attachments, and e-mail them to the privacy folks. I have been doing all of the FOI requests for our Region as they were sent directly to me. There were usually 3-4 requests per month, ranging in time for completion, from under one minute, to 20-30 minutes, depending on the number and size of attachments.

The Change in procedure that is effective this date is that all FOI Requests for income Assistance and Family Maintenance will be sent to Office 500, and then will be distributed to the SAS group for completion. If you are unable to complete the requested task within the timelines please let me know, and I will make alternate arrangements. The time frame that these requests have to be actioned and returned by is fairly short, usually only 2-3 days.

I have included instructions on how to complete these FOI requests should you be asked to assist with these. If you have questions about the processes to be used, please let me know. Thanks so much.

Ian Harrower
Manager of Community Relations and Service Quality
Region 5 - The North

Phone 250 565-4478
Fax 250 565-6366
E-Mail Ian.Harrower@gov.bc.ca

INSTRUCTIONS FOR RESPONDING TO ICM FOI REQUESTS

(Updated September 29, 2011 – Margaret Moccia)

NOTE: Should an FOI request be sent directly to the district office, please immediately fax the request to Information Access Operations (IAO) at: 250-387-9843. These FOI requests do not need to be put into ICM as IAO offices do not have access.

Information Access Operations (IAO) will send out a **“Call for Records”** to the **EIA Field Office generic inbox** that will include a file number in the subject line (see sample below).

Subject: MSD-2011-00000 - CALL FOR RECORDS:

The request will include the Name, DOB, and file type: GA/FM/HS/EM/IN.

It will also request All Records or specify the time span for which documents are required.

FOI requests have legislated timelines. Therefore, these requests are time sensitive and will specify a return date, usually a **72-hour (3-day)** turnaround.

Should there be difficulty in accessing the information for whatever reason, please contact the IAO office and let them know as quickly as possible.

Also, if there are no documents on file for the period of time specified, please respond to the request by advising there are no documents on file.

The table below shows where the FOI requests will be sent to.

Region	Local generic address	Regional generic address	HQ – Margaret Moccia	HAB – Shannon Griffin
Region 1	GA and EM files	FM		
Region 2	GA, EM FM files			
Region 3	GA,EM, FM files			
Region 4	GA, EM, FM files			
Region 5		GA, EM, FM files		
Health Assistance Br.				HS files
Prevention and Loss Management Services			IN files	

When responding to the request, please **"Reply"** to the original email in order to keep the subject line and other relevant information. The PDF documents can be attached two different ways – as indicated below.

Process - How to – below are two ways to save your documents:

OPTION 1 – SAVING ICM DOCS TO A FILE ON YOUR DESKTOP:

Optional: Create a file folder on your desktop entitled “FOI”. This would allow easy identification of files that need to be sent

Open up ICM; locate the GA file, then locate all documents that have been filed in “Attachments”

NOTE: Confirm that the file name, file type, and DOB in ICM match the information in the **Call for Records** request. If not clear, then respond back to FOI to clarify or correct the request.

Open each document and Save As (typing in the name of the doc you are saving – e.g. Birth Certificate) and save it in your FOI folder, or on the desktop. Usually the files that you are saving are already PDF’d.. If not, you will need to save it as a PDF file.

OR....

OPTION 2 – SAVING ICM DOCS TO ONE-NOTE:

Another way to save your FOI-ICM docs is to use One-Note. Attached is a cheat sheet on how to do this (compliments of Christine Miller):



Cheat Sheet for
FOI Requests u...

Once you have saved the documents requested by FOI, then you should locate your email request from FOI and **Reply** to it (thereby keeping the subject line intact – this is very helpful in keeping track of which files have been responded to), Insert the PDF documents you have saved.

This email should be sent to SSBC Call for Records SSBC:EX, with cc to yourself and to your CRSQ (if required), as well as to yourself so that you can keep track of what has been completed.

Due to the large number of records that FOI receives, your responses sometimes can be missed. Therefore, to help keep track, an ICM folder can be created in the office J drive for future reference, where sent records can be stored.

SAMPLE EMAIL CALL FOR RECORDS:

From: SSBC Call for Records SSBC:EX
Sent: Thursday, September 15, 2011 1:50 PM
To: OFF129@gov.bc.ca
Subject: FW: MSD-2011-00000 - Call for records

Please note, the records noted in this email are required immediately to respond to an active FOI Request.

Please forward **all volumes** of the following file(s) to Information Access Operations (IAO) in a securely taped brown envelope, box or locked blue bag to the address below via **HOUSE MAIL**.

Mailing Address: Ministry of Labour, Citizens' Services & Open Government
Information Access Operations
PO Box 9569 STN PROV GOVT
Victoria BC V8W 9K1

GA00000000 SMITH, John
GA00000000 DOE, Jane

CALL FOR PHYSICAL RECORDS:

NOTE - PLEASE:

- send the requested records within 72 hours
- attach a copy of this note to the outside of the requested files (not the outside of the envelope or box)
- advise IAO if you are aware of any special circumstances that should be considered when records are being reviewed for release
- If the file being requested is off-sited please notify our office immediately and we will order directly from the storage facility. Please note accession, box number and storage facility that the file has been off-sited to.

In addition to the call for PHYSICAL RECORDS as noted above, we ask that you provide all ELECTRONIC documents attached to this ICM Case as indicated below.

Integrated Case Management

REQUEST DETAILS:	
FOI Request File Number:	MSD-2011-00000
Description of Request:	NAME: SMITH, John & (SPO) DOE, Jane DOB:
Electronic Records to be ordered/	Date Range: All electronic records attached to the case OR for a range of dates as specified. GA0000000000 DOB: January 1, 0000 GA0000000000 (SPO) DOB: June 1, 0000
IAO Contact Information:	Kristi Mowers 250-387-7883 Call.for.Records@gov.bc.ca
TIMELINES:	
Records are to be forwarded to IAO office within 3 business days	
Date Records Requested: Month/Day/2011	
Records due at IAO: Month/Day/2011	
MSD Records Operations - Search for Records completed By: Date:	Local office generic address: 000

If you have any questions regarding this request please do not hesitate to contact me.

Thank you in advance.

Kristi Mowers

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

2nd floor, 548 Michigan Street

Victoria, BC V8V 9K1

Tel: 250 387-7883 (new number)

e-mail: Call.for.Records@gov.bc.ca

Cheat Sheet for FOI Requests using Onenote:

Pull up ICM

- go into the requested file Attachments tab- click on Attachments- it will bring up the list of Attachments for that file.

-scroll down to the first document

- open the document and go to the top printer icon with the option of printers in the drop down box – it will show your default printer and a drop down option box – from the drop down box-select the option of- send to Onenote 2007- press OK

You can then name the document to assist in keeping track of what documents you have copied- in case of interruptions

Continue this process until all documents are copied to Onenote

Once all the documents have been sent to Onenote and you have Onenote open:

Hold down the CTRL button on your computer- DO NOT RELEASE – continue to hold it down

In the Onenote document you will see the list of documents you have copied into it- left click on each one until they all have turned Blue – still hold down the CTRL button

In the top you will see a button called File- click on it- it will give you a drop down box with choices- click on Publish as a PDF file.

It will ask you where- click on Desk top- then at the bottom of the screen click on Publish.

It should now show on your Desktop.

Go to the original e mail request, select Reply- then- Insert- select the Paperclip- it will take you to your search- go to Desktop- find your Document File and select it.

After you have sent the file, remember to go back into your Desktop and delete the entire file with the documents.

Also remember the next time you open Onenote those documents will remain until you delete them- open the Onenote file and delete all the documents out of Onenote- This is very important for security reasons .

From: Griffin, Shannon E MSD:EX
Sent: Thursday, October 20, 2011 12:05 PM
To: Moccia, Margaret MSD:EX
Subject: RE: RUSH REQUEST: FOi Request 2011-01030

Nothing from me.

Thanks

Shannon Griffin

Community Relations and Service Quality Manager
Ministry of Social Development
Provincial Services Branch

☎ Phone: (250) 387-5645 ☎ Fax: (250) 356-7290

☎ Cell: (250) 508-2889

 **Please consider the environment before printing this email.**

Note: This message is confidential and may not be disclosed to anyone without the expressed written consent of the sender.

From: Moccia, Margaret MSD:EX
Sent: Thursday, October 20, 2011 12:04 PM
To: MSD Community Relations and Service Quality Managers; Truswell, Brad MSD:EX; Russ, Maxine MSD:EX
Subject: RUSH REQUEST: FOi Request 2011-01030
Importance: High

Please send me any emails that you may have sent to your supervisors clarifying FOI requests and information.

I have the emails that I sent to you with instructions on handling FOI requests, but FOI is wanting your emails as well.

I need to get this to FOI by the end of day today. So, please help!

Margaret

<< OLE Object: Picture (Device Independent Bitmap) >>

Margaret Moccia | Executive Assistant to Sharon Moysey
Regional Services Division | Ministry of Social Development
Email: margaret.moccia@gov.bc.ca
250-387-6905 | 250-387-2418 (fax)

Moccia, Margaret MSD:EX

From: thelearningcentre@gov.bc.ca
Sent: Monday, June 27, 2011 10:16 AM
To: Moccia, Margaret MSD:EX
Subject: Mandatory Privacy and Information Sharing Training



Where ideas work

What's happening?

A mandatory Information Sharing and Privacy eLearning course developed by the Office of the Chief Information Officer and the BC Public Service Agency Learning Centre is now available for employees. This one-hour online (eLearning) course covers privacy, information sharing and the proper handling of information incidents if and when they occur.

How does this affect you?

All public service employees must complete Information Sharing and Privacy training. Training has already been rolled out to executives and supervisors - now it's your turn!

One of the benefits of eLearning courses is you can take them whenever you have time to spare. If you have to take a break during the course, you can simply pick up where you left off when you come back to it.

Why are we doing this?

Training for public service employees was part of a series of recommendations that resulted from investigations into a serious privacy breach in early 2010.

What do you need to do?

In order to meet government's commitment to train all BC public servants in information sharing and privacy you'll need to take the course as soon as possible.

Click [here](#) to start the one hour online Information Sharing and Privacy eLearning course now.

In order to be considered to have finished this course, don't forget to click on the *Complete Module/Course* button at the end!

Questions?

Email [The Learning Centre](#).