From: Sent: To: Subject:	Tuesda Sem, E	n.MLA, Dan <dan.ashton.n ay, May 13, 2014 2:16 PM dward SDSI:EX ir Access to Ministry of So</dan.ashton.n 	-	vices
*	ns, security and pri	s.22 she is asking if em ivacy would be probable o fice, we don't know where	oncerns????	or PWD or MSD clients is an
Dick Knorr Constituency Assistant 210-300 Riverside Dr, 250 487 4400 <u>Dick.K</u>	Penticton, BC, V2A	ILA, Penticton-Peachland A 9C9	,	
	V.			
Original Message	- 400 KK 1/A			
From:	s.22			
Sent: May 12, 2014 8:				•
To: Ashton.MLA, Dan; Subject: Fair Access to	McRae.MLA, Don;	•		
B. di con non a fa		authorallastina DMID lasso	dia formato painish	a. af Carlal Davialance and Lana
My name is s.22		*		ry of Social Development. I am
			, ,	eason to distrust the people
Ψ.		•		d to determine, but the results
are the same: delays in	n benefit, withhold	ing of benefits, aggravation	on of mental health o	conditions, and further disability.
This is all a latter to an	enalain abant nach	transarassians but raths		assible complete for company
		-		essible services for someone
s.22	·	ng with workers in persor		s.22
time Not only does th	_	o talk to someone only coll lot know anything about r	-	I talk to a different worker every
-		rvices that are necessary		
s.22 for	irynng to access ser	vices that are necessary	S	22
As much as possible. I	try to conduct my	business by mail or fax. Th	ne fact that there is a	record of what was
communicated	s.22	-		actical, or convenient, and they

To me, the ideal situation would be to communicate to a worker by email. It would eliminate the problems associated with talking to workers in person or by phone as well as the pitfalls of hardcopy communication.

s.22 associated with dealing with the MSD would be reduced dramatically, as would my overall disruption of life.

incur cost not only on my end but that of the MSD as well.

So, I put the questions out there: Why isn't communication by email an option for people s.22? If this ministry is willing to accommodate the deaf with TTD, why is it so unreasonable to allow those with s.22 to communicate by email? How is it okay to cause these people further disability while services are less accessible to them? Surely there has got to be a better way.

s.22

From: Reimer.MLA, Linda <Linda.Reimer.MLA@leg.bc.ca>

Sent: Thursday, May 22, 2014 1:26 PM

To: Sem, Edward SDSI:EX
Cc: Collins, Vicki LASS:EX

Subject: FW: RESPONSE - MLA Linda Reimer: s.22 and MSP Bill

Hello, Ed. Hope you're doing well.

You'll recall doing some digging for us on this case, and thought you could offer us some suggestions on next steps with this case, given the information we have just received from the Ministry of Health.

Thanks so much.

Mary L. Sanzovo Constituency Assistant to Linda Reimer, MLA Port Moody – Coquitlam Phone: 604 469-5430 Fax: 604 469-5435

From: Dobrowolski, Dayna HLTH:EX [mailto:Dayna.Dobrowolski@gov.bc.ca]

Sent: May 21, 2014 2:15 PM To: Sanzovo, Mary; Collins, Vicki

Subject: RESPONSE - MLA Linda Reimer: s.22 and MSP Bill

Hi Mary and Vicki,

Staff have provided the following information. Please let me know if you require anything else! D.

- An application for MSP coverage for s.22 was received by HIBC through the Ministry of Social Development and Social Innovation's (MSDI) Income Assistance program on
- The immigration document supplied with the application was a Refugee Protection Claimant Document (IMM1442).
- Persons admitted to Canada under Refugee Protection Claimant status are not eligible for coverage under the Medical Services Plan of BC (MSP) as they do not meet the definition of "resident" as defined under the Medicare Protection Act.
- On s.22 , HIBC wrote MSDSI advising MSDSI that coverage could not be established based on s.22
 s.22 and requested that further immigration documentation be provided to HIBC.
- HIBC's letter indicated the types of immigration documentation that would qualify
 s.22 for coverage:
 - o Deemed a protected person
 - o Convention Refugee
 - o Work or Study Permit valid over 6 months
 - o Permanent Resident
 - o Canadian Citizen

At this time, an HIBC clerk also had a telephone conversation with the MSDSI social worker and advised MSDSI that
 s.22 was not eligible for provincial health coverage through Income Assistance due to

s.22

• The social worker was advised that s.22 in order to be eligible for coverage.

s.22

Based on s.22 was still not eligible to receive benefits through MSDSI or coverage under a self-pay plan.

- In s.22 the same HIBC clerk again advised the MSDSI social worker that s.22 was not eligible for health coverage.
- HIBC's Enrolment and Eligibility Supervisor also informed
 s.22
 over the telephone that

s.22

- At no time did HIBC state s.22 had been provided coverage either under the MSDSI plan or on a pay direct basis.
- The Ministry has spoken with FHA and s.22 can contact Tony Humphreville, Manager of Accounts Receivable, at (604) 520-4046 or via email at Tony.Humphreville@fraserhealth.ca, to discuss this further and see what options are available to him.

Dayna Dobrowolski | Executive Assistant

Office of the Honourable Terry Lake Minister of Health, Province of BC

D: 250.953.0956 | F: 356.9587

From: Sem, Edward SDSI:EX [mailto:Edward.Sem@gov.bc.ca]

Sent: March 27, 2014 1:19 PM

To: Collins, Vicki; Reimer.MLA, Linda

Subject: RE: CA Request/MLA Linda Reimer/ s.22

Reply from my Ministry. My advice is to speak with my colleague Marie Alaimo in Minister Lake's office regarding the Fraser Health Authority.

Ed

It appears this is a health/MSP issue. We provided both MSP and Fraser health with the requested documentation multiple times. It appears they made the decision to deny MSP, however this was never confirmed with us. Field staff added MSP to the file at intake as required. The LTC facility stopped sending ongoing bills s.22 Fraser Health did follow up but we were never advised of the outcome. MSP coverage continued to show active throughout the clients time on file.

Background:

s.22

- s.22 received confirmation that applicant is s.22 (Passport), Federal Interim Health Certificate, Proof of Refugee Claimant status (IMM 1442). Also received s.22
- Refugee claimants are eligible for IA
- s.22 client found eligible for assistance no other resources available such as old age pension
- MSP not applied for as client was covered under a the Federal Interim Health Certificate
- Per diems paid to the LTC home by the federal government SDSI finds the client eligible for a \$95 comforts allowance

Actions:

- s.22 EAW received confirmation from the federal government that Interim Health Certificate is set to expire s.22
- s.22 EAW adds MSP request to the clients file- MSP activation sent electronically to Health Insurance BC
- Worker confirmed that SDSI will begin paying per diems to the LTC home as of
- s.22 EAW receives request for documents on the client from Health Insurance BC- info pulled and sent
- s.22 calls stating he has received a letter from social worker with the Health Authority hat s.22

 MSP coverage expired s.22 EAW reviewed file and confirmed that MSP is still active and that SDSI has not received any information that coverage is not active. EAW provided MSP number to s.22 and offered to provide any docs needed from SDSI if required
- s.22 EAW contacted by a Cam at Fraser Health Authority finance department re: client's med coverage.
 - o although client showing active coverage with SDSI, Cam states MSP not covering her LTC and MSP stating coverage stopped s.22 because of immigration doc info requested s.22
 - o EAW advised this was sent to them on s.22 Cam states perhaps did not receive, appears needs to be re-sent. Is requesting IMM doc be faxed to Donna at MSP, 250-405-3581.

 Documents re-sent
- —Cam calls again and requests the documentation IMM 1442 re-sent a second time on s.22
- s.22 Cam from Fraser Health calls EAW again and requests payment for per diems for 5 days in not covered yet. Payment is made and Fraser health advises no further billings will be sent until MSP is confirmed
- s.22 EAW reviews file as no further invoices are received from the facility –MSP coverage still shows active
 in the system.
- s.22 LTC calls EAW looking for help with immigration and applying for SIN. Worker advised they should talk with s.22
- s.22 EAW requests staff in FASB check with CIC to confirm status as no word from LTC or MSP IMM-SDRP: CIC confirmed client is s.22 Client applied for PRRA (refugee status) which is still pending, there for removal order has been stayed. Client also has application for Permanent Resident status which has passed stage 1 approval. Advise client to provide ministry with documents relating to her PR application process when determined by CIC.
- Notification set to 3 months for follow up- file flag for client to contact office s.22 to confirm eligibility comforts cheque is held
- s.22 calls office and advises he will provide latest IMM docs info provided and payment made for comforts allowance

Next steps:

• s.22 – SDSI informed that client s.22 file closed

Ed Sem

Executive Assistant to the Honourable Don McRae Minister of Social Development and Social Innovation (o) 250-356-7750 (f) 250-356-7292

From:

Reimer.MLA, Linda <Linda.Reimer.MLA@leg.bc.ca>

Sent:

Thursday, May 8, 2014 3:18 PM

To:

Sem, Edward SDSI:EX

Subject:

client cant apply for social assistance

s.22

computers down not able to get application in

From:

Reimer.MLA, Linda <Linda.Reimer.MLA@leg.bc.ca>

Sent:

Tuesday, May 6, 2014 5:47 PM

To:

Sem, Edward SDSI:EX

Subject:

FW:

Ed,

Just showed this to Minister. Are my CA's to reach out to this person in Surrey?

Thanks, Linda

From: Vachon, Kellie SDSI:EX [mailto:Kellie.Vachon@gov.bc.ca]

Sent: May 6, 2014 4:15 PM To: Reimer.MLA, Linda

Subject:

Good afternoon,

I'm updating my records and wonder if you could please tell me who your current constituency assistant(s) is?

Thank you.

Kellie Vachon, A/Manager, Community Relations & Service Quality Ministry of Social Development and Social Innovation #1800 - 13450 102 Avenue Surrey, B.C. V3T 5X3 Phone: 604-586-2966 Fax: 1-855-771-8737

"The only disability in life, is a bad attitude" - Scott Hamilton

From:

Hamilton, Scott <S.Hamilton@leg.bc.ca>

Sent:

Wednesday, May 28, 2014 6:10 PM

To:

Sem, Edward SDSI:EX

Subject:

Fwd: BC Shellfish Festival 2014

Attachments:

BCSF_MLA_Invite.pdf; ATT00001.htm; Old House Hotel Casino Royal and Locals

Dinner_June 21.pdf; ATT00002.htm; Seafood and Shellfish Celebration_June 21.pdf;

ATT00003.htm

Hi Ed - souls have enjoyed that very much. Unfortunately I'm unable to make it.

Scott

Sent from my iPad

Begin forwarded message:

From: "Nowakowski, Melissa" < Melissa.Nowakowski@leg.bc.ca>

To: "lpacs@victorial.gov.bc.ca" < lpacs@victorial.gov.bc.ca>, "Liberal Legislative Assistants"

< LiberalOfficeSupportStaff@leg.bc.ca >, "Barnetson, Luella MNGD:EX"

<<u>Luella.Barnetson@gov.bc.ca</u>>, "Britton, Sarah AGRI:EX" <Sarah.Britton@gov.bc.ca>,

"Butcher, Lynette MEM:EX" < Lynette.Butcher@gov.bc.ca>, "Carey, Linda J AVED:EX"

<<u>Linda.Carey@gov.bc.ca</u>>, "Doerksen, Heather ABR:EX" <<u>Heather.Doerksen@gov.bc.ca</u>>,

"Driedger, Emily MTIC:EX" < , "Gjoka, Ina PREM:EX"

< Ina.Gjoka@gov.bc.ca>, "Griffin, Julia TRAN:EX" < Julia.Griffin@gov.bc.ca>, "Hamilton,

Gail S EDUC:EX" <Gail.Hamilton@gov.bc.ca>, "Hansen, Lucy JAG:EX"

<<u>Lucy.Hansen@gov.bc.ca</u>>, "Kline, Victoria HLTH:EX" <<u>Victoria.Kline@gov.bc.ca</u>>,

"Krzymowski, Sarah AVED:EX" < Sarah. Krzymowski@gov.bc.ca >, "McCann Diaz, Meghan

CSCD:EX" < Meghan.McCannDiaz@gov.bc.ca>, "McGroarty, Shannon FLNR:EX"

<Shannon.McGroarty@gov.bc.ca>, "Pottage, Catherine MCF:EX"

<a href="mailto: Catherine.Pottage@gov.bc.ca, "Tourangeau, Michelle ENV:EX"

<Michelle.Tourangeau@gov.bc.ca>, "Tuttle, Nicki JTST:EX" <Nicki.Tuttle@gov.bc.ca>,

"Walker, Nikki FIN:EX" < Nikki Walker@gov.bc.ca>.

Cc: "Sem, Edward SDSI:EX" <Edward.Sem@gov.bc.ca>, "Carson, Primrose"

<Prim.Carson@leg.bc.ca>

Subject: FW: BC Shellfish Festival 2014

This message has been sent to MLA's, LA's, AC's and AA's.

Hello,

Don McRae, the Minister for Social Development and Social Innovation and the MLA for Comox Valley cordially invites you his home community for a weekend of great fun and food. Attached is information on the BC Shellfish and Seafood Festival in Comox Valley. The organizers have arranged a special package price with hotel and events. The preference would be if you are interested to attend June 20-22, 2014. If you are interested let me and if you have more questions please drop me a line.

Thank you.

Ed Sem

Ed Sem .
Executive Assistant to the Honourable Don McRae
Minister of Social Development and Social Innovation
(o) 250-356-7750 (f) 250-356-7292

From:

Reid.MLA, Linda <Linda.Reid.MLA@leg.bc.ca>

Sent:

Monday, May 5, 2014 9:57 AM

To:

Sem, Edward SDSI:EX

Subject:

RE: FMEP - request for a meeting

Hi Ed,

Just wanted to thank you for your help today. It's a difficult file and not necessarily a black or white issue. Anyways I appreciate the assistance.

Have a great weekend.

Laurie Sewell

CA to the Hon. Linda Reid, MLA for Richmond East & Speaker of the Legislative Assembly of British Columbia Vice-Chair of the Canadian Region of CWP 130-8040 Garden City Road Richmond, BC V6Y 1K3 604.775.0891

From: Sem, Edward SDSI:EX [mailto:Edward.Sem@gov.bc.ca]

Sent: May 2, 2014 2:19 PM

To: Reid.MLA, Linda

Subject: Re: FMEP - request for a meeting

From my Ministry.

Ed

Update:

s.22

- April 29, 2014 worker completes search for ex-spouse (respondent) Address and employment confirmed
- FMW (worker) contacted client advised address located reviewed risk assessment with client

FMW reviewed:

s.22

- FMW advises will proceed with pursuing support and that process can be stopped at any time if safety becomes an issue
- · Client inquired what she should do if Respondent calls her -- FMW advised her to call FMW and police if he harasses her in any way
- FMW advised that we can apply for a protection order at any time

s.22

• FMW advised client that paying support does not automatically mean guardianship or access – they are separate issues

Actions:

- Notice was sent to Respondent for financial documentation for review (standard process is for SDSI and the respondent to come to mutual agreement prior to going to court)
- FMW will hold off on commencing any court action at this time

Next step:

Client may call FMW at any time to discuss concerns

From: Reid.MLA, Linda [mailto:Linda.Reid.MLA@leq.bc.ca]

Sent: Thursday, May 01, 2014 03:36 PM

To: Sem, Edward SDSI:EX

Subject: RE: FMEP - request for a meeting

Hi Ed,

Can you please give me some updates on this file please. s.22 maintenance will be contacting husband for maintenance. She is pursue. Any updates and clarification would be great.

contacted the office today and told me that family and does not want them to

Thanks,

Laurie Sewell

CA to the Hon. Linda Reid, MLA for Richmond East & Speaker of the Legislative Assembly of British Columbia Vice-Chair of the Canadian Region of CWP 130-8040 Garden City Road Richmond, BC V6Y 1K3 604.775:0891

From: Sem, Edward SDSI:EX [mailto:Edward.Sem@gov.bc.ca]

Sent: February 5, 2014 4:51 PM

To: Sewell, Laurie

Subject: RE: FMEP - request for a meeting

Reply from my Ministry

Here is the background on s.22 Just to clarify these are steps being taken by our Family maintenance workers and not FMEP through JAG

s.22

- Her s.22 file has been open since s.22 at which time she stated she was s.22 so Maintenance payments were not pursued due to health and safety.
- She has s.22 children by the same father.
- The worker has advised her that a trace will be initiated to find her X spouse, but under no circumstances would any maintenance be pursued without a fulsome discussion with her first.
- Worker explained to her that a review is necessary because she had been on EA since s.22 with no open maintenance file. I explained that we treat seriously considered.
- Our Family maintenance program has a detailed risk assessment process that is applied in these situations.

We will not pursue a maintenance order if there are any health and safety issues identified for the client.

From: Sewell, Laurie [mailto:Laurie.Sewell@leg.bc.ca]

Sent: February-05-14 9:50 AM **To:** Sem, Edward SDSI:EX

Subject: FMEP - request for a meeting

Hi Ed,

This constituent came in last week asking why she has been sent this request as she does not want to receive any support from her former spouse. I usually contact FMEP directly but I am no longer sure who our contact is as the number I have is for s.22 She hasn't been there for a long time.

Any help is greatly appreciated.

Thanks,

Laurie Sewell

CA to the Hon. Linda Reid, MLA for Richmond East & Speaker of the Legislative Assembly of British Columbia Vice-Chair of the Canadian Region of CWP 130-8040 Garden City Road Richmond, BC V6Y 1K3 604,775,0891

From:

Reid.MLA, Linda < Linda.Reid.MLA@leg.bc.ca>

Sent:

Friday, May 2, 2014 3:13 PM

To:

Sem, Edward SDSI:EX

Subject:

RE: FMEP - request for a meeting

Thanks Ed. So my understanding from this is that The Ministry is legally allowed to pursue mainetenance from husband even if the wife has not requested maintenance.

Laurie Sewell

CA to the Hon. Linda Reid, MLA for Richmond East & Speaker of the Legislative Assembly of British Columbia Vice-Chair of the Canadian Region of CWP 130-8040 Garden City Road Richmond, BC V6Y 1K3 604.775.0891

From: Sem, Edward SDSI:EX [mailto:Edward.Sem@gov.bc.ca]

Sent: May 2, 2014 2:19 PM

To: Reid.MLA, Linda

Subject: Re: FMEP - request for a meeting

From my Ministry.

Ed

Update:

s.22

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s.22

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Actions:

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From: Reid.MLA, Linda [mailto:Linda.Reid.MLA@leg.bc.ca]

Sent: Thursday, May 01, 2014 03:36 PM

To: Sem, Edward SDSI:EX

Subject: RE: FMEP - request for a meeting

Hi Ed,

Can you please give me some updates on this file please. s.22 contacted the office today and told me that family maintenance will be contacting husband for maintenance. She is pursue. Any updates and clarification would be great.

Thanks,

Laurie Sewell

CA to the Hon. Linda Reid, MLA for Richmond East & Speaker of the Legislative Assembly of British Columbia Vice-Chair of the Canadian Region of CWP 130-8040 Garden City Road Richmond, BC V6Y 1K3 604.775.0891

From: Sem, Edward SDSI:EX [mailto:Edward.Sem@gov.bc.ca]

Sent: February 5, 2014 4:51 PM

To: Sewell, Laurie

Subject: RE: FMEP - request for a meeting

Reply from my Ministry

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s.22

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- Worker explained to her that a review is necessary because she had been on EA since s.22 with no open maintenance file. I explained that we treat seriously considered.
- Our Family maintenance program has a detailed risk assessment process that is applied in these situations.

We will not pursue a maintenance order if there are any health and safety issues identified for the client.

From: Sewell, Laurie [mailto:Laurie.Sewell@leg.bc.ca]

Sent: February-05-14 9:50 AM

Subject: FMEP - request for a meeting

Hi Ed,

This constituent came in last week asking why she has been sent this request as she does not want to receive any support from her former spouse. I usually contact FMEP directly but I am no longer sure who our contact is as the number I have is for s.22 She hasn't been there for a long time.

Any help is greatly appreciated.

Thanks,

Laurie Sewell

CA to the Hon. Linda Reid, MLA for Richmond East & Speaker of the Legislative Assembly of British Columbia Vice-Chair of the Canadian Region of CWP 130-8040 Garden City Road Richmond, BC V6Y 1K3 604.775.0891

From:

Throness, Laurie <L.Throness@leg.bc.ca>

Sent:

Tuesday, May 27, 2014 2:43 PM

To:

Sem, Edward SDSI:EX

Subject:

PIFP job creation project for Agassiz

Hi Ed, I think a press release would be good for this one. I think a news conference might be overkill.

Many thanks

Laurie

From:

Throness, Laurie <L.Throness@leg.bc.ca>

Sent:

Monday, May 26, 2014 11:46 AM

To:

Sem, Edward SDSI:EX

Subject:

FW: BCASW Fraser River Branch Support of Call for Poverty Reduction Planning

Attachments:

Letter to MLA Laurie Throness from BCASW Supporting Proverty Plan Legislation

(3).docx

Hi Ed, I'm wondering if there is a suggested response to the attached letter that your Ministry has already put together.

Thanks Laurie

From: Paul Jenkinson [frbbcasw@gmail.com]

Sent: May 9, 2014 2:23 PM **To:** Throness.MLA, Laurie

Subject: BCASW Fraser River Branch Support of Call for Poverty Reduction Planning

Attention MLA Laurie Throness

Chilliwack Hope

Dear Mr Throness.

Please take a moment to read the attached letter. I have sent it on behalf of the members of the Fraser River Branch of the British Columbia Association of Social Workers. This association of professional social workers practice in every public and private expression of the social services sector. As such they come into daily contact with the effects of poverty and are aware of the remediation that is possible when standing governments have a Poverty Reduction Plan in place.

Thank you for carefully considering the content and intention of this letter. I do look forward to being able to publicly congratulate you when you move ahead on this import social policy initiative.

With respect,

Paul Jenkinson, MSW. RSW.
British Columbia Association of Social Workers
Fraser River Branch Interim Chair
Email: frbbcasw@gmail.com
Phone:
s.22

1

From:

Throness, Laurie <L.Throness@leg.bc.ca>

Sent:

Wednesday, May 21, 2014 8:57 PM

To:

Sem, Edward SDSI:EX

Subject:

RE: Numbers of Threats in SDSI Offices

Hi Ed, thanks for the call and the email. This is great as a start, but it isn't exactly what I asked.

Here is the line taken from the letter I received: 'Officials from SDSI told me that over the past five years across the province there have been 614 recorded threats to staff, 180 cases of violence against staff, and 103 death threats toward staff.'

Below we have threats - are they death threats? That's what the letter to me said. I would like to get all these measure over five years - recorded threats, actual violence, and the info below.

I had also asked in my original request for how many Social Assistance accounts are under third party management but the Ministry didn't seem to understand the question. Third party management is when the client is so abusive toward staff that they require a third party to inquire on their behalf. It would be great to learn this stat, over five years as well.

Many thanks Laurie

From: Sem, Edward SDSI:EX [Edward.Sem@gov.bc.ca]

Sent: May 21, 2014 12:03 PM

To: Throness, Laurie

Subject: Numbers of Threats in SDSI Offices

These are subjective in context but here are the stats on this category based on formal reporting.

20	2013	01-Jan	31-Dec
19	2012	01-Jan	31-Dec
17	2011	01-Jan	31-Dec
27	2010	01-Jan	31-Dec
20	2009	01-Jan	31-Dec

For a total of 103 in the past 5 years. They range from veiled indirect threats to direct and inclusive of family or other workers.

Ed

Ed Sem

Executive Assistant to the Honourable Don McRae Minister of Social Development and Social Innovation

(o) 250-356-7750 (f) 250-356-7292