

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Thursday, April 10, 2014 12:43 PM
To: s.22
Subject: 182475 s.22 SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182475

s.22

Dear s.22 :

Thank you for taking the time to complete the Service Satisfaction Survey and for your feedback on the survey format.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

I can appreciate that survey participants may have much information to share with the ministry. Lengthy responses, however, while valuable, can present a challenge between protecting respondents' anonymity and being able to review each response individually.

There has been a lot of participation in the survey to date and ministry staff will be analysing the data in phases. In the process, staff will be able to assess the character limit as you suggested.

Thank you again for your feedback.

Sincerely,

David Galbraith
Assistant Deputy Minister
Regional Services Division
Ministry of Social Development and Social Innovation

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

From: s.22 [mailto:s.22]
Sent: March-26-14 11:28 AM
To: Minister, SDSI SDSI:EX
Subject: filling out recent survey

Hi,

I have just completed the survey for people receiving assistance from your ministry. The questions were ok, but I'm writing about the final section, where I was asked to make one recommendation. The reply field is limited to 250 characters. I can understand that you don't want lengthy responses, but it's a bit too short. To make a reasonable suggestion, and explain the rationale behind it, you could allow something like 500 characters. This would still be short enough for you to read at your end.

Thanks.

s.22

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Thursday, April 10, 2014 2:39 PM
To: s.22
Subject: 182498 s.22 SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182498

s.22

Dear s.22 :

Thank you for your email dated March 27, 2014, regarding the Service Satisfaction online survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As I am responding to you by email, I am able to include the above link to assist you.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing, and for your interest in participating in the survey.

Sincerely,

David Galbraith

Assistant Deputy Minister
Regional Services Division
Ministry of Social Development and Social Innovation

From: s.22 ' [mailto:s.22]
Sent: March-27-14 8:02 AM
To: Minister, SDSI SDSI:EX
Subject: Re: Myfeedback survey

To Whom it May Concern,

Yesterday you sent out a notice with my assistance cheque that I could do a survey about the quality of services that are offered. I was excited, since no one that I know of has ever asked clients to rate your services. Maybe “nothing about us without us” is slowly sinking in?

My problem is the link that you gave to the survey can't be found by either Bing or Google. How typical. As a person with a disability I've spent the last 13 years receiving confusing communications from your ministry. Here's just another one...

I'm disappointed. Why didn't someone make sure that the link was working before you did the mail outs?

s.22

Person with a Disability

Sent from Windows Mail

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Monday, April 28, 2014 8:10 AM
To: s.22
Subject: 182536 s.22 SDSI Final

Ref: 182536

s.22

Dear s.22 :

Thank you for your email dated March 29, 2014, regarding the Service Satisfaction online survey. Your correspondence has been forwarded to me by the Honourable Don McRae, Minister of Social Development and Social Innovation to respond.

The survey will be open for two months, from March 26 to May 26, 2014. You may still complete the survey at www.sdsi.gov.bc.ca/myfeedback using any computer with internet access. We have also made the survey accessible through our computer kiosks in our ministry offices.

We have verified that the survey is working and we continue to receive survey submissions. While the survey is currently only available online, we are exploring alternate methods of collecting feedback to support broader participation.

The ministry launched this survey to offer clients an opportunity to provide feedback regarding our service quality as we continually working to improve the effectiveness and efficiency of our service delivery.

The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity. In addition to privacy and information security considerations, the ministry considered the most efficient and cost effective way of delivering the survey to clients.

The ministry has established a complaint protocol process to provide clients or stakeholders with another avenue for their concerns to be heard and addressed. Clients who are dissatisfied with the service they receive either at a local Employment and Assistance office or over the phone may ask to speak to a supervisor. If the situation remains unresolved, they can also speak to a regional Community Relations and Service Quality Manager.

Thank you again for taking the time to share your feedback.

Sincerely,

David Galbraith
Assistant Deputy Minister
Regional Services Division

Ministry of Social Development and Social Innovation

From: s.22 | [mailto:s.22]

Sent: March-29-14 4:25 PM

To: Minister, SDSI SDSI:EX

Subject: Feedback is important request inserted into this months cheque

Dear Minister McRae,

We receive a monthly amount for our granddaughter whom lives with us full time. This month we received the cheque and included with it was a feed back request. I went online to take the survey. I felt it was important to share this experience with you as the signatory (David Galbraith) has no e-mail on the Ministry website contact information.

Here are our concerns:

1. we received the cheque on Thursday , March 27th.The survey ran on May 26th. FOR ONE DAY!
2. the feed back request only offered on line feedback (assuming all Ministry clients have disposable income to have internet services)
3. In Hope there are 3 remaining staff to discuss feed back about services. Discussions about services is frankly near impossible. A toll free number is provided. The automation and wait times are long. Time with a human being face to face is restricted. Web services are always encouraged. The assumption being literacy , access and navigation on the web.
4. The importance/ need for you as the Minister to evaluate programs and services is critical. To choose to use this exclusionary practice with limited time lines appears to be a windshield look , going through the motions process.

For the integrity of our government services, it is essential that a fair and reasonable process to accommodate all clients whom wish to participate in providing feedback be a component of the goal in a client survey. What I am requesting is a review of this rollout for feed back and an answer as to the goal and objectives for this survey.

Respectfully,

s.22

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 12:18 PM
To: s.22
Subject: 182550 s.22 SDSI Response

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Maureen

Ref: 182550

s.22

Dear s.22 :

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

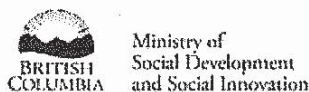
If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



From: s.22 [mailto:s.22]
Sent: March-31-14 2:37 PM
To: Minister, SDSI SDSI:EX
Subject: Where's the survey

You sent me a request to participate in a survey. The listed address did not work, nor did a search for david galbraith turn up anything but a linked in page. I know little about linked in, but I'm fairly certain it's NOT private.

i am not amused s.22

> From: SD.Minister@gov.bc.ca
> To: s.22
> Date: Mon, 28 Jan 2013 11:29:41 -0800
> Subject: Thank you for your email
>
> I appreciate your email. It is important to me, and my office will review it as soon as possible. This automatic reply is to assure you that your correspondence has been received.
>
> We process all emails according to urgency and, where appropriate, a response will be prepared. Although we strive to respond within 5 business days for time sensitive matters, other responses could take approximately 14 business days.
>
> If you have questions or require immediate assistance regarding ministry programs, services or eligibility requirements, please contact a local Employment and Assistance Office by calling, toll free, 1-866-866-0800. Alternatively, a directory of offices across the province can be found online at www.hsd.gov.bc.ca/contacts/city.htm<<http://www.hsd.gov.bc.ca/contacts/city.htm>>.
>
> Thank you for writing. I appreciate your patience while we take the time to research and prepare a response that is specific to your concerns.
>
> Sincerely,
>
>
> Moira Stilwell, M.D.
> Minister of Social Development
>
>
> Helpful Ministry Links:
> * Applying for BC Employment and Assistance<<http://www.hsd.gov.bc.ca/publicat/bcea/BCEA.htm>>

- > * Self-Serve Assessment and Application Tool<<https://www.iaselfserve.gov.bc.ca/HomePage.aspx>>
- > * Cheque Issue Dates<<http://www.hsd.gov.bc.ca/publicat/bcea/Cheqissu.htm>>
- > * Information for Persons With Disabilities<<http://www.hsd.gov.bc.ca/pwd.htm>>
- > * Reconsideration and Appeals Process<<http://www.hsd.gov.bc.ca/factsheets/2004/appeals.htm>>
- > * Employment
Services<http://www.labourmarketservices.gov.bc.ca/job_seekers/employment_assistance_services.html>
- > * Ministry of Social Development website<<http://www.gov.bc.ca/hsd/>>
- > * Ministry Policy, Procedures and Program Information <<http://www.hsd.gov.bc.ca/olr>>
- > * Ministry Facts Sheets<<http://www.hsd.gov.bc.ca/fs.htm>>
- >
- >
- >

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Thursday, April 24, 2014 9:58 AM
To: s.22
Subject: 182570 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182570

Anonymous

s.22

!

Dear Correspondent:

Thank you for taking the time to complete the Service Satisfaction Survey and to provide your feedback.

The multiple choice responses within the survey following each service selection are the same for each service channel (for example, the face-to-face response options are the same as the online options).

The positive versus negative aspect is based on whether the respondent indicated that they "prefer" or "do not prefer/do not use" that particular service channel. The survey was designed to help the ministry understand how people prefer to access service and the reasons for their preferences.

There has been a lot of participation in the survey to date and ministry staff will be analysing the data in phases. In the process, we will be able to assess the character limit as you suggested.

We can appreciate that survey participants may have much information to share with the ministry. Lengthy responses, however, while valuable, can present a challenge between protecting respondents' anonymity and being able to review each response individually.

We apologize for the difficulties you have faced in accessing ministry services. Customer service is a priority for the ministry, but Employment and Assistance (EA) offices occasionally face a high volume of applications and demand for service. The ministry values feedback from the public and is committed to addressing gaps in service.

If clients are dissatisfied with the service they receive either at a local Employment and Assistance office or over the phone at 1-866-866-0800, they may ask to speak to a supervisor to discuss their concerns. If the situation remains unresolved, they can also speak to a regional Community Relations and Service Quality Manager.

You express concerns about the ability of ministry staff members to respond to clients' needs and their need for training. Performance of staff in Employment and Assistance offices is monitored on an

ongoing basis. When complaints are received by a supervisor, they are swiftly addressed. Actions may range from simple conversations aimed at correcting errors, to conversations involving shop stewards if issues continue or are of significant concern.

New employment and assistance workers receive 12 weeks of intensive training by highly qualified coaches, have regular progress meetings with their coaches and supervisors, and case consult with each other and their office supervisors on a daily basis to solve problems.

You also express concerns about the accessibility and safety of Employment and Assistance offices. All ministry offices meet or exceed the B.C. Building Code standards.

As you may be aware, the ministry has just concluded a three-month long consultation on disability. The consultation was launched on December 3, 2013, to elicit British Columbians' input and feedback on how government, businesses, and communities can increase accessibility and decrease barriers for people living with disabilities. There was extensive participation in the consultation and government received a wide range of comments on various programs that affect persons with disabilities and persons with multiple barriers. The results of the consultation can lead to various changes and policy reforms.

Thank you again for your feedback.

Sincerely,

David Galbraith
Assistant Deputy Minister
Regional Services Division
Ministry of Social Development and Social Innovation

--Original Message--

From: s.22
Date: 4/1/2014 4:13:23 PM
To: EnquiryBC@gov.bc.ca; s.22
Subject: Questions about Government of B.C. programs and services

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Tuesday, April 1, 2014 at 16:13:26

questionAbout: question

message: I am on PWD and just completed your online survey that came in a letter notification in my check envelope.

I was very disappointed with it. It clearly is less about true service delivery as it is a tool to justify further cutbacks in the form of alternate delivery of service that is not IN PERSON SERVICE. I SAY THIS BECAUSE ALTHOUGH I WANT INPERSON SERVICE, THE CURRENT WAY THAT SERVICE

ITSELF IS PROVIDED IS HORRIBLE, YET THE SURVEY WOULD NOT LET ME REFLECT THAT IN THE QUESTIONS THAT COME AFTER THAT SELECTION, UNLIKE THE QUESTIONS FOLLOWING, INTERNET, PHONE, EMAIL AND MAIL SELECTIONS WHICH ALLOWED CHOICES THAT WERE NEGATIVE RESPONSES TO THOSE SERVICES. THERE WAS ONLY A POSITIVE MULTIPLE CHOICE AFTER INPERSON SELECTION.

FURTHER, ONLY 250 CHARACTERS TO LEAVE ANY COMMENT TO CLARIFY AREAS NOT COVERED AT END, This feedback is useless to determine effective service data unless it was as I suspect designed to corner respondents into a certain channel of preferred service by ministry.

Here is the truth. In person is best because most issues are complicated and need one on one help and advice to resolve HOWEVER today's in person help at local offices are poor as compared to a few decades back.

Reasons are...

1. Employment and social services are now shared making wait times unbelievable 2. Because employment services and social services are combined, the "workers" are all only financial assistant workers, none are trained or previously degreed or worked in social services field.. by and large they are only number pushers..fine to access for eligibility requirements but of no use for assessment of personal needs, additional supports or other issues surrounding social assistance ppl. They only deal with rules and issues of money and no insight or ability to determine needs based eligibility. They also are not trained, understanding and therefore unable to identify ppl with mental health issues, learning or communicative impaired ppl, all disabled in general.

As a result, I and many many ..too many others, are treated hostilely or dismissively as we grapple to communicate our needs, put on spot to justify the need to ppl who don't know what I am talking about, because they don't know the disability itself. Other times they become impatient and tell you to leave because you can't properly articulate needs in ways they can understand. Refuse to leave until they produce a social worker who would understand and you are escorted out, disability not considered...it plays out again and again...

Higher ppl for the client needs, not your bottom line. If you want both services in one office, divide it up clearly and past eligibility for initial assistance, let ppl properly trained in each department assist clients separately.

By the way, make all offices truly accessible. Downtown Nanaimo office has auto door opener and ramp Yet ramp is on a huge hill with two awkward stalls for limited parking nearer the bottom. All other parking is on very steep hill side or flatter area at bottom a block away. If you are disabled these are huge obstacles to overcome especially in winter. Handy darts cannot maneuver nearer to door at all. BTW, THIS SAME BUILDING, THE OFFICE CURRENTLY OCCUPIES THE SECOND FLOOR ACCESSED IN BACK OF BUILDING...ALL THE WHILE, THE MAIN FLOOR FRONT IS VACANT FOR RENTAL AND IS ON THE FLAT EASILY ACCESSIBLE PARKING FROM THE FRONT. WHY NOT MOVE DOWNSTAIRS? Or take down stairs and part of upstairs which is accessible by each? The upstairs can be divided by walls to facilitate use of half, while leaving other half to be rented.

I am sick of walking and falling down that loose shoot called accessible access as are many others in wheelchairs and the like. I and others complained but over years it has never gone anywhere despite easy obvious solution of moving downstairs. We should have found a way to sue. Still might. I am angry having re lived/ written all this to you...just proves what inadequate and insensitive staff you have there. No true social worker would not have complained to you on behalf of disabled clients... or you just don't care.

I am cc this to news... maybe one of you will take a serious interest finally.

reply: yes

email2: s.22

4

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 1:02 PM
To: s.22
Subject: 182616 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182616

Anonymous
s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Wednesday, March 26, 2014 6:58 PM

To: Webmanager Online Channel Office GCPE:EX;

s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Wednesday, March 26, 2014 at 18:57:35

questionAbout: comments

problem: www.sdsi.gov.bc.ca/myfeedback

message: trying to complete your survey and cannot get connected

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer:

http://ca.search.yahoo.com/search;_ylt=AwrSbl6phDNTNDUARRPrFax;_ylc=X1MDMjExNDcyMTAwMwRfcgMyBGJjawNjMDVydWR0OWk3OWZpJTl2YiUzRDQIMjZkJTENmVldmtZOXBZRIFRVXFqMDhTbXRkd0Y4RHJjMjRXRTNwY1ktJTl2cyUzRG11JTl2aSUzREx6TmRDVFdxTFI6cEZ0T0dDNHhCBGZyA2ZwdGltZnNpBGdwcmlkAwRtdGVzdGkA251bGwEbl9yc2x0AzEwBG5fc3VnZWmwBG9yaWdpbgNjYS5zZWZyY2gueWFob28uY29tBHBvcwMwBHBxc3RyAwRwcXN0cmwDBHFzdHJsAzl1BHF1ZXJ5A3Nkc2kgZ292IGJlIGNhIG15ZmVIZGJhY2sEdF9zdG1wAzEzOTU4ODUyNjIxOTAEdnRlc3RpZANNU1lDQTAy?pvid=HgQYSDY4LjHAF35vUyOl8ghpMjQuOFMzhKn.L&p=sdsi+gov+bc+ca+myfeedback&fr2=sb-top&fr=fptb-w3i&rd=r1

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 1:17 PM
To: s.22
Subject: 182617 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Maureen

Ref: 182617

Anonymous

s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Thursday, March 27, 2014 10:51 AM

To: Webmanager Online Channel Office GCPE:EX;

s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by [s.22](#) ([s.22](#)) on Thursday, March 27, 2014 at 10:51:06

questionAbout: comments

message: I was sent a survey to complete at www.sdsi.gov.bc.ca/myfeedback, but cannot find or access this. I was looking forward to answering it

reply: yes

email2: [s.22](#)

email_address_confirm: [s.22](#)

pageReferer: <http://www.gov.bc.ca/sdsi/>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 1:27 PM
To: ' s.22
Subject: 182618 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182618

Anonymous

s.22

Dear Correspondent:

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Wednesday, April 2, 2014 9:18 AM

To: Webmanager Online Channel Office GCPE:EX; s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Wednesday, April 2, 2014 at 09:18:26

questionAbout: comments

message: I received a letter for a survey to run from March 26 to May 26, 2014.
What would be the website for this?

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer:

http://ca.search.yahoo.com/search;_ylt=AwrSblzUNjxTu3cAmzPrFAX.;_ylc=X1MDMjExNDcyMTAwMwRfcgMyBGJjawNkdGRnZmc5OWJzNTAyJTl2YiUzRDMlMjZzJTNEam4EZnIDbWNhZmVlBGdwcmIkAwRtdGVzdGlkA251bGwEbl9yc2x0AzAEbl9zdWdnAzAEb3JpZ2luA2NhLnNIYXJjaC55YWVhby5jb20EcG9zAzAEcHFzdHIDBHBxc3RybAMEcXN0cmwDMjkEcXVlcnkDd3d3LnNkc2kuZ292LmJlLnNhL215ZmVIZGJhY2sEdF9zdG1wAzEzOTY0NTUxNDcxODcEdnRlc3RpZANudWxs?pvld=hcQ77zY4LjHetg.CUR4UAgeINzAuN1M8NtT_95UI&p=www.sdsi.gov.bc.ca%2Fmyfeedback&fr2=sb-top&fr=mcafee&rd=r1

Collins, Alison J SDSI:EX

From: SDSI Web Manager SDSI:EX
Sent: Wednesday, April 2, 2014 1:19 PM
To: SDSI Executive Correspondence Services SDSI:EX
Cc: SDSI Web Manager SDSI:EX
Subject: 182619 s.22 Incoming 1 RSD - FW: Technical difficulties, comments, or feedback

Hi,

As discussed. I'll just forward the rest no intro, I hope that's ok! Let me know if not...

John Paul Johnson
Web Services Analyst | Corporate Communications Engagement and Workforce Development Branch | Ministry of Social Development and Social Innovation
Tel: 604 775-2006 Cel: 604 649-2455

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

From: Webmanager Online Channel Office GCPE:EX
Sent: April-02-14 12:50 PM
To: SDSI Web Manager SDSI:EX
Subject: FW: Technical difficulties, comments, or feedback

Hello

The feedback below was sent to the general Webmanager mailbox.
Please forward to the appropriate person(s) for response.

Regards,
Webmanager (dlc)

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca]
Sent: Tuesday, April 1, 2014 11:05 AM
To: Webmanager Online Channel Office GCPE:EX
Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

No reply possible - no name or email supplied.

questionAbout: comments

problem: www.sdsi.gov.bc.ca/myfeedback.

message: why did you send me this address to fill out a questionnaire if the address does not work? Why did you NOT send an answer when I asked the same question yesterday? If you are trying to cause me more stress than I'm already under, it's working. How can I believe you care about my feedback, when you don't even bother to check if the address works? It seems quite obvious that this is another of your exercises in public deception. I hope that you realize that Tac has a special Hell for people like you. Say hi to Reinhard Heydrich for me.

reply: no

pageReferer: <http://www.gov.bc.ca/sdsi/>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 2:14 PM
To: s.22
Subject: 182620 s.22 SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182620

s.22

Dear s.22 :

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Monday, March 31, 2014 4:45 PM

To: Webmanager Online Channel Office GCPE:EX; s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 1 (s.22) on Monday, March 31, 2014 at 16:44:36

questionAbout: comments

message: i received a letter last week about a survey about your services (my feedback) and can't find it on your website, can you forward the link to me because i've been searching with no luck and really want to give my feedback.

Thank you,

s.22

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www2.gov.bc.ca/>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 2:23 PM
To: s.22
Subject: 182623 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182623

Anonymous

s.22

Dear Correspondent:

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Monday, March 31, 2014 3:05 PM

To: Webmanager Online Channel Office GCPE:EX; s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Monday, March 31, 2014 at 15:05:20

questionAbout: comments

problem: www.sdsi.gov.bc.ca/feedback

message: Letter inclosed with the notice of Deposit,Ref.# s.22 has this Url to give feed back. However we tried we can not find such a web site. We get to the MSDS web site, but no hint or search brings us to "Feedback"
We are reasonably computer savvy but this has us stumped

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: http://www.gov.bc.ca/meia/online_resource/

Collins, Alison J SDSI:EX

From: SDSI Web Manager SDSI:EX
Sent: Wednesday, April 2, 2014 1:21 PM
To: SDSI Executive Correspondence Services SDSI:EX
Cc: SDSI Web Manager SDSI:EX
Subject: 182624 Anonymous Incoming 1 RSD FW: Technical difficulties, comments, or feedback

John Paul Johnson
Web Services Analyst | Corporate Communications Engagement and Workforce Development Branch | Ministry of Social Development and Social Innovation
Tel: 604 775-2006 Cel: 604 649-2455

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

From: Webmanager Online Channel Office GCPE:EX
Sent: April-02-14 12:48 PM
To: SDSI Web Manager SDSI:EX
Subject: FW: Technical difficulties, comments, or feedback

Hello

The feedback below was sent to the general Webmanager mailbox.
Please forward to the appropriate person(s) for response.

Regards,
Webmanager (dlc)

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

From: Form.Handler.Application@gov.bc.ca [<mailto:Form.Handler.Application@gov.bc.ca>]
Sent: Monday, March 31, 2014 2:30 PM
To: Webmanager Online Channel Office GCPE:EX
Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

No reply possible - no name or email supplied.

questionAbout: comments

message: I tried to give feedback at www.sdsi.gov.bc.ca/myfeedback but this took me to application page for disability benifets.

I cannot work so cannot access the \$800 work pay benifet and must live on \$906 I do receive CPP but you deduct provincial benifets dollar for dollar please change policy so those that cannot work may receive the full BC disabled benefit And the Full CPP benifets actually deserving of as Taxes were paid for both benifets and both benifets add up to just below the poverty line.Have mercy and compassion for us who cannot work at all.

reply: no

pageReferer: <http://www.gov.bc.ca/sdsi/>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 2:30 PM
To: s.22
Subject: 182625 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182625

Anonymous
s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing, and for your interest in participating in the survey.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Monday, March 31, 2014 10:58 AM

To: Webmanager Online Channel Office GCPE:EX;

s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by [s.22](#) ([s.22](#)) on Monday, March 31, 2014 at 10:58:20

questionAbout: comments

problem: www.sdsi.gov.bc.ca/myfeedback

message: Does not work.

reply: yes

email2: [s.22](#)

email_address_confirm: [s.22](#)

pageReferer: <http://www.bing.com/search?q=www.sdsi.gov.bc.ca/myfeedback&FORM=HPNTLB&PC=HPNTDF&QS=n>

Collins, Alison J SDSI:EX

From: SDSI Web Manager SDSI:EX
Sent: Wednesday, April 2, 2014 1:21 PM
To: SDSI Executive Correspondence Services SDSI:EX
Cc: SDSI Web Manager SDSI:EX
Subject: 182626 Anonymous incoming 1 RSD FW: Technical difficulties, comments, or feedback

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

John Paul Johnson
Web Services Analyst | Corporate Communications Engagement and Workforce Development Branch | Ministry of
Social Development and Social Innovation
Tel: 604 775-2006 Cel: 604 649-2455

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

From: Webmanager Online Channel Office GCPE:EX
Sent: April-02-14 12:41 PM
To: SDSI Web Manager SDSI:EX
Subject: FW: Technical difficulties, comments, or feedback

Hello

The feedback below was sent to the general Webmanager mailbox.
Please forward to the appropriate person(s) for response.

Regards,
Webmanager (dlc)

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

From: Form.Handler.Application@gov.bc.ca [<mailto:Form.Handler.Application@gov.bc.ca>]
Sent: Saturday, March 29, 2014 3:09 PM
To: Webmanager Online Channel Office GCPE:EX
Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

No reply possible - no name or email supplied.

questionAbout: comments

problem: www.sds.igov.bc.ca/myfeedback

message: I received a request from you to participate in a voluntary online survey at the above address, but it cannot be found.

reply: no

pageReferer:

http://search.gov.bc.ca/search?q=www.sdsi.gov.bc.bc%2Fmyfeedback&client=legacy_hsd_fe&proxystylesheet=legacy_hsd_fe&proxyload=1&site=hsd

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 2:39 PM
To: s.22
Subject: 182627 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Maureen

Ref: 182627

Anonymous

s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

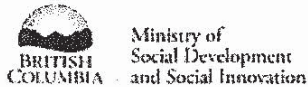
If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing, and for your interest in participating in the survey.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Saturday, March 29, 2014 11:01 AM

To: Webmanager Online Channel Office GCPE:EX;

s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 () on Saturday, March 29, 2014 at 11:00:43

questionAbout: comments

message: How am I supposed to complete the survey if the link provided doesn't give access to the survey?

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer:

<http://www.bing.com/search?q=www.sdsi.gov.bc.ca%2Fmyfeedbacki&pc=conduit&ptag=ACA4FF255E8ED43C2B8F&form=CONMHP&conlogo=CT3210127>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 2:45 PM
To: s.22
Subject: 182628 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182628

Anonymous

s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing, and for your interest in participating in the survey.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Friday, March 28, 2014 8:15 PM

To: Webmanager Online Channel Office GCPE:EX; s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Friday, March 28, 2014 at 20:14:32

questionAbout: comments

problem: www.sdsi.gov.bc.ca/myfeedback

message: I've been asked to complete this survey, and have spent fruitless time trying to get the link provided to lead to a survey of any kind.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www.newsroom.gov.bc.ca/2014/03/input-speaks-volumes-to-voice-of-disability-community.html>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 2:53 PM
To: s.22
Subject: 182629 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182629

Anonymous

s.22

Dear Correspondent:

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of s.22

Sent: Friday, March 28, 2014 4:34 PM

To: Webmanager Online Channel Office GCPE:EX; s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Friday, March 28, 2014 at 16:34:08

questionAbout: comments

problem: myfeedback

message: My son received an invitation to complete a survey at www.sdsi.gov.bc.ca/myfeedback but cannot access with this link.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www.gov.bc.ca/sdsi/>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 3:03 PM
To: s.22
Subject: 182630 s.22 SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182630

s.22

Dear s.22 :

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Friday, March 28, 2014 4:30 PM

To: Webmanager Online Channel Office GCPE:EX; s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Friday, March 28, 2014 at 16:30:27

questionAbout: comments

message: Trying to access your survey @ www.sdsi.gov.bc.ca/myfeedback and guess what? No page exists. Hard to give you feedback when you give the wrong info in your welfare rent cheques. My opinion....you should make direct deposit rent cheques to landlords and stop printing cheques. Also, you are horrible at processing any rent increases. I have 4 tenants and it took 3 months or forms sent in and finally a letter from me to get it right. Very frustrating. s.22 Landlord of 4 guys in my rooming house who you pay rent for.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www.gov.bc.ca/sdsi/>

MINISTRY OF SOCIAL DEVELOPMENT	
MINISTER'S OFFICE	
Referral #	182631
Refer to:	
APR 04 2011	
<input type="checkbox"/> Mail Response <input checked="" type="checkbox"/> Reply Direct <input type="checkbox"/> Info File <input type="checkbox"/> Other	<input type="checkbox"/> Info File <input type="checkbox"/> Reading

s.22

Ministry of SD & SI

P.O. Box 9058, Stn. Prov. Govt.

Victoria, BC, V8V-1X4

Attention: Don McRae

Dear Sir,

I filled out your anonymous online survey yesterday and found it quite frustrating, as the options do not cover the issues in a way that conveys what the problems really are. One 250 character comment line about "what one thing would you change" is simply not adequate. If you really want our feedback this survey does not offer us a chance to give it, so if you set about to make changes based on the results of this survey you will only be wasting more money like constantly changing the name. You could use that money to totally revamp your system, as going up to the office to discuss a problem and finding a 1 ½ to 2 hour long line up **every time**, and always only one poor sole working the 1 wicket is unfair to your worker, and **very abusive** to your clients as this is **NOT** good service. When I try to phone I end up "on hold" for 45 minutes waiting for the 1 worker on duty in Kamloops to answer my line, (even though I live in Kelowna), plus it costs me 30 cents per minute. Quite often the stress of trying to deal with this Ministry's foul ups makes my blood pressure soar, which puts me at risk of a heart attack or stroke. Expecting us to use your online services is foolhardy, as none of us want our private information plastered all over cyberspace when you do not have enough security to stop the hackers cold. Even the Federal government can't secure the income tax files properly, so I do everything on paper and through snail-mail only, as what goes online stays online forever. What most affects me is that your Ministry does not deal with the disabled clients fairly, as those who are capable of working a bit can earn up to \$850 per month that does not get deducted. Those of us who can hardly get out of bed (let alone work) are **penalized**, since we should be able to keep up to that amount from what comes in from our Federal disability pension and Family Maintenance, but instead you keep every penny of it and continue to leave us in abject poverty. I scraped by on \$10,300 last year which is so far below the poverty line you should be ashamed of your system and the Provincial government you work for. I certainly am! When it comes to my level of satisfaction, your Ministry gets lower than a failing grade! Your system sucks, to say the least!

Yours Most Sincerely,

s.22

s.22

Cc: Premiere Christy Clark

PO Box 9041 Stn. Prov. Govt, Victoria, BC, V8W-9E1



Ref: 182631

s.22

Dear s.22 :

Thank you for your letter dated March 29, 2014, regarding the Service Satisfaction Survey. The Honourable Don McRae, Minister of Social Development and Social Innovation, has asked me to respond on his behalf.

I appreciate your taking the time to complete the survey and your feedback on the survey format.

I understand that members of the public may have much information to share with the ministry. Lengthy responses, however, while valuable, can present a challenge when it comes to protecting respondents' anonymity and the time required to compile survey responses.

There has been a lot of participation in the survey to date and ministry staff will be analysing the data in phases. In the process, staff will be able to assess the character limit as you suggested.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

In your letter you express some concerns about services and supports for persons with disabilities. As you may be aware, the Ministry of Social Development and Social Innovation launched a province-wide consultation on disability on December 3, 2013.

The consultation concluded on March 11, 2014, on the anniversary of Canada's ratification of the United Nations Convention on the Rights of Persons with Disabilities. Thousands of British Columbians participated in the consultation, with approximately 1,200 people coming to 23 in-person sessions in 15 communities across British Columbia, and over 1,100 providing their input through the consultation website, which has been visited over 27,000 times.

.../2

Ministry of Social Development and
Social Innovation

Assistant Deputy Minister
Regional Services Division

Mailing Address:
PO Box 9934 Stn Prov Govt
Victoria BC V8W 9R2

Telephone: 250 387-6905
Facsimile: 250 387-2418

– 2 –

The consultation provided the public easily accessible opportunities to voice their feedback and give their recommendations on a wide range of issues relating to disability, including those you discuss in your letter. More than 7,500 ideas and comments have been received, a significant response.

The feedback and recommendations received in the consultation will be incorporated into a report that will be shared publicly in May or early June. The ministry will honour the work and effort of everyone who participated in this extensive consultation by drafting a document that truly reflects the voices of British Columbians.

In June, the ministry will convene a summit that will bring together members of the disability community, the business community, and government leaders to develop a roadmap on how the ideas and actions in the white paper can be implemented in communities, workplaces and across government.

I invite you to receive updates by visiting <http://engage.gov.bc.ca/disabilitywhitepaper/>.

Thank you again for writing.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Galbraith', with a stylized flourish at the end.

David Galbraith
Assistant Deputy Minister

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 4:09 PM
To: s.22
Subject: 182650 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182650

Anonymous

s.22

Dear Correspondent:

Thank you for your email dated April 7, 2014, regarding the white paper consultation and the online Service Satisfaction Survey.

The consultation concluded on March 11, 2014, on the anniversary of Canada's ratification of the United Nations Convention on the Rights of Persons with Disabilities. Thousands of British Columbians participated in the consultation, with approximately 1,200 people coming to 23 in-person sessions in 15 communities across British Columbia, and over 1,100 providing their input through the consultation website, which has been visited over 27,000 times.

The consultation provided the public easily accessible opportunities to voice their feedback and give their recommendations on a wide range of issues relating to disability, including those you raise in your correspondence. More than 7,500 ideas and comments have been received, a significant response.

The feedback and recommendations received in the consultation will be incorporated into a report that will be shared publicly in May or early June. The ministry will honour the work and effort of everyone who participated in this extensive consultation by drafting a document that truly reflects the voices of British Columbians.

In June, the ministry will convene a summit that will bring together members of the disability community, the business community, and government leaders to develop a roadmap on how the ideas and actions shared during the consultation can be implemented in communities, workplaces and across government.

You may continue to receive updates by visiting <http://engage.gov.bc.ca/disabilitywhitepaper/>.

We are sorry that you have had difficulty accessing the Service Satisfaction Survey that the ministry is currently conducting. The survey will be open until May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

--Original Message--

From: s.22
Date: 4/7/2014 2:11:33 PM
To: EnquiryBC@gov.bc.ca; s.22
Subject: Questions about Government of B.C. programs and services

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 () on Monday, April 7, 2014 at 14:11:39

questionAbout: question

message: Can the province make this process more difficult than impossible?

I have witnessed extreme dysfunction when trying to access services and opportunity to join conversation re survey or white paper.

I received late notice re white paper but could not see any place that took comments at all.

I received another notice re the sdsi.gov.bc.ca/myfeedback and again i do not see any survey at all. This seems like a facade.

I was never contacted re the opportunities of public consultation. I believe I have been deliberately refused access to these discussions.

Why does this gov't refuse to offer me a voice?

The province seems to care more about their facade of inclusion than give me any opportunity to voice my opinion. I realize this gov't does not want my opinion because you know already what it is.

Why should I have to go through this shit and the gov't provides all these resources for others.

I told this gov't specifically I am the one you should be talking to in response I am the one excluded.

Why does the gov't use the web only for this survey??

Why is the gov't only use telephone to access info responses?

I find the administration to be a facade of service actually meant to deter the client using technology, access to technology as an obstacle as well as utilizing pretentious ignorance as a tool to frustrate clients, what i see as fraud and using organized crime as a resource to fulfill your mandate and intentions to frustrate.

My question appears to also be about technical difficulties since I could not find any access to voicing my opinion re white paper or the other site listed re feedback. Interesting the this gov't chooses to utilize these methods that increase frustration and potential problematic layers of intention. The gov't is not making this process easy and that seems intentional. I have been voicing my frustration for a long time and at no time has the gov't respected me in any way.

The gov't has deliberately kept me out of the conversation...

If you want my respect you should earn it, since at this time all i see is cover up and the gov't acting like the mafia.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer:

<http://www.google.ca/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0CDAQFjAB&url=http%3A%2F%2Fwww.gov.bc.ca%2Fcom%2Fhelp.html&ei=ww1DU-fsLcKmyQH6tYGwBw&usg=AFQjCNGogSmwSUSdVuPED1HT7xsxCQQ3XA&bvm=bv.64125504,d.aWc&safe=strict>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 3:11 PM
To: s.22
Subject: 182662 s.22 SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182662

s.22

Dear s.22 :

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: s.22 [mailto:s.22]
Sent: April-08-14 1:55 PM
To: Minister, SDSI SDSI:EX
Subject: Feedback

Dear Sir,

I received a letter from the Ministry of Social Development and Social Innovation from Assistant Deputy David Galbraith Minister, Regional Service Division. I was asked to complete a online survey at www.sdsi.gov.bc.ca/myfeedback. This survey was suppose to start on March 26th 2014 and was to last to May 26th, 2014. So far, I have been unable to find this feedback survey. Is there a prize if I can locate this hidden/mysterious survey? I have tried twice to find it. According to the letter The Ministry of Social Development and Social Innovation is committed to providing quality service and is continually working to improve our effectiveness and efficiency of service delivery. I cannot provide any feedback until I find the survey.

Can you give me a hint to locating this survey?

Thank you

s.22

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Tuesday, April 15, 2014 3:18 PM
To: ' s.22
Subject: 182669 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Maureen

Ref: 182669

Anonymous
s.22

Dear Correspondent:

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: Friday, March 28, 2014 2:10 PM

To: Webmanager Online Channel Office GCPE:EX;

s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 : (s.22) on Friday, March 28, 2014 at 14:09:39

questionAbout: comments

problem: sdsi.gov.bc.ca/myfeedback

message: I have been unable to find this page in order to complete the survey. Please advise how I can access this page.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www.gov.bc.ca/sdsi/>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Friday, May 23, 2014 11:51 AM
To: s.22
Subject: 182676 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182676

Anonymous
s.22

Dear Correspondent:

Thank you for your email dated April 5, 2014, regarding the Service Satisfaction online survey. I apologize for the delay in responding.

The survey begins by asking clients how they prefer to access services from the ministry. The response requires survey participants to identify their preference for **each** service option listed based on a Most Preferred/Least Preferred scale. The next set of questions will then reference the preferred options indicated.

The survey will be open until Monday, May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback. I look forward to your feedback.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing, and for your interest in participating in the survey.

Sincerely,

David Galbraith
Assistant Deputy Minister
Regional Services Division
Ministry of Social Development and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of s.22
Sent: April-05-14 10:13 AM
To: Webmanager Online Channel Office GCPE:EX; s.22
Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22; (s.22) on Saturday, April 5, 2014 at 10:12:42

questionAbout: comments

problem: www.sdsi.gov.bc.ca/myfeedback

message: I started to do the questionnaire. I answered the first question about how I want to be notified about Min. of SD services. My priority was by telephone. I went to the next question and it said that I had identified my priority of notification to be meeting someone in person in the office. That isn't what I put down in the 1st answer. I rated telephone as my 1st priority. Therefore, I cannot continue the survey.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www.gov.bc.ca/sdsi/>

MINISTRY of SOCIAL
Dev. & SOCIAL INNOVATION
ATTN: DAVID GALBRAITH

DEAR SIR,

I WOULD GLADLY FILL OUT YOUR
FORM IF I COULD AFFORD THE
INTERNET. I NEITHER HAVE THE
CABLE TV SERVICE AND THE ONLY
PHONE I HAVE IS A PAY AS YOU
GO & COSTS ME 30¢ PER MIN.
TO USE IT. THIS MEANS THAT I
DON'T HAVE ACCESS TO MANY GOV'T
SERVICES BECAUSE THEY PUT YOU
ON HOLD & DON'T ~~WANT~~ HAVE
MESSAGE SERVICE AND DON'T CALL
YOU BACK.

I DO NOT DRINK, SMOKE OR USE
DRUGS THAT ARE ILLEGAL. I PAY
MY OWN RENT, NO HELP FROM BCSHG,
& I LIVE ALONE.

INCOME

2008 - \$10 912

2009 - \$11 396

2010 - \$10 913

2011 - \$10 919

2012 - \$10 926

2013 - \$10 921

EVERY TIME THE FEDERAL GOVT GIVES US
A COST OF LIVING INCREASE ^{OFF} THE PROVINCIAL
GOVERNMENT TAKES IT FROM THEIR ASSISTANCE.
I WROTE TO CHARISTY CLARK BUT SHE DOESN'T
CARE. SO PERSONS WITH DISABILITIES
STAY IN BELOW POVERTY CONDITIONS.

I AM SO HAPPY THAT THIS YEAR I WILL
TURN 65 & GET AWAY FROM THIS
PROVINCIAL GOVT. ASSISTANCE PROGRAM.

I AM NOT A LAZY PERSON, I WORKED
AND CONTRIBUTED FOR OVER 30 YEARS!

IF YOU SEND ME A COPY OF THE
SURVEY I WILL GLADLY FILL IT OUT
& SEND IT BACK. I HAVE BEEN SO
POOR FOR SO LONG MAYBE NEXT YEAR I
WILL GET A NEW BOX TO LIVE IN
☺! THEY CAN'T TAKE MY SENSE OF
HUMOUR.

FROSA

MINISTRY OF SOCIAL
DEVELOPMENT

APR 07 2014

RECEIVED FASB
JUMBO/T ST • VICTORIA BC

s.22



Ref: 182693

s.22

Dear s.22 :

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

The survey is being processed electronically, so we are not able to send hard copies to interested respondents.

The survey is also accessible through the computer kiosks in our ministry offices, so we invite you to visit your local Employment and Assistance (EA) office and use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

You may also wish to talk to a staff member at your local EA office to discuss any specific concerns.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



s.22

Ministry of Social Development & Social Innovation
Regarding: Internet Survey

Dear Sirs:

I gained access to a computer and
typed in your address given for your survey.
However, it was not clear which of the many
web sites that appeared on the screen which
was yours.

I would be happy to comply and complete
your survey if you wish to mail it
to me via Canada Post.

Thank you in advance for your
considerations

Sincerely

s.22



Ministry of
Social Development
and Social Innovation

Your feedback is important to us!

The Ministry of Social Development and Social Innovation is committed to providing quality service and is continually working to improve our effectiveness and efficiency of service delivery.

We'd like to hear your opinion and are hoping you will help us by completing a brief **voluntary online survey**. Your feedback can help improve the way we offer services.

Participation in the survey is completely optional, anonymous, and is not linked to eligibility in any way.

The survey will run from **March 26, 2014 to May 26, 2014** and can be accessed from any computer with internet access at: www.sdsi.gov.bc.ca/myfeedback.

The survey is open to all individuals who receive ministry services and should take about 15 minutes to complete. No information is collected that identifies you personally. Responses will be grouped and used to improve how we deliver services.

We look forward to your feedback and hope you will take the time to complete the survey.
Thank you.

David Galbraith
Assistant Deputy Minister, Regional Service Division
Ministry of Social Development and Social Innovation



April 16, 2014

Ref: 182700

s.22

Dear | s.22 | :

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

The survey is being processed electronically, so we are not able to send hard copies to interested respondents.

We have verified that the survey is working and we continue to receive survey submissions. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocol, the client survey is housed on a secure server (i.e., https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation

Ministry of Social Development
and Social Innovation

Executive Correspondence Services
Deputy Minister's Office

PO Box 9934 Stn Prov Govt
Victoria BC V8W 9R2

Collins, Alison J SDSI:EX

From: SDSI Web Manager SDSI:EX
Sent: Tuesday, April 29, 2014 12:48 PM
To: SDSI Executive Correspondence Services SDSI:EX
Cc: SDSI Web Manager SDSI:EX
Subject: FW: Technical difficulties, comments, or feedback [#235892]

Hi there,

Citizen correspondence regarding the feedback survey for you...

Many thanks,

John Paul Johnson
Web Services Analyst | Corporate Communications Engagement and Workforce Development Branch |
Ministry of Social Development and Social Innovation
Tel: 604 775-2006 Cel: 604 649-2455

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

From: ServiceBC [<mailto:ServiceBC@gov.bc.ca>]
Sent: April-29-14 11:43 AM
To: SDSI Web Manager SDSI:EX
Subject: Re: Technical difficulties, comments, or feedback [#235892]

We are forwarding the following e-mail for your attention. Please respond to the original sender at:

s.22 . Thank you.

SERVICE BC CALL CENTRE

Hours of Operation: 7:30am to 5pm, Monday through Friday, except on statutory holidays.

In Vancouver (604) 660-2421

In Victoria (250) 387-6121

Elsewhere in BC 1-(800) 663-7867 (toll free)

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

From: Form.Handler.Application@gov.bc.ca [<mailto:Form.Handler.Application@gov.bc.ca>] On Behalf Of

s.22

Sent: April-29-14 10:18 AM

To: Webmanager Online Channel Office GCPE:EX;

s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Tuesday, April 29, 2014 at 10:18:15

questionAbout: comments

problem: <http://www.sdsi.gov.bc.ca/myfeedback>

message: I have tried since the Department commenced this survey. Without avail I have not been able to access your site immediately defaults to cannot locate and offers some site concerning biofeedback. What a joke! I would like to participate, but the Department needs to work on its accessibility and lack thereof!

I used to work for the Ministry - so I am not too indignant -- now as a PWD client I can't stress this enough -- what a disillusionment ----- very sad, really.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer:

http://search.gov.bc.ca/search?q=http%3A%2F%2Fwww.sdsi.gov.ca%2Fmyfeedback&client=legacy_hsd_fe&proxystylesheet=legacy_hsd_fe&proxyload=1&site=hsd

Collins, Alison J SDSI:EX

From: s.22
Sent: Tuesday, April 29, 2014 6:03 PM
To: SDSI Executive Correspondence Services SDSI:EX
Subject: RE: 182769 s.22 SDSI Response

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Maureen

Thank you, survey successfully completed and submitted accordingly.

Most grateful for your timely and professional assistance in this regard.

Sincerely,

s.22

From: SDSI.ExecutiveCorrespondenceServices@gov.bc.ca

To: s.22

Date: Tue, 29 Apr 2014 15:34:59 -0700

Subject: 182769 s.22 SDSI Response

Ref: 182769

s.22

Dear s.22 :

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses

rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

From: s.22 [mailto:s.22]
Sent: April 15, 2014 2:14 PM
To: McRae.MLA, Don; Lake.MLA, Terry; deJong.MLA, Mike
Subject: Survey - Satisfaction
Importance: High

Oops! to the Ministry -- unable to access survey -- have tried numerous occasions to execute survey via the Ministry's link supplied correspondence received: www.sdsi.gov.bc.ca/myfeedback

At no avail ----- easy to conclude why the "Department" won't be receiving participation.

Pathetic, sad and not surprising -----

Client:
PWD Status
s.22

Telephone: s.22

What a waste WASTE, WASTE, WASTE of money -- it's simply (unfortunately true) S I C K E N I N G.....

Disillusionment and apathy -- it's no wonder it prevails it's fostered by the Provider whom we are suppose to

have faith in -----puh lease!!!!!!!!!!!!!!

And if I receive a response -- I'll be surprised ----- believe it.

Collins, Alison J SDSI:EX

From: s.22 < > s.22
Sent: Friday, May 2, 2014 3:48 PM
To: SDSI Executive Correspondence Services SDSI:EX
Subject: RE: 182838 s.22 SDSI Response

Tried again from a different computer and was able to get survey – thanks.

s.22

From: SDSI Executive Correspondence Services SDSI:EX [mailto:SDSI.ExecutiveCorrespondenceServices@gov.bc.ca]
Sent: Friday, May 02, 2014 3:04 PM
To: ' s.22
Subject: 182838 s.22 SDSI Response

Ref: 182838

s.22

Dear s.22 :

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

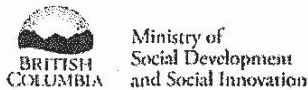
If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



--Original Message--

From: s.22
Date: 4/22/2014 2:23:25 PM
To: EnquiryBC@gov.bc.ca
Subject: Ministry of Social Development Survey

My son, who is a person with Down Syndrome, received a letter requesting him (me as I have to do paperwork for him) to complete a survey.

I typed in the link, numerous times, and cannot find the survey. If I can't get it I am wondering how a person with a cognitive impairment would fare!

The link is www.sdsi.gov.bc.ca/myfeedback

I tried calling the toll free line but after 10 minutes on hold hung up.

Perhaps they need to check this link and see if they are getting any response....I have certainly wasted quite a bit of my time trying.

s.22

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Friday, May 2, 2014 3:09 PM
To: s.22
Subject: 182840 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182840

Anonymous

s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

--Original Message--

From: s.22

Date: 4/23/2014 2:03:16 PM

To: EnquiryBC@gov.bc.ca; s.22

Subject: Questions about Government of B.C. programs and services

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by | s.22 (| s.22) on Wednesday, April 23, 2014 at 14:03:41

questionAbout: question

message: Where can I find the survey for PWD. I entered www.sdsi.gov.bc.ca/feedback and I wasn't linked.

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer:

http://search.gov.bc.ca/search?site=default_collection&client=legacy_sd_fe&proxystylesheet=legacy_sd_fe&output=xml_no_dtd&filter=0&q=survey

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Friday, May 2, 2014 3:12 PM
To: s.22
Subject: 182847 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182847

Anonymous

s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

--Original Message--

From: s.22
Date: 4/24/2014 11:22:19 AM
To: EnquiryBC@gov.bc.ca; s.22
Subject: Questions about Government of B.C. programs and services

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Thursday, April 24, 2014 at 11:22:13

questionAbout: question

message: I am trying to completed the online survey for feedback can't find it on the internet
www.sdsi.gov.bc.ca/myfeedback

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www.newsroom.gov.bc.ca/2014/03/input-speaks-volumes-to-voice-of-disability-community.html>

s.22

APR 26 2014

March 26, 2014

APR 26 2014
 Reply Direct ☒ Info Mail ☐ FAX ☐
 DM Reply

David Galbraith
 Assistant Deputy Minister,
 Regional Service Division
 Ministry of Social Development and
 Social Innovation

Re: Online survey requests received with
 Disability Pension cheques.

Dear David,

I was outraged to receive, in the mail, with my cheque, a request to fill out a survey on-line. This is insulting.

You are asking people, that you have just written to, who are on disability pensions, to use the

- 2 -

INTERNET to fill out a survey!!
WE CAN'T AFFORD THE INTERNET! You,
of all people, should know that!

How valid is your survey going
to be?

You used the mail to send us this
request - why didn't you just mail us
the survey?!!

You live in a different world than
we do. WAKE UP. Not everyone has
the internet. You can't reach us
with the internet. An internet
survey is useless. You miss your
"target audience."

Sincerely,

s.22

cc: MLA Christie Clark



May 8, 2014

Ref: 182875

s.22

Dear s.22 :

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

Due to privacy protocols, the client survey is housed on a secure server. The survey is being processed electronically, so we are not able to send hard copies to interested respondents. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

The survey is also accessible through the computer kiosks in our ministry offices, so we invite you to visit your local Employment and Assistance (EA) office and use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Friday, May 2, 2014 3:17 PM
To: s.22
Subject: 182878 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182878

Anonymous

s.22

Dear Correspondent:

Thank you for taking the time to provide your feedback and for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. As well, we have made the survey accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

--Original Message--

From: s.22
Date: 4/27/2014 8:38:28 AM
To: EnquiryBC@gov.bc.ca; s.22
Subject: Questions about Government of B.C. programs and services

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Sunday, April 27, 2014 at 08:38:41

questionAbout: question

message: I can't believe that your office has issued a Feedback Survey to recipients of Income Assistant THAT DOESN'T EVEN WORK! I've been calling since Monday, April 21st and can't even get someone to return the call. One person in your offices said, "Well it works for me!" Seriously, this is your response? If you would really like to understand how your clients feel their services are being provided, perhaps you should send someone, undercover, to the Ministry offices and see for yourself! If I could ever get a call back, I would be happy to update you on what I've experienced. I am an outreach worker/advocate and I have plenty of feedback. Your clients are afraid to submit any survey for justified fear of retribution. Please call to discuss this situation. Thanks

reply: yes

email2: s.22

email_address_confirm: s.22

pageReferer: <http://www.gov.bc.ca/sdsi/contacts.html>

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Thursday, May 8, 2014 2:17 PM
To: ' s.22 '
Subject: 182978 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 182978

Anonymous

s.22

Dear Correspondent:

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

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

From: Form.Handler.Application@gov.bc.ca [mailto:Form.Handler.Application@gov.bc.ca] On Behalf Of

s.22

Sent: May-06-14 11:29 AM

To: Webmanager Online Channel Office GCPE:EX;

s.22

Subject: Technical difficulties, comments, or feedback

Thank you for your submission to our 'Contact us' page. We will be contacting you as soon as possible to address the question or comment you have raised. Below this message you will see a copy of the information submitted by you via our webpage.

It was submitted by s.22 (s.22) on Tuesday, May 6, 2014 at 11:28:58

questionAbout: comments

problem: <http://www.sdsi.gov.bc.ca/myfeedback>

message: I am trying to find the survey but when I go to this page it says that it is not available:
<http://www.sdsi.gov.bc.ca/myfeedback>

reply: yes

email2: s.22

email_address_confirm: s.22

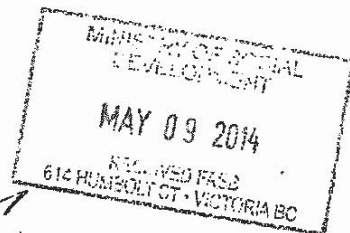
pageReferer: <http://www.gov.bc.ca/sdsi/>

To Whom it may Concern,
DO NOT HAVE

[Handwritten signature]

INTERNET
how are people like
us able to respond?
[Handwritten signature]

s.22



Ministry of Social Development
Province of B.C.
Ministry of Social Development
and Social Innovation
P.O. Box 9992 Stn Prov Govt
Victoria, B.C. V8W 9R7.

YOUR FEEDBACK IS IMPORTANT TO US!

TO HELP US IMPROVE, PLEASE TELL US ABOUT YOUR SERVICE PREFERENCES AND EXPERIENCE WITH OUR SERVICE BY COMPLETING AN ONLINE SATISFACTION SURVEY.

THIS IS A REMINDER THAT THE SURVEY WILL BE OPEN UNTIL MAY 26, 2014 AND CAN BE ACCESSED FROM ANY COMPUTER WITH INTERNET ACCESS THAT ALLOWS SECURE BROWSING.

JUST TYPE: [HTTP://WWW.SDSI.GOV.BC.CA/MYFEEDBACK](http://www.sdsi.gov.bc.ca/myfeedback) IN THE MAIN BROWSER BAR TO COMPLETE THE SHORT SURVEY.

YOUR SURVEY RESPONSE IS NOT CONNECTED TO YOUR FILE OR ELIGIBILITY IN ANY WAY AND IS COMPLETELY ANONYMOUS.

WE APPRECIATE YOUR TIME AND FEEDBACK. THANK YOU.

SD2657(1/06)



May 12, 2014

Ref: 183034

s.22

Dear s.22 :

Thank you for your interest in completing the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

The survey is being processed electronically, so we are not able to send hard copies to interested respondents. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

The survey is also accessible through the computer kiosks in our ministry offices, so we invite you to visit your local Employment and Assistance (EA) office and use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation

Collins, Alison J SDSI:EX

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Friday, May 23, 2014 10:23 AM
To: s.22
Subject: 183113 Anonymous SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Maureen

Ref: 183113

Anonymous

s.22

Dear Correspondent:

Thank you for your email dated May 16, 2014, regarding the ministry's Service Satisfaction Survey.

The survey will be open from March 26 to May 26, 2014, and can be accessed from any computer with internet access at www.sdsi.gov.bc.ca/myfeedback.

We have verified that the survey is working and we continue to receive survey submissions. As we are responding to you by email, we are able to include the above link to assist you. The survey is also accessible through the computer kiosks in our ministry offices.

Alternately, you can type in the webpage address into your web browser. Please note that the webpage address (URL) should be typed directly into the space on your browser for web addresses rather than the bar for Bing, Google or other similar search engines, as the latter methods will not work.

Due to privacy protocols, the client survey is housed on a secure server (i.e.: https) so it may be possible that the computer you are using has a firewall that is preventing you from logging into the survey without specific permission. The ministry takes the privacy of the individuals we serve very seriously. By using an online survey on a secure server, information collected is kept private and secure, while offering participants anonymity.

If you continue to have difficulty accessing the survey, you may wish to try using another computer or mobile device or connect with your local Employment and Assistance office to use a ministry kiosk as available.

The data collected from the survey will help inform the Ministry of Social Development and Social Innovation's efforts to improve service delivery.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development and Social Innovation



Ministry of
Social Development
and Social Innovation

>-----Original Message-----

>From: Form.Handler.Application@gov.bc.ca

>[<mailto:Form.Handler.Application@gov.bc.ca>] On Behalf Of

> s.22

>Sent: May-16-14 5:44 AM

>To: Webmanager Online Channel Office GCPE:EX; s.22

>Subject: Technical difficulties, comments, or feedback

>

>Thank you for your submission to our 'Contact us' page. We will be
>contacting you as soon as possible to address the question or comment
>you have raised. Below this message you will see a copy of the
>information submitted by you via our webpage.

>

>It was submitted by s.22 (s.22) on Friday,
>May 16, 2014 at 05:44:00

>-----

>

>questionAbout: comments

>

>message: David Galbraith,

>I received a form in the mail with a web address for a feedback survey.

>I have tried several times and cannot access this site. Help.

>This is apparently an opinion on the efficiency of services.

>

>reply: yes

>

>email2: s.22

>

>email_address_confirm: s.22

>

>pageReferer:

><http://www.bing.com/search?q=www.sdsi.gov.bc.ca%2Fmyfeedback&pc=cosp&pt>

>ag=

>A01EC74C9980D4C0F8BF&form=CONMHP&conlogo=CT3210127

>

><http://www.sdsi.gov.bc.ca/PROGRAMS/>

>

>-----

>

ARE you for real I can't afford
TV, cellphone or internet I
eat 80% of my nutrition from
A food bank I ~~do~~ collect
cans & bottles so I can get my
haircut I'm a 56 yr. old
disabled woman do you really
want to hear from people like
me because my ^{Apt.} building is up
for sale & one more rent increase
I will be homeless do you
really care, most of my meds
aren't even covered any more I don't
even go to doctors any more because I
can't afford what they
advise

THE
Anonymous
& INVISIBLE

MINISTRY OF SOCIAL
DEVELOPMENT
RECEIVED FASB
APR 01 2014
614 HUMBOLDT ST. VICTORIA BC

7th floor

www.canadapost.ca 140327 02:24



ATTN: David Galbraith (Asst. Deputy Minister)
Province of British Columbia
Ministry of Social Development
and Social Innovation
P O Box 9992 stn Prov. Govt.
Victoria BC V8W 9R7



MINISTRY OF SOCIAL DEVELOPMENT

TELEPHONE RESPONSE RECORD

CLIFF Reference #: 183238

Date: June 5, 2014

Client Name:

CASE #: s.22

Office:

CALL DETAILS:

Discussed the client survey. The client was pleased with providing the feedback. Spoke about his medical conditions and how s.22 and works as a s.22 part time. He expressed how difficult it was for him with the timing of pay checks and ministry chq issue dates when s.22 s. States that he is more p/t now due to . Discussed Dental benefits and what was covered through the care card and the ministry. Client was not sure of eligibility for other benefits. Discussed case with Supervisor. Client has been booked an appointment for assessment for STS, MNS, and other potential supplements on Tuesday June 10, 2014 at 11am. CRSQ left client a message with appointment time as client indicated it was fine to leave a message, and advised he could call my CRSQ direct line if the time does not work for him.

Client described multiple medical conditions and continues to work p/t as he feels the work is meaningful and he likes the social contact.

The tone of the call was good and the client is aware that further follow up will take place through office 107.

CONTACT NAME: Janis Ruel

CONTACT NUMBER: 250-415-5144

[Jeannine's response was not available at the time of this collation as she is on holidays returning August 18th]

From: NCAA1@shaw.ca [<mailto:NCAA1@shaw.ca>]
Sent: Tuesday, April 01, 2014 02:11 PM
To: Bousquet, Jeannine M SDSI:EX
Subject: Re: Service Satisfaction Survey

Afternoon Jeannine,

When I click on **Continue to this website** it does not take me to the website it takes me to another pop up window (windows security) asking for my user name and my password in order to connect me to www.mhr.gov.bc.ca .

But as I do not have a user name and password for this computer I could not put one in. So I went to the redirected website and was sent the previous message of website security issue again listed in my last email to you.
Very frustrating.

Don McConnell
Nanaimo Citizen Advocacy Association
114 - 285 Prideaux Street, Nanaimo. BC V9R 2N2
P: 250-753-2321 F:250-753-2486
Funded by the Law Foundation of BC

From: Bousquet, Jeannine M SDSI:EX
Sent: Tuesday, April 01, 2014 1:55 PM
To: <mailto:NCAA1@shaw.ca>
Subject: RE: Service Satisfaction Survey

Hello again Don. Hopefully this information will allow you access.

In order to simplify the public facing URL, we had to use a redirect, whereby when the simplified URL is entered, it takes the user to the survey URL (which is a long series of letters and numbers). The warning displayed below is most likely a result of recognizing the redirect.

The survey link provided is a secure link to a secure site and it is okay to click on the "**Continue to this website**", which should take them to the survey.

Please let us know if this does not resolve the access issue. Thank you.

Let me know Don if you still have an issue.

Regards,

Jeannine Bousquet
Manager Community Relations and Service Quality

*Ministry of Social Development and Social Innovation
108 Richards Street
Nanaimo, BC
V9R 2S8
Phone: 250-619-2811
FAX: 250-739-6695*

From: NCAA1@shaw.ca [<mailto:NCAA1@shaw.ca>]

Sent: Tuesday, April 1, 2014 12:26 PM

To: Bousquet, Jeannine M SDSI:EX

Subject: Re: Service Satisfaction Survey

Thanks for your response Jeannine, I performed the search again and have no space between my and feedback and this is the response I get.

There is a problem with this website's security certificate.

The security certificate presented by this website was not issued by a trusted certificate authority.

The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

 [Click here to close this webpage.](#)

 [Continue to this website \(not recommended\).](#)

 [More information](#)

Don McConnell
Nanaimo Citizen Advocacy Association
114 - 285 Prideaux Street, Nanaimo. BC V9R 2N2
P: 250-753-2321 F:250-753-2486
Funded by the Law Foundation of BC

From: [Bousquet, Jeannine M SDSI:EX](#)

Sent: Tuesday, April 01, 2014 11:53 AM

To: <mailto:NCAA1@shaw.ca>

Subject: RE: Service Satisfaction Survey

Hello Don. I checked this out and found out the following:

It appears the URL is being typed with a space between MyFeedback.

There cannot be a space between *my* and *feedback*.

The correct URL is: www.sdsi.gov.bc.ca/myfeedback

It appears what is being entered is: www.sdsi.gov.bc.ca/my feedback. Because of the extra space, the browser can't find the page.

Hopefully this works for you.

Regards,
Jeannine Bousquet
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
108 Richards Street
Nanaimo, BC
V9R 2S8
Phone: 250-619-2811
FAX: 250-739-6695

From: NCAA1@shaw.ca [<mailto:NCAA1@shaw.ca>]
Sent: Tuesday, April 1, 2014 10:47 AM
To: Bousquet, Jeannine M SDSI:EX
Subject: Re: Service Satisfaction Survey

This is what I keep getting instead of the survey. As well this is what some of our clients are complaining of.

This page can't be displayed

- Make sure the web address <https://sdsi.gov.bc.ca/my> feedback is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.
- Check that all network cables are plugged in.
- Verify that airplane mode is turned off.
- Make sure your wireless switch is turned on.
- See if you can connect to mobile broadband.
- Restart your router.

Fix connection problems

Don McConnell
Nanaimo Citizen Advocacy Association
114 - 285 Prideaux Street, Nanaimo. BC V9R 2N2

P: 250-753-2321 F:250-753-2486
Funded by the Law Foundation of BC

From: [Bousquet, Jeannine M SDSI:EX](#)
Sent: Friday, March 28, 2014 1:02 PM
To: <mailto:NCAA1@shaw.ca>
Subject: RE: Service Satisfaction Survey

Hello Don. I have looked into this. We are seeing a good uptake on the survey (approximately 800 completions so far) so participants are gaining access. We also verified with our survey administrator that all appears to be working.

If a client reports challenges with accessing the survey, **it is important to know** that for protection purposes, the survey is housed on a secure site, therefore **secure browsing must be enabled on the internet browser being used for the survey to be accessible**. It is also important to **confirm the survey URL being entered is exactly www.sdsi.gov.bc.ca/myfeedback**. If secure browsing is enabled and the URL is accurate, it would be very helpful to know:

- What specifically is the error the client is getting? Is it saying *Survey Not Available* or is it a dead link?
- Which browser are they using (for example, Chrome or Internet Explorer) – if they happen to know this. The survey should work with any browser so this alone should not be the issue.
- Where is the client accessing the survey? (it shouldn't matter in itself, it just helps with trouble-shooting). We have made this survey accessible through our ministry office computer kiosks to support participation.

Hopefully this client has since been able to access the survey. We appreciate the feedback. Thank you.

Regards,
Jeannine Bousquet
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
108 Richards Street
Nanaimo, BC
V9R 2S8
Phone: 250-619-2811
FAX: 250-739-6695

From: NCAA1@shaw.ca [<mailto:NCAA1@shaw.ca>]
Sent: Friday, March 28, 2014 9:26 AM
To: Bousquet, Jeannine M SDSI:EX
Subject: Re: Service Satisfaction Survey

Morning Jeannine,

I have had a call in this morning from a client who is having difficulty accessing the survey.

He is computer savvy and has been unable to do the survey.

He has tried all kinds of ways to access and has had no luck.

In fact he wants to complain about the telephone number, the MSDSI website, and contacting the ministry at all.

Is there a "round about" or backdoor suggestion I can give the client?

Have you had any other complaints about not being able to access the site survey?

Though I would let you know.

Regards,

Don McConnell
Nanaimo Citizen Advocacy Association
114 - 285 Prideaux Street, Nanaimo. BC V9R 2N2
P: 250-753-2321 F:250-753-2486
Funded by the Law Foundation of BC

From: [Bousquet, Jeannine M SDSI:EX](#)

Sent: Wednesday, March 26, 2014 10:50 AM

To: '[Action Committee](#)'; '[Anne](#)'; '[BC Aboriginal Network](#)'; '[Brenda](#)'; '[Burnside Gorge](#)'; '[Cindy](#)'; '[COCO Cafe](#)'; '[Comox Valley Head Injury Society](#)'; '[Debbie](#)'; '[Don](#)'; '[Elia](#)'; '[Emily](#)'; '[Fontaine, Jan JAG:EX](#)'; '[Geri](#)'; '[Gillian](#)'; '[Grace Elliot Nielson](#)'; '[Haixia](#)'; '[Haven Society](#)'; '[Inga Cooper](#)'; '[Island Deaf and Hard of Hearing - Nanaimo](#)'; '[Island Deaf and Hard of Hearing - Victoria](#)'; '[Janet Hanuse](#)'; '[Janice](#)'; '[Jennifer](#)'; '[Jennifer](#)'; '[George](#)'; '[John Horn](#)'; '[Karen](#)'; '[Kari](#)'; '[Kelly](#)'; '[Kix Citton](#)'; '[Ladysmith Resource Centre](#)'; '[Learning Disabilities Association](#)'; '[Michael Colclough](#)'; '[Nanaimo AVI](#)'; '[Nanaimo Design Nerds](#)'; '[Nanaimo Disability Resource Centre](#)'; '[Nanaimo Division of Family Practice](#)'; '[Nanaimo Family Life Association](#)'; '[Nanaimo Women Resource Centre](#)'; '[Neil Belanger](#)'; '[Rachel Blaney](#)'; '[Rim](#)'; '[Signy Madden](#)'; '[Victoria AVI](#)'; '[Victoria Disability Resource Centre](#)'; '[Violet Hayes](#)'; '[Vivienne Gorringer](#)'; '[XT:Tellier, France JAG:IN](#)

Subject: Service Satisfaction Survey

Good morning Stakeholders. Please find attached information regarding the client **Service Satisfaction Survey**.

Overview:

- March 26, 2014 a Service Satisfaction Survey information insert (cheque stuffer) and cheque stub message will be mailed out to clients with this month's cheques encouraging clients to take part in the online feedback survey.
- The survey will be open from March 26, 2014 to May 26, 2014 and can be accessed from any computer with internet access at:
www.sdsi.gov.bc.ca/myfeedback.

- While the survey is currently only available online, we are exploring alternate methods of offering the survey and collecting feedback to support broader participation.
- The survey is open to all individuals who receive ministry services and should take about 10-15 minutes to complete.
- Participation in the survey is completely optional, anonymous, and is not linked to eligibility in any way.
- The data collected from the survey will help inform service delivery enhancements. For example, clients are asked about their service channel preferences including their reasons and level of satisfaction on existing service channels.
- See attached **cheque stuffer** and **cheque stub message**:

Regards,

Jeannine Bousquet
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
108 Richards Street
Nanaimo
250-619-2811

From: Canty, Carolyn SDSI:EX
Sent: Tuesday, April 1, 2014 3:15 PM
To: Ruel, Janis M SDSI:EX; Dyck, Linda P SDSI:EX
Subject: RE: Client Call - s.22

Hi Janis,

I just got through to the client... it's s.22

It seems she was putting the website address into the Google search engine and then the survey wouldn't come up. I explained that she had to put the survey website address into her address bar rather than the Google search engine. After several tries, we got it to work. It seems she wasn't particularly computer savvy. She thinks that most clients will enter the website address into the Google search engine like she did and that we should add something to ensure the survey comes up in the search results if they do.

The call ended with the client satisfied and pleased to be able to access the survey.

Thanks.

Carolyn Canty

Assistant Supervisor
Ministry of Social Development and Social Innovation, 315
#202 - 1015 Columbia Street
New Westminster, BC V3M 6H6
Phone: (604) 660-8111
Fax: 1-855-771-8740

 *Please consider the environment before printing this email.*

From: Ruel, Janis M SDSI:EX
Sent: April-01-14 2:26 PM
To: Dyck, Linda P SDSI:EX; Canty, Carolyn SDSI:EX
Subject: RE: Client Call - s.22

Hi Linda and Carolyn, I'm checking in to see if you were able to connect with this client? I was not able to find her in ICM with the information provided from HQ. I just checked the survey link and it is in working order now if it wasn't when the individual tried it. J

Janis M. Ruel
Ministry of Social Development and Social Innovation
Manager, Community Relations and Service Quality, Region 3
1800 - 13450 102nd Avenue
Surrey BC V3T 5X3
Ph (604) 586 - 2947 Fax 1 (855) 771-8737
Janis.Ruel@gov.bc.ca

From: Ruel, Janis M SDSI:EX
Sent: March-31-14 4:55 PM
To: Dyck, Linda P SDSI:EX; Canty, Carolyn SDSI:EX
Subject: FW: Client Call - s.22

Hi Linda and Carolyn, can you please call this client and try to assist her where others could not?
☺ Let me know how it goes. Thank you, Janis

Janis M. Ruel
Ministry of Social Development and Social Innovation
Manager, Community Relations and Service Quality, Region 3
1800 - 13450 102nd Avenue
Surrey BC V3T 5X3
Ph (604) 586 - 2947 Fax 1 (855) 771-8737
Janis.Ruel@gov.bc.ca

From: Truswell, Brad SDSI:EX
Sent: March-31-14 4:37 PM
To: Ruel, Janis M SDSI:EX

Cc: Russ, Maxine SDSI:EX
Subject: FW: Client Call - s.22

Over to you for call back. Thanks.

Brad Truswell

Manager, Strategic Issues
ADMO-Regional Services Division
Ministry of Social Development and Social Innovation
Phone: (250) 387- 3598

Cell: (250) 580-6243

From: Bell, Nadine SDSI:EX
Sent: Monday, March 31, 2014 3:12 PM
To: Truswell, Brad SDSI:EX; Russ, Maxine SDSI:EX
Subject: Client Call - s.22

Hi Brad,

I received a call from s.22 .
She received her disability cheque and with it was a request for feedback and a link.
Apparently the link did not work. She phone the 1-866 # and they were not able to help her.

She has requested a call back at s.22
She resides in s.22 .

Thanks, N

Nadine Bell

Project and Administrative Coordinator
Deputy Ministers Office
Ministry of Social Development and Social Innovation
Phone: (250)387-2325
Nadine.Bell@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, March 27, 2014 1:43 PM
To: Ruel, Janis M SDSI:EX
Subject: RE: thanks for the information

Sounds like a plan. ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ruel, Janis M SDSI:EX [<mailto:Janis.Ruel@gov.bc.ca>]
Sent: March 27, 2014 1:42 PM
To: Ashlie, Cheryl
Subject: RE: thanks for the information

Hi Cheryl, at this point we are looking at how we can assist with s.22 completing the survey ☺ I am working with corporate on the next steps. Hope that is fine for now until I have more information, thank you, Janis

Janis M. Ruel
Ministry of Social Development and Social Innovation
Manager, Community Relations and Service Quality, Region 3
1800 - 13450 102nd Avenue
Surrey BC V3T 5X3
Ph (604) 586 - 2947 Fax 1 (855) 771-8737
Janis.Ruel@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: March-27-14 1:40 PM
To: Ruel, Janis M SDSI:EX
Subject: thanks for the information

Hi Janis,

Thanks for the follow up.

I forgot to confirm whether you were going to chat with Ed about how best to follow up with s.22
I have no problem phoning him, but I just want to make sure I am giving him the correct response. If you are looking at a way to include his feedback via a hard copy or phone interview, I know he would be happy with that.

Have a great day.

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, March 27, 2014 12:48 PM
To: Galbraith, David J SDSI:EX
Subject: RE: Disability Review question

Greatly appreciated!

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Galbraith, David J SDSI:EX [<mailto:David.Galbraith@gov.bc.ca>]
Sent: March 27, 2014 12:01 PM
To: Ashlie, Cheryl
Subject: RE: Disability Review question

Hi Cheryl,
I forwarded on your request to staff to follow up. So hopefully you will hear back shortly!

Regards,

David Galbraith
Assistant Deputy Minister
Regional Services Division

Ministry of Social Development and Social Innovation
Tel: 250.387.7032
fax: 250.387.2418

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, March 27, 2014 10:45 AM
To: Galbraith, David J SDSI:EX
Subject: Disability Review question

Hi Mr. Galbraith;

I received a call from a citizen who received the letter requesting them to participate in the review of disability services, which directed him to a website. This gentleman is disabled and

wants to participate, but does not have access to a computer and truly has no skills in that area, so wants a hard copy.

Can you assist me with finding out how this can be arranged?

Thank you.

Cheryl Rohlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Archer, Terri SDSI:EX
Sent: March-27-14 2:01 PM
To: Lofthouse, Jean C SDSI:EX
Cc: Bandechha, Pardip SDSI:EX
Subject: FW: Survey

Thanks for compiling the feedback into one email Jean. We are working on provincial messaging to speak to the concerns identified.

It is always valuable to hear feedback from our stakeholders. To support clients with low computer literacy, we tried to simplify the URL and we provided clients with a written reference in order to enter the URL which takes the person directly into the survey. We are also working on other methods to obtain feedback, via the telephone system for example, and will continue to assess opportunities to broaden participation, locally and provincially.

What would be very helpful is if people could identify, viably, how alternate methods may be applied. For example, if we were to create a paper version of the survey, how could this reasonably be administered, and how could anonymity be protected, which is something the online survey offers.

Terri

From: Lofthouse, Jean C SDSI:EX
Sent: Thursday, March 27, 2014 11:59 AM
To: Archer, Terri SDSI:EX
Subject: FW: Survey

Hi Terri,

This just FYIit's all the feed-back received so far.

Some interesting ideas actually. More positive than not.....

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

From: Amber Prince [<mailto:legaladvocate@atira.bc.ca>]

Sent: March-26-14 5:40 PM

To: 'Rosemary Collins'; 'Kris Sutherland'; 'Stephanie Smith'; Lofthouse, Jean C SDSI:EX; 'advocate'; 'alison:VAST'; 'Allison Ward'; 'Andrea Vollens(YWCA)'; 'Ann Livingston (VANDU)'; 'Annette Murray (BCCPD)'; 'BarbBasil-Lascelles(DEWC)'; 'BCPWA'; 'Chris Thomas (VAST)'; 'DavidRamsay(Vancouver Native Health)'; 'devinaRidley(Battered Women Support)'; 'director, (FirstUnited)'; 'donna jardine'; 'Ellen Sivergielter(St. Pauls Advocacy)'; 'Erin Pritchard'; 'Eugene Kung (BCPIAC)'; 'Freda McClellan (MPA)'; 'Gerry Adams'; 'Janet Berry (First United)'; 'Jess Hadley (community Legal Assistance)'; 'Karen Hobbs (MPA)'; 'KettleFriendship'; 'Leesa McDowell (DEWC)'; 'Lindsay McFarlane'; 'Miriam Jurigova (MOSAIC)'; 'MPA advocacy'; 'MPACatherine Nimchuk'; 'Neena Randhawa (CHIMOCrisis)'; 'Nicky Hockly (AIDSVancouver)'; 'Ninu Kang (MOSAIC)'; 'north shore resource'; 'north shore resource'; 'pacific community readiness'; 'Rape Relief Shelter'; 'Robin Loxton (BCCPD)'; 'Shashi, Director Multi Cultural Society'; 'Sherman Chan (MOSAIC)'; 'Susan Henry (First UnitedChurch)'; 'Suzanne Krieger (PWA)'; 'Tannis Braithwaite (BCPIAC)'; 'Tomiyei (AIDS Vancouver)'; 'Zara MacLeod'; 'Zara Suleman (LEAF)'

Subject: RE: Survey

Hi Jean and everyone, thank you for the opportunity to provide input.

I have to agree with my colleagues. Figures will certainly be skewed towards those who are computer savvy with strong English literacy skills. People trying to meet their daily basic needs will be hard pressed to make time for this, and overburdened advocates will be hard pressed to provide support to the many people who would need support to complete the survey.

What would work better, in my opinion, is to have an independent person contracted by MSDSI to offer support (where needed) for people to provide survey information. This would allow for more options to accommodate people's needs better (such as in person / by phone), and would not rely on overburdened advocates. Also the Legal Services Society offers honorariums when soliciting feedback. I have received positive feedback from clients about this. They feel valued for their time and the honorarium monies goes towards their basic needs.

I hope MSDSI will consider everyone's feedback for the future.

Respectfully,

Amber



Amber Prince
Legal Advocate
[help end violence against women and children](#)

Atira Women's Resource Society
101 East Cordova St. Vancouver BC, V6A 1K7
Coast Salish Territory
www.atira.bc.ca

T: 604.331.1407 ext. 105 | **F:** 604.688.1799 | **E:** legaladvocate@atira.bc.ca

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From: Rosemary Collins [<mailto:rosemary@whuc.net>]

Sent: March-26-14 5:05 PM

To: 'Kris Sutherland'; 'Stephanie Smith'; 'Lofthouse, Jean C SDSI:EX'; 'advocate'; 'alison:VAST'; 'Allison Ward'; 'Amber Prince,Atiria'; 'Andrea Vollens(YWCA)'; 'Ann Livingston (VANDU)'; 'Annette Murray (BCCPD)'; 'BarbBasil-Lascelles(DEWC)'; 'BCPWA'; 'Chris Thomas (VAST)'; 'DavidRamsay(Vancouver Native Health)'; 'devinaRidley(Battered Women Support)'; 'director, (FirstUnited)'; 'donna jardine'; 'Ellen Sivergielter(St. Pauls Advocacy)'; 'Erin Pritchard'; 'Eugene Kung (BCPIAC)'; 'Freda McClellan (MPA)'; 'Gerry Adams'; 'Janet Berry (First United)'; 'Jess Hadley (community Legal Assistance)'; 'Karen Hobbs (MPA)'; 'KettleFriendship'; 'Leesa McDowell (DEWC)'; 'Lindsay McFarlane'; 'Miriam Jurigova (MOSAIC)'; 'MPA advocacy'; 'MPACatherine Nimchuk'; 'Neena Randhawa (CHIMOCrisis)'; 'Nicky Hockly (AIDS Vancouver)'; 'Ninu Kang (MOSAIC)'; 'north shore resource'; 'north shore resource'; 'pacific community readiness'; 'Rape Relief Shelter'; 'Robin Loxton (BCCPD)'; 'Shashi, Director Multi Cultural Society'; 'Sherman Chan (MOSAIC)'; 'Susan Henry (First UnitedChurch)'; 'Suzanne Krieger (PWA)'; 'Tannis Braithwaite (BCPIAC)'; 'Tomiyei (AIDS Vancouver)'; 'Zara MacLeod'; 'Zara Suleman (LEAF)'

Subject: RE: Survey

Hi Jean et al,

I have to concur with Stephanie, Kris and Susan. I helped a client do the survey this morning while we were on hold for the Contact Centre! His preferred method of communicating with the Ministry is in person. He never uses the website or e-mail, because he neither has a computer, nor knows how to use one. Yet, the survey does not allow for the respondent to indicate that they either don't own a computer or are computer illiterate. Also, the "other" category has no way for the client to indicate what he/she means by "other".

The fact that the survey is designed for computer savvy people means that the results will be skewed. The Ministry will only receive the opinions and experiences of people who are comfortable using computers and who also have reasonable access to one, which automatically eliminates certain demographics, such as older IA recipients, people whose first language is not English, people with cognitive disabilities, people in rural areas with little or no access to transportation let alone computers' and the like. Their vulnerable voices will not be heard in this

survey. The impact of designing systems, procedures and policies based solely on IA recipients who are computer savvy will be detrimental to many needy clients.

Kind Regards,
Rosemary Collins
Community Advocate
Wilson Heights United Church

From: Susan Henry [mailto:shenry@firstunited.ca]

Sent: Wednesday, March 26, 2014 4:14 PM

To: 'Kris Sutherland'; 'Stephanie Smith'; Lofthouse, Jean C SDSI:EX; 'advocate'; 'alison:VAST'; 'Allison Ward'; 'Amber Prince,Atiria'; 'Andrea Vollens(YWCA)'; 'Ann Livingston (VANDU)'; 'Annette Murray (BCCPD)'; 'BarbBasil-Lascelles(DEWC)'; 'BCPWA'; 'Chris Thomas (VAST)'; 'DavidRamsay(Vancouver Native Health)'; 'devinaRidley(Battered Women Support)'; 'director, (FirstUnited)'; 'donna jardine'; 'Ellen Sivergielter(St. Pauls Advocacy)'; 'Erin Pritchard'; 'Eugene Kung (BCPIAC)'; 'Freda McClellan (MPA)'; 'Gerry Adams'; 'Janet Berry (First United)'; 'Jess Hadley (community Legal Assistance)'; 'Karen Hobbs (MPA)'; 'KettleFriendship'; 'Leesa McDowell (DEWC)'; 'Lindsay McFarlane'; 'Miriam Jurigova (MOSAIC)'; 'MPA advocacy'; 'MPACatherine Nimchuk'; 'Neena Randhawa (CHIMOCrisis)'; 'Nicky Hockly (AIDSVancouver)'; 'Ninu Kang (MOSAIC)'; 'north shore resource'; 'north shore resource'; 'pacific community readiness'; 'Rape Relief Shelter'; 'Robin Loxton (BCCPD)'; 'Rosemary Collins (WilsonHeights)'; 'Shashi, Director Multi Cultural Society'; 'Sherman Chan (MOSAIC)'; 'Suzanne Krieger (PWA)'; 'Tannis Braithwaite (BCPIAC)'; 'Tomiyei (AIDS Vancouver)'; 'Zara MacLeod'; 'Zara Suleman (LEAF)'

Subject: RE: Survey

Totally agree with Kris, Jean. The questionnaire method skews the results.

I also started to do the survey (which crashed in the middle of my doing it, so it didn't get completed), and realized that the answers offered do not necessarily address the situations our clients deal with (for example, re why someone would not want to use the phone – there is no answer that simply says “I have no phone or access to a phone” – that's a much more honest answer than saying there is a “cost” to using a phone – people won't understand that subtlety).

I realize, Jean, that you likely did not write the survey, but what I have seen of it so far can be confusing.

(Just sayin'...)

Susan Henry
Legal Advocate

First United Church
Community Ministry Society
320 East Hastings St Vancouver, BC V6A 1P4
T: 604.681.8365 ext. 119
F: 604.569.1518
E: shenry@firstunited.ca
W: www.firstunited.ca | @FirstUnitedDTES on Twitter

From: Kris Sutherland [mailto:ksutherland@thekettle.ca]

Sent: March 26, 2014 2:03 PM

To: 'Stephanie Smith'; 'Lofthouse, Jean C SDSI:EX'; 'advocate'; 'alison:VAST'; 'Allison Ward'; 'Amber

Prince,Atiria'; 'Andrea Vollens(YWCA)'; 'Ann Livingston (VANDU)'; 'Annette Murray (BCCPD)'; 'BarbBasil-Lascelles(DEWC)'; 'BCPWA'; 'Chris Thomas (VAST)'; 'DavidRamsay(Vancouver Native Health)'; 'devinaRidley(Battered Women Support)'; 'director, (FirstUnited)'; 'donna jardine'; 'Ellen Sivergielter(St. Pauls Advocacy)'; 'Erin Pritchard'; 'Eugene Kung (BCPIAC)'; 'Freda McClellan (MPA)'; 'Gerry Adams'; 'Janet Berry (First United)'; 'Jess Hadley (community Legal Assistance)'; 'Karen Hobbs (MPA)'; 'KettleFriendship'; 'Leesa McDowell (DEWC)'; 'Lindsay McFarlane'; 'Miriam Jurigova (MOSAIC)'; 'MPA advocacy'; 'MPACatherine Nimchuk'; 'Neena Randhawa (CHIMOCrisis)'; 'Nicky Hockly (AIDSVancouver)'; 'Ninu Kang (MOSAIC)'; 'north shore resource'; 'north shore resource'; 'pacific community readiness'; 'Rape Relief Shelter'; 'Robin Loxton (BCCPD)'; 'Rosemary Collins (WilsonHeights)'; 'Shashi, Director Multi Cultural Society'; 'Sherman Chan (MOSAIC)'; 'Susan Henry (First UnitedChurch)'; 'Suzanne Krieger (PWA)'; 'Tannis Braithwaite (BCPIAC)'; 'Tomiyei (AIDS Vancouver)'; 'Zara MacLeod'; 'Zara Suleman (LEAF)'

Subject: RE: Survey

Hi Jean et al. This is my concern as well. The survey will only hear from clients who are literate, computer literate, and have access to a computer. This will obviously skew whatever data MSDSI receives in favour of online/email service delivery. Will MSDSI consider providing paper copies of this survey to clients who are unlikely to access the survey online? These are likely the clients who have been and are going to continue to be negatively impacted by the move away from face to face service delivery.

Regards,

Kris Sutherland
Manager of Advocacy Services
The Kettle Society
1725 Venables Street
Vancouver, B.C. V5L 2H3
604-253-7922 phone
604-251-2834 fax



From: Stephanie Smith [<mailto:ssmith@mosaicbc.com>]

Sent: Wednesday, March 26, 2014 1:36 PM

To: 'Lofthouse, Jean C SDSI:EX'; 'advocate'; 'alison:VAST'; 'Allison Ward'; 'Amber Prince,Atiria'; 'Andrea Vollens(YWCA)'; 'Ann Livingston (VANDU)'; 'Annette Murray (BCCPD)'; 'BarbBasil-Lascelles(DEWC)'; 'BCPWA'; 'Chris Thomas (VAST)'; 'DavidRamsay(Vancouver Native Health)'; 'devinaRidley(Battered Women Support)'; 'director, (FirstUnited)'; 'donna jardine'; 'Ellen Sivergielter(St. Pauls Advocacy)'; 'Erin Pritchard'; 'Eugene Kung (BCPIAC)'; 'Freda McClellan (MPA)'; 'Gerry Adams'; 'Janet Berry (First United)'; 'Jess Hadley (community Legal Assistance)'; 'Karen Hobbs (MPA)'; 'KettleFriendship'; 'kettle friendship, supervisor'; 'Leesa McDowell (DEWC)'; 'Lindsay McFarlane'; 'Miriam Jurigova (MOSAIC)'; 'MPA advocacy'; 'MPACatherine Nimchuk'; 'Neena Randhawa (CHIMOCrisis)'; 'Nicky Hockly (AIDSVancouver)'; 'Ninu Kang (MOSAIC)'; 'north shore resource'; 'north shore resource'; 'pacific community readiness'; 'Rape Relief Shelter'; 'Robin Loxton (BCCPD)'; 'Rosemary Collins (WilsonHeights)'; 'Shashi, Director Multi Cultural Society'; 'Sherman Chan (MOSAIC)'; 'Susan Henry (First UnitedChurch)'; 'Suzanne Krieger (PWA)';

'Tannis Braithwaite (BCPIAC)'; 'Tomiyei (AIDS Vancouver)'; 'Zara MacLeod'; 'Zara Suleman (LEAF)'

Subject: RE: Survey

Jean (and everyone), how is the Ministry going to get useful data on service channel preferences when the survey is only available to people via computer?

Best,
Steph

Stephanie Smith
Paralegal
MOSAIC Legal Advocacy Program
604.254.9626 x 263 | ssmith@mosaicbc.com

From: Kris Sutherland [<mailto:ksutherland@thekettle.ca>]

Sent: Wednesday, March 26, 2014 11:18 AM

To: Lofthouse, Jean C SDSI:EX

Subject: RE: Survey

Hi Jean,

How will clients return their paper surveys to you? In office? Do you want community organizations to collect or forward surveys?

Best,

Kris Sutherland
Manager of Advocacy Services
The Kettle Society
1725 Venables Street
Vancouver, B.C. V5L 2H3
604-253-7922 phone
604-251-2834 fax



From: Lofthouse, Jean C SDSI:EX [<mailto:Jean.Lofthouse@gov.bc.ca>]

Sent: Wednesday, March 26, 2014 9:45 AM

To: 'advocate'; 'alison:VAST'; 'Allison Ward'; 'Amber Prince,Atiria'; 'Andrea Vollens(YWCA)'; 'Ann Livingston (VANDU)'; 'Annette Murray (BCCPD)'; 'BarbBasil-Lascelles(DEWC)'; 'BCPWA'; 'Chris Thomas (VAST)'; 'DavidRamsay(Vancouver Native Health)'; 'devinaRidley(Battered Women Support)'; 'director, (FirstUnited)'; 'donna jardine'; 'Ellen Sivergielter(St. Pauls Advocacy)'; 'Erin Pritchard'; 'Eugene Kung (BCPIAC)'; 'Freda McClellan (MPA)'; 'Gerry Adams'; 'Janet Berry (First United)'; 'Jess Hadley (community Legal Assistance)'; 'Karen Hobbs (MPA)'; 'KettleFriendship'; 'kettle friendship, supervisor'; 'Leesa

McDowell (DEWC); 'Lindsay McFarlane'; 'Miriam Jurigova (MOSAIC)'; 'MPA advocacy'; 'MPACatherine Nimchuk'; 'Neena Randhawa (CHIMOCrisis)'; 'Nicky Hockly (AIDS Vancouver)'; 'Ninu Kang (MOSAIC)'; 'north shore resource'; 'north shore resource'; 'pacific community readiness'; 'Rape Relief Shelter'; 'Robin Loxton (BCCPD)'; 'Rosemary Collins (Wilson Heights)'; 'Shashi, Director Multi Cultural Society'; 'Sherman Chan (MOSAIC)'; 'Stephanie Smith'; 'Susan Henry (First United Church)'; 'Suzanne Krieger (PWA)'; 'Tannis Braithwaite (BCPIAC)'; 'Tomiyei (AIDS Vancouver)'; 'Zara MacLeod'; 'Zara Suleman (LEAF)'

Subject: Survey

Good morning everyone,

March 26, 2014 a Service Satisfaction Survey information insert (cheque stuffer) and cheque stub message will be mailed out to clients with this month's cheques encouraging clients to take part in the online feedback survey.

- The survey will be open from March 26, 2014 to May 26, 2014 and can be accessed from any computer with internet access at:
www.sdsi.gov.bc.ca/myfeedback.
- While the survey is currently only available online, we are exploring alternate methods of offering the survey and collecting feedback to support broader participation.
- The survey is open to all individuals who receive ministry services and should take about 10-15 minutes to complete.
- Participation in the survey is completely optional, anonymous, and is not linked to eligibility in any way.
- The data collected from the survey will help inform service delivery enhancements. For example, clients are asked about their service channel preferences including their reasons and level of satisfaction on existing service channels.
- See attached **cheque stuffer** and **cheque stub message**:

Let me know if you have any questions

Jean Lofthouse, Manager
Community Relations and Service Quality
Ministry of Social Development & Social Innovation
Phone: 604-660-2212
Cell: 604 417-2646
Fax 1-855-771-8719