

Request for Proposals
Responsible Driver Program Delivery
Ministry of Public Safety and Solicitor General, RoadSafetyBC
Request for Proposals Number: ON-002786
Issue date: January 11, 2016

Closing Time: Proposal must be received **before 2:00 PM Pacific Time on: February 5, 2016**

GOVERNMENT CONTACT PERSON: All enquiries related to this Request for Proposals (RFP), including any requests for information and clarification, are to be directed, in writing, to the following person who will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the Province's option.

Ralph Keenan, Procurement Specialist, 3rd floor 563 Superior Street, Victoria BC
Fax: 250.387.7309, email: procurement@gov.bc.ca

DELIVERY OF PROPOSALS:

Proposals must not be sent by mail, facsimile or e-mail. Proposals are to be submitted to the closing location as follows:
A. Four complete hard-copies (and 1 copy on DVD or USB media) must be delivered by hand or courier to:

Procurement Services Branch
c/o 3rd Floor 563 Superior Street
Victoria, B.C. V8V 1T7
Attention: Ralph Keenan

Proposal envelopes should be clearly marked with the name and address of the Proponent, the Request for Proposals number, and the project or program title.

OR

B. One complete electronic proposal must be received in accordance with BC Bid instructions for e-bidding. Only pre-authorized e-bidders registered on the BC Bid system can submit electronic bids.

PROPONENT SECTION:

For hard-copy proposals, a person authorized to sign on behalf of the Proponent **must** complete and sign the Proponent Section (below), leaving the rest of this page otherwise unaltered, and include the originally-signed and completed page with the first copy of the proposal.

For electronic proposals, all parts of the Proponent Section (below) must be completed except the signature field, as the BC Bid e-bidding key is deemed to be an original signature. The rest of this page must be otherwise unaltered and submitted as part of your proposal.

The enclosed proposal is submitted in response to the above-referenced Request for Proposals, including any addenda. Through submission of this proposal we agree to all of the terms and conditions of the Request for Proposals and agree that any inconsistent provisions in our proposal will be as if not written and do not exist. We have carefully read and examined the Request for Proposals, including the Administrative Section, and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal.

Signature of Authorized Representative:	Legal Name of Proponent (and Doing Business As Name, if applicable): Centre for Addiction and Mental Health doing business as: CAMH, Centre de Toxicomanie et Santé Mental
Printed Name of Authorized Representative: Hilary Rodrigues	Address of Proponent: 1001 Queen Street West Toronto, Ontario M6J1H4
Title: VP, Finance, Supply Chair and CFO	
Date: February 4, 2016	Authorized Representative phone, fax or email address (if available): Hilary.rodrigues@camh.ca

Centre for Addiction and Mental Health (CAMH)

Bid for:

Responsible Driver Program Delivery

Request for Proposal: ON-002786

Date: February 4, 2016

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TABLE OF CONTENTS

Key Featyres of Proposal	4
--------------------------------	---

Proponent Response

Executive Summary	6
4.1 Proponents Experience and Qualifications	9
4.2 Data Collection, Reporting and Database.	27
4.3 Conflict Resolution	31
4.4 Public Education.....	33
4.5 Program Components.....	35
4.6 Service Delivery Time Frames	57
4.7 Service Delivery Locations	59
4.8 Service Delivery Qualifications and Experience.....	61
4.9 Hearing Impaired.....	63
4.10 Financial Information.....	64
4.11 Security	67
4.12 Quality Assurance.....	68
4.13 Proposed Work Plan and Timeframes.....	75

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4.1 Proponents Experience and Qualifications

4.1.1 Detailed description of services proponent has previously and/or is currently delivering.

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a) Group Education and/or Counselling

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b) Development and use of Screening tools

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c) Curriculum Development

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e) Multiple Service Delivery Locations

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4.1.3 List of Core Team

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4.1.4 Succession Plan

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4.2 Data Collection, Reporting and Database.

4.2.1 Collection and Retention of Participant and Program Data

As stated in the RFP, CAMH agrees that the minimum data collection for all participants will include:

- a) Name;
- b) DOB;
- c) driver's license number;
- d) gender;
- e) home address;
- f) location of home (city only);
- g) Home/work/cell phone;
- h) Email;
- i) referral date;
- j) date registration received;
- k) registration into program date;
- l) progress status in RDP;
- m) internal notes;
- n) correspondence with client;
- o) registration and consent form;
- p) initial assessment;
- q) final report;
- r) date of screening interview;
- s) date of final report;
- t) risk score;
- u) group assignment type;
- v) non-English speaking;
- w) disability participant;
- x) location of group (city only);
- y) date group sessions start;
- z) client present or absent for group sessions;
- aa) removed from RDP;
- bb) post intervention assessment (PIA) interview required;
- cc) schedule date of PIA;
- dd) status of client invoices
- ee) previous RDP completion; and,
- ff) paid status.

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4.2.2 Submission of Reports to RoadSafety BC

CAMH will comply with and exceed minimum report requirements to RoadSafetyBC on a regular basis, including:

- a) number of registrations;
- b) number of registrations per location;

- c) number of education courses and counselling sessions conducted;
- d) number of post-intervention assessments conducted;
- e) number of Participants needing individualized or specific programs such as one on one counselling;
- f) number, nature and outcome of Participant complaints;
- g) length of time between referral and registration dates;
- h) length of time for program completion (service delivery timeframes); and,
- i) number of assessments that exceed allocated timeframes.

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4.2.3 Provincial Employees Access to Program Database

CAMH will enable employees of the Province, as defined in the RFP, who have been duly authorized by the Province to have access to the database which stores the above information.

CAMH agrees that all services will be provided in a manner compliant with standards and policies as described in Government IM/IT standards and applicable government CIO (Chief Information Officer) standards and policies and Government information security policy detailed at <http://www.cio.gov.bc/>.

4.2.4 Detailed Outline of Experience and Processes

The RFP requests specific information on CAMH's experience and processes with regards to:

- a) data collection and sharing of data with organizations such as RoadSafetyBC;
- b) development and maintenance of a secure database for the provision of the services;
- c) access control of any data that is in the possession of the Contractors organization;
- d) compliance with the protection of privacy of personal information in accordance with the *Freedom of Information and Protection of Privacy Act* and with the privacy, confidentiality and security provisions of the Contract; and
- e) how requests for information from RoadSafetyBC will be managed.

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4.3 Conflict Resolution

CAMH recognizes the three types of conflict resolution described in the RFP, related to Drivers' and Participants' relationships with the RDP as detailed below.

4.3.1 Conflicts arising from licensing decisions

CAMH agrees that RoadSafetyBC will be responsible for responding to any complaints or conflicts arising from Driver referrals, licensing decisions, RoadSafetyBC personnel, and any issues related to program legislation, regulations, or policies s.21

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4.3.2 Conflicts arising from program delivery or administration

CAMH agrees that it will be responsible for responding to any complaints or conflicts arising from the Contractor's service delivery or administration. CAMH will develop written guidelines for its personnel, and for sub-contractors, to support them in their dealings with complaints pertaining to the RDP s.21

4.3.3 Conflicts arising during education and counselling programs with or between Participants

CAMH will ensure that its personnel and sub-contractors are adequately trained and prepared to deal with difficult Participants, including developing written guidelines and a safety plan s.21

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4.3.4 The RFP requests specific detailed information describing our relevant experiences and procedures with the following:

- a) conflict management and issue resolution plans and methods;
- b) the proposed approach for developing guidelines for Contractor employee and sub-contractors to support them in dealing with Participant complaints;
- c) the proposed approach for personnel and sub-contractors to deal with conflict and/or potential violent incidents during education and counselling components

CAMH's detailed response follows.

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4.4 Public Education

4.4.1 Brochure and Website

The RFP asks for information about plans and procedures for public education about the RDP, specifically:

- a) the plan for developing the public education materials;
- b) the proposed types of public education materials
- c) the proposed approach for setting up and maintaining an up to date website; and
- d) a mock-up of the proposed website and content.

CAMH agrees to be responsible for the development of public education materials, including, without limitation a program brochure providing basic information about the RDP. The brochure will be supplied to the province upon request for distribution to drivers, stakeholders and the general public. CAMH also agrees to be responsible for the development and on-going maintenance of the program's website. The brochure and the website will contain information on:

- the name and phone number of the Program Management Office (PMO);
- email address and website address of the PMO;
- information regarding the RDP process; and
- the fees and charges that Participants are to be responsible for.

CAMH agrees that all education materials developed for the program will be subject to written prior approval of the Province and recognizes that the Province may require changes to the materials that must be made in reasonable time. CAMH agrees not to utilize any education materials until they have been approved by the Province.

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4.5 Program Components

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4.5.1 Registration and Payment

CAMH will administer the registration and payment process for the Education Path and Counselling Path as outlined in the RFP. After determining that the Driver should be referred to the RDP, RoadSafetyBC will send the driver a letter advising the driver of the referral and a copy of the RDP registration form. CAMH will establish a toll free number for drivers to call for information about how to register for the RDP; CAMH will ensure that staff are available to answer calls during the hours of 8:30am – 4:30pm PST, Monday to Friday, excluding statutory holidays observed in the Province. PMO staff will answer questions from drivers and participants concerning the registration process and the program. The PMO will provide the drivers with an extra copy of the registration form if necessary. The PMO will review each submitted registration form to ensure completion.

The PMO will take payment from drivers at time of registration. The PMO will accept payment from participants via certified cheque, money order, and VISA and MasterCard Credit Cards.

The PMO will notify RoadSafetyBC when a driver registers for RDP.

4.5.2 Screening

As indicated in the RFP, CAMH agrees that the Screening Component will be done as soon as possible after registration. The purposes of the Screening Component will be to assess the level of risk the participant poses in terms of the tendency to continue to drink or use drugs and drive, and to assign the participant to an appropriate Program Component (Education or Counselling) based on the assessed risk. The Screening Component process and tools will be consistent for each participant.

CAMH understands that prior to the Screening Component, RoadSafetyBC will provide the PMO with relevant Participant information including the driving record. Screening will be based on an evidence-based screening tool(s) that is supported by extensive research, can be done over the telephone, and addresses the following issues:

- verification of past drinking and/or drug related driving incidents;
- details of most recent drinking and/or drug related driving incident;
- alcohol and drug use immediately prior to most recent alcohol and/or drug-related driving incident;
- alcohol and drug use in past year;
- family drinking history;
- previous participation in alcohol or drug treatment including AA or NA; and
- previous attempts to reduce or cease alcohol or drug use.

CAMH also understands that the Screening Component provides an opportunity to orient the Participant and to answer questions for the Participant concerning the content and expectations of the RDP.

Based on the results, Program staff will communicate to the Participant the most appropriate rehabilitation component: Education or Counselling. The Program staff will also work with the Participant to schedule a time for the Participant to attend the relevant component to which the Participant has been streamed.

The determination of the appropriate component will be based on the objective results of the standardized screening tool. The communication about the appropriate component will also include information on the program and process.

The screening tool will be consistently applied throughout the province for all Participants, this will be verified through Quality Assurance processes as described in section 4.12. Quality Assurance.

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4.5.2.1 The RFP requests information on specific aspects of the screening tools and process:

- a) identification of the screening tool being proposed, and a detailed outline of the tool's methodology;
- b) the rationale for selecting those screening tools including any supporting research;
- c) identification of the entity that owns the copyright in the screening tool and a statement regarding the Proponent's rights to utilize the screening tool in the provision of the RDP services; and

- d) how the Proponent will work with RoadSafety BC to set scoring thresholds and screening policies that will meet the objectives of the program.

This information is presented below.

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CAMH agrees to work with RoadSafetyBC to determine the appropriate thresholds for scoring of the screening tool; the decision on scoring thresholds will ultimately belong to RoadSafetyBC. CAMH also agrees that from time to time, RoadSafetyBC may direct the Contractor to alter the scoring thresholds for screening tests.

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4.5.3 Education

CAMH understands that the purposes of the Education Component are to inform Participants of the risks of drinking and drug affected driving, to provide information on the legal consequences, to provide strategies to successfully deal with peer pressure, to help identify early warning signs of the effects of drugs and alcohol and to reduce their risk of drinking or using drugs while driving in the future.

CAMH also understands that Participants assigned to this component will be of lower risk to repeat drinking and drug affected driving than those in the counselling component.

CAMH agrees that the Education Component will at a minimum consist of lectures, group discussion, videos and/or other media, and written materials. Education will be done in person with the Participant. The course will follow adult-learning principles, and the Program providers will have recent knowledge and experience in adult education and addictions counselling. CAMH understands that there will be no passing or failing grades assigned based on course work, but Participants will be required to perform some pre-reading, complete a pre-course questionnaire, and complete a personal action plan. There will be no grade given for the Education Component.

The Education Component will address the following education elements:

- a) legal issues around drinking and drug affected driving including federal and provincial laws, sanctions and penalties;
- b) the costs of drinking and drug affected driving;
- c) the consequences of substance use including alcohol, marijuana, hash, and cocaine (at a minimum);
- d) identifying one's own substance use styles;
- e) myths around substance use;
- f) impact of substance use and driving;
- g) alternative transportation strategies before judgment is impaired;
- h) methods of personal improvement such as a personal action plan; and
- i) will be eight hours in duration and may be offered in varying scheduling options. The preference is for one full day eight hour course with options for weekend participation that would occur within the timeframes outlined in the table in Section 4.6.

At the end of every education course, the PMO will submit a report to RoadSafetyBC with the names of all attendees and for each Participant a report of the results of the participation including information as to the Participants risk of drinking or using drugs and driving in the future.

s.21 The education curriculum will be developed by CAMH s.21 in advance of the date on which it is obliged to begin to provide the RDP to Participants. CAMH understands that RoadSafetyBC reserves the right to review and require amendment to CAMH's curriculum material, and to conduct annual reviews in conjunction with the PMO to continually improve materials.

4.5.3.1 Specific aspects of the Education Component and processes are requested in the RFP:

- a) the minimum number of participants to run an educational program;
- b) the details of the Proponent's proposed education process, tools, and techniques, including plans to work with RoadSafetyBC to obtain the appropriate approvals during development, and delivery;
- c) how the Proponent plans to monitor and review the education program content and process in order to ensure the program remains current and reflects best practice over time and is administered consistently at all service delivery locations;
- d) methods of providing education to Participants not able to participate or benefit from the group education arrangement i.e., Participants who have cognitive deficits, behavioural difficulties, etc.; and
- e) details of proposed personal action plan including goals, plans, and strategies to address triggers and eliminate drinking and/or drug-affected driving behaviour.

These aspects are presented below.

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Page 041 to/à Page 044

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4.5.4 Counselling

CAMH understands that the purposes of the Counselling Component are to provide Participants with insight into their behaviour and their triggers for drinking or drug use and driving, to help them to accept responsibility, to change their driving behaviour, and to reduce their risk of drinking or using drugs and driving in the future. CAMH recognizes that the Counselling Component will include Participants who have been assessed at the Screening Component to have more serious problems with their use of alcohol and/or drugs and their ability to separate such use from driving. CAMH agrees that attention will be centred on dealing with emotional problems without resorting to alcohol or drugs, on relapse prevention and on establishing a healthier lifestyle. CAMH agrees that the Counselling Component will provide Participants with advice on where to look for further help in dealing with any substance abuse problems.

The Counselling Component will occur in a group session. s.21

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Counselling

will be done in person with the Participants, not over the phone, for a total of 16 hours. CAMH agrees to have a variety of scheduling options that balances best practices with Participants' schedules. These options will include weekends and evenings.

CAMH agrees that Counselling will include completion of items on a counselling checklist, full attendance, and completion of a personal action plan.

CAMH agrees that, after completing the required counselling sessions, the Participant will be directed to attend a Post-Intervention Assessment that must be within the service delivery timeframes set out in the table in section 4.6.

The Counselling Component curriculum will be developed by CAMH in advance of the date on which it is obliged to begin to provide the RDP to Participants, s.21

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CAMH recognizes that

RoadSafetyBC reserves the right to review and require amendment to the curriculum material, and to require amendments to the curriculum materials and to conduct annual reviews in conjunction with the PMO to continually improve materials.

CAMH agrees that the Counselling Component will include elements of the education component as listed, as well as, but not limited to, the following specific elements:

- review of substance use habits including minimization, blaming, rationalization, diversion, hostility, etc.;
- emotions and substance use, including exploration of healthy ways of dealing with emotions and stress;
- identifying high risk situations and developing strategies to deal with these situations;
- development of a personal action plan; and
- contact with self-help groups and other community resources.

4.5.4.1 The RFP requests information on specific aspects of the counselling component: the proposed counselling process, tools, personal action plan, and counselling checklist, including plans to work with RoadSafetyBC to obtain appropriate approvals during development;

- a) scheduling options that will be available for counselling, e.g. two eight- hour classes, eight two-hour classes, etc.;

- b) methods of providing counselling to Participants not able to participate or benefit from a group arrangement i.e., Participants who have cognitive deficits, behavioural difficulties, etc.;
- c) proposed counselling methodology to be used with Participants, including rationale and any supporting research or information; and
- d) description of how the Contractor will assist Participants with advice on where to look for further help in dealing with substance abuse and/or other problems that are beyond the scope of the RDP.

This information is provided below.

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4.5.5 Post Intervention Assessment

CAMH recognizes that the purpose of the Post-Intervention Assessment is to provide an indication of the Participants' recidivism risk, and agrees that all Participants who have completed counselling will be required to have a Post-Intervention Assessment in order to determine if there has been a change in attitude and/or behaviour.

CAMH recognizes that participants who complete the Education Component are not required to complete a Post-Intervention Assessment.

CAMH agrees that the Post-Intervention Assessment will be done via an in-depth interview and a review of the Participant's driving record. It will also include a review of the Participant's personal action plan focussing on eliminating drinking and drug-affected driving. Post-Intervention Assessments will be done either in person with the Participant or over the phone. The assessment process will be standardized throughout the province (i.e. similar interview duration, standardized tools, and standardized reporting templates).

The PMO will submit a report to RoadSafetyBC of the results of the assessment, including information as to the Participant's risk of drinking or using drugs and driving in the future.

CAMH recognizes that RoadSafetyBC reserves the right to initially approve and revise Post-Intervention Assessment reporting and tools and conduct annual reviews in conjunction with the PMO for potential improvements.

4.5.5.1 The RFP requests specific information on the Post-Intervention Assessment Component and process:

- a) details of the proposed Post-Intervention Assessment process (including recidivism risk assessment) and tools to be used;
- b) how the Proponent proposes to work with RoadSafetyBC to obtain the appropriate approvals during development, and delivery; and
- c) how the post-intervention assessment process will be standardized throughout the province.

This information is presented below.

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4.6 Service Delivery Time Frames

CAMH recognizes that the timeliness of the delivery of services to Participants is crucial. CAMH will minimize wait times while maximizing Program accessibility across the province. CAMH understands that Participants currently are provided with 12 months to complete the RDP, but that it is anticipated that new regulations pertaining to mandatory program participation will require Participants to complete the RDP within a prescribed timeframe unless approval for an extension is received from RoadSafetyBC. CAMH recognizes that this prescribed requirement will put further emphasis on the importance of timely program availability for Participants throughout the province.

CAMH agrees to work within the required timeframes for each of the service components as presented below. CAMH recognizes that the timeframes are designed to ensure optimum accessibility and benefit for Participants and are expected to be met at least 95% of the time unless the delay is caused by the Driver or Participant. CAMH agrees to provide regular reports of service delivery timeframes including explanation where service delivery timeframes were not met.

First attempt to contact Participant by telephone	<ul style="list-style-type: none">• Completed within 2 weeks of Participant registering
Screening	<ul style="list-style-type: none">• Completed within 1 month after Participant registers.
Education	<ul style="list-style-type: none">• Completed within 2 months after the Participant undergoes screening
Counselling	<ul style="list-style-type: none">• Completed within 7 months after the Participant undergoes screening.
Post Intervention Assessment	<ul style="list-style-type: none">• Completed within 1 month after completion of counselling

4.6.1 Specific aspects of steps that CAMH will take to ensure that it can and will meet these timeframes in all locations are presented below:

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Page 058

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4.7 Service Delivery Locations

CAMH recognizes that the RDP must be offered province-wide in numerous communities based on need. CAMH agrees to provide the RDP to Participants with a minimum of 22 cities covering the province.

CAMH will provide the RDP in locations as outlined in the RFP (Appendix B). CAMH recognizes that for each region, the RDP must be provided in the cities as indicated in the city column, but that in some cases, there is a choice as to the specific city(s) in which the RDP is to be offered. CAMH recognizes that the number in the bracket (in Appendix B) indicates the number of cities in that region where the RDP must be provided. For example, in the West Kootenay Region, CAMH is required to provide the RDP in only one of the three cities cited.

CAMH agrees to deliver all four components (screening, education, counselling, and post-intervention assessment) in each city within the timeframes specified in section 4.6 of the RFP.

CAMH agrees to provide service in each city from a location that:

- is within close proximity to public transportation where available;
- is professional in appearance;
- contains sufficient space to ensure privacy and confidentiality for Participants;
- has appropriate washroom facilities and other generally expected amenities for a counselling/training environment; and
- is open at times that are consistent with scheduled times of classes.

The locations of service provision are detailed below:

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	Locations	Communities Served	Branch Responsible
13	Nelson/Trail	Nelson/Trail/Castlegar	Kootenays
14	Vernon	Vernon/Salmon Arm	Vernon
15	Kelowna	Kelowna/West Kelowna/Penticton	Kelowna (2)
16	Kamloops	Kamloops	Kamloops
17	Williams Lake	Williams Lake/100 Mile Hse/Quesnel	TBD
18	Fort St. John	Fort St. John/ Fort Nelson/Dawson Creek	BC Division
19	Prince George	Prince George	Prince George
20	Terrace	Terrace/Smithers/Kitimat/Prince Rupert	BC Division

4.7.1 Specific aspects of steps that CAMH will take to ensure that Service Delivery Location Standards are met are presented below:

- a) plan to ensure trained and qualified personnel are, in respect of each location, conducting the services as of June 16, 2016;
- b) plan to ensure consistent service delivery regardless of geographic location;
- c) plan to enhance the regional service delivery over the duration of the Contract; and
- d) the Proponent's approach to managing the risk of fluctuating Participant volumes (higher or lower) throughout the term of the Contract.

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4.8 Service Delivery Qualifications and Experience

CAMH will ensure that service delivery is provided by appropriately trained and qualified personnel or sub-contractors regardless of location.

CAMH recognizes that personnel or sub-contractors who will be conducting screening of Participants should have a minimum of two years' experience with interviewing individuals and dealing with hostile or resistant individuals and be trained in the use of the specific screening tool the Contractor will be using.

CAMH recognizes that personnel or sub-contractors who will be facilitating the education component should have a minimum of two years' experience with conducting and/or facilitating training sessions and dealing with hostile or resistant individuals, and should have experience providing training using adult learning principles and experience dealing with individuals with substance abuse issues.

CAMH confirms that personnel or sub-contractors who will be facilitating the counselling program should have completed a diploma or degree in counselling, social science, or social work from an accredited university or college; should have a minimum of two years in educating or counselling individuals with addictions issues, motivating angry or hostile Participants; and should have proven skills in delivering intervention strategies.

4.8.1 Specific aspects of steps that CAMH will take to ensure that Service Delivery Qualifications and Experience Standards are met in each of the cities in which the RDP program is offered are presented below:

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Page 062

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4.9 Hearing Impaired

CAMH recognizes that it will need to be able to accommodate hearing impaired persons at no added cost to the Participant or to the Province; this may involve allowing a friend or family member to interpret or allowing the Province to arrange an interpreter at the Contractors cost. CAMH understands that, the number of hearing impaired persons who have required such interpreter services is under five (5) over the entire history of the RDP.

4.9.1 Specific aspects of steps that CAMH will take to ensure accommodation of hearing impaired persons are presented below:

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4.10 Financial Information

4.10.1 Charges, Fees and Pricing

CAMH recognizes that the RDP is offered to Participants on a user pay basis. CAMH understands that there are no provisions or subsidies for hardship. CAMH recognizes that the amount paid by Participants is intended to compensate CAMH for its costs related to start-up, service delivery, reporting, management, administration, and also to compensate the Province for its program administration costs.

CAMH understands that the cost of the specific services provided to any given Participant may be affected, for example, by location, or by whether the Participant is registered in the Education or Counselling Component. CAMH agrees that regardless of location or services provided, Participants will be charged a uniform amount. In preparation of this proposal, CAMH has considered all of the factors that could impact the fees proposed, including, but not limited to, the cost of the facilities, average number of Participants per session and location, cost of any sub-contractors and any travel s.21

CAMH understands that the financial model will work as follows:

- a) CAMH and the PMO will be responsible for managing all payment arrangements with Participants;
- b) CAMH, through this RFP, has established a per-Participant charge for the services it is to perform under the Contract; this charge represents the compensation that CAMH is to receive for performing the services under the Contract;
- c) The Province's anticipated per-Participant program prescribed fee is \$405;
- d) CAMH will, contemporaneously with a Participant's registration in the RDP, collect from each Participant the Province's per-Participant program prescribed fee and CAMH's per-Participant charge;
- e) CAMH will pay the aggregate of all Province per-Participant program prescribed fees on a monthly basis to the Minister of Finance, c/o RoadSafetyBC. (CAMH's per-Participant charge will cover any internal administration costs to facilitate this task);
- f) CAMH understands that in some circumstances, a Participant may become entitled to a refund of all or part of the amount that he or she paid at the time of registration in the RDP. In the event that a Participant becomes entitled to a refund of all or part of the amount that he or she has paid (that is, a refund of all or part of the Province's per-Participant program prescribed fee ("Amount A") and all or part of the Contractor's per-Participant charge ("Amount B")), CAMH will return the total amount of the refund (that is, the sum of Amount (A) and Amount (B)) to the Participant, and CAMH will then reduce its next monthly submission of fees to the Province by an amount equal to Amount (A). CAMH understands that Amount (B) will **not** be recoverable from the Province.

CAMH understands that circumstances in which Participants may become entitled to refunds may change over time, and the methodology that will be used to determine the proportion of fees that are to be refunded in any given circumstances is to be developed. CAMH recognizes that the proportion of fees that are to be refunded to a given Participant will decrease in accordance with certain milestones, such as the following:

1. Refunds that arise on or before the date on which the Participant participates in the screening;
2. Refunds that arise between the date on which the Participant participates in the screening and the date which is seven days prior to the scheduled commencement date of the component of the RDP the Participant is scheduled to attend; or

3. Refunds that arise between the date which is seven days prior to the scheduled commencement date of the component of the RDP the Participant is scheduled to attend and the date on which the component ends.

CAMH recognizes that the per-Participant charge will remain fixed for the term of the Contract.

CAMH understands that additional reasonable Participant charges may be charged in cases where a Participant may need to reschedule appointments. Also in cases where the Superintendent determines that a Participant fails to satisfactorily complete either the education or counselling component, additional charges may be charged by CAMH to accommodate completion by the Participant outside the boundaries of the standard program.

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4.10.1.1 The RFP requests aspects of fees to be charged and processes involved in collection of those fees, keeping records and remitting the provinces per-participant program fee, specifically:

- a) how and when program fees and charges will be collected from the Participant;
- b) the proposed process for keeping records of charges and fee payments and also remitting the Province's per-Participant program prescribed fee; and
- c) the per-Participant charge that the Proponent will charge to each Participant during the term of the Contract (i.e. the Contractor's per-Participant charge), and the rationale for the amount.

These aspects are presented below.

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4.10.2 Financial Accountability and Responsibility

CAMH recognizes that its per-Participant charge is intended to cover all of the Proponent's costs related to the Contract. CAMH will be responsible for all costs associated with development, implementation, on-going operations, and evaluation, including but not limited to:

- Driver communications (e.g. toll free line, web site for Drivers containing general RDP information, locations, ways to register, etc.);
- curriculum, service delivery process development;

- documentation and training;
- course materials;
- all aspects of program management;
- physical space and equipment;
- other capital costs;
- collecting and distributing money from each Participant;
- costs associated with RDP delivery (e.g., facility, technology, staff);
- any insurance required or as stipulated in the Contract;
- costs related to credit card fees; and
- overhead.

CAMH will accept payment from Participants via certified cheque, money order, and generally accepted credit cards, such as Visa or MasterCard.

CAMH will provide a Payment Card Industry (PCI) Data Security Standards (DSS) compliant Internet Payments (i.e. e-commerce) solution that allows Drivers to pay for the cost of participating in the RDP with a credit card over the Internet.

4.11 Security

CAMH recognizes that personal information collected from Drivers and Participants is sensitive and highly confidential. CAMH has a strong commitment to ensuring confidentiality and data integrity of computing services that necessitates a highly secure environment.

4.11.1 A detailed description of the plan to ensure protection and security of personal information that meets or exceeds requirements presented in the Contract included in the RFP is presented below:

Proponents should include a detailed description of the plan to ensure protection and security of personal information as described in the attached Contract including:

- a) the proposed approach to ensuring the protection and security of personal information; and
- b) the proposed procedures that would occur in the event of an accidental breach.

Information Security and Privacy

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4.12 Quality Assurance

CAMH agrees to be responsible for quality assurance, ensuring RDP consistency, and availability. However, CAMH recognizes that the Province has a vested interest in ensuring high, publicly accountable, quality standards and will make certain that quality assurance procedures are in place, maintained, and monitored on an on-going basis. CAMH is committed to ensuring continuous improvement of all parts of the RDP, and recognizes that RDP quality will be monitored and audited periodically by the Province.

CAMH will work collaboratively with the Province to establish the RDP curricula and will work with the Province at least annually to conduct reviews of all program curricula with the intent of identifying and implementing material improvements. CAMH will develop a policy and procedures document to ensure consistent service levels across the province. This encompasses, but is not limited to, the following:

- consistency in employing screening protocols and tools;
- consistency in utilizing screening criteria for assigning to the counselling and education components;
- consistency in delivery of the education and counselling components;
- consistency in post-intervention assessments;
- comprehensive file documentation;
- comprehensive and timely data collection and reporting;
- fair and consistent practices in dealing with client absences, tardiness and disorderly behaviour; and
- fair and consistent practices in dealing with complaints.

CAMH recognizes that the policy and procedures document is subject to review and approval by the Province. Quality assurance and client outcome results will guide and direct RDP modification recommendations. CAMH understands that all RDP modification recommendations will require approval by the Province.

4.12.1 The RFP asks for a detailed description of:

- a) a province-wide quality assurance program;
- b) the process for continuous improvement of all RDP components; and
- c) the process for developing and refining a policy and procedures document over the course of the Contract.

This information is provided below.

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Page 069 to/à Page 074

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4.13 Proposed Work Plan and Timeframes

CAMH recognizes that the RDP is currently operating under a contract that will end on June 15, 2016, and has a plan that will enable RoadSafetyBC to seamlessly continue delivering services. CAMH's work plan presents sufficient information to demonstrate operational readiness at the time of service commencement. CAMH's work plan augments the detail to demonstrate operational readiness by providing detail regarding additional efficiencies or service improvements over time.

4.13.1 The RFP requests a detailed description of the proposed work plan with tasks, milestones and timeframes, and including critical dates:

- a) development of RDP components and business processes;
- b) implementation approach for each RDP component, approach to managing RDP operations on an on-going basis;
- c) curriculum development and approval;
- d) finalizing any staffing or sub-contractor arrangements; and
- e) development of training and communication material.

This information is provided below.

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Page 078 to/à Page 080

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Page 081 to/à Page 095

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Page 096 to/à Page 099

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Page 100 to/à Page 110

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RESPONSE GUIDELINES:

The Proposal should include a detailed description of the services the Proponent has previously and/or is currently delivering, and list the duration and scope of any similar contracts undertaken by the Proponent including jurisdictions similar to B.C. and include at least three references from customers that can attest to the Proponent's performance. Proponents should also include a description of its past experience with:

- a) group education and/or counselling;
- b) development and use of screening tools;
- c) curriculum development;
- d) employee training; and
- e) multiple service delivery locations.

Proposals should include a list of the core team that would provide services in relation to the RDP, including the service manager. This list should include their credentials and experience relevant to this program.

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Page 112 to/à Page 113

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RESPONSE GUIDELINES:

Proponents should include detailed information outlining their experience and processes for the following:

- a) data collection and sharing of data with organizations such as RoadSafetyBC;
- b) development and maintenance of a secure database for the provision of the services;
- c) access control of any data that is in the possession of the Contractors organization;
- d) compliance with the protection of privacy of personal information in accordance with the *Freedom of Information and Protection of Privacy Act* and with the privacy, confidentiality and security provisions of the Contract; and
- e) how requests for information from RoadSafetyBC will be managed.

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Page 115 to/à Page 116

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RESPONSE GUIDELINES:

Proponents should include detailed information describing their experience and procedures for the following:

- a) any proposed conflict management and issue resolution plans and methods;
- b) the proposed approach for developing guidelines for Contractor employee and sub-contractors to support them in dealing with Participant complaints (e.g. complaints and challenges resulting from Participant dissatisfaction with screening and post-intervention assessment results); and
- c) the proposed approach for personnel and sub-contractors to deal with conflict and/or potential violent incidents during education and counselling components.

Page 118

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RESPONSE GUIDELINES:

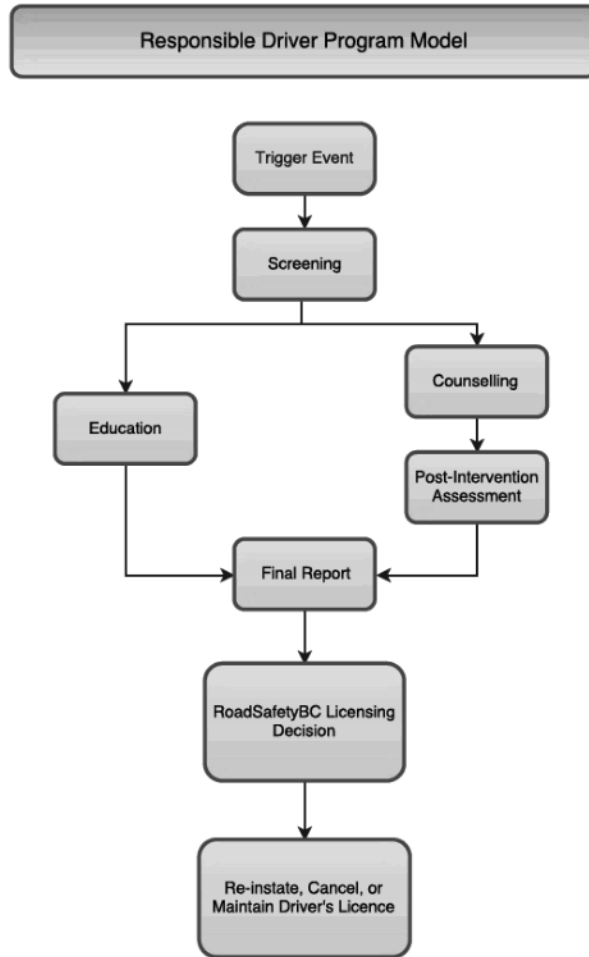
Proponents should address the following:

- a) the plan for developing the public education materials;
- b) the proposed types of public education materials (i.e. brochure, advertising, etc.);
- c) the proposed approach for setting up and maintaining an up to date website; and
- d) a mock-up of the proposed website and content.

Page 120 to/à Page 121

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RESPONSE GUIDELINES

Each Proponent's response should address the following:

- a) identification of the screening tool being proposed, and a detailed outline of the tool's methodology;
- b) the rationale for selecting those screening tools including any supporting research;
- c) identification of the entity that owns the copyright in the screening tool and a statement regarding the Proponent's rights to utilize the screening tool in the provision of the RDP services; and
- d) how the Proponent will work with RoadSafetyBC to set scoring thresholds and screening policies that will meet the objectives of the program.

Page 124 to/à Page 125

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The Proponent's response should address the following:

- a) the minimum number of participants to run an educational program;
- b) the details of the Proponent's proposed education process, tools, and techniques, including plans to work with RoadSafetyBC to obtain the appropriate approvals during development, and delivery;
- c) how the Proponent plans to monitor and review the education program content and process in order to ensure the program remains current and reflects best practice over time and is administered consistently at all service delivery locations;
- d) methods of providing education to Participants not able to participate or benefit from the group education arrangement i.e., Participants who have cognitive deficits, behavioural difficulties, etc.; and
- e) details of proposed personal action plan including goals, plans, and strategies to address triggers and eliminate drinking and/or drug-affected driving behaviour.

Page 127 to/à Page 128

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RESPONSE GUIDELINES

The Proponent's response should address the following:

- a) the proposed counselling process, tools, personal action plan, and counselling checklist, including plans to work with RoadSafetyBC to obtain appropriate approvals during development;
- b) scheduling options that will be available for counselling, e.g. two eight- hour classes, eight two-hour classes, etc.;
- c) methods of providing counselling to Participants not able to participate or benefit from a group arrangement i.e., Participants who have cognitive deficits, behavioural difficulties, etc.;
- d) proposed counselling methodology to be used with Participants, including rationale and any supporting research or information; and
- e) description of how the Contractor will assist Participants with advice on where to look for further help in dealing with substance abuse and/or other problems that are beyond the scope of the RDP.

Page 130 to/à Page 132

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RESPONSE GUIDELINES

Proponent response should address the following:

- a) details of the proposed post-intervention assessment process (including recidivism risk assessment) and tools to be used;
- b) how the Proponent proposes to work with RoadSafetyBC to obtain the appropriate approvals during development, and delivery; and
- c) how the post-intervention assessment process will be standardized throughout the province.

Page 134

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RESPONSE GUIDELINES

Proponents should describe the proposed method to ensure that it can and will meet these timeframes in all locations.

Page 136 to/à Page 137

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RESPONSE GUIDELINES

Each Proponent should describe its:

- a) plan to ensure trained and qualified personnel are, in respect of each location, conducting the services as of June 16, 2016;
- b) plan to ensure consistent service delivery regardless of geographic location;
- c) plan to enhance the regional service delivery over the duration of the Contract; and
- d) the Proponent's approach to managing the risk of fluctuating Participant volumes (higher or lower) throughout the term of the Contract.

Page 139 to/à Page 140

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RESPONSE GUIDELINE

Proponents should ensure that high level work plan provided in response to 4.13 includes sufficient information that demonstrates the ability to meet the service delivery qualifications and experience in each of the cities.

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RESPONSE GUIDELINE

Proponents should include a detailed description of the plan to accommodate hearing impaired individuals.

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RESPONSE GUIDELINES

Each Proponent's response should describe:

- a) how and when program fees and charges will be collected from the Participant;
- b) the proposed process for keeping records of charges and fee payments and also remitting the Province's per-Participant program prescribed fee; and
- c) the per-Participant charge that the Proponent will charge to each Participant during the term of the Contract (i.e. the Contractor's per-Participant charge), and the rationale for the amount.

Page 144

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RESPONSE GUIDELINES

Proponents should include a detailed description of:

- a) payment mechanisms that will be accepted; and
- b) the e-commerce solution for the acceptance of payment cards over the Internet.

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Page 146

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s.21

RESPONSE GUIDELINES

Proponents should include a detailed description of the plan to ensure protection and security of personal information as described in the attached Contract including:

- a) the proposed approach to ensuring the protection and security of personal information; and
- b) the proposed procedures that would occur in the event of an accidental breach.

Page 148

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RESPONSE GUIDELINES

Proponents should describe the Proponent's proposal for the following:

- a) a province-wide quality assurance program;
- b) the process for continuous improvement of all RDP components; and
- c) the process for developing and refining a policy and procedures document over the course of the Contract.

Page 150

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RESPONSE GUIDELINES

Proponents should provide a high level work plan that will include tasks, milestones and timeframes, including critical dates for the following:

- a) development of RDP components and business processes;
- b) implementation approach for each RDP component, approach to managing RDP operations on an on-going basis;
- c) curriculum development and approval;
- d) finalizing any staffing or sub-contractor arrangements; and
- e) development of training and communication material.

Page 152 to/à Page 153

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s.21

Responsible

Driver

Program

Participant's Workbook

Counselling Component

Page 155 to/à Page 202

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Copyright

Proposal to Provide the
Responsible Driver Program

Ministry of Public Safety and Solicitor General,
RoadSafetyBC

(RFP # ON-002786)

Submitted by:

Stroh Health Care Consulting Corp.

#300 1530 56th Street, Delta, BC V4L 2A8

Tel: (604) 948-4912 Fax: (604) 948-4913

Contact Person: Dr. Carl Stroh

s.22

February 3, 2016

Page 204

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Page 205 to/à Page 243

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Stroh Health Care Consulting Corp.

Main Stroh Health Care Webpage

Copyright

Main Responsible Driver Page (This page is opened by clicking on the “Responsible Driver Program” option listed under the “Programs and Services” heading on the left side of the main Stroh Health Care page.)

Copyright

On the left side of this page is the button “RDP Login”. This is used by the RDP facilitators and staff to log in to the old RDP file management site. Clicking on this button opens a secure log-in page.

On the right side of the page, under “Responsible Driver Program” there is a list of three documents that can be opened as well as the following brief description of RDP.

Responsible Driver Program

[RDP Registration and Informed Consent](#)

[Commonly Asked Question about Registering for RDP](#)

[Questions and Answers about RDP and Interlock](#)

In October of 2004 the provincial government passed Bill 66 - The Motor Vehicle Amendment Act, also known as the Drinking Driving Initiative. The Motor Vehicle Amendment Act gave police additional tools to take drinking drivers off the road, including:

- 24 hour impoundment of vehicles for drivers who receive a 24-hour roadside prohibition;
- Increased fines for driving while prohibited/suspended and extended vehicle Impoundments for up to 60 days for a first offence and 90 days for subsequent offences; and
- Requirement for chronic offenders and other high-risk drivers to install an ignition interlock device on their vehicles that requires a breath sample before the vehicle will start.

Also, for the first time in British Columbia, drivers with a Criminal Code drinking driving conviction, and other repeat offenders, had to complete a rehabilitation program before they were allowed to drive again. This program is called the Responsible Driver Program (RDP). All referrals into this program come from the Office of the Superintendent of Motor Vehicles (OSMV).

Under the current legislation, the following events on a driving record may result in a driver being referred into the Responsible Driver Program:

- One alcohol-related impaired driving conviction under the Criminal Code of Canada, (s. 249 - 261) or the Motor Vehicle Act
- One drug-related impaired driving conviction under the Criminal Code of Canada
- One Administrative Driving Prohibition;
- One 90-day Immediate Roadside Prohibition (IRP);
- One 30-day Immediate Roadside Prohibition (IRP);
- Three 24-hour Prohibitions (within 5 years);
- A combination of any three of the following Immediate Roadside Prohibitions (within 5 years): 24-hour prohibition, 3-day IRP or 7-day IRP.

Once referred to the Responsible Driver Program participation in the program is a requirement for those who wish to either maintain or renew their driving licence. Drivers who enrol in the RDP pay the government a fee of \$ 880 plus GST.

Once registered in the Responsible Driver Program, participants complete an intensive telephone interview and are then assigned to one of two alternatives:

1. Those deemed not to be of significant risk of re-offending are referred to an intensive 8-hour education program.
2. Those deemed to be of greater risk of re-offending are referred to a 16-hour counselling program.

Participants whose level of alcohol or other drug use indicates that an addiction has been established, are encouraged to contact appropriate community addiction services to further decrease their risk of re-offending.

Participants in both the Education and the Counselling program learn basic information about alcohol, drugs and their impact on driving ability. The program focus is on preventing the harm that results from combining alcohol or other drug use and driving, and the objective is to separate these two activities, not eliminating them.

By clicking on “RDP Registration and Informed Consent”, drivers can see and download the most recent version of the Registration form.

By clicking on “Commonly Asked Questions about Registering For RDP”, the following page can be opened:

STROH HEALTH CARE CONSULTING CORPORATION

Responsible Driver Program

- The fee for the Responsible Driver Program is \$880.00 plus GST of \$44.00 = \$924.00
- You may pay by credit card (VISA or MasterCard), money order, certified check or personal check.
- If you pay by personal check there is a 15 day hold on your registration before you are confirmed. This is a government policy.
- If you pay by credit card, money order or certified check your registration is confirmed on the day we receive it.
- Your payment must be made payable to the Minister of Finance.
- There are no instalment plans or payment plans available. Again, this is a government policy.
- In order to register for the program we must receive your full payment and signed registration form together. Incomplete registrations or unsigned forms will be returned to you.
- If you are paying by credit card and have faxed us your completed and signed registration form please wait a minimum of 24 hours before calling us to confirm that we have received your fax.
- 2-4 weeks after your registration has been confirmed we will contact you to arrange an Assessment interview.
- If you have questions about your licensing privileges, or questions or concerns about why you were referred to the Responsible Driver Program please call ICBC at 1-800-950-1498. We do not have up to date information about your licensing or referral and cannot advise you on these matters.
- Mail the fully completed and signed form along with your payment of \$924.00 to:

Stroh Health Care
1215 C 56th Street
PO Box 18006
Delta, BC V4L 2B0

Or, if paying by credit card you may Fax to: 604-948-4913
(Credit Card payment by e-mail is not accepted, as it is not secure)

By clicking on “Questions and Answers about RDP and Interlock” the following page can be opened:

QUESTIONS AND ANSWERS REGARDING THE RESPONSIBLE DRIVER PROGRAM AND THE IGNITION INTERLOCK PROGRAM

Responsible Driver Program

How much is the user fee for the Responsible Driver Program?

\$880.00 plus GST of \$44.00, for a total of \$924.00.

I sent Stroh Health Care my cheque. Why are they waiting for 15 days before scheduling my assessment?

RoadSafetyBC requires that when payments for services are paid by cheque, no services are rendered until the cheque has had time to "clear", which usually takes 15 days. There is no waiting period for payments by money order, or credit card.

Why do I have to take it?

The program is required when someone has been convicted of various alcohol or drug-related driving offences or when the Superintendent of Motor Vehicles has evidence of an alcohol or drug abuse problem.

What program will I be required to take?

After your assessment interview, you will be referred to either an 8-hour program or a 16-hour program. The 16-hour program is generally scheduled over a three-month period. A minimum number of participants are necessary for both the education and counselling programs, and they are scheduled at times and locations that meet the needs of the majority of program participants within your region.

Nobody in court told me that I would have to do this. I should only have to do what the judge said.

The Responsible Driver Program is a requirement under the *Motor Vehicle Act*, and is not a court-imposed requirement.

I am prohibited for a lengthy period. When should I register for the Responsible Driver Program?

If it is important that you obtain a driver's license as soon as you are eligible, you should register for the RDP as soon as you are able as the program can take up to 9 months to complete.

Do all people required to take the Responsible Driver Program have to complete the program before being eligible for re-licensing?

This is determined on a case-by-case basis by RoadSafetyBC. There are a variety of factors that determine whether a driver will be allowed to keep their driver's license or become re-licensed during the Responsible Driver Program. The driver is advised of this by RoadSafetyBC in his or her initial letter assigning them to the program.

What if I don't attend the program?

If you are currently unlicensed or prohibited from driving, you will be unable to re-apply for a driver's license until you complete the program. If you already have a license, it will be cancelled if you do not register within 30 days and complete the program within 9 months. *Revised June 17, 2014 page 2*

If drivers do not successfully complete the program, will they have to pay the \$880.00 fee again?

If a driver does not successfully complete the program, and he or she still wishes to be re-licensed, the driver may be required by RoadSafetyBC to re-take the entire program, or just a portion of the program. Any additional fees must be paid, depending on what is required.

Is there an exemption if a person has already completed a rehabilitation program?

No. Privately operated rehabilitation programs that are not specified and provided by another Canadian jurisdiction will not be accepted as meeting the requirements for re-licensing in BC. However, if the driver has completed any other program, that information can be provided to the superintendent as additional evidence of his or her fitness to drive, or to Stroh Health Care when registering and paying for the Responsible Driver Program. If the driver has completed an equivalent program provided by another Canadian jurisdiction, RoadSafetyBC will review the documents and make a decision regarding the fitness to drive and whether or not the Responsible Driver Program will still be required. The driver must provide a copy of the report outlining their participation in the program (where available), not just a certificate of completion (i.e. summary report or final report.)

What if someone can't afford it? Are there payment options? Can the fee be waived or is there financial assistance available for financial hardship?

The Responsible Driver Program is a full user-pay program which means that the cost is completely paid for by the person who uses it. The RDP fee is intended to recover the cost of the contracted service provider to do the screening and assessment of drinking drivers, their costs for delivery of program sessions, as well as government's costs for administering the program. There are currently no payment options, fee waivers or financial assistance available, although clients can pay by credit card.

Why is the fee higher in BC than in other jurisdictions?

BC does not subsidize any part of providing the RDP.

Are services available throughout the province?

Services are delivered province-wide. However, a minimum number of participants are necessary for both the 8-hour and the 16-hour programs, and they are scheduled at times and locations that meet the needs of the majority of program participants within your region. Some clients will need to travel to larger communities to participate in RDP.

Are there any appeal procedures?

If you have been referred to the Responsible Driver Program (RDP) you may seek reconsideration of that decision. For more information on seeking reconsideration of this decision visit the RoadSafetyBC website.

I don't have a problem with alcohol. Why am I referred to this program?

If you have been found to be driving while under the influence of drugs, you may also be referred to the Responsible Driver Program as it also addresses drug abuse issues for those who drive while their ability is impaired by drugs.

I don't have any criminal convictions or 24-hr driving prohibitions. Why am I referred to the Responsible Driver Program?

You can be referred to the Responsible Driver Program with other evidence of alcohol misuse or abuse while driving. It is not necessary to have alcohol-related convictions or offences on your driving record in order to be assigned to the Responsible Driver Program.

I have completed the Responsible Driver Program. What happens next?

The Responsible Driver Program submits a report on your program participation and assessed risk of reoffending to RoadSafetyBC. RoadSafetyBC reviews these reports to determine whether you have successfully completed the Responsible Driver Program and whether or not you are deemed fit to drive.

When do I get my driver's license back?

This depends on your individual circumstance. You may be found fit to drive, fit with ignition interlock, or not fit to drive. This is RoadSafetyBC's decision and it will be communicated in writing to you by RoadSafetyBC. The Responsible Driver Program does not receive these reports from RoadSafetyBC.

Who do I contact for information about the RDP?

Stroh Health Care delivers the program throughout the province. They can be reached at 604-948-4912 in the Lower Mainland and toll free at 1-800-948-4912 in the rest of the province.

Where do I send the RDP Registration and Informed Consent Form if I want to pay by credit card?

The correct fax number is 604-948-4913, which is on page two of the form. Do not send to RoadSafetyBC. Once the payment is processed, Stroh will advise RoadSafetyBC.

Ignition Interlock Program**What is an ignition interlock device and how does it work?**

An ignition interlock is an alcohol breath testing device connected to the ignition and power systems of the vehicle. It prevents the vehicle from being started if the driver has been drinking.

Page 251 to/à Page 333

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