

2017 Information Note Advice to Minister

Date: December 18, 2017

Ref: 107819

Issue: ~~Notification by the Vancouver Island Health Authority of a Foreign Demand for Disclosure~~

Conclusion / Next Steps (if any):

- The Vancouver Island Health Authority (VIHA) has taken the required action of notifying the minister of a foreign demand for disclosure as required by section 30.2 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA).
- The minister is not required to take any action in response to the notice given by VIHA.
- An email has been sent on behalf of the minister acknowledging receipt of the notification and confirming that VIHA may use its discretion to determine whether to deny the request, which they have done.

Background / Facts:

- Section 30.2 of FOIPPA requires the head or an employee of a public body to report immediately to the minister responsible for FOIPPA a foreign demand or request for disclosure of personal information.
- A foreign demand for disclosure includes a subpoena, warrant, order, demand or request that is from a foreign court, foreign state or other foreign authority outside of Canada.
- Section 30.2 was one of the key amendments made to FOIPPA in response to concerns about the *USA Patriot Act*.
- Notifications are handled through the Privacy, Compliance and Training Branch (PCT) of the Corporate Information and Record Management Office. The Branch assesses the notification to determine whether further action is required from the minister, develops a briefing note notifying the minister of the request and any related responsibilities that the minister must undertake, and responds to the notifying body.
- VIHA denied the request for the following reasons: the correct process for an American subpoena to have effect in Canada was not followed; there was no proper consent provided to authorize the disclosure; and there are inconsistencies in the order, such as the incorrectly named hospital from which the records were requested. PCT agreed with VIHA's analysis, and as such, no further action is required.

Analysis:

- s.22
- VIHA sent an email on December 1, 2017, to the Privacy, Compliance and Training Branch providing notice to the minister.

Attachment(s): *Demand for disclosure documents received by VIHA.*
Contact: *David Curtis (778-698-5845)*

Fern, Chelsea CITZ:EX

From: Yaskow, Cathy <Cathy.Yaskow@viha.ca>
Sent: Friday, December 1, 2017 3:53 PM
To: Berglund, Lara CITZ:EX
Cc: Botten, Greg
Subject: FW: Foreign Demand for Disclosure Notice - CONFIDENTIAL s. 22, FIPPA
Attachments: Scan.pdf

Importance: High
Sensitivity: Confidential

Good afternoon Lara. Pursuant to s. 30.2 of the Freedom of Information and Protection of Privacy Act (FIPPA) and in accordance with the procedure outlined below, I, as the Delegated Head of Island Health under FIPPA, am formally notifying you of a recent foreign demand for disclosure of confidential patient identifiable billing and health records associated with a particular patient of Island Health (see attached scan for details).

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- The correct process for an American subpoena to have effect in Canada was not followed, i.e., the order was not endorsed by the BC courts and hence it has no jurisdiction over Island Health – accordingly Island Health has no obligation to comply;
- The certificate “tick-box” of “non-objection” by the patient in question, as reflected in the scanned document, is inadequate in that it only reflects that there has been no objection (the accuracy of which cannot be validated on face value), and is not sufficient evidence of consent to authorize disclosure;

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In terms of next steps, Island Health is writing back to the applicant indicating our receipt of their order and our decision to not comply with it for the reasons noted above. We will provide them with an authorization form that the patient may complete for their inclusion in the “package” should they chose to resubmit a properly executed order from a BC court endorsing this foreign order.

I trust this is the information you require in order for me to fulfill my duty to notify the Minister of this demand. Please confirm your receipt of this email and if you require any further information from me.

Regards, Cathy

Cathy L. Yaskow RN, MN



Director | Information Stewardship, Access & Privacy, Island Health, Victoria, BC
Co-Chair | Provincial Health Information Privacy and Security Operations Committee
Island Health | Victoria, BC
' 250.370.8686 6 250.519.1908 📞 cathy.yaskow@viha.ca



Respect: Caring for information is caring for people

This e-mail and attachments are only for the use of the intended recipient and must not be distributed, disclosed, used or copied by or to anyone else. This e-mail and any attachments may be confidential, privileged or subject to the provisions of the Freedom of Information and Protection of Privacy Act. If you receive this in error, please contact me immediately at 250-370-8686 or return e-mail and delete all copies of this e-mail and any attachments.

Hi Cathy,

I'm responding to your request for a template regarding a notice of a foreign demand for disclosure. I was incorrect in saying that we have a template available on our website so my apologies for that. The actual process is to email Lara Berglund (Lara.Berglund@gov.bc.ca) with a copy of the letter received for the foreign demand for disclosure and how the public body intends to respond. Lara can help you with the next steps once you have sent her that information.

Thanks,

Bethany Haak | Privacy Analyst
778-698-2180
Privacy, Compliance and Training Branch
Corporate Information & Records Management | Ministry of Citizens' Services

Page 05 to/à Page 12

Withheld pursuant to/removed as

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2017 Meeting Note

Advice to Minister

Meeting Date: November 28, 2017

Ref: 107581

Attendees: Minister Sims, Gavin McGarrigle, Alex Charles, Brenda Mason, Glenda Berry, Jennifer Moreau

Issue: Meeting with UNIFOR executive.

UNIFOR (Local 2000 and Local 780G) represent 16 staff members at the Queen's Printer.

Conclusion

- At this time as we do not know with any certainty why UNIFOR has requested this meeting.

Background / Facts:

- UNIFOR and their preceding incarnations have represented the production related staff at the Queen's Printer for thirty plus years. Whether as two distinct unions or two locals of the same union they have formed a Council of Graphic Arts Locals of the Queen's Printer for bargaining purposes.
- In 2015 the Queen's Printer ceased its internal print and bindery work as an outcome of core review. This affected 32 staff. Some staff had opportunities to move into BCGEU which they did, which left 25 affected staff, which ^{s.22} This work is now being contracted to the private sector.
- This leaves, sixteen staff currently in the two locals representing their members at the Queen's Printer, Local 2000 and Local 780G. Both locals have eight members at this time and they do the support of the workings of the Legislative Counsel and budget material printing and online.
- The current collective agreement closely parallels the current agreement with the BCGEU. i.e. duration of agreement; wage increases; take part in the Economic Stability Dividend; benefits.

Analysis:

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Options:

- Listen to any concerns that UNIFOR have so we can address and respond to.

Contact:

Jill Kot, DM

Bobbi Sadler, ADM

Dawson Brenner, ED ^{s.17}

2017 Information Note Advice to Minister

Date: December 20, 2017

Ref: 107801

Issue: 'Computers for Schools' program

Conclusion / Next Steps :

- Government could consider re-instating a program to provide surplus computers to schools.
- Further analysis is recommended, in order to develop options. Factors to consider:
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- Next Steps: Ministry of Citizens' Services should work directly with Ministry of Education to better understand the needs of schools (laptops, desktops, software, etc.) and create a plan for consideration.

Background / Facts:

- Prior to 2005, computers were given to the K-12 school system.
- A data breach in the mid 2000's in the Social Sector occurred where computer tapes with personal data was sold in error through the Province's Asset Investment Recovery (AIR) process.
- A decision by the Government Chief Information Officer was made to no longer donate the computers. Core policy was changed which included the government security policy required before a computer is re-sold, and processing measures were added to ensure no information was left on the devices.
- AIR, a cost recovered business unit within the Procurement and Supply Division was identified to dispose of all government surplus assets, including computers.
- Currently, AIR sells computers to the public at the highest fair market price, returning revenue to government, and using this revenue to offset the costs of disposing of other government assets.
- Over the next four years, government is planning to refresh all desktop and laptop computers. With proper processing of hard drives, other options for disposal (e.g. schools) could be considered.

- Computers for Schools (CFS) is a national, federal government-led program that collects, repairs and refurbishes donated surplus computers from government and private sector sources and distributes them to schools, public libraries and not-for-profit learning organizations throughout Canada.

Analysis:

- AIR has the refurbishing, ordering, and shipping capabilities to provide schools and other designated entities with refurbished computers. There would be costs associated in refurbishment of equipment, yet to be determined.
- Security tools meet the existing policy although some ministries specifically request hard drives be destroyed adding the cost of having a computer be useful again (i.e. Justice).
- Since 2005 the use of computers in schools has changed significantly.

Contact: Jill Kot, *Deputy Minister, Citizens' Services*^{s.17}
Bobbi Sadler, *Assistant Deputy Minister, Procurement & Supply*^{s.17}
Dawson Brenner, *Executive Director, Supply Services* 250 356-0600

2017 Information Note

Advice to Minister

Date: December 11, 2017

Ref: 107762

Issue: Asbestos Inventory Management Project

Conclusion / Next Steps (if any):

- The Ministry of Citizens' Services (Ministry) will be conducting further work to establish an inventory of asbestos containing material (ACM) in our owned and leased portfolios.
- This is not an abatement project; it is an inventory project to ensure there is no risk from ACM. If any potential hazards are discovered during the inventory process, a mitigation strategy will be immediately implemented.

Background / Facts:

- As of February 1, 2012, the classification for ACM changed and applies to buildings built before 1990.
- WorkSafeBC (WSBC) issued an inspection report requiring Real Property Division to complete an asbestos inventory of all leased and owned buildings.
- Accordingly, the Ministry will build on an existing inventory of owned properties that was completed in 2007/08.
- Of the current 952 leased or owned buildings under the Ministry, an assessment of 260 owned buildings built before 1980 was completed in 2008 to the previous standard. These buildings will not be retested; instead will be treated as containing asbestos.
- The inventory assessments will be performed by the certified environmental consultant Pinchin Ltd. and a preliminary budget of \$900,000 has been allocated for this project.
- WSBC will be provided with regular project updates including a site list and detailed inventory schedule.
- Ministries that own or lease their own buildings are required by WSBC to complete their own inventories. However, other ministries have a choice to on-board with the current project of the Ministry.

Analysis:

- The Ministry is upholding its responsibility and proactively updating a comprehensive inventory of all government-owned and leased buildings built prior to 1990 for asbestos to ensure full compliance with WSBC standards.
- The objective of the inventory assessments is to identify if asbestos materials are present, evaluate their condition, and as required develop corrective action plans for the purposes of long term management.
- The buildings tested previously were built prior to 1980. WSBC now requires testing of all buildings constructed up to and including 1989.
- The gap analysis identifies all owned buildings for testing built prior to 1990 that have come onto inventory after 2007 asbestos testing.

- For leased spaces, a review of existing reports by building owners is conducted and evaluated for applicability with possible implementation into the program. In cases where the building is pre-1990 construction and does not have either a confirmation of remediation or an acceptable inventory, Ministry will work with the landlord to obtain one.
- Real Property Division and the BC Public Service Agency will jointly develop and implement a communication strategy for ministries.

Attachment(s): N/A

Contact: *Sunny Dhaliwal, Assistant Deputy Minister, Real Property Division, 250 380-8311*

2017 Meeting Note Advice to Minister

Meeting Date: December 6, 2017

Ref: 107397

Attendees: Carey Drader, IBM VP, Infrastructure Services
John Longbottom, IBM Client Unit Executive, Public Sector BC
Peter Sandall, IBM Director and Senior Project Executive, BC Govt.

Issue: Contract Services Provided to the Ministry of Citizens' Services by IBM

Conclusion / Next Steps:

- IBM Canada provides services to Citizens' Services through the Workplace Support Services (WSS) contract signed in 2004 and expiring March 2019. Significant services included under this contract include:
 - ID Administration Services Realignment change order signed in 2006 ending co-terminus with the WSS contract.
 - Ministry of Education Firewall change order signed in 2014.
- Additional service opportunities through the WSS contract were slowed during the procurement process.

Background / Facts:

- In 2004, government signed a 10-year service contract with IBM worth approximately \$300 million to deliver a complete end-to-end service for workplace support services for all workstation users within government.
- In 2010, the health authorities were onboarded to the agreement.
- The original value of the contract was \$330M (core government only) with the current contract value estimated at \$1.057B (core government and health authorities).
- Annually core government spends \$29M (excluding firewall services) and the health authorities spend \$60M.
- Core government has a good relationship with IBM and overall is generally satisfied with the service it receives.
- Benchmark results from 2016 indicated government is paying approximately^{s.17}
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- In 2006, government signed an amendment to the WSS contract in order to realign the client user account administration ("ID Administration") services being provided.
- This change order establishes monthly baselines that will allow the Province and IBM to more closely track the related service request volume and align the charges related to the ID Administration services with a usage based model.
- ID Administration services include IDIR and email client user account management for over 30,000 user accounts.
- The original value of the ID Administration amendment was an annual total of^{s.17} (core government only).

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- The Ministry of Citizens' Services issued a Negotiated Request for Proposals (NRFP) in March 2017 to procure a new WSS contract.
- A separate procurement process by the Ministry of Health, on behalf of the health authorities was launched in February 2017.
- On October 17, 2017, the NRFP that core government issued for WSS was cancelled.
- The decision to cancel allows government time to evaluate and reassess the WSS procurement activities to confirm alignment with the new government priorities on active strategic IT procurements and to address competition.
- With the recent additional extensions the WSS contract expires March 2019.
- The Ministry of Health, on behalf of the health authorities, is continuing their WSS procurement process.

Analysis:

- At the WTS procurement proposal deadline, s.17 was received from the current incumbent, IBM.
- IBM met first stage evaluation criteria and was advanced to the second stage of the procurement process prior to cancellation.
- The recent extension to March 2019 is a continuation of the services currently being provided under the existing contract.
- No specific changes to services or service delivery were included in the extension period. s.17
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- Citizens' Services is also engaged in conversations with IBM about Smarter Buildings and the Cognitive Internet of Things.
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Contact: *Ian Donaldson, A/ADM Technology Solutions* s.17

2017 Information Note Advice to Minister

Date: November 30, 2017

Ref: 107531

Issue: GovConnect BC Conference: "Towards an Open and Citizen-Centric Public Sector"

Conclusion / Next Steps:

- Open the annual GovConnect BC Conference on December 5, 2017.

Background / Facts:

- GovConnect BC is a one day conference on December 5, 2017. This year the conference will be held at the Fairmont Empress Hotel. Leading experts from the Treasury Board of Canada Secretariat, the Government of BC, Fortinet, the Digital ID and Authentication Council of Canada, Environment and Climate Change Canada, Simon Fraser University and a Senior ICT Executive will be leading discussions on a series of key topics.
- Deputy Minister Jill Kot will be providing the key note speech.
- The GovConnect BC Conference provides an opportunity for heads of IM/IT and public sector transformation to collaborate with their peers on the adoption, implementation, change management and subsequent team governance of new tools, technologies and approaches.
- GovConnect BC is hosted by the Canadian Institute (CI) – the founding company of the global C5 Group. Canadian owned and operated, CI is responsible for the creation of over 1,700 conferences since its inception in 1985.
- Rotating roundtable sessions allow participants to interact directly with multiple levels of government on topics at the centre of BC's public sector transformation. Key topics include Citizen Centricity, Digital Transformation, Business Model Change Management and Government-wide approaches and breaking down silos.
- Today tech-savvy citizens are holding governments to higher expectations therefore Governments are feeling the pressure to adapt or risk becoming less relevant.

Analysis:

- The conference allows participants to benefit from six roundtable discussions moderated by leading experts in IT and policy. Participants will have the opportunity to engage in dynamic discussions with peers on different aspects of digital government to begin formulating an actionable plan for their organizations.
- Participants will learn about innovative technologies implemented in Canada, how to implement an open and secure platform to access information to better serve employees and citizens,

strengthen digital transformation growth without burdening training budgets and gain insight into how their organizations may enhance engagement with the public through advanced digital service delivery.

- Attendees will also be able to discuss the challenges they face and learn from other's successes and well as speak directly to leaders from other jurisdictions, industries and government levels.

Attachment(s): GovConnect BC Delegate List

Contact: Ian Donaldson – s.17

Attendee List

CanadianInstitute.com/GovConnect-BC/

TITLE	ORGANIZATION
Chair	Digital Hamilton Task Force
Director, Transformation	Ministry of Finance, Government of BC
Executive Director, Strategic Policy and Projects	Ministry of Finance, Government of BC
Executive Director, People & Workplace Strategies	Ministry of Advanced Education, Government of BC
Chief Information Officer	Simon Fraser University
Chief Information Security Officer (CISO), Information Security Branch	Office of the Chief Information Officer, Government of BC
Executive Director, Service and Open Government	Treasury Board of Canada Secretariat
Director, Citizen Engagement	BC Government Communications and Public Engagement
Executive Director, Corporate Software Branch & Cloud Strategy Lead, Office of the Chief Information Officer (OCIO)	Ministry of Technology, Innovation, and Citizens' Services, Government of BC
Senior ICT Executive, Business Transformation Leader & Author	(Formerly Business Intelligence Transformation Program Agile Lead, Department of Immigration and Citizenship, Australian Government)
Program Manager IT	BC Housing Management Commission
Director Information Security & Privacy	BC Justice Sector
Director Business Intelligence	BC Ministry of Advanced Education Skills & Training
Director ITS Service Delivery	BC Assessment
Director Court Innovation	BC Ministry of Attorney General
Project Director	BC Ministry of Attorney General
Executive Director Strategic Projects	BC Attorney General & Public Safety

Director Strategic Initiatives Information Management Technology	BC Ministry of Environment
Director Organizational Effectiveness	BC Ministry of Citizens' Services
Director Security, Privacy & Compliance	BC Ministry of Citizens' Services
Cloud Strategy Engagement Lead	BC Ministry of Citizens' Services OCIO
Business Application Analyst	BC Ministry of Children and Family Development
Manager Business Innovation	BC Ministry of Children and Family Development
Chief Technology Officer	BC Ministry of Education
Director Application Services Management	BC Ministry of Education
Client Business Manager	BC Ministry of Finance
Director Digital Systems	BC Ministry of Justice
A/Manager Information Management & Privacy	BC Ministry of Transportation and Infrastructure
Director Information Management & Architecture	BC Public Service Ministry of Finance
Director Information Technology	BC Oil & Gas Commission
Director Operational Analysis	BC Oil & Gas Commission
Director Records and Information Management	BC Oil & Gas Commission
Manager Business Intelligence	BC Oil & Gas Commission
Director IT Services Branch & CSO	BC Pension Corp
VP Transformation Information Services	BC Pension Corporation
General Manager Corporate Services	Comox Valley Regional District
Manager Strategic Services	Cowichan Valley Regional District
Director Corporate Planning and Event Leader	Elections BC
Manager Online Communications	Government of Yukon
Chief Information & Technology Officer	ICBC
Executive Director	Natural Resource Transformation Secretariat
Director Communications and Engagement	Natural Resource Transformation Secretariat
Director	Natural Resource Transformation Secretariat
Team Lead Change Management	Natural Resource Transformation Secretariat
Learning & Development Strategist	Natural Resource Transformation Secretariat
Assistant Auditor General	Office of the Auditor General BC
Director Digital Policy	Province of BC
Privacy and Information Security Officer	Province of BC

Manager Program Planning & Implementation	Province of BC
Chief Information Officer	The Representative for Children & Youth
Director Corporate Administration	Township of Langley

2017 Information Note Advice to Minister

Date: December 8, 2017

Ref: 107627

Issue: Customer complaint concerning the Contact Centre automated greeting and call recording practice.

Conclusion / Next Steps (if any):

- As the caller wished to remain anonymous, Service BC is unable to follow-up with the citizen to discuss.
- Interactive Voice Response (IVR) systems are considered best practice in Contact Centre Operations.
- Call Recording is necessary for quality assurance purposes.

Background / Facts:

- Service BC Contact Centre services were transitioned to a new vendor on June 26, 2017.
- The Service BC Contact Centre uses an Interactive Voice Response (IVR) system.
- IVR is a telephony menu system that routes calls to the most appropriate area within the Contact Centre.
- The Service BC Contact Centre IVR has two menu options for callers.
- Once the caller selects the desired menu option, the caller is immediately transferred to, and able to speak with, a live Contact Centre agent.
- The SBC Contact Center records all calls.
- Recorded calls are kept for 30 days and then deleted.
- Recording calls are part of the quality assurance process.
- The vendor is legally required to meet specified performance standards which include quality assurance obligations.
- The vendor's Quality Assurance team reviews randomly selected recorded calls to ensure Contact Centre agents follow procedures and provide the correct information to citizens in the most effective and efficient way.
- Recorded calls are also an important tool for investigating customer complaints.
- Service BC Contact Centre agents do not have the capability to turn off the recording function.

Analysis:

- The Personal Information Protection Act, Part 4 provides for the collection of personal information:

Required notification for collection of personal information

- 10 (1) On or before collecting personal information about an individual from the individual, an organization must disclose to the individual verbally or in writing
- (a) the purposes for the collection of the information

- Service BC, in contracting out Contact Centre services, ensures the Service Provider acting on behalf of Service BC, complies with the Personal Information Protection Act.

This includes:

- The Service Provider may only record calls for specified purposes;
- The Service Provider must inform the individual that the call may be recorded and make a reasonable effort to ensure the caller is advised of the purposes for which the information will be used (i.e., quality assurance.)
- The individual is informed that the conversation is being recorded at the beginning of the call by an automated recording.

Attachment(s): N/A

Contact: *Beverly Dicks 778-698-2377*

2017 Information Note

Advice to Minister

Date: December 11, 2017

Ref: 107724

Issue: Service BC (SBC) Contact Centre

Conclusion / Next Steps (if any):

- Upon review of this issue, and to improve service to citizens, the Contact Centre business procedure has been amended to allow agents to transfer calls to specific health facilities.
- Calls will be transferred to the five regional health authorities and major hospitals.
- Contact Center agents may now transfer callers to any of the organizations listed below:

Health Authorities

- Fraser Health (FHA)
- Interior Health (IHA)
- Island Health (VIHA)
- Northern Health (NHA)
- Vancouver Coastal Health (VCH)
- Provincial Health Services Authority (PHSA)

Major Hospitals (Specific health facilities)

- BC Children's Hospital
- Vancouver General Hospital (VGA)
- Victoria General Hospital
- St. Paul's Hospital
- Royal Jubilee Hospital (RJH)
- Women's Hospital (BCWH)
- University Hospital of Northern British Columbia (UHNBC)
- Richmond Hospital
- Burnaby Hospital
- Abbotsford Hospital
- Royal Inland Hospital

Background / Facts:

- Citizen called the Service BC (SBC) Contact Centre and asked to be transferred to the Fraser Health facility in Abbotsford ^{s.22}
- SBC Contact Centre advised they were unable to transfer to the Fraser Health facilities however she could call the Fraser Health Authority and have them connect her to the facility.
- Citizen advised the Fraser Health Authority was also unable to connect her to the Fraser Health facility.
- The citizen is concerned about long-distance costs for calling the facility in Abbotsford and is also concerned that ^{s.22}

Analysis:

- Service BC Contact Centre services were transitioned to a new vendor on June 26, 2017.
- The Contact Centre agents were following established business procedures which did not allow them to connect citizens to a specific health facility.
- The current business procedure allows for Contact Centre agents to transfer callers to any of the five regional health authorities that manage health care in British Columbia.
- The current business procedure does not provide for transferring directly to specific facilities (i.e., hospitals.)
- The citizen was able to provide the day and time of one of her calls to the Contact Center so further investigation could be conducted.
- The recording of the citizen's call was reviewed:
 - The agent did explain to the citizen that, as per instructions, the agent could only transfer the citizen to the general health authority line, and not to the physical facility itself.
 - The citizen explained she had been put through before.
 - The agent understood the citizen's frustration and, with service excellence and customer satisfaction in mind, the agent provided a one-off transfer to the facility.
 - The agent transferred the citizen to the facility and the call ended.

Attachments N/A

Contact: *Bev Dicks, ADM Service BC; Phone: 778-698-2377*

s.22

s.22 called in with a complaint regarding Enquiry BC. s.22

s.22 called Enquiry BC to be patched through to the facility, but was told that Enquiry BC is unable to connect to Fraser Health facilities. She was told by the Enquiry BC employee that s.22 could call Fraser Health and be connected to the facility, but when she called, Fraser Health was unable to do so.

s.22 is concerned about the cost of long-distance calling the facility in Abbotsford, and is also concerned that s.22 She wants to know if the staff at Enquiry BC was misinformed about Enquiry BC's/Fraser Health's ability to connect to the individual facility.

s.22 wanted to speak to a constituency assistant for Surrey-Panorama, so I told her that I would have a constituency staff member call her back as soon as possible.

Recorded by: Trent Sanders

2017 Information Note Advice to Minister

Date: December 8, 2017

Ref: 107779

Issue: Service BC Offices not authorized to complete application forms for citizens
s.22

Conclusion / Next Steps (if any):

- Service BC staff are not authorized to complete forms on behalf of a citizen
- Where citizens are unable to complete required forms on their own, options are provided in order to enable access/progress
- Having staff complete forms for citizens can leave them liable in the event the citizen has an unsatisfactory outcome. Blame is placed with staff for not completing the form accurately and impacting the citizen.

Background / Facts:

- s.22
- Application is used to engage another party (landlord or tenant) in a quasi-judicial process to resolve tenancy disputes
- Form requires the following: dispute parties, address for service, section in which dispute is filed and nature of dispute
- Accuracy in the completion of this form can impact outcome of the dispute which in turn can impact shelter status, rent amount, condition of premises, condition of an asset and relationship between disputing parties
- Citizen was informed that Service BC staff are not authorized to complete forms on behalf of a citizen
- Citizen became frustrated upon receiving explanation of why we can't complete the forms
- Citizen was provided the options of either utilizing the online forms via our Community Access Terminal (CATs) or paper forms
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- Government Agent did not have the opportunity to speak with the citizen nor obtain his name

Analysis:

- Our current agreement with Residential Tenancy states Service BC is not to complete any forms or provide interpretation of the act or instructions
- Program complexities, impact of outcomes and the quasi-judicial process, support this service agreement language
- Forms received from citizens are reviewed for completeness
- Staff are not authorized to fill out any forms on behalf of citizens, regardless of ability, due to liability
- There are numerous past instances where upon being notified of a poor outcome the citizen has placed the blame on staff either in office, with a partner or elected official
- This results in a situation where it is one person's word against the other's with no point of reference to what was actually stated and/or intended. This results in a citizen who disappointed and angry and staff who are in a position with little protection along with damage to government's reputation

Attachment(s): N/A

Contact: Beverly Dicks, 778-698-2377