FREEDOM OF INFORMATION (RE) SEARCH PROCEDURES

This tab will attempt to explain RE FOI requests, including search procedures and an example.

As with any other FOI,

- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section.
- Search first name only if the first name is unique and cross reference any results with the provided DOB.

Below is an example of a completed RRT extract and the original form as sent to us by FOI.

```
                         MCFD Disclosure and Document Management
REPORT                      Record Request Tracking          PAGE :Page 1 of 2
RT452-01             COMPLETED REQUEST EXTRACT REPORT         DATE :2023MAY21
                                                             TIME :13:12:49

Request ID  : 117259                          CLIFF  :  230420
                                              FOI #  :  2023-31246
Reference ID : FOSTER
Client      : FOI        INFORMATION ACCESS OPERATIONS
Search Type : FOI        FOI
Requested By :
Office Code  :
_____
Applicant   : s. 22                        Birthdate  : s. 22

Contact     : LISA JOHANSON                 Phone  :(   )
Description  :

Any RE type file(s) as a foster parent for: (including contracts as a foster
parent)
Timeframe: s. 22
_____
Resolution   :
ICM production for the following will be uploaded at a later date(~pgs):
s. 22


The following files are enclosed(1800pgs):
s. 22




COMMENTS:
- No other RE or CT type files found using the information provided.
- Name searched: s. 22

The following file is listed as lost:
s. 22
_____
                 Name            Date
Closed      : MICHAUD, STEPHEN  2023MAY05
Assigned    : MICHAUD, STEPHEN  2023MAY02
```

Information Access Operations
Personal Access to Records Request

Ministry of Children and Family Development
Call for Records Form

REQUEST DETAILS:	
FOI Request File Number:	CFD-2023-31246
Request Type:	Foster/Resource
Applicant Name:	s. 22
On behalf of:	
Analyst:	Lisa Johanson
Files to be ordered:	

Any RE type file(s) as a foster parent for: (including contracts as a foster parent)
s. 22

Additional info:
PLEASE INCLUDE THE APPLICANT'S FINANCIAL CONTRACT FILE(S) AS A FOSTER PARENT.

Comments/directions: Intake processed by Lisa Johanson

Request clarified: **NO**
Request amended: **NO** (if yes, provide details:)

Original Perfected Date:	**April 3, 2023**
Legislated Response Date:	**May 17, 2023**

TIMELINES:	
Records are to be forwarded to IAO office within 4 to 10 business days	
Date Records Requested:	**April 5, 2023**
Records due at IAO:	**April 21, 2023**

Ministry Support Guidelines for PERSONAL FOI Requests

Preliminary Record Search:

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

Providing Responsive Records:
- Please courier requested records to:
  Attention: Scanning Division - Information Access Operations
  Ministry of Citizens' Services
  2nd Floor, 727 Fisgard Street
  Victoria BC V8W 1R8

How to find a physical RE file in ICM:

- Search for the applicant name in the contacts tab as you would with any FOI. For this example, the name is
  s. 22

- In the contacts summary tab, scroll down to "cases." In cases, you should see two separate RE files with a case number and a legacy file number. These are the file numbers and are helpful for finding the physical copy. With other FOIs, as shown in other sections, most physical files in ICM can be found in contact 360 tab under "consolidated physical files." RE files will not appear in that location.

Access	MYSS	Case Number	Legacy File Number	Case Name	Last Name	First Name	Middle Name	Relationship	Start Date	End Date	Case Type
		s. 22						Key player	2019-May-31 09:...	2023-Sep-06 09:...	Resource
								Key player	2019-May-27 03:...	2019-May-31 08:...	Resource
								Key player	2019-Aug-22 11:...	2020-Nov-01 10:...	Child Care Subsidy
								Mother	2015-Mar-01 12:0...	2023-Oct-13 12:3...	Autism
								Key player	2014-Mar-27 12:0...	2023-Oct-01 02:3...	CYSN Family Services

- Take either the case number or the legacy number and copy it. You then want to click into the "cases" function near the top left of the ICM screen. It should look like this.

- In the top left of the screen near where it says "menu," you should see a tab that says "my cases." Click that tab and switch it to "All cases"
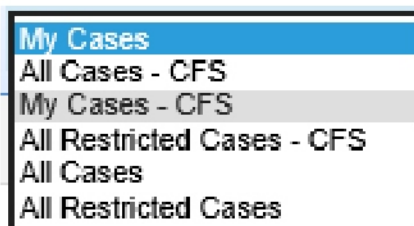
- Once all cases is selected, hit "Query" and paste the number you copied from the last page and paste it into the correct space below. So for example, if you copied the legacy RE number, paste it into the box that says Legacy file number, like so:

- Press go.
- The name and all the information should be filled into the remaining boxes

- You should now see another box below with some basic information about the file, mirroring what it listed in the image just above.

Case Number: s. 22
Case Type: Resource
Legacy File Number: s. 22
Case Status: Closed
Integration State: Synced
Caseload: 202

Last Name: s. 22
First Name:
Middle Name:
Case Name:
Restricted: ☐
MyFS: ☐

Organization: MCFD
Service Region: MCFD - North
Office: QMQ - KITIMAT...
Assigned To: s. 15
Work Queue:

Original Open Date: 2019-May-31
Re-Opened Date:
Closed Date: 2023-Sep-06
Close Reason:
Last Updated Date: 2023-Sep-06 09:3...
Early Open Reason:
Renew/Review Date:

- The final step is to select the arrows in the far right of the screen near where it says "1 of 1" (scroll over on this screen to see full image). Selecting those arrows will expand the page and show another area with more information on the file. It should look like this:

More.......

Program Eligibility:
Restricted Type:
Restricted Reason:
Restricted Review Date:

Physical File Location: QMQ - KITIMAT ...
Offsite Accession and Box Number:
Account Number:
Client Balance: 0.00

Created By: s. 15
Created By Office: EFM - Kamloops ...
Created Date: 2019-May-31 08:...
WorkBC Catchment:

Renew/Review Reason:
MYSS: ☐

- The tabs that are important on this page are the "Physical File Location" tab and the "Offsite accession and box number" tab. In this case, the file location is at QMQ in Kitimat. This is where you will order the file from. If the file was not at a district office, there would offsite information in the tab below and you would use that information for ordering purposes.

FREEDOM OF INFORMATION (PERSONNEL) SEARCH PROCEDURES

Personnel Searches are somewhat rare. They can also be called "Employee searches." In these cases, it is usually a former MCFD employee searching for any records related to their time of employment in MCFD. Alternatively, it could be a former employee of an MCFD delegated agency, rather than an employee directly employed by MCFD. Below is an example of a request from a former employee of an MCFD affiliated agency.

Information Access Operations
Personal Access to Records Request

Ministry of Children and Family Development
Call for Records Form

REQUEST DETAILS:	
FOI Request File Number:	CFD-2023-31610
Request Type:	Child Protection
Applicant Name:	s. 22
On behalf of:	
Analyst:	Valerie Stephen
Files to be ordered:	
Any Personnel records for: s. 22	
Additional info: s. 22	

Comments/directions: Intake processed by Valerie Stephen

Request clarified: **YES**
Request amended: **YES** (if yes, provide details: Looking for protocol investigation from incident at Ridge Meadows Association for Community Living)

Original Perfected Date:	May 2, 2023
Legislated Response Date:	July 14, 2023

TIMELINES:	
Records are to be forwarded to IAO office within 4 to 10 business days	
Date Records Requested:	June 1, 2023
Records due at IAO:	June 15, 2023

Ministry Support Guidelines for PERSONAL FOI Requests

Preliminary Record Search:

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

Providing Responsive Records:

- Please courier requested records to:

Attention: Scanning Division - Information Access Operations
Ministry of Citizens' Services
2nd Floor, 727 Fisgard Street
Victoria BC V8W 1R8

Tasks to Complete

1: Complete a PCC check within RRT to determine the applicant's past involvement with our office.

2: Determine if the listed agency is MCFD affiliated. This can be done by searching the MCFD list of accredited agencies List of Accredited Agencies - Province of British Columbia (gov.bc.ca). It can also be done finding and perusing the website of the listed agency. If these steps do not give you a clear answer, you can contact the agency and ask them directly if they have official accreditation. Be clear with who you are.

3: Once it's established that the agency is affiliated, you can begin to ask more detailed questions. You can ask if there is anyone at the agency who deals with records and records requests.

If you have established a clear correspondence, you can then begin to ask more detailed questions and explain the situation to the agency. In the example above, the applicant was looking for their employee records from s. 22
s. 22   so you can ask if they have any records associated to the person of interest between those dates.

If they do, you can work out a method of receiving the files. In the past, and in many instances, the agency will simply scan and email any files they have. This is the most ideal usually.

Once you receive the records, you can upload them to SharePoint as you would for the ICM of any other type of FOI request.

CHILD PROTECTION – FS SEARCH PROCEDURES

- FOI requests are received through the search inbox, the main general IPAD outlook inbox.
- Requests are then registered by Intake and put in the FOI Requests Folder. This folder can be found on the LAN at X:Drive -->HQ Management Services--->R_Records & Forms Operations----> 10100-30 DDM Caseloads--->New Requests---> FOI Requests.
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT. Here is what the main page of an FS FOI request form would look like:
  - Complete an *MIS Comments History* form and send to production for processing. Electronic information is extracted in this case as well.

Information Access Operations
Personal Access to Records Request

Ministry of Children and Family Development
Call for Records Form

REQUEST DETAILS:	
FOI Request File Number:	CFD-2023-33438
Request Type:	Personal Information
Applicant Name:	s. 22
On behalf of:	
Analyst:	Katrina Greer
Files to be ordered:	

Any FS type file(s) as a parent for:
s. 22

Additional info: Spoke with applicant October 06, 2023 to clarify request and date range

Comments/directions: Intake processed by Katrina Greer

Request clarified: **YES**

Request amended: **NO** (if yes, provide details:)

Original Perfected Date:	October 3, 2023
Legislated Response Date:	November 16, 2023

TIMELINES:	
Records are to be forwarded to IAO office within 4 to 10 business days	
Date Records Requested:	October 6, 2023
Records due at IAO:	October 23, 2023

Ministry Support Guidelines for PERSONAL FOI Requests

Preliminary Record Search:

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

Providing Responsive Records:

- Please courier requested records to:
  Attention: Scanning Division - Information Access Operations
  Ministry of Citizens' Services
  2nd Floor, 727 Fisgard Street
  Victoria BC V8W 1R8

In the request details box you should see the FOI Request File Number (or just FOI number), the applicant's name (which you will search) and the assigned FOI analyst at Citizens' Services.'

- Below that you will see the type of records FOI is asking for. In this instance, as mentioned, they are looking for FS (Family Service Files). With very few exceptions, a family service file is the name of an adult. For more on responsive records related to FS and all other FOI requests, please see the IAO responsive records tab here: IAO Responsive Records.
- Here we have a date of birth of [s. 22]   Below that, there is a timeframe.
- You only need to provide records that are within the time frame given. In this case, [s. 22] [s. 22]
- Any physical files outside of that time frame can be "indexed." This means documenting the finding in RRT but not providing the actual physical record to IAO. You **DO NOT** need to index electronic ICM records that are outside of the timeframe.
- Once you have your name, do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past:
- Search the applicant's name in the "Applicant" and "Resolution" section of RRT.
- Search first name only if the first name is unique and cross reference any results with the provided DOB

Find Record Requests

	User ID	From Date	To Date

Request ID :
Client Code :   Office Code :   Search Type :
Requested By :   Status :   Priority :
Cliff :   FOI :

Reference ID :
Applicant :
Birthdate :
Contact :

Opened By :
Assigned To :
Closed By :
Last Changed By :
Description:

Resolution:

Result Limit : 100   Records

[Search Requests] [Clear] [Print Search Results]

Once the PCC check is completed, you can assign the registered request to yourself by changing the status to "A"

If the request is current (post 1980's – see example above)

- Conduct a search in the electronic indices: ICM, MIS, EDRMS.
- **For an FS request, you want to search for FS files for your applicant and any spouses, X spouses, partners, and X partners, as long as they are within the time frame given.**
- Beginning with ICM, please see the ICM page in this tab for the basics to logging in and searching ICM. In ICM you are going to want to search for physical and electronic For the production of electronic ICM records, please see the ICM production procedure here: ICM Production Procedure. The physical records can be found in the same ICM tab as the login information (see above link).
- **MIS:** Information in MIS should be the same as in ICM regarding physical records. MIS is just an early version of a case management system prior to ICM existing. Still it is important to look through it.
- For information on how to search in MIS, please see the MIS tab her MIS. This tab explains logging in and searching via the MIS command codes.
- **EDRMS: (Finish section on EDRMS)**

When the search is completed:

- Record your findings using the search checklist (optional but recommended for new employees)
- Order any physical files using the FOI order template DO Ordering Templates or the Offiste Order Form
- Most importantly, record all your findings in RRT using the proper formatting and standardized wording. Please see the RRT resolution tab RRT Resolution. **Proper formatting and proper wording is a requirement.** Below is an example of a properly formatted RRT resolution for the above FS FOI

- If there are multiple files in the enclosed section, you just need to change it to reflect proper grammar. For example, "The following files ARE enclosed (~pages):

- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed. For more on this, see the Uploading to SharePoint tab: Uploading to SharePoint.
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file away in the Searchers Notes Folder

If the request is historical (Pre-1980's):

- Conduct a Index Card search using the Side Room search tool (see "How To Search" tab for instructions on completing a Side Room search)Index Cards.
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist
- Once responsive Index Cards have been found, locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production folder.
- If a Divisional File was found - search name in EDRMS and locate the Accession number and order the file from Access
- Order any physical files using the FOI Email Template or the Offiste Order Form
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456)
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file in the Searchers Notes Folder

FREEDOM OF INFORMATION (CYSN) SEARCH PROCEDURES

The type of files required for a CYSN FOI are:
- Children with special Needs file (Autism Funding,
- At Home Medical, FS CYSN, FH, CH, SN, Paris SharePoint CLBC
- Please also see IAO Responsive Records Guide for more details on this, including indexed files and comments.

As with any other FOI,
- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the [FOI Requests](#) Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section.
- Search first name only if the first name is unique and cross reference any results with the provided DOB.

(Finish Section)

FREEDOM OF INFORMATION (CS/CYMH) SEARCH PROCEDURES

- This tab will attempt to thoroughly explain CS/CYMH FOI search procedures. The fundamentals learned from an FS FOI request can be applied to a CS/CYMH request. However, some difference exist and more databases must be searched.
- CS refers to "child service" files, or file related to the applicant's childhood. CYMH files refer to Child, Youth & Mental Health files.
- To see which files are relevant/responsive to CS/CYMH request, please see the IAO responsive records tab IAO Responsive Records. For a CS/CYMH request. The databases searched are ICM, MIS, EDRMS, AMS, CARIS, MAPLES, CPIM. You are only looking for records related to the applicant.
- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT. Here is an example of what a CS/CYMH request might look like:

Information Access Operations
Personal Access to Records Request

Ministry of Children and Family Development
Call for Records Form

REQUEST DETAILS:	
FOI Request File Number:	CFD-2023-31396
Request Type:	Personal Information
Applicant Name:	s. 22
On behalf of:	
Analyst:	Shaina Schmidt
Files to be ordered:	
Any CS/CYMH type file(s) as a child for: s. 22	
Additional info:	
Comments/directions: Intake processed by Shaina Schmidt Request clarified: NO Request amended: NO (if yes, provide details:)	
Original Perfected Date:	April 14, 2023
Legislated Response Date:	May 29, 2023

TIMELINES:	
Records are to be forwarded to IAO office within 4 to 10 business days	
Date Records Requested:	April 18, 2023
Records due at IAO:	May 1, 2023

Ministry Support Guidelines for PERSONAL FOI Requests

Preliminary Record Search:

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

Providing Responsive Records:

- Please courier requested records to:
    Attention: Scanning Division - Information Access Operations
    Ministry of Citizens' Services
    2nd Floor, 727 Fisgard Street
    Victoria BC V8W 1R8

- In the request details box you should see the FOI Request File Number (or just FOI number), the applicant's name (which you will search) and the assigned FOI analyst at Citizens' Services.' You will also see the applicant name and the date of birth.
- Below that you will see the type of records FOI is asking for. In this case, CS/CYMH records.
- You only need files under the name of the of the person listed, in the example above, it's ^{s. 22}
- You only need to provide records that are within the time frame given. All other records that are remotely relevant or associated to the applicant can be "indexed." Again see the IAO Responsive Records page. This means documenting the findings in RRT but not providing the actual physical record to IAO. You **DO NOT** need to index electronic ICM records that are outside of the timeframe.

- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section
- Search first name only if the first name is unique and cross reference any results with the provided DOB

- Once the PCC check is completed, you can assign the registered request to yourself by changing the status to "A"

Searching (Post 1980s/current requests):

- Beginning with ICM, please see the ICM page in this tab for the basics to logging in and searching ICM. In ICM you are going to want to search for physical and electronic. To produce electronic ICM records, please see the ICM production procedure here: ICM Production Procedure. The physical records can be found in the same ICM tab as the login information (see above link).
- **MIS:** Information in MIS should be the same as in ICM regarding physical records. MIS is just an early version of a case management system prior to ICM existing. Still it is important to look through it.
- For information on how to search in MIS, please see the MIS tab her MIS. This tab explains logging in and searching via the MIS command codes.

- **EDRMS: (Finish section on EDRMS)**

- **Caris:** This program contains information on CYMH files. Please see the tab on finding and searching CARIS (CRIS (CARIS) - CYMH**)**.

- **Maples:** For MAPLES files, please contact MAPLES contact.....? Also, for applicants born after 1983, MAPLES searches canbe conducted through CARIS by members of the staff who have specific MAPLES access.

- **CPIM:** For details on how to find and search CPIM, see this section of the procedure manual CPIM.

When the search is completed:

- Record your findings using the search checklist (optional but recommended for new employees).
- Order any physical files using the FOI order template DO Ordering Templates or the Offiste Order Form
- Most importantly, record all your findings in RRT using the proper formatting and standardized wording. Please see the RRT resolution tab RRT Resolution. **Proper formatting, spacing and wording is a requirement.** Below is an example of a properly formatted RRT resolution for the above CS/CYMH FOI

Request ID : **117341**

```
ICM production for the following has been uploaded to SharePoint(~381pgs):
s. 22



The following files are enclosed(~1300pgs)
s. 22



COMMENTS:
- No other CS/CYMH file found using the information provided.
- Names searched: s. 22

The following file was indexed:
s. 22
```

- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed. For more on this, see the Uploading to SharePoint tab: Uploading to SharePoint.
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request

- Combine notes and file away in the Searchers Notes Folder.

- **If the request is historical (Pre-1987):**
- Conduct a Index Card search using the Side Room search tool (see "How To Search" tab for instructions on completing a Side Room search)
- Search both the applicant's name and their parent(s) names if provided/if found in search process
- If parent's FS files are located, index said files in the Resolution section on RRT (see "Standardized Wording" tab for more information re: formatting).
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist

- Divisional Files - if a DIV file is found, search the found name in EDRMS and locate the accession number (Divisional file accession numbers always start with 93-3709), then order the file from ACCESS offsite storage (all Divisional Files are housed at ACCESS).

- If responsive Index Cards have been found - Microfilm/Microfiche Records:
- Locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production Folder
- If a file is located in a Microfilm reel, extract the relevant pages, save in the Document Production Folder under the file name listed on the Index Card
- If the file is located in the Microfiche subfolder, COPY (do NOT move original) the file as it is shown to the Document Production folder

- Order any physical files using the FOI Email Template or the Offiste Order Form
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed.
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file away in the Searchers Notes Folder

FREEDOM OF INFORMATION (ANY/ALL) SEARCH PROCEDURES

- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analysts will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Do a PCC (Prior Contact Check) search in RRT to see any other requests that might have been done in the past for the current applicant
- Search the applicant's name in the "Applicant" and "Resolution" section
- Search first name only if the first name is unique and cross reference any results with the provided DOB

- Any/All request require just that, any and all information associated with the applicant. This includes:
- Any records under the applicant's name (excluding DS/GA/FM files)
- Any records associated with the applicant, including immediate family -
- Parent's FS records
- Grandparent's FS or RE records (if they provided care for the applicant)
- Spouse/ex spouse's FS records
- Children's CS records (IF permissions are provided in CFR)

If the request is historical (Pre-1987):
- Conduct a Index Card search using the Side Room search tool (see "How To Search" tab for instructions on completing a Side Room search)
- Search the applicant's name and any of the associated individuals (see above) that are provided on the CFR or found during the search procedures
- If their children's CS files are located, index said files in the Resolution section on RRT (see "Standardized Wording" tab for more information re: formatting).
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist

If the request is current (Post 1987):
- Conduct a search in the Electronic Indices - Side Room not required
- Electronic Indices include: EDRMS, CPIM, CARIS, MAPLES, MIS & ICM
- For applicants born after 1983, MAPLES searches must be conducted through CARIS by members of the staff who have specific MAPLES access. The following analysts have access to MAPLES on CARIS:
- Lindsie Nicholas
- Record your findings using the Search Checklist

If responsive records are found

- If responsive Index Cards have been found - Microfilm/Microfiche Records:
- Locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production Folder
- If a file is located in a Microfilm reel, extract the relevant pages, save in the Document Production Folder under the file name listed on the Index Card
- If the file is located in the Microfiche subfolder, COPY (do NOT move original) the file as it is shown to the Document Production folder
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) - See "Uploading to SharePoint" Page for specific instructions
- If responsive Index Cards have been found - Physical Records:
- Divisional Files - if a DIV file is found, search the found name in EDRMS and locate the accession number (Divisional file accession numbers always start with 93-3709), then order the file from ACCESS offsite storage (all Divisional Files are housed at ACCESS).
- CS/CYMH Files - if a CS or CYMH file is found on EDRMS/CPIM/MAPLES/MIS/ICM, order file(s) using the Order physical files using the FOI Email Template or the Offiste Order Form
- MAPLES files are listed on a PDF document (can be found here) for individuals born PRIOR TO 1984 - This list is organized by DOB
- FS Files - if an FS file is found on MIS/ICM or on an index card that provides accession information, order file(s) using the Order physical files using the FOI Email Template or the Offiste Order Form
- RE files - if an RE file is found on MIS/ICM, accession information is likely not present. File must be ordered from its owner office. Email the owner office using the FOI Email Template.

- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file away in the Searchers Notes Folder

- Order any physical files using the FOI Email Template or the Offiste Order Form
- Any electronic records can be uploaded to the appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456) as soon as production has been completed.
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file in the Searchers Notes Folder

FOI - ADOPTION SEARCH PROCEDURES

- FOI requests are received through the Search Inbox
- Requests are then registered by Intake and put in the FOI Requests Folder
- Analyst's will take requests as needed, pulling the requests that have the closest due date **first** and assign to themselves in RRT
- Here is an example of an adoption FOI:

Information Access Operations
Personal Access to Records Request

Ministry of Children and Family Development
Call for Records Form

REQUEST DETAILS:	
FOI Request File Number:	CFD-2023-31233
Request Type:	Adoption
Applicant Name:	s. 22
On behalf of:	
Analyst:	Mark Redgwell
Files to be ordered:	

Any Adoption/Pre-Adoption type records for:
s. 22

Additional info:
Adoptive Parents:
s. 22

Comments/directions: Intake processed by Mark Redgwell

Request clarified: NO
Request amended: NO (if yes, provide details:)

Original Perfected Date:	March 31, 2023
Legislated Response Date:	May 16, 2023

TIMELINES:	
Records are to be forwarded to IAO office within 4 to 10 business days	
Date Records Requested:	April 4, 2023
Records due at IAO:	April 18, 2023

Ministry Support Guidelines for PERSONAL FOI Requests

Preliminary Record Search:

- If there is a significant volume of records, or any anticipated delays, please advise IAO immediately.
- If there are any health and safety issues or circumstances that should be considered when reviewing these records for release, please advise IAO.

Providing Responsive Records:
- Please courier requested records to:
  Attention: Scanning Division - Information Access Operations
  Ministry of Citizens' Services
  2nd Floor, 727 Fisgard Street
  Victoria BC V8W 1R8

- In the request details box you should see the FOI Request File Number (or just FOI number), the applicant's name (which you will search) and the assigned FOI analyst at Citizens' Services.'
- Below that you will see the type of records FOI is asking for (also highlighted in yellow). In this case, adoption and pre adoption files for s. 22 Always look in the additional information box to see if the FOI analyst provided any other names. In this example, the names of the alleged adoptive parents are provided.
- Do a PCC search in RRT to see any other requests that might have been done in the past

If the request is historical (Pre-1980's):

- Conduct a Index Card search using the Side Room search tool
- Record your findings using the Search Checklist and the Sideroom - Multiple Names Checklist
- Once responsive Index Cards have been found, locate the Electronic Copies of the files in the Microfilm & Fiche Digitization Folder and save copies of these records in the Document Production folder.
- If a Divisional File was found - search name in EDRMS and locate the Accession number and order the file from Access
- Order any physical files using the FOI Email Template or the Offiste Order Form
- Any electronic records can be uploaded to appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456)
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file in the Searchers Notes Folder

If the request is current (post 1980's):

- Conduct a search in the electronic indices
- Record your findings using the Search Checklist
- Order any physical files using the FOI Email Template or the Offiste Order Form
- Check ICM to see if there is any ICM Production to be run, if there is, use the ICM Production Template and save to the ICM Production Requests folder in the Document Production folder using the format:
- 2022APR06 FOI RRT 123456 (number of entries)
- Any electronic records can be uploaded to appropriate SharePoint site using the FOI number as the Folder Name (EX. 2022-123456)
- Once physical files arrive and request is ready to be closed, follow the Matching Process to close the request
- Combine notes and file away in the Searchers Notes Folder

IAO requests	Files Provided	Indexed Files	Comments
Any Adoption/pre-adoption records:	• Adoption File (AD/C, AH, VIC AA, VAN AA, Agency Amendments) • Birth Childs Child in Care records (CS, CIC, CS UNREG, VAN CAS CIC, Div File) • Birth Family's Service File (CS/, Div File, VAN CAS, VAN CCAS, FS UNREG, FS)	• Post Adoption Records (PABS) • FS Files for adopted parents • RE for adopted parents	• Do not index or provide CS or Adoption records for other children
Any CS/CYMH type file(s) as a child for:	• Child Service File (CIC Fiche/Film, CS/, Div File, VAN CAS CIC, CS UNREG, CS file) • Post Majority Files (SP) • CYMH file, MAPLES (not court ordered) • (IF no CS file found; include FS file for parent)	• Parents family Service file (CS/, Div File, VAN CAS, VAN CCAS, FS UNREG, FS)	• Court ordered MAPLES file can NOT be indexed or provided
Any CYSN type file(s) as a child for:	• Children with special Needs file (Autism Funding,	• Child Service File (CIC Fiche/Film, CS/, Div File, VAN CAS CIC, CS UNREG, CS file)	• Do not provide CYSN type file(s) for siblings

	• At Home Medical, FS CYSN, FH, CH, SN, Paris SharePoint CLBC)	• CYMH file, MAPLES (not court ordered) • Parents family Service file (CS/, Div File, VAN CAS, VAN CCAS, FS UNREG, FS)	
Any FS type file(s) as a parent for:	• Parents family Service file (CS/, Div File, • VAN CAS, VAN CCAS, FS UNREG, FS)		• Include all spouses FS files
Any RE type file(s) as a foster parent:	• Resource Files for applicant only (RE and • RE UNREG)	• Family Service Files (CS/, • Div File, VAN CAS, • VAN CCAS, FS UNREG, FS)	• Only include Contract files (CT) if requested • Place of Service File (PL) if requested.
Any All records in the name of/associated to:	• Adoption File (AD/C, AH, VIC AA, VAN AA, • Agency Amendments) • Post adoption files • Birth Childs - Child in Care records (CS, CIC, CS • UNREG, VAN CAS CIC, Div File) • CYMH file, MAPLES (not court ordered)		

	- Family Service File associated to applicant (CS/, - Div File, VAN CAS, VAN CCAS, FS UNREG, FS) - Resource Files for applicant only (RE and - RE UNREG) - Children with special Needs file (Autism Funding, - At Home Medical, FS CYSN, FH, CH, SN, Paris - SharePoint CLBC)		
	•	•	•

IAO Matching Process (Intake)

These are FOI file requests being sent to IAO. You must make a tracking sheet through RRT and attach it to the file (and each volume) so that when IAO send the file back to IPaD intake team, it's clear where it needs to be returned to (District Office, off-site at Iron Mountain, Cube, or Access). Sometimes there is a tracking sheet already made.

With Tracking Sheet

- Log into RRT
- Hover over Record Request and click Find Record Request in the drop-down menu
- Enter the Request ID from the RRT Extract (should be highlighted) into the Request ID box and click Search Requests
- When on the proper request page, click on Search Activities, and press Update. Below the previous items listed by date, add (in the same format)
  - The current date
  - "Files received, packaged up and sent to FOI – [your initials]"
- Open the master internal spreadsheet, "OUT GOING MAIL LOG" and enter the relevant information from the RRT:
  - Current date
  - Request ID
  - FOI Number
  - FOI analysts contact name
  - Your initials
  - # of packages (always 1 package)
  - SAVE
- Pack up files into boxes. Since it is going to IOA, the address sheet to go on top of the box will always be the same. Print off extra IAO cover sheets if needed.
- Ship with Maximum Express
  - Log in. See log in details here
  - Change Pickup At address: 525 Superior St.
  - Change Postal Code: V8V 0C5
  - Deliver To: type IAO in the COMPANY Field and pick the second option that ships to Fisgard St.
  - Package type should be BOX, input number of boxes, and estimate the weight
  - Under Service Details > Service Type, select RUSH
  - Press submits
  - Print the waybill and tape to one of the boxes
  - Bring to the lobby, place by the brown wall and make sure box with waybill is visible

Without Tracking Sheet

- Create tracking sheets for each file - [follow this guide](#).