



ARCS: 292-40  
File: CFD-

December 19, 2018

Dear:

**Re: Request for Access to Records**  
***Freedom of Information and Protection of Privacy Act (FOIPPA)***

I am writing further to your request received by the Ministry of Children and Family Development.

To receive your records you must contact the Office Manager/Team Leader at the district office, , by phoning Phone# to arrange an appointment to pick up your records. **This is the only individual who has the authority to release these records to you.**

Choose

Primary ID

- Provincial Identification
- Passport
- Native Status Card
- Original Citizenship Papers
- Immigration Documents
- Valid Driver's License

Secondary ID

- Birth Certificate
- Provincial Health Card
- Citizenship Papers
- Credit Card

If you have any questions regarding your request, or you determine that you no longer require the requested records, please contact me at 250 356-5858. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 356-5858.

Sincerely,

.../2

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Ministry of Citizens' Services   Information Access Operations

Mailing Address:  
PO Box 9569 Stn Prov Govt  
Victoria BC V8W 9K1

Website:  
[www.gov.bc.ca/freedomofinformation](http://www.gov.bc.ca/freedomofinformation)  
Telephone: 250 387-1321  
Fax: 250 387-9843

Justine Nisbet, Manager  
On behalf of Justine Nisbet, Manager  
MCFD Personals Team, Information Access Operations

**ATTENTION: OFFICE MANAGER/TEAM LEADER**  
**38T38T, 38T38T**

THE ATTACHED PACKAGE HAS BEEN SENT TO YOU FOR RELEASE TO:

The enclosed records ("the package") have been secured with plastic strapping; please **remove the outer wrapping carefully** to ensure that the plastic strapping and enclosed records are not damaged.

An "Acknowledgement of Receipt of Records" form is attached to this notice. **Please check the form to ensure that it is addressed to the above named person(s).**

The enclosed records should be addressed to the above named person(s); please check to ensure that this is so. **If not, please IMMEDIATELY contact Information Access Operations at 250 387-1321.**

A letter has been sent to the above named person(s) stating that the enclosed records are ready for pickup at your office AND that YOU should be telephoned to arrange a time to come in to pick up the enclosed records. When the above named person(s) come in to pick up the enclosed records, please complete the following steps:

1. Have the above named person(s) provide enough identification to confirm his/her identity.
2. Check the identification provided by the above named person against the name on the enclosed records and on the Acknowledgement of Receipt of Records form to ensure that they are the same.
3. Record the description of the identification provided by the above named person(s) on the Acknowledgement of Receipt of Records form; have the above named person(s) sign the completed form. **DO NOT PHOTOCOPY THE APPLICANT'S IDENTIFICATION.**
4. Email the completed "Acknowledgement of Receipt of Records" form to [IAOIntakeTeam@gov.bc.ca](mailto:IAOIntakeTeam@gov.bc.ca); or mail via TRACE to Information Access Operations PO Box 9569 Stn Prov Govt, Victoria BC V8W 9K1; or fax to 250 387-9843.

**NOTE: If in following the above steps you find any form of discrepancy, STOP AND DO NOT RELEASE THE ENCLOSED RECORDS TO ANYONE UNTIL AFTER YOU HAVE CONSULTED WITH INFORMATION ACCESS OPERATIONS STAFF AT 250 387-1321. If the enclosed records are not picked up within 60 days, please mail the package back to our office via TRACE mail.**

Thank you for assisting in the processing of this access request.

December 19, 2018  
Justine Nisbet, Manager

**Ministry of Citizens' Services  
Information Access Operations**

APPLICANT ACKNOWLEDGEMENT OF RECEIPT OF RECORDS

**IAO CONTACT:** Justine Nisbet    **REQUEST:** CFD-

**APPLICANT(S):**

**This will confirm that today I/we received a package of records addressed to me/us from Information Access Operations, Ministry of Citizens' Services.**

**APPLICANT(S) SIGNATURE(S):** \_\_\_\_\_

**DATE:** \_\_\_\_\_

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**PLEASE COMPLETE THE FOLLOWING:**

- A) Use the check boxes below to verify two pieces of ID presented by the applicant(s)**  
**Please do not record any ID details. Both applicants **MUST** attend together to receive the records.**

**Primary ID**

APP#1 APP#2

- |                          |                          |                             |
|--------------------------|--------------------------|-----------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Provincial ID               |
| <input type="checkbox"/> | <input type="checkbox"/> | Passport                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Native Status Card          |
| <input type="checkbox"/> | <input type="checkbox"/> | Original Citizenship Papers |
| <input type="checkbox"/> | <input type="checkbox"/> | Immigration Documents       |
| <input type="checkbox"/> | <input type="checkbox"/> | Valid Driver's License      |
| <input type="checkbox"/> | <input type="checkbox"/> | Other _____                 |

**Secondary ID**

APP#1 APP#2

- |                          |                          |                        |
|--------------------------|--------------------------|------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Birth Certificate      |
| <input type="checkbox"/> | <input type="checkbox"/> | Provincial Health Card |
| <input type="checkbox"/> | <input type="checkbox"/> | Citizenship Papers     |
| <input type="checkbox"/> | <input type="checkbox"/> | Credit Card            |
| <input type="checkbox"/> | <input type="checkbox"/> | Other _____            |

- B) I have witnessed the above Applicant(s) signature(s).**

\_\_\_\_\_  
SIGNATURE OF OFFICE  
MANAGER/TEAM LEADER  
38T38T

\_\_\_\_\_  
PRINT NAME

**Please scan and return this completed form to [IAOIntakeTeam@gov.bc.ca](mailto:IAOIntakeTeam@gov.bc.ca); or  
TRACE mail: Information Access Operations PO Box 9569, Stn Prov Govt, Victoria, BC V8W  
9K1; or FAX: 250 387-9843 Enquiries? Phone 250 387-1321.**



ARCS: 292-40  
File: CFD-

December 19, 2018

Dear:

**Re: Request for Access to Records**  
***Freedom of Information and Protection of Privacy Act (FOIPPA)***

I am writing further to your request received by the Ministry of Children and Family Development. Your request is for:

Please find enclosed a copy of the records as provided by the Ministry of Children and Family Development in response to your request. Some information has been withheld pursuant to section(s) Choose, Choose, Choose and Choose of FOIPPA and section(s) and of the *Child, Family and Community Services Act (CFCSA)*. Pages on which information has been withheld are stamped at the bottom of that page with the corresponding section stamp. I have attached a copy of the appropriate sections of all relevant Acts for your reference.

**If information has been removed (not withheld or severed) under section 3, paste the relevant section from the Section 3 Blurb document into the above paragraph.**

Please be advised that some of the records reviewed contain Youth Criminal Justice or Youth Forensic information. This information falls under the *Youth Criminal Justice Act*. As such, Information Access Operations has no authority to release these records under FOIPPA or the *Child, Family and Community Service Act*. If you wish to have access to this information which has been withheld under section 79, please contact:

Manager, Document Disclosure and Management  
Ministry of Children and Family Development  
PO Box 9714 STN PROV GOVT  
Victoria BC V8W 9S1  
Telephone: 778 698-3400 Fax: 250 953-4815

Please note that Youth Criminal Justice or Youth Forensic information is not subject to a request for review by the Office of the Information and Privacy Commissioner of British Columbia.

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Ministry of Citizens' Services    Information Access Operations

Mailing Address:  
PO Box 9569 Stn Prov Govt  
Victoria BC V8W 9K1

Website:  
[www.gov.bc.ca/freedomofinformation](http://www.gov.bc.ca/freedomofinformation)  
Telephone: 250 387-1321  
Fax: 250 387-9843

Responsive records have been copied. We have attempted to provide you with the best readable copy, although you may find that some pages are in poor condition. Your file is now closed.

If you have any questions, please contact me at 250 356-5858. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 356-5858. Please provide the file number at the top right of the first page of this letter in any communications.

You have the right to ask the Information and Privacy Commissioner to review the Ministry's response to your request. I have enclosed information on the review and complaint process.

Sincerely,

Justine Nisbet, Manager  
On behalf of Justine Nisbet, Manager  
MCFD Personals Team, Information Access Operations

Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner  
PO Box 9038 Stn Prov Govt  
4th Floor, 947 Fort Street  
Victoria BC V8W 9A4  
Telephone 250 387-5629      Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.

## ***Freedom of Information and Protection of Privacy Act***

### **Scope of this Act**

- 3** (1) This Act applies to all records in the custody or under the control of a public body, including court administration records, but does not apply to the following:
- (a) a court record, a record of a judge of the Court of Appeal, Supreme Court or Provincial Court, a record of a master of the Supreme Court, a record of a justice of the peace, a judicial administration record or a record relating to support services provided to the judges of those courts;
  - (b) a personal note, communication or draft decision of a person who is acting in a judicial or quasi judicial capacity;
  - (c) subject to subsection (3), a record that is created by or for, or is in the custody or control of, an officer of the Legislature and that relates to the exercise of that officer's functions under an Act;
    - (c.1) [Repealed 2002-50-19.]
    - (c.2) subject to subsection (4), a record that is created by or for, or is in the custody or control of the auditor general appointed under the *Auditor General for Local Government Act* and that relates to the exercise of his or her functions under that Act;
  - (d) a record of a question that is to be used on an examination or test;
  - (e) a record containing teaching materials or research information of
    - (i) a faculty member, as defined in the College and Institute Act and the University Act, of a post-secondary educational body,
    - (ii) a teaching assistant or research assistant employed at a post-secondary educational body, or
    - (iii) other persons teaching or carrying out research at a post-secondary educational body;
  - (f) material placed in the archives of the government of British Columbia by or for a person than a public body;
  - (g) material placed in the archives of a public body by or for a person or agency other than a public body;
  - (h) a record relating to a prosecution if all proceedings in respect of the prosecution have not been completed;
  - (i) [Repealed 2011-17-1.]
  - (j) a record that is available for purchase by the public;
  - (k) a record of a service provider that is not related to the provision of services for a public body.
- (2) This Act does not limit the information available by law to a party to a proceeding.
- (3) The following sections apply to officers of the Legislature, their employees and, in relation to their service providers, the employees and associates of those service providers, as if the officers and their offices were public bodies:
- (a) section 30 (protection of personal information);
  - (b) section 30.1 (storage and access must be in Canada);
  - (c) section 30.2 (obligation to report foreign demand for disclosure);
  - (d) section 30.3 (whistle-blower protection);
  - (e) section 30.4 (unauthorized disclosure prohibited);
  - (e.1) section 30.5 (notification of unauthorized disclosure);



- (f) section 33 (disclosure of personal information);
- (g) section 33.1 (disclosure inside or outside Canada);
- (h) section 33.2 (disclosure inside Canada only);
- (i) section 74.1 (privacy protection offences).

(4) The sections referred to in subsection (3) apply to the auditor general appointed under the *Auditor General for Local Government Act*, employees appointed under that Act and, in relation to service providers to the auditor general, the employees and associates of those service providers, as if the auditor general and his or her office were public bodies.

## **Legal advice**

**14** The head of a public body may refuse to disclose to an applicant information that is subject to solicitor client privilege.

## **Disclosure harmful to law enforcement**

- 15** (1) The head of a public body may refuse to disclose information to an applicant if the disclosure could reasonably be expected to
- (a) harm a law enforcement matter,
  - (b) prejudice the defence of Canada or of any foreign state allied to or associated with Canada or harm the detection, prevention or suppression of espionage, sabotage or terrorism,
  - (c) harm the effectiveness of investigative techniques and procedures currently used, or likely to be used, in law enforcement,
  - (d) reveal the identity of a confidential source of law enforcement information,
  - (e) reveal criminal intelligence that has a reasonable connection with the detection, prevention or suppression of organized criminal activities or of serious and repetitive criminal activities,
  - (f) endanger the life or physical safety of a law enforcement officer or any other person,
  - (g) reveal any information relating to or used in the exercise of prosecutorial discretion,
  - (h) deprive a person of the right to a fair trial or impartial adjudication,
  - (i) reveal a record that has been confiscated from a person by a peace officer in accordance with an enactment,
  - (j) facilitate the escape from custody of a person who is under lawful detention,
  - (k) facilitate the commission of an offence under an enactment of British Columbia or Canada, or
  - (l) harm the security of any property or system, including a building, a vehicle, a computer system or a communications system.
- (2) The head of a public body may refuse to disclose information to an applicant if the information

- (a) is in a law enforcement record and the disclosure would be an offence under an Act of Parliament,
  - (b) is in a law enforcement record and the disclosure could reasonably be expected to expose to civil liability the author of the record or a person who has been quoted or paraphrased in the record, or
  - (c) is about the history, supervision or release of a person who is in custody or under supervision and the disclosure could reasonably be expected to harm the proper custody or supervision of that person.
- (3) The head of a public body must not refuse to disclose under this section
- (a) a report prepared in the course of routine inspections by an agency that is authorized to enforce compliance with an Act,
  - (b) a report, including statistical analysis, on the degree of success achieved in a law enforcement program or activity unless disclosure of the report could reasonably be expected to interfere with or harm any of the matters referred to in subsection (1) or (2), or
  - (c) statistical information on decisions under the *Crown Counsel Act* to approve or not to approve prosecutions.
- (4) The head of a public body must not refuse, after a police investigation is completed, to disclose under this section the reasons for a decision not to prosecute
- (a) to a person who knew of and was significantly interested in the investigation, including a victim or a relative or friend of a victim, or
  - (b) to any other member of the public, if the fact of the investigation was made public.

### **Disclosure harmful to intergovernmental relations or negotiations**

- 16** (1) The head of a public body may refuse to disclose information to an applicant if the disclosure could reasonably be expected to
- (a) harm the conduct by the government of British Columbia of relations between that government and any of the following or their agencies:
    - (i) the government of Canada or a province of Canada;
    - (ii) the council of a municipality or the board of a regional district;
    - (iii) an aboriginal government;
    - (iv) the government of a foreign state;
    - (v) an international organization of states,
  - (b) reveal information received in confidence from a government, council or organization listed in paragraph (a) or their agencies, or
  - (c) harm the conduct of negotiations relating to aboriginal self government or treaties.
- (2) Moreover, the head of a public body must not disclose information referred to in subsection (1) without the consent of
- (a) the Attorney General, for law enforcement information, or

- (b) the Executive Council, for any other type of information.
- (3) Subsection (1) does not apply to information that is in a record that has been in existence for 15 or more years unless the information is law enforcement information.

### **Disclosure harmful to the financial or economic interests of a public body**

**17** (1) The head of a public body may refuse to disclose to an applicant information the disclosure of which could reasonably be expected to harm the financial or economic interests of a public body or the government of British Columbia or the ability of that government to manage the economy, including the following information:

- (a) trade secrets of a public body or the government of British Columbia;
- (b) financial, commercial, scientific or technical information that belongs to a public body or to the government of British Columbia and that has, or is reasonably likely to have, monetary value;
- (c) plans that relate to the management of personnel of or the administration of a public body and that have not yet been implemented or made public;
- (d) information the disclosure of which could reasonably be expected to result in the premature disclosure of a proposal or project or in undue financial loss or gain to a third party;
- (e) information about negotiations carried on by or for a public body or the government of British Columbia;
- (f) information the disclosure of which could reasonably be expected to harm the negotiating position of a public body or the government of British Columbia.

(2) The head of a public body may refuse to disclose under subsection (1) research information if the disclosure could reasonably be expected to deprive the researcher of priority of publication.

(3) The head of a public body must not refuse to disclose under subsection (1) the results of product or environmental testing carried out by or for that public body, unless the testing was done

- (a) for a fee as a service to a person, a group of persons or an organization other than the public body, or
- (b) for the purpose of developing methods of testing.

### **Disclosure harmful to individual or public safety**

**19** (1) The head of a public body may refuse to disclose to an applicant information, including personal information about the applicant, if the disclosure could reasonably be expected to

- (a) threaten anyone else's safety or mental or physical health, or
- (b) interfere with public safety.

- (2) The head of a public body may refuse to disclose to an applicant personal information about the applicant if the disclosure could reasonably be expected to result in immediate and grave harm to the applicant's safety or mental or physical health.

### **Disclosure harmful to personal privacy**

**22** (1) The head of a public body must refuse to disclose personal information to an applicant if the disclosure would be an unreasonable invasion of a third party's personal privacy.

(2) In determining under subsection (1) or (3) whether a disclosure of personal information constitutes an unreasonable invasion of a third party's personal privacy, the head of a public body must consider all the relevant circumstances, including whether

- (a) the disclosure is desirable for the purpose of subjecting the activities of the government of British Columbia or a public body to public scrutiny,
- (b) the disclosure is likely to promote public health and safety or to promote the protection of the environment,
- (c) the personal information is relevant to a fair determination of the applicant's rights,
- (d) the disclosure will assist in researching or validating the claims, disputes or grievances of aboriginal people,
- (e) the third party will be exposed unfairly to financial or other harm,
- (f) the personal information has been supplied in confidence,
- (g) the personal information is likely to be inaccurate or unreliable,
- (h) the disclosure may unfairly damage the reputation of any person referred to in the record requested by the applicant, and
- (i) the information is about a deceased person and, if so, whether the length of time the person has been deceased indicates the disclosure is not an unreasonable invasion of the deceased person's personal privacy.

(3) A disclosure of personal information is presumed to be an unreasonable invasion of a third party's personal privacy if

- (a) the personal information relates to a medical, psychiatric or psychological history, diagnosis, condition, treatment or evaluation,
- (b) the personal information was compiled and is identifiable as part of an investigation into a possible violation of law, except to the extent that disclosure is necessary to prosecute the violation or to continue the investigation,
- (c) the personal information relates to eligibility for income assistance or social service benefits or to the determination of benefit levels,
- (d) the personal information relates to employment, occupational or educational history,
- (e) the personal information was obtained on a tax return or gathered for the purpose of collecting a tax,

- (f) the personal information describes the third party's finances, income, assets, liabilities, net worth, bank balances, financial history or activities, or creditworthiness,
  - (g) the personal information consists of personal recommendations or evaluations, character references or personnel evaluations about the third party,
  - (h) the disclosure could reasonably be expected to reveal the content of a personal recommendation or evaluation, a character reference or a personnel evaluation supplied by the third party in confidence and the applicant could reasonably be expected to know the identity of the third party,
  - (i) the personal information indicates the third party's racial or ethnic origin, sexual orientation or religious or political beliefs or associations, or
  - (j) the personal information consists of the third party's name, address, or telephone number and is to be used for mailing lists or solicitations by telephone or other means.
- (4) A disclosure of personal information is not an unreasonable invasion of a third party's personal privacy if
- (a) the third party has, in writing, consented to or requested the disclosure,
  - (b) there are compelling circumstances affecting anyone's health or safety and notice of disclosure is mailed to the last known address of the third party,
  - (c) an enactment of British Columbia or Canada authorizes the disclosure,
  - (d) the disclosure is for a research or statistical purpose and is in accordance with section 35,
  - (e) the information is about the third party's position, functions or remuneration as an officer, employee or member of a public body or as a member of a minister's staff,
  - (f) the disclosure reveals financial and other details of a contract to supply goods or services to a public body,
  - (g) public access to the information is provided under the *Financial Information Act*,
  - (h) the information is about expenses incurred by the third party while travelling at the expense of a public body,
  - (i) the disclosure, in respect of
    - (i) a licence, a permit or any other similar discretionary benefit, or
    - (ii) a degree, a diploma or a certificate,
 reveals any of the following with respect to the applicable item in subparagraph (i) or (ii):
    - (iii) the name of the third party to whom the item applies;
    - (iv) what the item grants or confers on the third party or authorizes the third party to do;
    - (v) the status of the item;
    - (vi) the date the item was conferred or granted;
    - (vii) the period of time the item is valid;
    - (viii) the date the item expires, or

(j) the disclosure, in respect of a discretionary benefit of a financial nature granted to a third party by a public body, not including personal information referred to in subsection (3) (c), reveals any of the following with respect to the benefit:

- (i) the name of the third party to whom the benefit applies;
- (ii) what the benefit grants to the third party;
- (iii) the date the benefit was granted;
- (iv) the period of time the benefit is valid;
- (v) the date the benefit ceases.

(5) On refusing, under this section, to disclose personal information supplied in confidence about an applicant, the head of the public body must give the applicant a summary of the information unless

- (a) the summary cannot be prepared without disclosing the identity of a third party who supplied the personal information, or
- (b) with respect to subsection (3) (h), either paragraph (a) of this subsection applies or the applicant could reasonably be expected to know the identity of the third party who supplied the personal recommendation or evaluation, character reference or personnel evaluation.

(6) The head of the public body may allow the third party to prepare the summary of personal information under subsection (5).

### **Right to ask for a review**

**52** (1) A person who makes a request to the head of a public body, other than the commissioner or the registrar under the *Lobbyists Registration Act*, for access to a record or for correction of personal information may ask the commissioner to review any decision, act or failure to act of the head that relates to that request, including any matter that could be the subject of a complaint under section 42 (2).

(2) A third party notified under section 24 of a decision to give access may ask the commissioner to review any decision made about the request by the head of a public body, other than the commissioner or the registrar under the *Lobbyists Registration Act*.

### **Relationship of Act to other Acts**

**79** If a provision of this Act is inconsistent or in conflict with a provision of another Act, the provision of this Act prevails unless the other Act expressly provides that it, or a provision of it, applies despite this Act.

### **From the *Child, Family and Community Service Act***

### **Confidentiality of Information**

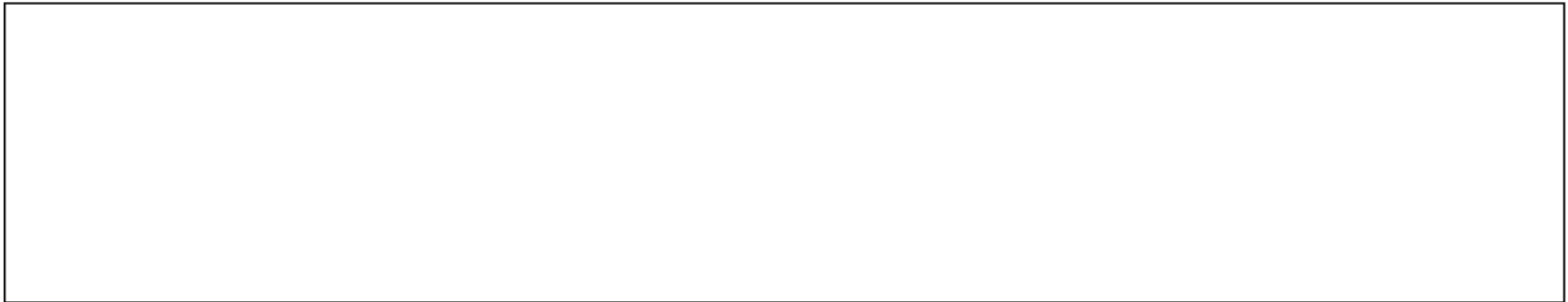
- 24** (1) A person must not disclose or be compelled to disclose information obtained in a family conference, mediation or other alternative dispute resolution mechanism except
- a) with the consent of everyone who participated in the family conference or mediation
  - b) to the extent necessary to make or implement an agreement about the child
  - c) if the information is disclosed in an agreement filed under section 23, or
  - d) if the disclosure is necessary for a child's safety or for the safety of a person other than a child, or is required under section 14.
- (2) This section applies despite section 79 of this Act and despite any provision, other than section 44(2) and (3) of the *Freedom of Information and Protection of Privacy Act*.
- (3) Subsection (2) does not apply to personal information as defined in the *Freedom of Information and Protection of Privacy Act* that has been in existence for at least 100 years or to other information that has been in existence for at least 50 years.

### **Exceptions to access rights**

- 77** (1) A director must refuse to disclose information in a record to a person who has a right of access to the record under the *Freedom of Information and Protection of Privacy Act* if the disclosure could reasonably be expected to reveal the identity of a person who has made a report under section 14 of this Act and who has not consented to the disclosure.
- (2) A director may refuse to disclose information in a record to a person who has a right of access to the record under the *Freedom of Information and Protection of Privacy Act* if
- (a) the disclosure could reasonably be expected to jeopardize an investigation under section 16 or a criminal investigation that is under way or contemplated, or
  - (b) the information was supplied in confidence, during an assessment under section 16 (2) (b.1) or an investigation under section 16 (2) (c), by a person who was not acting on behalf of or under the direction of a director.

Request: CFD-  
To Be Picked Up At Office: 38T38T, 38T38T

**DO NOT OPEN**  
**TO BE PICKED UP BY ADDRESSEE:**







## Reception & Client Service: **Freedom of Information Requests**

The *Freedom of Information and Protection of Privacy Act* (FOIPPA) enables the public to request and obtain copies of records held by B.C. government ministries or the Office of the Premier, when those records are not routinely available. As of March 7, 2017, clients can request their records to be released on a compact disc (CD) or as paper copies.

Freedom of Information  
*Information and forms site*

FAQ Sheet – Do's and Don'ts

### **Access Forms**

*Submit a Personal FOI request*

*Requesting our own personal information and records*

*Submit a General FOI request*

*Requesting information and records of a non-personal nature that can be released to anyone*

<input type="checkbox"/>	<b>1</b>	<b>Requestor completes form(s), along with <i>Requested Information</i> section</b> Timeline can be 6-8 weeks so if there is any urgency or deadline of when their package is needed, encourage requestor to explain that on the form.
<input type="checkbox"/>	<b>2</b>	<b>Check that daytime telephone number, address &amp; signature is legible</b>
<input type="checkbox"/>	<b>3</b>	<b>Email, fax or mail completed form to:</b> Information Access Operations PO Box 9569 Stn Prov Govt Victoria BC V8W 9K1  Telephone: (250) 387-1321 Fax: (250) 387-9843 Email: FOI.Requests@gov.bc.ca
<input type="checkbox"/>	<b>4</b>	<b>Return any documents, forms or faxed confirmation to requestor</b> Sending office does not retain any documents (or maintain a tracking system) on site.
<input type="checkbox"/>	<b>5</b>	<b>Provide information of next steps</b> <ul style="list-style-type: none"><li>• Provide them with the <i>Information Access Operations</i> phone number (250) 387-1321</li><li>• Explain possible timeline</li><li>• Requestor will receive a letter confirming when package is ready for pick-up at their chosen location</li><li>• Letter will direct them to contact the office ahead of time to schedule an appointment with a supervisor (supervisor could be a Team Leader, Director of Operations or an Office Manager who can facilitate the release of records.)</li><li>• Requestor will require two pieces of identification</li></ul>

*Tip* The only tracking that should occur is the length of time the FOI package is retained in your office. The letter outlines that if the package is not picked up in a specific number of days (from date stamp), it is to be returned to their office by *Special Housemail Delivery*.

When package arrives at your office:

<input type="checkbox"/>	<b>6</b>	<b>Receive package</b> Open envelope attached to package & date stamp letter <ul style="list-style-type: none"><li>• Secure letter around package</li><li>• Store in a secure location (see your supervisor for direction)</li><li>• Notify supervisor package has arrived</li></ul>
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*Tip* If a Compact Disc version was requested, the CD will be in a protective case sealed inside a bubble envelope. This envelope will be sealed within a larger brown envelope. Only open the white envelope attached. Do not open the brown envelope.

<input type="checkbox"/>	<b>7</b>	<b>Requestor will receive letter &amp; schedule an appointment with supervisor</b>
<input type="checkbox"/>	<b>8</b>	<b>Supervisor will follow directions in letter &amp; release package, with binding still secured around package, to the care of requestor</b> Verification of identification & signatures are required.
<input type="checkbox"/>	<b>9</b>	<b>Signed letter is returned to <i>Information Access Operations</i></b> Address indicated in letter. The office does not retain any documents (or maintain tracking systems) on site.

Did you find a broken link or error? Contact [MICF.Admin@manitoba.gov.bc.ca](mailto:MICF.Admin@manitoba.gov.bc.ca) and quote form RCS0007