

2019 Information Note

Jill Kot, Deputy Minister

Date: January 11, 2019

Ref: 111053

Issue: Comments for The Broadcasting and Telecommunications Legislative Review Panel

Conclusion / Next Steps (if any):

- The federal government is reviewing its legislative framework for telecommunications and broadcasting.
- This is an opportunity for the Province to provide comments on key themes being considered by the Broadcasting and Telecommunications Legislative Review Panel (the Panel) that is carrying out this review.
- Network BC should submit its comments to the Panel by the due date of January 11, 2019 – see Attachment.

Background / Facts:

- In its Budget 2017 the federal government recognized the need for a review of its legislative framework for communications which consists of the *Broadcasting Act*, the *Telecommunications Act* and the *Radiocommunication Act*.
- These acts cover broadcasting which includes creating, choosing, and packaging different types of content and telecommunications (including radio communications) which deals with building and operating telecommunications networks.
- The *Broadcasting Act* was last amended in 1991 and the *Telecommunications Act* was enacted in 1993. At that time broadcast services (video), voice and data services travelled over separate networks and were provided by different service providers (Cable companies and Telecoms) in siloed markets.
- Today these services have converged on the Internet, blurring the lines between networks, services, applications, content, and markets. Technologies such as 5G, Internet of Things and the Cloud will further disrupt the status quo making a legislative review even more crucial to ensure that Canada has a modern legislative framework that positions it for the future.
- The federal government appointed a panel to carry out this legislative review. The Panel's objective is to ensure that Canada has effective legislative and regulatory tools in place to support increased innovation, competition, diversity, choice, and that the Canadian communication sector achieves world-class standards.
- The Panel has identified four broad themes to help guide its consultation process, they are:
 1. Reducing barriers to access by all Canadians to advanced telecommunications networks.

2. Supporting creation, production and discoverability of Canadian content.
3. Improving the rights of the digital consumer.
4. Renewing the institutional framework for the communications sector.

- The Panel's consultation process will include a call for comments, participating in industry and academic conferences, meeting with experts, creators, stakeholders and other interested parties, including those from Indigenous and official-language minority communities. The Panel's report will be issued in the spring of 2019.
- The call for comments is due Jan 11th. See Attachment for Network BC's comments.

Analysis:

- Network B.C. regularly participates in federal consultations with the CRTC and ISED related to telecommunications regulations on behalf of the Province.
- This is an opportunity for the Province to provide comments on certain key themes being considered by the Panel. These comments will give the Panel a BC perspective that hopefully will be considered during the review and when the Panel is making its conclusions.

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- Network BC's comments are limited to the Telecommunications Act as broadcasting and the Broadcasting Act is not relevant to Network BC's nor Citizen Services mandate.
- When asked, all but one attendee at a recent Pan Canadian broadband growth committee meeting stated they were not planning to provide comments to this consultation. That attendee was from Yellowknife and cited a lack of resources as a reason for a limited submission.

Attachment(s): 111053 ADM ICT Broadcasting and Telecom Review Panel

Contact: Susan Stanford Assistant Deputy Minister Information Communication Technologies
(250 580 7459)



Ref: 111053

Date

The Broadcasting and Telecommunications Legislative Review Panel
c/o Innovation, Science and Economic Development Canada
235 Queen Street, 1st Floor
Ottawa ON K1A 0H5

Email: ic.btlr-elmrt.ic@canada.ca

Dear Panel Members:

Re: The Province of British Columbia's submission to the Broadcasting and Telecommunications Legislative Review Panel's Call for Comments

The Province of British Columbia thanks the Panel for the opportunity to comment upon the review of the Telecommunications Act. The Province believes that such a review is necessary given the quantum of technological change that the telecommunications industry has experienced and timely given the paradigm shift that will likely accompany 5G. The Province would like to offer the following comments.

1. Sustainable Telecommunications Services in Rural and Remote Communities

As you state in your call for comments, "In order to create a truly inclusive digital society, and to bridge existing digital divides, it is particularly important to enable improved access for Canadians in rural and remote areas..." The Province agrees, but it has also found that providing sustainable connectivity to these rural and remote areas is a challenge. As you know these areas usually do not have the subscriber base to support a positive business case. Instead the business case to get connectivity into these areas is fulfilled through one-time grants and funding programs. The success these programs have had is a testament to how well the federal, provincial, local government and the private sector can collaborate. However, covering what are one-time costs does not complete the business case.

After the infrastructure is in place someone must operate, maintain and upgrade it. And again, in some rural and remote areas the subscriber base just does not exist to cover the labour costs associated with these activities – service levels drop, and people can't use the service. We need a different approach to funding connectivity if citizens living in rural and remote areas of Canada are to get sustained access.

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Years ago, there was a funding approach that ensured that Canadians had sustainable access to the voice network. Telephone circuits in high cost areas, usually in remote and rural regions were cross subsidized by those in urban areas. This ensured that all Canadians could use a modern voice network to talk to family, conduct business and get to emergency services when needed.

When the Internet first emerged, it may not have been immediately obvious that it would play as important a role in people's lives as the telephone network did. As in the case of the telephone network, high cost areas for Internet access are in rural and remote areas, however, unlike the telephone network, the funding approach in these areas has been one time. Given that access to the Internet is critically important perhaps we need a different funding approach to match this need.

Although finding a solution to today's sustainability problem is important, it will become a priority when 5G arrives. This technology is destined to integrate into many aspects of our day to day lives. Some examples include autonomous vehicles, health care, food chain, etc. Without ubiquitous and sustainable access to 5G the digital divide will become the digital chasm, locking citizens living in rural and remote areas out of the benefits that 5G promises in their day to day lives.

The Panel should consider adding the phrase "and sustainable" to Objective 7 B of the Telecom Act.

2. Passive Infrastructure

As noted in question 1.2 of Appendix B access to passive infrastructure for network deployment is important especially given the expected growth of 5G wireless. For 5G wireless to be deployed rapidly the access to passive infrastructure will need to be both timely and reasonably priced.

The main issue with access to passive infrastructure is that it is controlled by various jurisdictions and regulated by multiple bodies. Trying to impose a consistent mandate across all this passive infrastructure on a national basis is likely impractical. Even trying to apply the same rules to the same type of passive infrastructures in different jurisdictions may be difficult given the varying geography in Canada.

Perhaps an incentive scheme tied to service level objectives (SLOs) could be considered with a process and penalties for recourse.

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3. Safety and Security

The Internet and associated advances in information and communication technology have benefitted the average Canadian greatly. Examples include immediate access to information, online commerce and tele-health. Unfortunately, with that benefit come cyberthreats in the form of viruses, worms and ransomware. The number and type of threats are accelerating. The average Canadian cannot be expected to have the required level of security awareness and knowledge to adequately protect their digital personal assets against this growing set of cyberthreats. Instead, this is where government is expected to step in and help.

In the same way that radio apparatus has to be certified before it can be used in Canada, ensuring the safety of Canadians with respect to radio emissions, authority could be given to either the CRTC, ISED or some other federal body to certify that appropriate security controls exist on equipment and systems that constitute Canadian networks. This would include equipment that makes up the network as well as the equipment that attaches to the network, e.g. IOT devices. This authority should also be extended to systems or applications that run in and on the network.

The Province hopes that these comments are helpful to the Panel's task. The Province will be monitoring this proceeding and as the discussion develops, may provide further input during the term of the review.

Sincerely,

Susan Stanford
Assistant Deputy Minister
Information Communication Technologies

2018 Meeting Note

Jill Kot, Deputy Minister

Meeting Date: January 31, 2019 at 11:00am

Ref: 111066

Attendees: Andy Canham, President SAP Canada
Ryan Pageau, Senior Account Executive, SAP Canada

Issue: Discuss BC Government's aspirations

Conclusion / Next Steps:

- Meet with Andy Canham, the President of SAP Canada to discuss the recent contract that Alberta has signed and what potential benefits there may be for the BC Government.

Background / Facts:

- In September 2018 SAP signed a contract with the Government of Alberta, targeted to completely modernize Alberta's business processes and digital transformation.
- Province of BC has two installations of SAP. The Ministry of Finance, Revenue Solution Branch uses SAP for the billing of MSP. The Ministry of Citizens' Services uses it as the ERP for Supply Services area in the Procurement and Supply division.
- Crystal Reports is an SAP business intelligence application that is used in government as well.
- The Citizens' Services implementation began in 1998.
- Currently using SAP Enterprise Resource Planning (ERP) Enterprise Central Component (ECC 6.0) Enhancement Package (EP8). The modules are:
 - Sale and Distribution;
 - Logistics Execution;
 - Materials Management;
 - Warehouse Management;
 - Inventory Management; and
 - Financial and Controlling Management.
- Supported by a team of 7 (6 employees, 1 contractor).
- Annual licensing for the CITZ installation is approximately \$245,000.
- The complete financial operation of Procurement and Supply are run on SAP and then uploaded to CAS.

- Used primarily for Procurement and Supply Division for:
 - Queen's Printer; Crown Publications and Print Brokerage;
 - Procurement Services;
 - Product Distribution Centre (PDC);
 - Distribution Centre Victoria (DCV);
 - BC Mail Plus;
 - Integration with BC Auction;
 - Asset Investment Recovery (AIR); and
 - Warehousing.

Attachment(s): *None*

Contact: *Dawson Brenner,
Executive Director, Supply Services,
250 217 3396*

2019 Information Note

Jill Kot, Deputy Minister, Ministry of Citizens' Services

Date: January 29, 2019

Ref: 111147

Issue: B.C. Alignment with Canada's Data Strategy

Conclusion / Next Steps (if any):

- Canada's Data Strategy Roadmap and B.C.'s Data Roadmap are broadly aligned.
- B.C.'s leadership in data and digital government provide a strong position to act as a partner to the Federal Government in its data and digital efforts.
- Specifically, B.C. should consider partnering with the federal government in the following areas:
 - Strategies to advance Indigenous data governance and institutional capacity,
 - A pilot project to work towards using the B.C. Services card to support inter-jurisdictional data sharing using a pan-Canadian digital identity, and
 - A federated open data project, where users can find provincial open data from Canada's open government portal.

Background / Facts:

- Since January 2018, the Treasury Board Secretariat has been co-leading the development of a Data Strategy Roadmap with the Privy Council Office and Statistics Canada. The Roadmap was released in December 2018.
- The Government of Canada conducted broad Digital and Data consultations to support this work.
- The consultations focused on three areas: understanding how Canada can remain competitive by driving innovation; exploring how new technologies could impact the employment landscape; and discussing how we can strike the right balance between supporting innovation, protecting privacy rights, and promoting trust when it comes to data.
- B.C.'s Office of the Chief Information Officer (OCIO) participated in a Federal-Provincial-Territorial Roundtable consultation in September focused on digital and data transformation.
- The federal Strategy identifies strategic priorities for a unified and collaborative approach to manage government-wide data as an asset while respecting privacy. Implementation of the strategy aims to support improved decision-making and enhanced services to Canadians and a more transparent, collaborative and digitally enabled public service using data.

Analysis:

- In B.C. the OCIO has drafted a Data Strategy Roadmap which identifies four sets of priority actions: Data Leadership, Organizational Capacity, Breaking Down Data Silos, Trust and Partnerships. **See Appendix A BC Data Roadmap**
- Each of B.C.'s priority actions broadly aligns with the goals and 21 specific recommendations made in the federal Strategy.

- On the topic of Data Leadership, like B.C., the federal Strategy emphasizes the alignment of governance bodies. In particular, the federal Strategy recommends that the mandate of the Deputy Minister Committee on Enterprise Priorities and Planning be expanded beyond IT direction to provide horizontal oversight of data management and direction on the strategic use of data. This recommendation also includes implementing a Chief Data Steward for government and providing more clarity about who makes strategic decisions about data use both within individual organizations and for government as a whole.
- The federal Strategy addresses a few key issues that BC's Roadmap does not:
 - The distinct data-rights of Indigenous Peoples;
 - The need to accelerate legislative amendments to improve strategic use of data and to facilitate efficient information sharing in the context of modern, digital services (including reviews and potential amendments of privacy legislation and the *Statistics Act*);
 - The importance of a pan-Canadian approach to digital identity particularly for inter-jurisdictional sharing; and
 - The need to increase access to public and private sector data to drive global competitiveness and social impact.

See Appendix B Comparative Table BC Data Roadmap/Federal Data Strategy

Appendix A BC Data Roadmap

Appendix B Comparative Table BC Data Roadmap/Federal Data Strategy

Contact: J-P Fournier, Project Director, 250-213-6694

Draft Data Roadmap

A path forward for using, managing, sharing, and protecting data as a strategic asset in order to fuel data-driven progress that leads to better social, economic and environmental outcomes and services for British Columbia.

Current State

We have: Established governance, safe cross-government data analytics, open data, discovery & access tools, and innovation examples at the ministry level.

Our Opportunity: The rapid pace of technological change, including the widespread adoption of digital technology, means that citizens' expectations of government is growing. Our opportunity is to move away from managing data in silos in order to improve the services we provide and the decisions we make.

Future Vision

- A balance is struck between using and protecting data.
- Services are designed and improved based on data.
- Data is applied to complex problems by default.
- Data safely flows across organizational boundaries.
- Data is used to predict and plan ahead.

Priority Actions

1. Data Leadership

- Align data governance bodies.
- Develop a coherent policy framework that includes principles, policies, and standards spanning the data lifecycle and encourages better data use.
- Develop a target architecture that allows data to flow safely across organizational boundaries.

2. Organizational Capacity

- Develop and deliver a data literacy curriculum.
- Develop a recruitment, retention and skills development plan for data-centric staff.
- Create a developer's toolkit that supports data exchange and integration.
- Develop clear accountabilities for data management across the public service.

3. Breaking Down Data Silos

- Develop clear, safe mechanisms to exchange data with third parties.
- Enable data commons for the exploration, visualization, and analysis of data.
- Identify datasets of record and enable their use across government.
- Enable the use of cloud services that support integration and use of high volume data.

4. Trust and Partnerships

- Initiate a dialogue on data for social, environmental and economic benefit.
- Develop guidelines for ethical use of algorithms and AI.
- Develop a public engagement plan on the benefits of analyzing public sector data.
- Collaborate with others to advance a trust framework for data use.

Draft B.C. Data Strategy Roadmap

1. Data Leadership

Align data governance bodies.

Develop a new CPPM Ch. 12.

Develop Target Architecture for data integration

2. Organizational Capacity

Develop data literacy curriculum.

Develop recruitment and retention plan.

Create developer's toolkit.

Develop Accountabilities for data management.

3. Breaking Down Data Silos

Develop third party data exchange mechanism.

Build a Data Commons.

Identify datasets of record across government.

Enable use of cloud.

4. Trust and Partnerships

Initiate dialogue on data.

Develop guidelines on ethical AI.

Develop public engagement plan.

Collaborate with others on trust framework for data use.

18/19 Q4

19/20 Q1

19/20 Q2

19/20 Q3

19/20 Q4

20/21 Q1



BC Priority Actions from BC's Draft Data Roadmap	Federal Recommendations from the Data Strategy Roadmap for the Federal Public Service
1. Data Leadership	
Align data governance bodies.	<p>(1) Establish a senior level decision-making body for horizontal data issues by modifying the mandate and membership of the Deputy Minister Committee on Enterprise Priorities and Planning (DM CEPP)</p> <p>(2) Strengthen and clarify roles and responsibilities around enterprise data leadership, including by establishing a Government of Canada Chief Data Steward</p> <p>(6) Convene a central agency-led working group to evaluate and make recommendations to the way data are considered in the decision-making process</p>
Develop a coherent policy framework that includes principles, policies, and standards spanning the data lifecycle and encourages better data use.	<p>(3) Develop and implement new frameworks and standards with respect to the ethical and secure use of data</p> <p>(6) Convene a central agency-led working group to evaluate and make recommendations to the way data are considered in the decision-making process</p> <p>(17) Establish a centralized view of government-held data, develop a government data quality framework, and develop guidance for the long-term management of digital government assets</p> <p>(15) Accelerate work to assess the legislative and policy framework and practices to support greater strategic use of data while ensuring the protection of personal information</p> <p><i>* BC Roadmap does not address assessment of legislation</i></p>
Develop a target architecture that allows data to flow safely across organizational boundaries.	<p>(14) Assess required digital/data infrastructure needs</p> <p>(20) Leverage and expand secure, user friendly environments to facilitate access to government-held data for decision-makers and Canadians</p>
2. Organizational Capacity	
Develop and deliver a data literacy curriculum.	<p>(9) Assess the current state of data literacy as well as skills and competencies required</p> <p>(11) Pilot and launch a digital academy to develop digital and data skills of existing employees</p>
Develop a recruitment, retention and skills development plan for data-centric staff.	<p>(10) Renew HR strategies with targeted training and development, including engagement with colleges, universities, and unions</p> <p>(12) Ensure the government is competitive in its hiring practices</p>
Create a developer's toolkit that supports data exchange and integration.	<i>Not addressed</i>

Develop clear accountabilities for data management across the public service.	(2) Strengthen and clarify roles and responsibilities around enterprise data leadership, including by establishing a Government of Canada Chief Data Steward (4) Require all departments, agencies or portfolios to develop data strategies that are relevant, scaled and customized to their needs and aligned with the Data Strategy (5) Require all departments and agencies to ensure proper accountabilities, roles and responsibilities with respect to data
3. Breaking Down Data Silos	
Develop clear, safe mechanisms to exchange data with third parties.	(7) Provide regular updates on data to the Clerks and Cabinet Secretaries table, and encourage departments and agencies to pursue collaboration on specific issues or needs with other levels of government and Indigenous Peoples
Enable data commons for the exploration, visualization, and analysis of data.	(13) Work with departments and agencies to establish a common set of data needs and establish a process for easy adoption of data tools
Identify datasets of record and enable their use across government.	(13) Work with departments and agencies to establish a common set of data needs and establish a process for easy adoption of data tools
Enable the use of cloud services that support integration and use of high volume data.	(14) Assess required digital/data infrastructure needs <i>* Federal strategy mentioned the adoptions of a "cloud first" strategy but it is not one of their key recommendations</i>
4. Trust and Partnerships	
Initiate a dialogue on data for social, environmental and economic benefit.	(6) Convene a central agency-led working group to evaluate and make recommendations to the way data are considered in the decision-making process (21) Develop an approach to increase access to public and private sector data to drive insights for enhanced global competitiveness and social impact
Develop guidelines for ethical use of algorithms and AI.	(3) Develop and implement new frameworks and standards with respect to the ethical and secure use of data
Develop a public engagement plan on the benefits of analyzing public sector data.	(6) Convene a central agency-led working group to evaluate and make recommendations to the way data are considered in the decision-making process
Collaborate with others to advance a trust framework for data use.	(15) Accelerate work to assess the legislative and policy framework and practices to support greater strategic use of data while ensuring the protection of personal information (20) Leverage and expand secure, user friendly environments to facilitate access to government-held data for decision-makers and Canadians

<p><i>BC does not have a comparable Priority Action</i></p>	<p>(8) Recognizing that Indigenous Peoples have an inherent right to self-determination, co-develop with Indigenous partners distinctions-based strategies to advance Indigenous data governance and institutional capacity. The Government of Canada should also work with Indigenous partners, who are the custodians of their data, to co-develop indicators and data collection strategies.</p> <p>(16) Leverage work underway to support and build the digital identity ecosystem</p> <p>(18) Enhance the rigor of analysis of program administrative data and increase the generation of new data to assess outcomes and strengthen performance measurement, program evaluation and policy development</p> <p>(19) Foster innovation within the public service and leverage the outcomes of existing pilot projects</p>
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2019 Information Note

Jill Kot, Deputy Minister

Date: February 6, 2019

Ref: 111196

Issue: Legislative Assembly and Access to Information

Conclusion:

- Canadian Parliamentary convention maintains that BC's Legislative Assembly, as with comparable legislative institutions across the country, maintains independence from the executive arm of government.
- The *Freedom of Information and Protection of Privacy Act* (FOIPPA) is designed to cover public bodies and not the Legislative Assembly.
- The Legislature may, at its discretion, enact new legislation or amend existing legislation to accomplish any objective under its purview — including establishing access to information rules for members or officers of the Legislative Assembly.
- Only one Canadian province, Newfoundland, has brought its Legislative Assembly under coverage of its *Access to Information and Protection of Privacy Act* (ATIPPA). Newfoundland did this as a consequential amendment when it passed a standalone *House of Assembly Accountability, Integrity and Administration Act*.
- In BC, acts respecting the Legislative Assembly are under the purview of the Attorney General.

Background / Facts:

- An ongoing investigation involving the officers of the Legislative Assembly has led to questions around transparency of the Legislative Assembly.
 - This has included questions about the Legislative Assembly's exclusion from coverage under FOIPPA.
- Canadian Parliamentary convention maintains a separation between the legislative and executive arms of government.
- FOIPPA sets out the access and privacy rights of British Columbians as they relate to the executive arm of government and related public sector entities.
- There are five acts in British Columbia that pertain to Legislative Assembly matters, and they are under the purview of the Attorney General:
 - *Legislative Assembly Management Committee Act*.
 - *Legislative Assembly Privilege Act*.
 - *Legislative Library Act*.
 - *Legislative Procedure Review Act*.
 - *Members' Conflict of Interest Act*.
 - *Members' Remuneration and Pensions Act*.

Analysis:

- The Legislature may, at its discretion, enact new legislation or amend existing legislation to accomplish any objective under its purview — including establishing access to information rules for members or officers of the Legislative Assembly.
 - Because of the nature of the Legislative Assembly and issues of Parliamentary privilege, policy and legal analysis would be required to determine what records of the Legislative Assembly should be protected from disclosure.
 - Should a decision be made to amend FOIPPA, consideration would also need to be given to whether all parts of FOIPPA should apply to the Legislative Assembly (i.e., should the Legislative Assembly be subject to proactive disclosure, privacy, and other rules).
- In Canada, 10 out of 13 provincial freedom of information (FOI) acts exclude their legislative assemblies from coverage of their FOI acts.
- Newfoundland's ATIPPA is the only Canadian provincial FOI act that encompasses a Legislative Assembly¹.
 - The Newfoundland House of Assembly was added to the ATIPPA in 2007, at the same time that a new *House of Assembly Accountability, Integrity and Administration Act* was also passed.
 - These changes were made in response to a recommendation to enact new legislation to “address not only the effective administration of the House, but also the standards of conduct of elected officials and their ethical and accountable behaviour”.
 - There are exceptions in Newfoundland's ATIPPA to protect the following from disclosure:
 - Information the disclosure of which may infringe on of the privileges of the House of Assembly or a member of the House of Assembly.
 - Advice or a recommendation given to the Speaker or the Clerk of the House of Assembly or the House of Assembly Management Commission.
 - Records connected with the investigatory functions of a statutory office of the House of Assembly.

Attachment(s): *Jurisdictional Scan: Application of Canadian FOI Acts to Legislative Assemblies*

Contact: Joel Fairbairn, A/Assistant Deputy Minister and Chief Records Officer 778-698-2896

¹ Ontario and Quebec's acts apply to their Assemblies, but “only in respect of records of reviewable expenses of the Opposition leaders and the persons employed in their offices and in respect of the personal information contained in those records.”

Summary

Jurisdiction	FOI Act Explicitly Excludes Legislative Assembly from Coverage	FOI Act Covers Legislative Assembly
Alberta	✓	✗
Manitoba	✓	✗
New Brunswick	✓	✗
Northwest Territories	✓	✗
Nunavut	✓	✗
Prince Edward Island	✓	✗
Saskatchewan	✓	✗
Yukon	✓	✗
Nova Scotia* ¹	✗	✗
Newfoundland	✗	✓ With exceptions based on infringement of the privileges of the House of Assembly or a member of the House of Assembly, advice, and investigations
Ontario	✗	✓ Only in respect of records of reviewable expenses of the Opposition leaders and the persons employed in their offices and in respect of the personal information contained in those records
Quebec	✗	✓ Only in respect of records of reviewable expenses of the Opposition leaders and the persons employed in their offices and in respect of the personal information contained in those records

¹ Nova Scotia's act neither explicitly excludes its Assembly nor includes it.

Jurisdiction	Wording of Act
Alberta	<p>This Act [...] <u>does not</u> apply to the following:</p> <ul style="list-style-type: none"> • A record created by or for the office of the Speaker of the Legislative Assembly or the office of a Member of the Legislative Assembly that is in the custody or control of the Legislative Assembly Office. • A record created by or for: <ul style="list-style-type: none"> ○ a member of the Executive Council, ○ a Member of the Legislative Assembly, or ○ a chair of a provincial agency as defined in the <i>Financial Administration Act</i> who is a Member of the Legislative Assembly <p>that has been sent or is to be sent to a member of the Executive Council, a Member of the Legislative Assembly or a chair of a provincial agency as defined in the <i>Financial Administration Act</i> who is a Member of the Legislative Assembly.</p>
Manitoba	<p>This Act applies to all records in the custody or under the control of a public body but <u>does not</u> apply to [...] a record made by or for an officer of the Legislative Assembly*.</p> <p>*Officer of the Legislative Assembly includes the Speaker of the Legislative Assembly, the Clerk of the Legislative Assembly and others.</p>
New Brunswick	<p>"Public body" <u>does not</u> include:</p> <ul style="list-style-type: none"> • The office of a member of the Legislative Assembly. • The office of an officer of the Legislative Assembly. <p>This Act <u>does not</u> apply to:</p> <ul style="list-style-type: none"> • A record of a member of the Legislative Assembly who is not a Minister of the Crown. • A personal or constituency record of a Minister of the Crown. • A record made by or for an officer of the Legislative Assembly.
Northwest Territories	<p>"Public body" <u>does not</u> include the Office of the Legislative Assembly or the office of a member of the Legislative Assembly or a member of the Executive Council.</p>
Nunavut	<p>"Public body" <u>does not</u> include the Office of the Legislative Assembly or the office of a member of the Legislative Assembly or a member of the Executive Council.</p>
Prince Edward Island	<p>This Act <u>does not</u> apply to the following:</p> <ul style="list-style-type: none"> • A record that is created by or for or is in the custody or under the control of an officer of the Legislative Assembly

	<p>and relates to the exercise of that officer's functions under an enactment.</p> <ul style="list-style-type: none"> • A record created by or for the office of the Speaker of the Legislative Assembly or the office of a member of the Legislative Assembly. • A member of the Legislative Assembly that has been sent or is to be sent to a member of the Executive Council or a member of the Legislative Assembly.
Saskatchewan	<p>"Government institution" <u>does not</u> include: the Legislative Assembly Service* or, subject to subsections 3(3) and (4) offices of members of the Assembly or members of the Executive Council.</p> <p>*The Legislative Assembly Service includes the Clerk.</p>
Yukon	"Public body" does not include the Legislative Assembly Office or offices of the members of the Legislative Assembly.
Nova Scotia	N/A
Ontario	This Act applies to the Assembly, but <u>only</u> in respect of records of reviewable expenses of the Opposition leaders and the persons employed in their offices and in respect of the personal information contained in those records.
Quebec	The definition of institution includes the Legislative Assembly, but only in respect to records of expense claims of ministers, opposition leaders and their respective staff under the authority of the <i>Politicians' Expense Review Act</i> , and in respect to the personal information contained in these records.
Newfoundland	<p>"Public body" means [...] the House of Assembly and statutory offices, as defined in the <i>House of Assembly Accountability, Integrity and Administration Act</i>.</p> <p>[...]</p> <p>This Act applies to all records in the custody of or under the control of a public body but does not apply to:</p> <ul style="list-style-type: none"> • A personal or constituency record of a member of the House of Assembly, that is in the possession or control of the member. • Records of a registered political party or caucus as defined in the <i>House of Assembly Accountability, Integrity and Administration Act</i>. <p>[...]</p> <p>The Speaker of the House of Assembly, the officer responsible for a statutory office, or the head of a public body shall refuse to disclose to an applicant information:</p> <ul style="list-style-type: none"> • where its non-disclosure is required for the purpose of avoiding an infringement of the privileges of the House of Assembly or a member of the House of Assembly; • that is advice or a recommendation given to the Speaker or the Clerk of the House of Assembly or the House of

Assembly Management Commission that is not required by law to be disclosed or placed in the minutes of the House of Assembly Management Commission; or

- in the case of a statutory office as defined in the *House of Assembly Accountability, Integrity and Administration Act*, records connected with the investigatory functions of the statutory office.

MINISTRY OF CITIZENS' SERVICES
INFORMATION NOTE**DATE:** April 28, 2020**REF#:** 111201**PREPARED FOR:** Jill Kot, Deputy Minister**ISSUE:** DM and ADM meeting regarding ShareEdBC SIF Project**BACKGROUND:**

- ShareEdBC, originally called WonderLab, was initiated in fall 2016 to respond to educators' desire to collaborate and share resources online to best deliver BC's redesigned curriculum.
- ShareEdBC emerged as a platform to connect educators to a broad collection of curated, peer reviewed educational resources aligned to the redesigned curriculum.
- The Ministry of Education (MoE) requested \$20M from the Strategic Investment Fund (SIF) to complete this project. The project received approval on March 16, 2017, for \$700,000 to first confirm the concept, and has since received approval for an additional \$10M in July 2018 for phase one of the project. Funding is released in tranches as the project completes sprints of activity.
- A core group of educational stakeholders provided direction and recommendations for the project, while an expanded stakeholder group participated in the service design phase. This expanded group included educational stakeholders, including dozens of urban and rural communities, school districts, First Nations Schools, students, teachers, administrators and industry experts.
- The business case was approved in January 2019, and the first phase received a funding release to develop a live online demonstration and validation of the user experience.
- The Executive Governance Committee anticipates an additional funding request for \$1.87M for phase two; however, cost estimates will need to be confirmed late March.
- While phase two's current expected completion date is December 31, 2019, this date is dependent on a more detailed plan anticipated by the end of March 2019.
- The business case expects the system go live to School Districts will be delivered by September 2020 for approximately \$3.75M. Costs and timing will be verified by the end of phase one.
- s.13
- The BC Teachers' Federation has discontinued its support for ShareEdBC at this time; however, the project continues to receive support from educators through the UWG and educational stakeholders through a stakeholder advisory group. MoE continues to monitor the situation.

DISCUSSION:

- Phase one of the project is expected to be completed to schedule and to budget.
- Once the costs of phase two are better known by late March 2019, MoE will submit an additional funding request.
- By late March 2019, the project team expects to have the cost estimates to operate the service once it is in production. MoE will need to confirm the future funding model for the service once it goes to production. Key stakeholder groups will provide input for this funding model.
- With all SIF projects, consideration needs to be given to ownership of intellectual property and whether the service developed will be service provider agnostic to enable a fair and open procurement.
- The project team will determine if a commercial off the shelf option is available or if a build is required.

NEXT STEPS:

- The ShareEdBC project is proceeding to schedule and within its current funding envelope.
- Decisions regarding operational funding after SIF will need to be made during phase two of the project, anticipated to be from April-December 2019.

ADM Contact: Susan Stanford, Phone #250-580-7459
Prepared by: Michael Rolston, ED Telecom Office, Information Communications
Technologies Division

**MINISTRY OF HEALTH
INFORMATION BRIEFING NOTE**

Cliff # 111217

PREPARED FOR: Stephen Brown, Deputy Minister, Health
Jill Kot, Deputy Minister, Citizen Services
- **FOR INFORMATION**

TITLE: Human Rights Tribunal (HRT) Complaint Early Settlement Meeting on Non-Binary Gender Identification on BC Services Card (BCSC)

PURPOSE: To communicate outcome of HRT Early Settlement Meeting for Dr. Ferguson regarding non-binary gender on BCSC.

BACKGROUND:

A request was received in July 2017 from Dr. Joshua Ferguson to the Minister of Health and the Premier requesting an X gender designation on their BCSC and BC Driver's License.

Dr. Ferguson sent in a request to Health Insurance BC (HIBC) on August 2017 to change their gender designation to X, which included a confirmation of change of gender from their physician. In September 2017, Dr. Ferguson was advised by HIBC their request for a change of gender could not be completed as the current gender options were only M or F.

Dr. Ferguson filed a human rights complaint with the BC HRT on October 26, 2017 that named Health, ICBC and CITZ outlining the denial of a BCSC with a non-binary gender designation, specifically an X. s.14; s.22

s.14; s.22

On November 1, 2018, phase 1 of the Gender X project was deployed which enabled BC residents to apply for a Gender X designation on their BCSC, BC Driver's license and BC Identification card. This was publically announced on November 2, 2018.

DISCUSSION:

s.14; s.22

ADVICE:

s.14; s.22

Program ADM/Division: David Byres/Clinical Leadership

Telephone: 250 952 2671

Program Contact (for content): Stephanie Power

Drafter: Carleigh Beckwith

Date: February 14, 2019

File Name with Path:

2019 Information Note Advice to Deputy Minister Jill Kot

Date: February 14, 2019

Ref: 111225

Issue: *New Commercial Liens Act*

Conclusion / Next Steps (if any):

s.12; s.13

Background / Facts:

- The body of statutes to support the law of liens is intended to provide a right to retain the property of another to secure payment of a debt or performance of an obligation. The current laws are complex and do not adopt a consistent approach to procedures and enforcement measures.
- In 2003, a report of the British Columbia Law Institute recommended the consolidation and rationalization of the rules for liens that secure payment for commercial services that are provided to repair, store or transport goods.
- The recommendation was to enact uniform legislation prepared by the Uniform Law Conference of Canada.
- Saskatchewan has enacted a *Commercial Liens Act* modelled on this uniform legislation.

s.12; s.13

Analysis:

s.13

s.13

Contact: *Carol Prest, Registrar and Executive Director, Service BC 778-698-1401*

Attachment: Appendix A Request for Legislation
 Appendix B 3 Column Document Comparing Current and Proposed Changes

Page 03 of 15 to/à Page 15 of 15

Withheld pursuant to/removed as

s.12 ; s.13

2019 Information Note

Jill Kot, Deputy Minister

Date: February 22, 2019

Ref: 111275

Issue: Overview of the Identity in Action Case Study: BC Services Card

Conclusion / Next Steps (if any):

- The Digital Identity and Authentication Council of Canada (DIACC) will publish the Identity in Action Case Study: The Government of British Columbia's BC Services Card in February 2019.
- The purpose of the case study is to demonstrate the progress Canada is making in digital identity.
- The case study is meant to inspire others and act as a useful resource for those in both the public and private sectors who are looking to begin their own digital identity journey.
- DIACC will house the case study on their website and, upon publication, will be circulated to their members through social media and an internal newsletter.
- The DIACC president announced the future publication of the BC Services Card digital identity case study at the Identity North – Western Workshop 2019.

Background / Facts:

- The Provincial Identity Information Management Program's (IDIM) mandate is to deliver secure and privacy-enhancing identity services for citizens and businesses to support access to government services and information.
- In November 2018, IDIM was approached by DIACC to create and publish a Digital Identity in Action Case Study.
- The purpose of the case study was to:
 - Highlight the processes, lessons, and challenges that made the BC Services Card program a success;
 - Provide a learning opportunity for other organizations on their digital identity journey; and
 - Create an accessible resource for public and private sector organizations to understand the real-world value of digital identity.
- The case study illustrates how BC defines digital identity: the motivations for the project, the collaboration process, challenges, and lessons learned.
- The final version of the case study will be circulated to DIACC members through social media and the DIACC newsletter.

Analysis:

- As a member of the Federal, Provincial, and Territorial Joint Councils, the Ministry of Citizens' Services is working collaboratively on a Pan Canadian Digital Strategy to collect and share resources across Canada.
- The Ministry's Provincial Identity Information Management Program is responsible for digital identity management services including the BC Services Card, BCeID, and Biometrics.

- The BC Services Card enables citizens and businesses safe and secure access to government services online and in-person.
- There are currently 4.65 million British Columbians with a BC Services Card.
- The BC Services Card holds a level 3 in identity security, offering the highest level of information and data security.
- In 2018, IDIM successfully launched four BC Service Card initiatives and have accumulated approximately twenty new government and non-government partners interested in utilizing the Ministry's digital identity technology and services.

Attachment(s): *DIACC – Identity in Action Case Study: The Government of British Columbia's BC Services Card*

Contact: *Sophia Howse, Executive Director, Provincial Identity Information Management Program*



Identity in Action Case Study: The Government of British Columbia's BC Services Card

Foundations

Identifying Opportunity:

From banking to shopping to keeping in touch with family, more people manage their daily lives on mobile devices and online. They expect to access information and services 24 hours a day and do not make exceptions for government. To meet that growing demand, B.C. needed a digital identity solution – a way for citizens to prove who they are easily and reliably, in person, online, and on mobile devices. The BC Services Card is the cornerstone of that solution and positions the B.C. government to transform service delivery and provide citizens with secure access to high value services.

Solution: BC Services Card

Most B.C. citizens over 19 years of age, receive a BC Services Card when they apply for or renew their B.C. Driver's Licence or BC I.D. During their visit to an Insurance Corporation of BC (ICBC) driving licensing office, they are asked to prove who they are by showing two pieces of accepted ID, have their photo taken and then receive the BC Services Card by mail within a few weeks. There is no fee to the citizen for the BC Services Card.

All new-born residents receive a non-photo BC Services Card at birth and children under 19 may request a non-photo BC Services Card at any point. The Ministry of Citizens' Services (CITZ) is actively working on a reliable way to get Cards to the hard to reach groups – such as children under 19, and adults over 75. Recognizing that there are a few citizens who are unable to go in to an ICBC driving licensing office, additional processes have been put in place to appropriately support them.

Journey

Research and Discovery:

To deliver on the vision of transforming service delivery, CITZ conducted significant research into industry standards and trends starting in 2007.

Keen to make sure that the B.C. solution avoided the challenges of traditional identity management models, the Office of the Chief Information Officer set up the B.C. Identity Management forum. This forum successfully brought together representatives from the provincial government, broader public sector, and industry experts to develop the future-state conceptual requirements and architecture.

Key Milestone: With the addition of solicited input from key vendors, CITZ had a solid foundation to move towards a chip-enabled card for citizens to facilitate secure and privacy-respecting access to services.

Simultaneously, the Ministry of Health (HLTH) was looking to modernize health services and replace B.C.'s outdated Medical Services Plan CareCard with something more secure. The convergence of these objectives was the foundation of the BC Services Card vision.

Partnering for Success:

Very early on, it was clear that this would be a multi-year effort and would require unprecedented collaboration. ICBC was added as a key partner, bringing expertise in identity proofing, card production and fraud detection to the table. The core partnership group consisting of CITZ, HLTH and ICBC was further extended to include key service delivery partners: Health Insurance BC, Service BC and SecureKey Technologies; and development partners: IBM and Sierra.

Key Milestone: With so many parties involved, developing an integrated project plan with clearly defined responsibilities and reporting structures was a critical part of assuring success.

Integrating Processes:

A key enabler of managing the launch of the Card was establishing an Integrated Program Agreement (IPA) between the core partners. On February 10, 2013, the IPA enshrined the commitment to collaborate in the delivery of an integrated service. It not only addressed authorities and information sharing between the parties, but also roles and responsibilities, operational governance, and financial schedules.

Key Milestone: The consolidation of all these factors into one agreement was a first for B.C. and established a new best practice.

Within CITZ, the Provincial Identity Information Management Program (IDIM) was established and brought together the BC Services Card project and other well-established identity management services.

Establishing Governance:

The BC Services Card program is complex and there is a layered, but integrated governance structure that guides both Card issuance and its subsequent use to access services. The governance structure includes both strategic oversight and operational decision-making committees. There is representation from the three core partner organizations and senior government executives from multiple ministries. With the first 5 year-issuance cycle complete, the BC Services Card program is moving out of the "Card issuance" phase, away from the IPA and the governance structure is being transitioned to support operational service delivery.

Results and Reflections

Outcomes:

The first BC Services Cards were issued in February 2013 and there are now over 4.6 million in circulation. Ever since the Cards were issued, they have been used as a physical piece of secure government-issued ID. However, the long-term vision is for an individual to use their Card to prove who they are when they access services online, in person, or using mobile devices.

Key Milestone: With over 90% of British Columbians with a Card, CITZ has the coverage required to move ahead with service launches and is seeing huge demand for the Card. The Provincial Identity and Information Management Program is actively working towards almost twenty different service launches.

Service Evolution:

The BC Services Card provides true value to the citizens of B.C. through the creation of a secure and trusted repository. Given that the identity space is highly dynamic, it's important that B.C.'s identity program continues to evolve to leverage new ideas and opportunities. B.C. has implemented a number of changes over the years and two recent initiatives are:

- **Mobile card** – Citizens can download an app, go through a verification process and set up a mobile card. This is a digital representation of the Card on their phone and adds flexibility and convenience to the citizen experience.
- **Mobile video chat** – To maintain a level of assurance 3 for the Card, citizens are required to go through an in-person verification event to obtain their passcode. Currently, this requires a Service BC counter visit. Recognizing that is not convenient, CITZ will launch a video chat channel in the spring. The citizen will phone a customer service representative (CSR), and use the camera on their phone, or mobile device, to have a video conversation with the CSR. The CSR verifies who the caller's identity by checking their likeness to the photo on file.

Over time, the BC Services Card will increase in value as more government and non-government agencies leverage it as a trusted source for identity information and more services become available to British Columbians.

Identity in Action:

In April 2018, CITZ successfully launched the first public-facing service with the BC Services Card. CITZ partnered with the Ministry of Advanced Education, Skills and Training (AEST) to deliver StudentAid BC services. AEST made changes to the existing financial aid system for full-time students as a result of a federal decision to discontinue using Canada Post as the point of student verification for applications. The new processes make it easier for students to apply online and track their applications, and enables faster decision making.

Key Lessons

- **Be flexible** - It takes hard work, patience, flexibility, and time to launch a digital identity program. CITZ faced a variety of challenges from card reader technology and infrastructure to change management. There was much that was unknown and not all technical concepts became a reality, requiring us to change course. Also, digital identity is not well understood by the public and gaining acceptance and trust takes time. Extensive public consultations in 2013 gave B.C. the advice to give citizens an opportunity to develop their understanding and acceptance before launching multiple services.
- **Consider legislation and policy early** - Another reason for the long journey is that legislation and policy changes may be required. Digital identities have the power to fundamentally transform how people conduct their business and their lives. There are significant challenges with many aspects of existing legislation and policies. In B.C., FOIPPA, the Medicare Protection Act, and the Motor Vehicle Act had to be amended to support the BC Services Card. These changes are not quick to realize.
- **Develop strong partnerships with clients** - A strong partnership developed between AEST, the Service Delivery team and IDIM. A single plan and weekly joint meetings ensured that everyone stayed aligned and issues were logged, actioned, and tracked.

- **Aligned public communications through active citizen engagement** - Proactively seeking input from students through a focus group provided AEST and IDIM with valuable feedback that helped ensure that public communications were complete and appropriate. Holding daily check-ins with all the contact centres in the period immediately after launch ensured that public communications stayed aligned.
- **Integrated program decisions** - Like many government programs, IDIM has multiple active high priority initiatives at any given time. These can include eight to ten active onboarding projects, BC Service Card product development, enhancements to other services, infrastructure projects and service operations. It has been very important to have a single, integrated plan and a strong governance structure to ensure that the impacts of changes can be assessed quickly and informed decisions made.

Summary and What's Next

Realizing the Potential of Digital Identity:

When the project was initiated, the dream was big: to truly transform the way in which citizens interact with their government and provide a secure way for citizens to access services digitally and in person. In the last 5 years, the Ministry of Citizens' Services created and operationalized B.C.'s Provincial Identity Information Management Program and have issued 4.6M BC Services cards to residents of British Columbia. CITZ is now at a pivotal moment, poised to unlock the true value of a trusted, secure, and digitally enabled identity program – the kind of transformation that was originally envisioned.

2018 Information Note

Jill Kot, Deputy Minister of Citizens' Services

Date: December 6, 2018

Ref: 111283

Issue: Integrated Program Agreements between Service BC (SBC) and Civil Resolution Tribunal

Conclusion / Next Steps (if any):

- The Deputy Minister to provide a signature on the Civil Resolution Tribunal (CRT) Integrated Program Agreement (IPA).

Background / Facts:

- Service BC provides services on behalf of ministry partners
- SBC and CRT, have entered into a Memorandum of Understanding (MOU) to assist citizens in interacting with the CRT Solution Explorer and CRT Dispute Resolution Application
- SBC will provide clients the ability to provide physical forms, documents and evidence to CRT through the SBC counters
- SBC will provide clients with the ability to pay for CRT fees in person.
- The attached Integrated Program Agreement (IPA) are required for a ministry (Ministry of Citizen Services) to act on behalf of another public body (Civil Resolution Tribunal) as stipulated in the Freedom of Information and Protection of Privacy Act and is articulated in Section 12 (a) of the Freedom of Information and Protection of Privacy Regulation (Regulation). This IPA spells out how and why personal information will be collected and shared between public bodies as a function of a program or activity
- The IPA is needed along with the MOU and must be signed to authorize the delivery of the services outlined in the MOU
- The signing authority of the IPA falls to the Deputy Minister of the respective public body.

Attachment(s):

- *Civil Resolution Tribunal Integrated Program Agreement*
- *Civil Resolution Tribunal Memorandum of Understanding*

Contact: Patty Ballam, Director
Service Design & Integration, Service BC
Patty.Ballam@gov.bc.ca
778-698-2099



**MEMORANDUM OF UNDERSTANDING
Service Agreement**

This Memorandum of Understanding is made this ____ day of _____, 2018.

Between: **THE MINISTRY CITIZENS' SERVICES**, on behalf of Service BC
 ("SBC")

And:

THE CIVIL RESOLUTION TRIBUNAL (Ministry of Attorney General)
 ("CRT")

WHEREAS

- A. This memorandum of understanding ("MOU") is intended to set out the roles and responsibilities of the parties for the delivery of services described herein.
- B. The parties intend that this MOU describe the delivery of services, the level of service to be provided and any necessary mechanisms for managing the matters governed by this MOU.
- C. This MOU supersedes and replaces any and all previous agreements between the parties.
- D. To the extent some of the services described in this MOU may have been delivered during periods prior to the date of this MOU the parties intend that this MOU apply to those services whether delivered prior to or after the date of this MOU.
- E. The parties intend that any Services which, in whole or in part constitute an IPA, are set out in Appendix A of the Privacy Impact Assessment.

BACKGROUND

Service BC makes it easy for British Columbians to find and access government information and services they need when, where and how they wish to access them. Each of the 62 Service BC Centres throughout the province provides in-person service for the delivery of hundreds of government services. Individuals and businesses can access information, complete transactions and receive assistance with forms, permits, licenses and registrations from highly trained, local staff.

CRT is a new tribunal with jurisdiction over strata property disputes and, in 2017, jurisdiction over small claims. Although it will offer traditional channels of service delivery, the CRT will operate primarily online. Parties will be able to use the CRT's services 24 hours a day, seven days a week, from a computer or mobile device that has an internet connection. The goal is to improve access to justice, by permitting participants to communicate with each other or the CRT when it works for them. The focus will be on helping parties resolve their disputes without resorting to adjudication. CRT staff and technology will provide information and support along the way to help clients get to a satisfactory resolution as early as possible.

NOW, THEREFORE, the Parties hereto agree as follows:

1. Definitions

1.1 In this MOU, unless the context requires otherwise:

"Province" means Her Majesty the Queen in Right of the Province of British Columbia;

"Regulation" means the regulation cited as BC Reg. 155/2012 made under the *Freedom of Information and Protection of Privacy Act*.

"Services" means those services described in Schedule A.

2. Services

2.1 Service BC will provide access to, and support for all the services set out in Schedule A.

2.2 The following schedules form part of this MOU:

Schedule A - Services performed by Service BC

Schedule B - Fees and Expenses

Schedule C – Contact Information

- 2.3 This MOU is not a legally binding agreement.

3. Term and Termination

- 3.1 This MOU comes into effect upon execution by the Parties. An option for a further two year renewal can be agreed to by exchange of notices by the contacts listed in Schedule C as Designated Officials.
- 3.2 Either Party may terminate this MOU by giving
- (a) In the case of those services consisting of in-person service a minimum of 60 days prior written notice, and
 - (b) In the case of those services consisting of telephone service a minimum of 90 days prior written notice, and
- 3.3 If either Party breaches a term or condition of this MOU and fails to remedy such breach within 30 days after receipt of written notice of the breach from the non-breaching Party, the non-breaching Party may terminate the MOU by giving 90 days prior written notice.
- 3.4 In the event notice of termination is given by the Service Recipient under section 3.3 the Service Recipient agrees to commit to a phased resolution process consisting of face-to-face discussions and negotiations, followed by mediation if required in an effort to avoid such termination.

4. Governance or Dispute Resolution

- 4.1 In the event of any dispute in relation to this MOU, the Parties agree to raise issues and concerns in a timely manner.
- 4.2 The Parties will attempt to resolve the dispute through their respective designated representatives identified in Schedule C.
- 4.3 If a matter in dispute is not resolved by the Parties' designated representatives identified in Schedule C, the Parties will refer the matter to their respective senior representatives, as appropriate, up to their respective assistant deputy ministers, or equivalent.
- 4.4 If the matter remains unresolved following the process set out in sections 4.1 through 4.3, the parties will refer the matter to their respective deputy ministers or equivalent, for resolution.

5. Address for Notices

- 5.1 Any notice referred to in this MOU may be given to the attention of the Parties' respective designated representatives identified in Schedule C, or such other representatives as may be designated in writing by the parties from time to time:
- 5.2 Any notice sent pursuant to section 5.1 shall be conclusively deemed to have been validly given and received by the addressee
 - (a) if delivered personally, on the date of delivery; and
 - (b) if sent by fax or e-mail, on the date of transmittal.
- 5.3 Either Party may, from time to time, give to the other written notice of any change of physical address, fax number, or e-mail address of the party giving such notice and from and after such notice the physical address, fax number or e-mail address therein specified shall, for purposes of the preceding section, be conclusively deemed to be the physical address, fax number or e-mail address, as the case may be, of the party giving such notice.
- 5.4 Any notice, documentation or communication between the parties other than those enumerated in section 5.1 may be given in such manner and to such addresses as the Parties may agree from time to time.

6. Amendments

- 6.1 The Parties may, in writing, amend this MOU from time to time.
- 6.2 Letters of amendment may be used to amend this MOU provided that such letters set out which sections of this MOU are being amended, the specifics of such amendments and must be signed by each Party's authorized signatory.

7. Interpretation

- 7.1 In this MOU, use of the expression "for example", "includes" or "including", and "such as" are not limiting.
- 7.2 In this MOU, unless otherwise specified:
 - (a) use of the singular includes the plural and vice versa;
- 7.3 This MOU (including any modification of it) constitutes the entire understanding between the Parties as to performance of the services described herein.
- 7.4 Nothing in this MOU, including any requirement to use reasonable efforts, act reasonably, or not unreasonably withhold consent or discretion, may require either party to act contrary to the Province's "Standards of Conduct" or "Core Policy and Procedures Manual", including any policies or procedures referenced in those documents, or to act contrary to or interfere with or otherwise fetter the

exercise by the Province or its agencies of any statutory, prerogative, executive or legislative power or duty.

8. Business Continuity Planning

- 8.1 The parties will work to ensure that appropriate business continuity/disaster recovery planning is done and shared so that should a disruptive event occur, critical services may continue until a return to normal business operations is possible.
- 8.2 Any business continuity plans/disaster recovery obligations are to be discussed and shared with the other party.

9. Debit/Credit Card Fees

- 9.1 The parties acknowledge that Treasury Board Directive (Ref: 471230) provides as follows:

"Ministries and agencies are required to accept credit and debit cards for retail-like services and for the collection of fees (excluding taxes). Ministries are responsible for any costs associated with electronic payment transactions incurred by program areas operating within their mandate, including disputed sales (these costs are not the responsibility of service delivery providers such as Service BC and FrontCounter BC)". Accordingly, the Service Recipient acknowledges that Service BC may journal voucher credit and debit card costs incurred from Provincial Treasury to the Service Recipient on a quarterly basis."

- 9.2 All CRT payments made by the client by cheque that is returned NSF will be charged back to CRT on the same day as Service BC receives the notice from the Ministry of Finance.

10. Counterparts

- 10.1 This MOU may be executed in one or more counterparts. Any single counterpart executed by the parties shall constitute a full, original MOU for all purposes. Counterparts may be executed and delivered in original or facsimile form or by email with a scanned PDF attachment.

11. Disclaimer of Liability

- 11.1 Business Continuity Plans / Disaster Recovery

Both Parties agree to ensure that appropriate business continuity/disaster recovery planning is done in accordance with the *Emergency Program Act* R.S.B.C. 1996, c.111, the Information Security Policy and the Core Policy and

Procedures Manual, so that should a disruptive event occur, critical service may continue until a return to normal business operations is possible.

12. Independent Relationship


12.1 There is no servant, agent or employee relationship between the Parties.

13. Confidentiality

13.1 Service BC does collect and retain Personal Information for up to 30 days but does not use, disclose, or otherwise deal with Personal Information whether information regarding personal finances, income, assets, liabilities, creditworthiness or other Personal Information.

The parties to this Memorandum of Understanding have executed this Memorandum of Understanding as follows:


SIGNED on behalf of **Civil Resolution Tribunal**

Sign: _____

Richard Rogers
Executive Director and Registrar
Civil Resolution Tribunal

Date Dec. 20/18

SIGNED on behalf of **Service BC**

Sign: _____

Patty Ballam
Director
Service BC

Date July 25/18

SCHEDULE A
Services offered by Service BC

PART 1 – In Person Services

Service BC will provide the following in-person services at all Service BC points of service

1. In accordance with the direction from the Civil Resolution Tribunal, Service BC will:
 - (a) display and distribute information regarding the CRT program
 - (b) provide public access to internet-based CRT services, including "Solution Explorer" and online filings for the Dispute Resolution Suite (DRS), through the Community Access Terminals (CATs)
 - (c) provide printed forms, where clients indicate that they are not able to use CRT online forms or where the form cannot be completed online
 - (d) provide basic information about CRT including pathfinding on CATs and direct contact between citizen and CRT Help Desk via a telephone located at the Service BC Centre
 - (e) maintain CATs in good working order and in an accessible location in the general reception area,
 - (f) maintain telephones in good working order and in an accessible location in the general reception area
 - (g) provide an ability for citizens to occasionally send and receive faxed documents from the fax machine at the Service BC Centres. These documents must be related to CRT business.
 - (h) advise clients of the availability of CRT online services, but accept and forward completed CRT paper forms, including applications for dispute resolution, ensuring that all fields in the forms are complete.
 - (i) accept and process payments for CRT services and filings.
 - (j) accept and forward fee waiver requests.
 - (k) accept and forward evidence for pending dispute resolution hearings, where the evidence can reasonably and cost-effectively be forwarded by facsimile, email, mail or house mail;
 - (l) provide pathfinding and basic information service via the Service BC Contact Centre

- (m) assist with access to the RMS Help Desk for all issues relating to eGARMS
- (n) provide daily transaction reports via eGARMS for payments and paper filings to CRT with semi-annual reporting on office service code stats
- (o) ensure partner identified errors are corrected in a prompt manner and necessary mitigating strategies are implemented, and communicate to CRT the actions and outcomes as agreed to

2. Civil Resolution Tribunal will

- (a) maintain internet-based information related to CRT and will communicate timely updates to Service BC regarding any system unavailability or modifications to CRT services
- (b) maintain its forms and provide Service BC with any updated versions of the forms
- (c) keep Service BC up to date with listing of referral points and corresponding contact information and key pathfinding contacts to answer questions for staff
- (d) provide reports on transactional statistics on a semi-annual basis
- (e) provide SBC with any error data to assist with training and continuous improvement of SBC staff
- (f) provide SBC with staff training material on the CRT and its processes and maintain the currency of that training material.
- (g) Communicate all errors and service delivery concerns as they occur and provide error data reports on a quarterly basis if available
- (h) provide customer service feedback data on a quarterly basis if available.

3. The Parties will

- (i) Agree to meet annually to review performance metrics, service commitments and the partnership agreement
- (b) ensure continuous improvement in CRT service delivery by identifying error trends; taking corrective action and developing mitigating strategies that may include revisions to training materials, job aids, and / or retraining staff.

PART 2 – Technical Services

1. Service BC will provide the following technical services via the eGARMS system;

- (a) CRT will have access to a test eGARMS environment for training
- (b) CRT will have access to eGARMS support services. Services provided by the RMS Helpdesk include:
- Granting access & authority level to new eGARMS users;
 - Advising CRT on User ID requirements and authorization levels;
 - System support – assist CRT with system issues;
 - Adhoc queries & reporting as requested will be available at GARMS Professional Services Rate
 - Informing users of system problems and changes;
 - eGARMS user manual;
 - New service code set up available at GARMS Professional Services Rate
- (c) Service BC staff will provide an overview and information package regarding the purpose and process of creating or editing a service code in eGARMS. CRT will be responsible to supply all requested information in accordance with Service BC's procedures before any work will commence on these service codes.

PART 3 – Telephony Services

1. The Service BC Contact Centre provides equal access to current, reliable provincial government information for citizens of B.C. Specific services provided by the Service BC Contact Centre by telephone or email include, but are not limited to, the provision of service at first point of contact with government, answers to common program enquiries and referral and/or toll-free transfer to correct points in government.
2. The Service BC Contact Centre may establish a baseline of enquiries for the CRT service. Enquiry volumes will be monitored by the Service BC Contact Centre and reported monthly to the CRT. Volumes exceeding the established baseline may be subject to cost recovery (see Schedule B)

SCHEDULE B

Fees and Expenses

Part 1 General Fees

- a) Service BC will administer a transaction fee for service based on CRT financial transactions listed via the eGARMS system.
- b) Service BC will also administer a transactional fee based on non-financial transactions as a ratio of (a) above
- c) Current rates are \$83.00 per hour for financial transactions using service code 1113 and 1114 and \$75.00 for non-financial transactions.

Based on CRT transaction estimates the following three year calculations of costs are;

Item	2018/19	2019/20
Cost per Hour revenue	\$83.00	\$83.00
Cost per Hour non-revenue	\$75.00	\$75.00
CRT Case Volumes	12,212	19,469
Estimate # Parties	3	3
% attending SBC	2%	2%
# of clients	244	390
Avg. time spent per client (hour)	.13	.13
Estimated Cost	\$1,025	\$1,618

Credit Card Fees

SBC will JV as required under the Treasury Board Directive all credit card fees incurred in the delivery of the CRT program as per section 9.

NSF Fees

As per Financial Policy, SBC will charge back any NSF fees incurred in the delivery of the CRT program on the same day as the Ministry of Finance charges SBC. This is done on a per incident basis.

Contact Centre

Currently there is no annual charge for the Service BC Contact Centre (formerly known as Enquiry BC) for entry level low touch programs. Both Parties agree to discuss possible financial terms if there is a demonstrated significant increase in call volumes.

eGARMS

For technical work involving eGARMS codes the rate is \$70 per hours.

SCHEDULE C
Contact Information

A. Agreement Designated Officials

The service owners for this partnership are;

For Service BC:

Patty Ballam
Director Service Design and Integration,
Service BC
Ministry of Citizens' Services
778 698-2099
Patty.Ballam@gov.bc.ca

For Civil Resolution Tribunal

Richard Rogers
Executive Director and Registrar
Civil Resolution Tribunal
250 507-6974
Richard.Rogers@crtbc.ca

The primary contacts for questions or concerns related to this MOU or to amend the schedules to this MOU are:

For Service BC:

Richard Stebeck
Manager Service Design and Integration,
Service BC
Ministry of Citizens' Services
778 698-2098
Richard.Stebeck@gov.bc.ca

For Civil Resolution Tribunal:

Richard Rogers
Executive Director and Registrar
Civil Resolution Tribunal
250 507-6974
Richard.Rogers@crtbc.ca

B. Operational Issues Support

For Service BC:

Richard Stebeck
Partner Manager
Service BC
(778) 698-2098
Richard.Stebeck@gov.bc.ca

Jennine Gates
Senior Resolution Support Clerk
Civil Resolution Tribunal
(250) 952-7902
Jennine.Gates@crtbc.ca

For day to day client issues SBC Staff can call the CRT's toll free number, 1-844-322-2292, then press "1" when they hear the prompt, "to continue your call", then press "#" at the next prompt. This bypasses the IVR and puts the caller directly into the queue.

All client enquiries go to:

1. the CRT website: www.civilresolutionbc.ca
2. All public e-mail enquiries go to info@crtbc.ca
3. The CRT's toll free number: 1-844-322-2292 (clients should not be provided with the bypass information above)



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Part 1 – General

Name of Ministry:	Ministry of Citizens' Services, Service BC		
PIA Drafter:	Richard Stebeck, Manager, Service Design and Integration		
Email:	Richard.Stebeck@gov.bc.ca	Phone:	778-698-2098
Program Director:	Patty Ballam, Director, Service Design and Integration		
Email:	Patty.Ballam@gov.bc.ca	Phone:	778-698-2099

1. Description of the Initiative

Service BC is the provincial government's chief provider of front-line service to the public by phone, in person or through the Internet, and is a core business area within the Ministry of Citizens' Services. Service BC has 62 in-person regional points of service including Service BC community based offices and Service BC Community Access Terminal sites (CATs), where Service BC staff assist citizens in applying and paying for a wide range of services.

Service BC will soon be providing support to citizens wanting to access and engage with the Civil Resolution Tribunal (CRT). CRT is Canada's first online tribunal for resolving strata and small claims disputes. CRT aims to provide information and support to citizens to assist them in getting to an early satisfactory resolution without resorting to adjudication.

Service BC will support citizens wanting to access and engage with the CRT, including the CRT Solution Explorer and CRT Dispute Resolution Application, via the CATs and by through Service BC Contact Centre.

The CRT Solution Explorer is a smart online questionnaire that asks questions about the citizen's situation in order to guide the citizen to suggested next steps, and self-help tools. It can be accessed by anyone online from the following address:

<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solution-explorer>

The CRT Dispute Resolution Application is a form available online at the following address:

<https://www2.gov.bc.ca/assets/gov/housing-and-tenancy/residential-tenancies/forms/rtd12t.pdf>

As part of the online intake process, Service BC staff will assist citizens in answering questions regarding the filling in of the following online forms and may see the personal information being provided by the individual:



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-
- CRT Dispute Application Form
 - CRT Fee Waiver Request Form
 - CRT Dispute Response Form
 - Representation Request Form

This assistance will be rendered in person, at the Service BC offices across the province. Email or telephone inquiries related to the CRT will be more appropriately directed to the CRT itself.

Payments

Although individuals may pay the related fees online, Service BC will also provide individuals with additional payment options at the counter using the Government Agents Revenue Management System (eGARMS).

Please note that CRT will provide a claimant and a respondent with a CRT payment code number which will be affiliated with the CRT dispute number in order for clients to make payments through Service BC.

2. Scope of this PIA

This PIA will assess the privacy implications of Service BC providing services on behalf of CRT. This PIA assesses BC services only and CRT activities are not being assessed.

3. Related Privacy Impact Assessments

JAG15054: Solution Explorer

JAG16025: Dispute Resolution Suite Release 1

CAWS10129: Government Agent Revenue Management System.

4. Elements of Information or Data

While Service BC employees assist citizens in interacting with the CRT Solution Explorer and CRT Dispute Resolution Application via the CATs, the employees may have access to the personal information being provided by the individual to CRT, including detail about the client's circumstances.



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The personal information involved will include:

- i. Claimant's and Respondent's Name(s) and contact information;
- ii. If the parties are owner or tenant;
- iii. Communication Preferences for all parties;
- iv. Is the claimant under the age of 18, has a representative, has a difficulty reading, writing, or speaking English, has a Visual or Hearing Impairment or Mental health issues;
- v. Organization/Business information, including CRA numbers and the name and contact information of a representative;
- vi. Strata name, number, contact information and representative's name and contact information;
- vii. Details and context of the dispute/claim and what the claimant and respondent are asking for; and
- viii. Financial information of the Claimant in the case of a fee waiver request.

CRT will provide a claimant and a respondent with a CRT payment code number which will be affiliated with the CRT dispute number in order for clients to make payments through Service BC.

While Service BC employees assist clients with in person payments for the Civil Resolution Tribunal service and fees, they will authenticate client's identity at the front counter with two pieces of identification. No copy of the identification will be taken or stored.

Service BC employees will enter the CRT payment code number, name and amount into eGARMS to conclude payment. This information will be provided to CRT by fax on a daily basis.

Please note that clients will also have the ability to drop paper forms and evidence at the Service BC counters. The information will be date stamped and placed into a sealed envelope and mailed to the CRT program area for adjudication using BC Mail Plus or Canada Post or Purolator Courier, based on the availability of the services within the regions.

Protection of Personal Information

5. Storage or Access outside Canada

The personal information accessed by Service BC employees who are assisting clients with accessing CRT through the CATs will be accessed within Canada.



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Personal information collected through eGARMS will be located on BC Government servers located in Canada and will only be accessed within Canada.

6. Data-linking Initiative*

In the <i>Freedom of Information and Protection of Privacy Act (FOIPPA)</i> , "data linking" and "data-linking initiative" are strictly defined. Answer the following questions to determine whether your Initiative qualifies as a "data-linking initiative" under the Act.	
1. Personal information from one database is linked or combined with personal information from another database;	no
2. The purpose for the linkage is different from those for which the personal information in each database was originally obtained or compiled;	n/a
3. The data linking is occurring between either (1) two or more public bodies or (2) one or more public bodies and one or more agencies.	n/a

7. Common or Integrated Program or Activity*

In FOIPPA, "common or integrated program or activity" is strictly defined. Answer the following questions to determine whether your initiative qualifies as "a common or integrated program or activity" under the Act.	
1. This initiative involves a program or activity that provides a service (or services);	yes
2. Those services are provided through: (a) a public body and at least one other public body or agency working collaboratively to provide that service; or (b) one public body working on behalf of one or more other public bodies or agencies;	Yes
3. The common or integrated program/activity is confirmed by written documentation that meets the requirements set out in the FOIPP regulation.	Yes
Please check this box if this program involves a common or integrated program or activity based on your answers to the three questions above.	x



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8. Personal Information Flow Table

Personal Information Flow Table			
	Description/Purpose	Type	FOIPPA Authority
1.	An individual will request help with accessing and engaging with the CRT Online Tribunal when using an in-person CAT. As the Service BC employee assists the Service BC client, he or she may see the individual's personal information. Additionally, individuals may provide physical forms or documents which may include personal information to Service BC (SBC), who will provide this information to CRT.	Collection (SBC) Disclosure (SBC to CRT)	26(c) (as part of a Common or Integrated Program or Activity) 33.2(a) and (d)
2.	If an individual would rather pay at the Service BC counter, than using the online CRT option, the payment will be collected through eGARMS.	Collection (SBC)	26(c)
3.	eGARMS will create a receipt and the Service BC employee will provide it to the individual. This receipt will include personally identifying payment details about the individual.	Use (SBC) Disclosure (SBC)	32(a) 33.1(1)(i.1) 33.2(a)
4.	A list of individuals who have paid for the CRT service or fees will be provided to CRT by fax by Service BC on days when transactions occur. Note that the information collected and use by CRT is outside of the scope of FOIPPA.	Disclosure (SBC) Collection (CRT) Use (CRT)	33.1(1)(i.1) 33.2(a) 33.2(d) Necessary Indirect: The information will be collected for the purpose of a proceeding before a quasijudicial tribunal. For the purpose for which that information was obtained.



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9. Risk Mitigation Table

Risk Mitigation Table				
	Risk	Mitigation Strategy	Likelihood	Impact
1.	Employees could access CRT information and use it for personal purposes.	Oath of Employment BC Government Privacy Training Enhanced Criminal Records Check Code of Conduct	Low	High
2.	Personal information captured by eGARMS is compromised when transferred to CRT.	Information will be disclosed to the CRT by the use of fax. CRT's fax number will be preprogrammed in the fax machine, minimising the likelihood of sending the information to the wrong fax number. Physical documents will be sent using secured means such as a sealed envelope, using trusted delivery options (BC Mail Plus), package tracking, and contacting the appropriate agency in the case of potential lost or stolen documentation.	Low	Medium

10. Collection Notice

The following information will be displayed in the public area of each Service BC office that provides in-person support services.

"Your personal information is collected by Service BC pursuant to sections 26(c) of the Freedom of Information and Protection of Privacy Act and will be used for the purpose of providing service on behalf of BC public bodies. Should you have any questions about the collection of this personal information, please contact:

*Manager, Service Design and Integration
PO Box 9804 Stn Prov Govt
Victoria, B.C.*



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VBW 9W1
1-800-663-7867"

Part 3 – Security of Personal Information

11. Please describe the physical security measures related to the initiative (if applicable).

The payment system eGARMS is a government owed system operated by Shared Services and sits on BC Government servers.

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After hour office security includes motion sensor and alarms system with individually assigned security code.

No personal information is stored on CATs. Both CATs and payment machines are securely tied down to the wall and/or furniture. No physical files containing personal information are involved in this initiative.

12. Please describe the technical security measures related to the initiative (if applicable).

eGARMS is secured according to OCIO standards and controls via Corporate Web Services, Windows Access-Control Lists, and Resource Access Control Facility (RACF). It is only accessible from the BC Government network. There is no public access to eGARMS. Access is requested by authorized requestors (Government Agent, Partner Requestors such as ICBC, FCBC). The request is completed by Service BC staff enabling the requested functionality within eGARMS.

Service Codes as defined by Service BC client partners are used to collect the information input to eGARMS. Client partners are responsible for indicating on a Service Code the information necessary to complete the service offering. RACF Groups are used to separate client ministry and partner users. RACF Transaction Sets are used to separate application functions.

All CATs are Payment Card Industry (PCI) compliant.



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A list of payment information will be date stamped and fax to CRT on a daily basis.

All forms, documents and evidence will be date stamped and placed into a sealed envelope and mailed to the CRT program area for adjudication using BC Mail Plus or Canada Post or Purolator Courier, based on the availability of the services within the regions.

13. Does your branch rely on security policies other than the Information Security Policy?

Yes, Service BC relies on the following policies:

- Personal Transaction Policy
<https://intranet.gov.bc.ca/thehub/service-bc/service-delivery/policies/personal-transactions>
- Government Agents Revenue Policies and Procedures -
<https://intranet.gov.bc.ca/thehub/service-bc/service-delivery/finance-tools/garpp-government-agents-revenue-policies-and-procedures>

14. Please describe any access controls and/or ways in which you will limit or restrict unauthorized changes (such as additions or deletions) to personal information.

Standard sign-on procedures are in place to access eGARMS. Password expiry is to OCIO standards and control using RACF. Only authorized users have access to the eGARMS application. Access is granted through a rigorous approval process. eGARMS has user access levels which delineate application functionality.

User access is restricted by Service BC office and user access level. There are five different security level of access. All users must have a user ID and Password to access the personal information. The access will be based on role and responsibilities.

15. Please describe how you track who has access to the personal information.

Audit reports are produced and monitored of any activity outside normal business hours by any individuals. Service BC audits the access level on a quarterly basis.



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Part 4 – Accuracy/Correction/Retention of Personal Information

- 16. How is an individual's information updated or corrected? If information is not updated or corrected (for physical, procedural or other reasons) please explain how it will be annotated? If personal information will be disclosed to others, how will the ministry notify them of the update, correction or annotation?**

Service BC has a process in place for circumstances when the wrong payment code number is entered. The information will be corrected as soon as possible when identified and the information will be provided to CRT.

The CRT clients will have the ability to request an update or a correction during the whole process. In fact, CRT rules require parties to advise the CRT if their address, phone number or email address change during dispute resolution. If the information was provided to the respondent, the respondent will be advised of the change if a change was made.

- 17. Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.**

Personal information related to the payment will be used to move forward with the dispute and additionally, personal information about the nature of the dispute and damages suffered by a party will be used to determine responsibility or liability and the appropriate remedy.

- 18. If you answered "yes" to question 17, please explain the efforts that will be made to ensure that the personal information is accurate and complete.**

Service BC staff will assist clients with in person payments for the Civil Resolution Tribunal service and fees. This involves a client authenticating at the front counter with two piece of ID. No copy of the IDs will be taken or stored.

- 19. If you answered "yes" to question 17, do you have approved records retention and disposition schedule that will ensure that personal information is kept for at least one year after it is used in making a decision directly affecting an individual?**

CITZ has an approved records retention and disposition schedule that will ensure that personal information is kept for at least one year after it is used in making a decision directly affecting an individual. CRT is currently in the process of getting an approved records retention and disposition schedule.



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Part 5 – Further Information

20. Does the initiative involve systematic disclosures of personal information? If yes, please explain.

Yes, there will be systematic disclosure of personal information between CRT and Service BC in the context of Service BC providing CRT services to citizens of BC.

Please check this box if the related Information Sharing Agreement (ISA) has been prepared. If you have general questions about preparing an ISA, please contact the Privacy and Access Helpline.

Yes

Information Sharing Agreement – Required Information

Description	A regular exchange of personal information between Service BC and the Civil Resolution Tribunal (CRT) in order for Service BC to assist citizens in accessing and engaging with CRT.
Primary ministry/government agency involved	CITZ, Service BC
All other ministries/government agencies and public bodies involved	The Civil Resolution Tribunal
Business contact title	Director, Service Design and Integration
Business contact telephone number	778 698-2099
Indication of whether or not personal information is involved	Yes
Start date	Winter 2018
End date (if applicable)	n/a

21. Does the program involve access to personally identifiable information for research or statistical purposes? If yes, please explain.

No.



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22. Will a personal information bank (PIB) result from this initiative?

No.



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Part 6 – PCT Comments and Signatures

This PIA is based on a review of the material provided to PCT as of the date below. If, in future any substantive changes are made to the scope of this PIA, the ministry will have to complete a PIA Update and submit it to PCT.

Andrea Fox

April 17th, 2018

Privacy Advisor
Privacy, Compliance and Training
Branch
Corporate Information and Records
Management Office
Ministry of Citizen's Services

Signature

Date

Dwayne McCowan

April 18, 2018

A/ Sr Privacy and Policy Advisor
Privacy, Compliance and Training
Branch
Corporate Information and Records
Management Office
Ministry of Citizens' Services

Signature

Date



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Part 7 – Program Area Comments and Signatures


Service BC sign-off

Ken Madden
Ministry Privacy Officer
Ministry of Citizens' Services


Signature

May 4, 2018
Date

Patty Ballam
Director, Service Design and
Integration
Service BC
Ministry of Citizens' Services


Signature

Dec 3/18
Date

Beverly Dicks
Assistant Deputy Minister
Service BC
Ministry of Citizens' Services


Signature

Jan 30/2019
Date



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CRT sign-off

Karine Bordua

Ministry Privacy Officer
Information Systems Branch
Ministry of Attorney General

Signature

Date

Ian Bailey

Assistant Deputy Minister and
Chief Information Officer
Information Systems Branch
Ministry of Attorney General

Signature

Date

Richard Rogers

Executive Director
Civil Resolution Tribunal

Signature

Date

Shannon Salter

Chair
Civil Resolution Tribunal

Signature

Date



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Appendix A: SBC – CRT Integrated Program Agreement

THIS AGREEMENT is made effective as of _____, 2018 (the "Effective Date")

BETWEEN:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Minister of Citizens' Services ("CITZ"), on behalf of Service BC

AND:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Chair of the Civil Resolution Tribunal ("CRT").

AND:

The Minister of Citizens' Services and the Chair of the CRT are referred to in this Agreement as the "Participants" and individually, each is referred to in this Agreement as a "Participant".

RECITALS

- A. CITZ and CRT are public bodies governed by the *Freedom of Information and Protection of Privacy Act*, RSBC 1996, c 165 ("FoIPPA").
- B. CRT is governed by the *Civil Resolution Tribunal Act* ("CRTA") which includes a section that limits provisions of FoIPPA.
- C. Both parties collect information, including Personal Information (as defined in FoIPPA), under the authority of their relevant legislations.
- D. Both parties wish to enter into this Agreement to document terms and conditions of the information sharing between the parties.

THE PARTICIPANTS AGREE AS FOLLOWS:

1. TERMS AND ACRONYMS

- 1.1. As used in this Agreement, the following capitalized words and terms have the meanings ascribed to them below:



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- a) **"Agreement"** means this Integrated Program and Information Sharing Agreement between all parties.
- b) **"Authorized Purpose"** has the meaning set out in this Agreement.
- c) **"CITZ"** means the Ministry of Citizens' Services.
- d) **"Common or integrated program or activity"** means a program or activity that provides one or more services through a public body and one or more other public bodies or agencies working collaboratively, or one public body working on behalf of one or more other public bodies or agencies, and is confirmed by regulation as being a common or integrated program or activity.
- e) **"Compliance Representative"** means the employee designated by a Participant who has substantive knowledge of and experience with, at a reasonably senior level, FoIPPA and its requirements, policies, procedures and regulations.
- f) **"CRTA"** means the *Civil Resolution Tribunal Act*, S.B.C. 2012, c.25.
- g) **"CRT"** means the Civil Resolution Tribunal.
- h) **"Effective Date"** means the date the Agreement is signed by the Participants.
- i) **"FoIPPA"** means the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996, c. 165 as amended or replaced from time to time.
- j) **"Information Incident"** means a single or a series of unwanted or unexpected events that threaten privacy or information security, including a privacy breach or the collection, use, disclosure, access, disposal, or storage of information, whether accidental or deliberate, that is not authorized by the business owner of that information.
- k) **"OIPC"** means the Office of the Information and Privacy Commissioner of British Columbia.
- l) **"Participants"** means CRT and CITZ, and "Participant" means one of them, as the context may require.
- m) **"Personal Information"** has the meaning set out in FoIPPA, and refers only to Personal Information disclosed by both parties pursuant to this Agreement.
- n) **"Public Body"** has the meanings set out in FoIPPA and includes a ministry of the government of British Columbia, an agency, board, commission, corporation, office or other body designated in, or added by regulation to, Schedule 2, or a local public body.

The Appendices to this Agreement are:

- A. Appendix A1 – Personal Information Collected and Disclosed and Method of Disclosure.
- B. Appendix A2 – Compliance Representatives.
- C. Appendix A3 – Information Handling and Privacy Policies.
- D. Appendix A4 – Privacy Breach Incident Procedures.
- E. Appendix A5 – Addresses for Notice.



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2. PURPOSE OF AGREEMENT

- 2.1. The purpose of this Agreement is to document the terms and conditions of the collection, use, disclosure and retention of Personal Information by both Participants, in compliance with the requirements of FOIPPA, CRTA and any other relevant legislation that is necessary to deliver the services that form part of the CRT.

3. PURPOSE, KEY OBJECTIVES, SERVICES PROVIDED AND EXPECTED BENEFITS OF THE INTEGRATED PROGRAM

- 3.1. The purposes, key objectives and expected benefits or outcomes of the Services constituting the IPA are as follows:
- a) This partnership assists citizens in interacting with the CRT Solution Explorer and CRT Dispute Resolution Application and provides an alternative to the online model;
 - b) This will provide clients the ability to provide physical forms, documents and evidence to CRT through the Service BC counters; and
 - c) It will also provide clients with the ability to pay for CRT fees in person.

4. RESPECTIVE ROLES AND RESPONSIBILITIES OF EACH PARTICIPANT

- 4.1. The respective roles and responsibilities of each public body and agency through which, or on whose behalf, the services constituting the IPA provided are:
- a) CRT will be responsible for overseeing the project management, business, and technical support services as they relate to the management of the CRT Solution Explorer and CRT Dispute Resolution Application as well as reporting and legislative design and review as necessary for the planning, design and solution development. Ongoing support and maintenance of the CRT Solution Explorer and CRT Dispute Resolution Application, including upgrades or platform will be the responsibility of CRT.
 - b) Service BC will provide front line support to Citizens on behalf of CRT with pathfinding, forms, documents and evidence drop off, payment of fees options, online availability of the program in Service BC offices via CATs at their front counter or through the Service BC Contact Centre.



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4.2. All Participants are each responsible for:

- Identifying opportunities for service improvements;
- Reporting errors or performance issues to each partner impacted by the errors or performance issues in accordance with the operational support model outlined in the Memorandum of Understanding; and
- Participating in the Governance Process and Dispute Resolution Process.

5. **AUTHORITIES FOR THE COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION**

5.1. The Participants acknowledge that the Personal Information which is the subject of this Agreement:

- a) will be collected by CITZ as part of providing CRT services to individuals engaging with Service BC and the collection will be authorized as per section 26(c) of FoIPPA;
- b) will be provided to CRT by CITZ, and thus collected indirectly by CRT as CRTA and
- c) will be disclosed by CITZ to CRT pursuant to one or more of the following provisions of FoIPPA:
 - i. 33.1(1)(i.1)(i) *[for the purposes of a payment to be made to or by the government of British Columbia or a public body];*
 - ii. 33.2(a) *[for the purpose for which it was obtained or compiled or for a use consistent with that purpose]; and*
 - iii. 33.2(d) *[to an officer or employee of a public body, an agency, or to a minister, if the information is necessary for the delivery of an integrated program or activity and for the performance of the duties, respecting the common or integrated program or activity, of the officer, employee or minister to whom the information is disclosed].*

5.2. The collection, use and disclosure of the personal information by CRT is outside of the scope of FoIPPA as per section 90 of CRTA.



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6. PERSONAL INFORMATION COLLECTED AND DISCLOSED

- 6.1. The Personal Information collected and disclosed by CITZ to CRT and the methods of disclosure are set out in Appendix A1 of this Agreement.

7. AUTHORIZED USE

- 7.1. Without limiting any other use which a Participant may lawfully make of the Personal Information, under this Agreement the Participants may only use the Personal Information for the purpose of improving access to justice, by permitting participants to communicate with each other or the CRT when it works for them and by helping parties resolve their disputes without resorting to adjudication (the "Authorized Purpose").

8. AUTHORIZED EMPLOYEES

- 8.1. Participants will restrict access to the Personal Information to the minimum number of employees necessary to carry out the Authorized Purpose (the "Authorized Employees").

9. NO WARRANTY

- 9.1. Participants will make all reasonable efforts to ensure that the Personal Information of an individual that is in its care or custody is accurate and complete. However, the Participants acknowledge and agree that all Personal Information provided is provided on an "as is" basis and the Participant providing the Personal Information makes no representations or warranties (express or implied) of any kind with respect to the Personal Information, including without limitation any warranties or representations that the Personal Information (or any part of it) is accurate, complete or up-to-date, or free from errors or omissions, in whole or in part, or that the Personal Information will be fit for any purpose.

10. COMPLIANCE REPRESENTATIVE

- 10.1. Each Participant will at all times have in place a knowledgeable senior person within its organization who is responsible for and has the authority to ensure privacy compliance generally and compliance with this Agreement (the "Compliance Representative"). As at the Effective Date of this Agreement, each Participant has appointed the Compliance Representative set out in Appendix A2 of this Agreement.
- 10.2. Each Participant's Compliance Representative will ensure that each of its Authorized Employees is aware of the terms of this Agreement.



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10.3. Each Participant will promptly notify the other Participant of any change to its Compliance Representative.

11. PRIVACY POLICY AND INFORMATION INCIDENT PROCEDURES

11.1. The Participants acknowledge and agree to the following privacy procedures:

- a) Each Participant will have an information handling and privacy policy or policies in place that are applicable to all of its Authorized Employees. Such policy or policies must clearly set out the responsibilities of each individual in the organization to keep Personal Information secure and to comply with the relevant privacy legislation and other generally accepted privacy principles (see Appendix A3).
- b) Each Participant will ensure that all of its Authorized Employees have completed privacy training and any other relevant training prior to providing them with access to the Personal Information.
- c) Each Participant will have a privacy breach/information incident procedure to handle reports of suspected or confirmed privacy breaches (see Appendix A4). In particular and without limitation, Participants will:
 - i. Promptly notify the Compliance Representatives of the other Participant and provide him or her with details of:
 - a. any suspected or confirmed privacy or security incident concerning the subject matter of this Agreement, and
 - b. any suspected or confirmed unauthorized access to, use, disclosure, or modification of Personal Information;
 - ii. Assist the other Participant in investigating or preventing the recurrence of another Information Incident; and
 - iii. Provide ongoing communication and updates to the Compliance Representative of the other Participant during the course of any investigation into an Information Incident.



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12. SECURITY

12.1. CITZ will have appropriate physical, organizational and technological security measures in place to ensure that any and all Personal Information that is collected, accessed, used, disclosed or destroyed pursuant to this Agreement is done so only by Authorized Employees, except if disclosed pursuant to section 11.1(c) above, and only in accordance with the terms and conditions of FoIPPA, including without limitation:

- a) access to CITZ records containing paper copies of Personal Information will be restricted to Authorized Employees; and
- b) access to Personal Information stored on CITZ computer systems and electronic storage devices and media will be restricted to Authorized Employees only.

12.2 CRT will have appropriate physical, organizational and technological security measures in place to ensure that any and all Personal Information that is collected, accessed, used, disclosed or destroyed pursuant to this Agreement is done so only by persons and in a manner authorized by CRTA and applicable CRT policies and procedures.

13. NO STORAGE OR ACCESS OUTSIDE CANADA

13.1. All Participants will comply with applicable FoIPPA and CRTA restrictions on storage of, and access to, Personal Information outside Canada.

14. RECORDS RETENTION AND DESTRUCTION

14.1. Subject to any legislated records retention and destruction obligations to which a Participant may be subject, a Participant will not retain any Personal Information in any form whatsoever (including, without limitation, hard copy or electronic formats), longer than is necessary to perform:

- a) the Authorized Purpose;
- b) the Participant's obligations under this Agreement; and
- c) the Participant's legislated duties and obligations.



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- 14.2. Once any legislated retention periods have been reached, and in accordance with its document retention and destruction policies, a Participant will securely destroy any and all Personal Information received pursuant to this Agreement from another Participant and all records thereof in a manner that conforms to the requirements of relevant legislation and, is appropriate for the particular media, but in any event, in such a manner that the Personal Information contained in the record or any portion of the Personal Information cannot be subsequently retrieved, accessed or used by such Participant or by any other person.

15. COMPLIANCE

- 15.1. A Participant will immediately notify all relevant Participants in writing of any non-compliance or anticipated non-compliance with this Agreement and will further inform all the relevant Participants of all steps that the Participant proposes to take to address and prevent recurrence of such non-compliance or anticipated non-compliance.

- 15.2. A Participant shall promptly and fully comply with any investigation, review, order or ruling of the OIPC in connection with the Personal Information.

16. COMPLAINTS

- 16.1. A Participant will respond in a timely manner to any person who makes a complaint about its information practices with respect to the Personal Information exchanged under this Agreement, and will document each complaint and its resolution. All Participants will keep records of such complaints for a minimum of 2 years from the date of the resolution of the complaint, and will provide those records to the other Participant upon request.

- 16.2. Where a complaint is not resolved to the complainant's satisfaction, a Participant will refer the complainant to the OIPC.

17. DISPUTE RESOLUTION PROCESS

- 17.1. In the event of a dispute or disagreement relating to the interpretation or application of this Agreement or resulting from non-compliance with this Agreement, the Participants agree to:

- a) Exercise all reasonable efforts to reach a resolution that is consistent with this Agreement, while meeting any legal requirements imposed by legislation or otherwise; and
- b) Resolve the dispute or disagreement through the following steps, in sequence:



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- I. Staff members of the Participants who have the dispute or disagreement will consult and negotiate with each other;
- II. If the dispute or disagreement is not resolved under section 17.1(b)(i) above, representatives of the Participants to the dispute or such other designates as those Participants may assign will try to reach a resolution; and
- III. If the dispute or disagreement is not resolved under section 17.1(b)(ii) above, the Participants to the dispute will explore other appropriate dispute resolution processes, such as mediation.

18. TERM, SUBSTITUTION, AND TERMINATION

- 18.1. The term of this Agreement between the Participants will commence on the Effective Date.
- 18.2. Unless terminated earlier or extended upon agreement by the Participants, the term of this Agreement as between the Participants will continue to be in effect until April 31, 2028.
- 18.3. A Participant may terminate this Agreement by providing written notice to the other Participants 90 days prior to the date on which the notifying Participant intends the Agreement to terminate.
- 18.4. The obligations of all Participants to maintain the privacy, security and confidentiality of the Personal Information will survive the termination of this Agreement.

19. NOTICES

- 19.1. All notices and communications required or permitted under this Agreement must be in writing and must be delivered to the other Participants at the address or electronic mail addresses set out in Appendix A5 for the Participants.
- 19.2. Delivery of notices and communications will be deemed to have occurred for the various delivery methods as follows:
 - (a) By mail - 7 days after mailing.
 - (b) By personal delivery - when delivered.
 - (c) By courier - on the next business day following the date the courier indicates delivery.
 - (d) By electronic transmission - on the same business day following the date of transmittal and acknowledgement of receipt by the recipient.



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- 19.3. A Participant may notify the other Participant in writing of a change of address or email address and, following the receipt of such notice, the new address or email address (as applicable) will be deemed to be the address of that Participant.

20. GENERAL

- 20.1. Nothing in this Agreement is in any way intended to replace or amend any obligation that the Participants are bound to or required to perform by operation of law.
- 20.2. Any amendments to this Agreement must be in writing and signed by all Participants.
- 20.3. The appendices of this Agreement may be amended or replaced at any time with the mutual consent of the Participants, and such amendments may be effected by an exchange of letters or emails at the address or electronic mail addresses set out in Appendix A5.

[signature page follows]



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The Participants have caused this Agreement to be executed below by their duly authorized representatives on the dates noted below:

Signed on behalf of Her Majesty the Queen in right of the Province of British Columbia as represented by the Minister of Citizens' Services, on behalf of Service BC:

March 21, 2019

Jill Kot
Deputy Minister of Citizens' Services

Date



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Signed on behalf of the Civil Resolution Tribunal:

Shannon Salter
Chair

Date



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Appendix A1

PERSONAL INFORMATION COLLECTED AND DISCLOSED AND THE METHOD OF DISCLOSURE

1. PERSONAL INFORMATION COLLECTED AND DISCLOSED UNDER THIS AGREEMENT

1.1. For the completion of forms, information such as:

- Claimant's and Respondent's Name(s) and contact information;
 - If the parties are owner or tenant;
 - Communication Preferences for all parties;
 - Is the claimant under the age of 18, has a representative, has a difficulty reading, writing, or speaking English, has a Visual or Hearing impairment or Mental health issues;
 - Organization/Business Information, including CRA numbers and the name and contact information of a representative;
 - Strata name, number, contact information and representative's name and contact information;
 - Details and context of the dispute/claim and what the claimant and respondent are asking for; and
 - Financial Information of the Claimant in the case of a fee waiver request.
1. For payment options clients will have to provide ID, name, address with a photo, along with a payment confirmation letter with authorization code, name, address and payment total.

2. METHOD OF DISCLOSURE

- 2.1. Information will be disclosed to the CRT by the use of fax. CRT's fax number will be preprogramed in the fax machine, minimising the likelihood of sending the information to the wrong fax number.
- 2.2. Physical documents will be sent using secured means such as a sealed envelope, using trusted delivery options (BC Mail Plus), package tracking, and contacting the appropriate agency in the case of potential lost or stolen documentation.



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Appendix A2

COMPLIANCE REPRESENTATIVES

1. As of the Effective Date, CRT has appointed the following person as its Compliance Representative:

Richard Rogers
Executive Director and Registrar
Civil Resolution Tribunal
PO Box 9239, STN PROV GOVT, Victoria, BC V8W 9J1.
Email: Richard.Rogers@crtbc.ca
250 507-6974

2. As of the Effective Date, Service BC has appointed the following person as its Compliance Representative:

Patty Ballam
Director, Service Design and Integration
Service BC, Ministry of Citizens' Services
PO 9412, STN PROV GOVT, Victoria, BC V8W 9V1
Email: Patty.Ballam@gov.bc.ca
778 698-2099



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Appendix A3

INFORMATION HANDLING AND PRIVACY POLICY

CITZ uses the BC Government Information Handling and Privacy Policy. Full details can be found on the Corporate Information and Records Management Office website, at

<http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/services-policies-for-government/information-management-technology/information-privacy/resources/policies-guidelines/privacy-management-accountability-policy.pdf>

For non-dispute records to which *Freedom of Information and Protection of Privacy Act* applies, the CRT also uses the BC Government Information Handling and Privacy Policy. However, pursuant to the *Civil Resolution Tribunal Act*, the CRT has its own, internal policies and procedures governing the protection of personal information contained in dispute records and access to those records. The CRT's access to records and protection of privacy policy is available on its website:

<https://civilresolutionbc.ca/wp-content/uploads/2017/02/Access-to-Info-In-CRT-Case-Records.pdf>



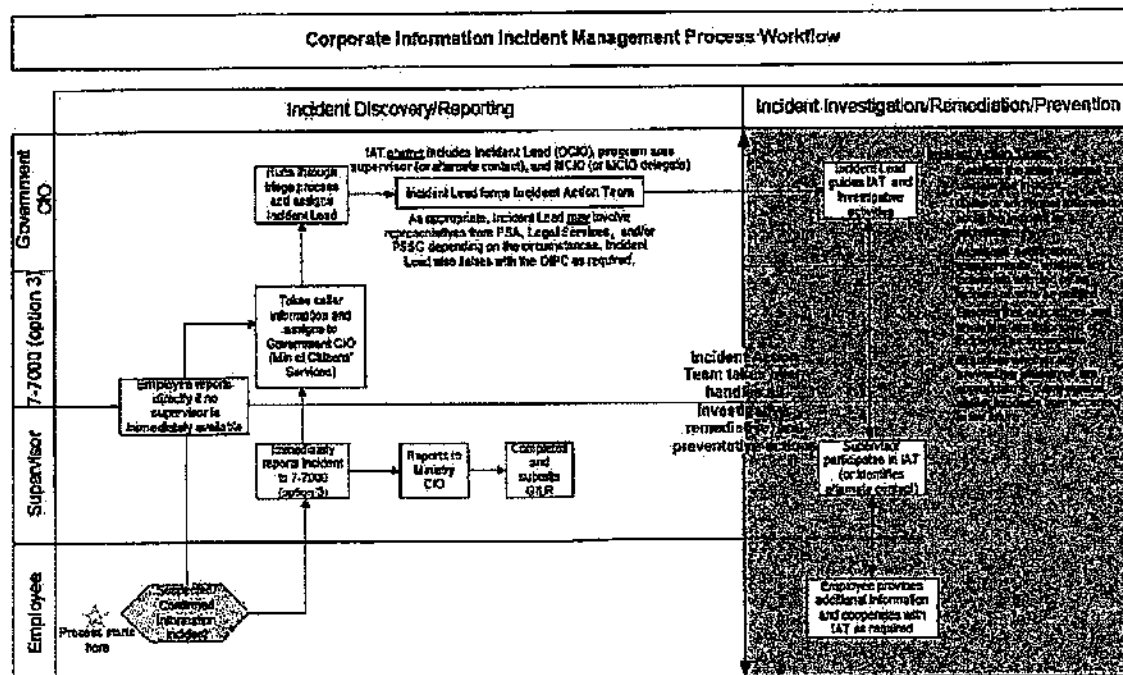
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Appendix A4

PRIVACY BREACH INCIDENT PROCEDURE

CITZ uses the BC Government Information Incident Management Process. A simplified flowchart is inserted below. Full details can be found on the Office of the Chief Information Officer website, at http://www.cio.gov.bc.ca/local/cio/information_incident/information_incident_management_processes.pdf.



The CRT also follows the BC Government Information Incident Management Process with respect to its non-dispute records (those records to which *Freedom of Information and Protection of Privacy Act* applies).

The following outlines the CRT's procedures for an incident involving unauthorized disclosure of a CRT dispute record:

1. The employee who discovers the incident must report it incident to a supervisor immediately;
2. The supervisor must ensure that the CRT immediately contacts the parties that received the communication in error and ask them to delete it and confirm that they have done so;



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3. The supervisor will also ensure that the CRT, as soon as information can be ascertained and confirmed, contacts the parties that should have received the communication and, if applicable, any persons referred to in the information, to
 - a. inform them of the error,
 - b. apologize for the error,
 - c. provide them with the communication and records, and
 - d. provide them with contact information for the CRT Registrar or Deputy Registrar, should they have concerns or require further information;
4. The supervisor must, as soon as possible, report the incident to the Registrar, who will determine who else should be informed and what other steps should be taken;
5. The Registrar and supervisor will conduct a post-incident review with the employee and supervisor and identify the cause of the incident and identify remedial action required, including the need for additional training
6. The Registrar and supervisor are responsible for ensuring the remedial steps are implemented



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Appendix A5

CONTACT INFORMATION FOR NOTICE

1. CRT contact information for notice:

Richard Rogers
Executive Director and Registrar
PO Box 9239, STN PROV GOVT, Victoria, BC V8W 9J1
Email: Richard.Rogers@crtbc.ca
250 507-6974

2. CITZ contact information for notice:

Patty Ballam
Director, Service Design and Integration
Service BC, Ministry of Citizens' Services
PO 9412, STN PROV GOVT, Victoria, BC V8W 9V1
E-mail: Patty.Ballam@gov.bc.ca
778 698-2099



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Appendix B

SERVICES OFFERED BY SERVICE BC

PART 1 – In Person Services

Service BC will provide the following in-person services at all Service BC points of service

1. In accordance with the direction from the Civil Resolution Tribunal, Service BC will:
 - A. display and distribute information regarding the CRT program;
 - B. provide public access to internet-based CRT services, including "Solution Explorer" and online filings for the Dispute Resolution Suite (DRS), through the Community Access Terminals (CATs);
 - C. provide printed forms, where clients indicate that they are not able to use CRT or where the form cannot be completed online;
 - D. provide basic information about CRT including pathfinding on CATs and direct contact between citizen and CRT Help Desk via a telephone located at the Service BC Centre;
 - E. maintain CATs in good working order and in an accessible location in the general reception area;
 - F. maintain telephones in good working order and in an accessible location in the general reception area;
 - G. provide an ability for citizens to occasionally send and receive faxed documents from the fax machine at the Service BC Centres. These documents must be related to CRT business.
 - H. advise clients of the availability of CRT online services, but accept and forward completed CRT paper forms, including applications for dispute resolution, ensuring that all fields in the forms are complete;
 - I. accept and process payments for CRT services and filings;
 - J. accept and forward fee waiver requests;



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- K. accept and forward evidence for pending dispute resolution hearings, where the evidence can reasonably and cost-effectively be forwarded by facsimile, email, mail or house mail;
 - L. provide pathfinding and basic information services via the Service BC Contact Centre;
 - M. assist with access to the RMS Help Desk for all issues relating to eGARMS; and
 - N. provide transaction reports via eGARMS for payments and paper filings to CRT with semi-annual reporting on office service code stats
2. Civil Resolution Tribunal will:
- (a) maintain internet-based information related to CRT and will communicate timely updates to Service BC regarding any system unavailability or modifications to CRT services;
 - (b) maintain its forms and provide Service BC with any updated versions of the forms;
 - (c) keep Service BC up to date with listing of referral points and corresponding contact information and key pathfinding contacts to answer questions for staff;
 - (d) provide reports on transactional statistics on a semi-annual basis;
 - (e) provide SBC with any error data to assist with training and continuous improvement of SBC staff; and
 - (f) provide SBC with staff training material on the CRT and its processes and maintain the currency of that training material.
3. The Participants will:
- (a) agree to meet annually to review performance metrics, service commitments and the partnership agreement.



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PART 2 – Technical Services

1. Service BC will provide the following technical services via the eGARMS system:

- (a) CRT will have access to a test eGARMS environment for training;
- (b) CRT will have access to eGARMS support services. Services provided by the RMS Helpdesk include:
 - (a) Granting access & authority level to new eGARMS users;
 - (b) Advising CRT on User ID requirements and authorization levels;
 - (c) System support – assist CRT with system issues;
 - (d) Adhoc queries & reporting as requested will be available at GARMS Professional Services Rate;
 - (e) Informing users of system problems and changes;
 - (f) eGARMS user manual; and
 - (g) New service code set up available at GARMS Professional Services Rate
- (c) Service BC staff will provide an overview and information package regarding the purpose and process of creating or editing a service code in eGARMS. CRT will be responsible to supply all requested information in accordance with Service BC's procedures before any work will commence on these service codes.

PART 3 – SBC Contact Centre Services

- (a) The Service BC Contact Centre provides equal access to current, reliable provincial government information for citizens of B.C. Specific services provided by the Service BC Contact Centre by telephone or email or other technology include, but are not limited to:
 - i. the provision of service at first point of contact with government;
 - ii. answers to common program enquiries; and
 - iii. referral and/or toll-free transfer to correct points in government.
- (b) The Service BC Contact Centre may establish a baseline of enquiries for the CRT service. Enquiry volumes will be monitored by the Service BC Contact Centre and reported monthly to the CRT. Volumes exceeding the established baseline may be subject to cost recovery

END OF DOCUMENT

PROVINCE OF BRITISH COLUMBIA

ORDER OF THE MINISTER OF
CITIZENS' SERVICES

Information Management Act

Ministerial Order No.

I, Jinny Jogindera Sims, Minister of Citizens' Services, order that Joel Fairbairn is designated as Chief Records Officer.

Date

Minister of Citizens' Services

(This part is for administrative purposes only and is not part of the Order.)

Authority under which Order is made:

Act and section: Information Management Act, S.B.C. 2015, c. 27, s. 2

Other: _____

PROVINCE OF BRITISH COLUMBIA

ORDER OF THE MINISTER OF
CITIZENS' SERVICES

Information Management Act

Ministerial Order No.

I, Jinny Jogindera Sims, Minister of Citizens' Services, order that the designation of David Curtis as Chief Records Officer made by Ministerial Order M279 is rescinded.

Date

Minister of Citizens' Services

(This part is for administrative purposes only and is not part of the Order.)

Authority under which Order is made:

Act and section: Information Management Act, S.B.C. 2015, c. 27, s. 2

Other: _____

FREEDOM OF INFORMATION (FOI) REQUESTS

DIRECTIVE RESPECTING RECORDS AVAILABLE TO THE PUBLIC WITHOUT A REQUEST UNDER THE *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT*

DIRECTIVE: 01-2018

SUBJECT: Disclosure of Summaries of Open and Closed Freedom of Information (FOI) Requests

AUTHORITY: This directive is issued under section 71.1 of the *Freedom of Information and Protection of Privacy Act*.

APPLICATION: This directive applies to the Ministry of Citizens' Services.

EFFECTIVE DATE: January 2, 2019

Minister of Citizens' Services

Directive to the Ministry of Citizens' Services issued under section 71.1 of the *Freedom of Information and Protection of Privacy Act*

Under section 71.1 (1) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996, c. 165 (FOIPPA), I, Jinny Jogindera Sims, Minister of Citizens' Services, establish the following as a category of records available to the public without a request under that Act:

Summaries of open and closed FOI Requests, where an FOI Request is a request made under FOIPPA for access to a record. Summaries must not include personal information which if disclosed would constitute an unreasonable invasion of an individual's privacy.

Under section 71.1 (4) and (5) of FOIPPA, the summaries must contain the following information and must be disclosed in the manner and by the timelines set out below:

- (1) A summary report of open FOI Requests received between November 1, 2018 and December 10, 2018 must be posted to the Open Information website by January 9, 2019.
- (2) Once posted, the summary report referred to in (1), above, must be updated on a weekly basis to include summaries of FOI Requests received after December 10, 2018.

These weekly updates must be posted to the Open Information website at least 30 calendar days after the requests included in each update were received.

- (3) A summary report of closed FOI Requests that were closed in the third quarter of the 2018 fiscal year must be registered in the BC Data Catalogue and made accessible as open data under the Open Government Licence of British Columbia by January 31, 2019.
- (4) The summary report referred to in (3), above, must be updated on a quarterly basis, to include summaries of FOI Requests closed in subsequent quarters.

These quarterly updates must occur not later than 30 calendar days after the end of each quarter.

- (5) Each of the summaries of open FOI Requests must include, at a minimum, the following information for each FOI Request:
 - a) The date the request was opened;

- b) The request file number;
 - c) The applicant type;
 - d) The status of the request; and
 - e) The date by which the ministry or ministries must respond.
- (6) Each of the summaries of closed FOI Requests must include, at a minimum, the following information for each FOI Request:
- a) The date the request was opened;
 - b) The ministry or ministries to which the request is made;
 - c) A description of the request;
 - d) The request file number;
 - e) The applicant type;
 - f) The final disposition of the request;
 - g) The date on which the request was closed; and
 - h) Whether the response to the request was posted on the Open Information website and, if not, the rationale for not posting.
- (7) A summary report of open FOI Requests posted to the Open Information website or a summary report of closed FOI requests registered in the BC Data Catalogue and made accessible as open data under the Open Government License of British Columbia pursuant to Directive 05-2016 is not affected by this directive.

This directive rescinds and replaces Directive 05-2016 issued on May 30, 2016.

This directive is effective as of January 2, 2019.

Date

Minister of Citizens' Services

RECORDS RELEASED IN RESPONSE TO A FREEDOM OF INFORMATION (FOI) REQUEST

**DIRECTIVE RESPECTING RECORDS AVAILABLE TO THE PUBLIC WITHOUT A REQUEST
UNDER THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT**

DIRECTIVE: 02-2018

SUBJECT: Disclosure of Records Released in Response to a
Freedom of Information (FOI) Request

AUTHORITY: This directive is issued under section 71.1 of the *Freedom of
Information and Protection of Privacy Act*.

APPLICATION: This directive applies to all ministries.

EFFECTIVE DATE: January 2, 2019

Minister of Citizens' Services

Directive to all Ministries issued under section 71.1 of the *Freedom of Information and Protection of Privacy Act*

Under section 71.1 (1) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996, c.165 (FOIPPA), I, Jinny Jogindera Sims, Minister of Citizens' Services, establish the following as a category of records that is available to the public without a request under that Act:

Records released as responsive to an FOI Request, where an FOI Request is a request made under FOIPPA for access to a record, excluding the following:

- **Records released in response to a personal information request (which is a request made by an individual or their representative for access to their own personal information); or**
- **Records exempted from disclosure based on one or more of the attached exemption criteria.**

Under section 71.1 (4) and (5) of FOIPPA, these records must contain the following information and must be disclosed in the manner and by the timelines set out below:

- 1) Records released as responsive to an FOI Request must be posted with a copy of the response letter to the applicant, subject to the redaction of any personal information in the response letter which if disclosed would constitute an unreasonable invasion of an individual's privacy.
- 2) The responsive records and the response letter must be posted to the Open Information website no sooner than 10 business days after their release to the applicant.

This directive rescinds and replaces Directive 06-2016 issued on May 30, 2016.

This directive is effective as of January 2, 2019.

Date

Minister of Citizens' Services

EXEMPTION CRITERIA FOR DIRECTIVE 02-2018

Records released as responsive to an FOI Request may be exempted from disclosure on the Open Information website, either in whole or in part, if they contain any of the following:

- a) Personal information, if the disclosure would constitute an unreasonable invasion of an individual's privacy;
- b) Information that may harm relations with a First Nation;
- c) Information that may harm relations with another government;
- d) Information that may harm a third party's business interests;
- e) Information that may threaten the safety of a person or harm the security of any property or system; or
- f) Information which should not be disclosed on the Open Information website for other legal or compelling public interest reasons.

MINISTRY OF CITIZENS' SERVICES
DECISION NOTE

DATE: March 25, 2019

CLIFF#: 111299

PREPARED FOR: Jill Kot, Deputy Minister

ISSUE: Working Budget Increase to STOB 50 for Procurement Services Branch (PSB)

BACKGROUND:

Over the last two years PSB has moved to utilizing contractors to support cost recoverable procurement activities for PSB, including significant Alternative Service Delivery files. Currently seven contractors are leading activities on 22 major projects (Appendix A).

There is no knowledge management system to ensure the knowledge or experiences are transferred from contractors to staff, thus our staff's internal strength and capabilities does not increase, and information loss is at risk at the end of every project.

Ministries have identified that the financial costs to engage Procurement Services are too high and this has resulted in them either avoiding PSB or engaging them too late, which increases risks.

DISCUSSION:

Procurement activities have steadily increased over the last year and continues to trend in that direction. To meet this challenge PSB hired contractors who are billed out as high as \$174/hr, while staff are billed out at \$100/hr or \$120/hr depending on their level of expertise. Both rates are set to recover associated costs incurred in PSB.

Replacing contractors with staff will reduce government's overall risks and costs to procure:

- Intent is to replace the contractors with staff as project leads over time as they develop the competence and skill required and without causing disruption to clients with existing projects.
- Reduction of contractor costs (STOB 61) will occur but will never be eliminated completely, engagement with lower level contractors to assist with back office work will be required as volumes increase; these would be intermediate contractors at the \$70/hr rate. Overall Working Budget STOB 50 increase submission attached (Appendix B).
- To mitigate the risk of contractors holding the knowledge; contractors knowledge will be documented, and new hires will shadow contractors on existing complex deals. Costs to Citizen Services in the short term will go up, but longer term will be reduced not only for Citizen Services but for government overall.

Though Procurement is decentralized, clients have identified that lower costs and higher skill levels would entice them to use our services instead trying to do it themselves; better service experience overall will drive work volumes even higher; we do not anticipate ever being in an overstaffed position.

In addition, we are addressing foundational training, knowledge management and career pathing for procurement professionals so we can attract and retain them in public service. All these efforts support Goal 4 of the Procurement Transformation Project.

OPTIONS:

Option 1: Recommend approval of STOB 50 allocation increase for 8 net new cost recoverable positions for contractor conversion.

Implications:

- Reduced costs and risks for procurement to government overall.
- Increased knowledge retention and skill development of province resources.
- Reduced costs to STOB 61 for contractor costs over time.
- Addresses concerns raised by Ministries that procurement costs are too high.
- Supports increased activity being created by the Procurement Transformation Project and BCBID replacement project.
- Cost savings will not be realized for government for 3-6 months depending on skill level of candidates attracted.
- Does not eliminate all dependency on contractors but does put them in a supporting role at a lower skill level and cost.

Option2: Status Quo – no changes

Implications:

- Costs will not be reduced for Government over all.
- Clients will continue to avoid using our services because of the costs.
- PSB will not be able to meet business demand.
- Risk of not achieving Goal 4 - Greater Capacity to Support Procurement.

RECOMMENDATION:

Option 1: Recommend approval of STOB 50 allocation increase for 8 net new cost recoverable positions for contractor conversion.

Approved /



March 20, 2019

DECISION and SIGNATURE

DATE SIGNED

Jill Kot
Deputy Minister
Ministry of Citizens' Services

Attachments:

- A. Appendix A - Contractor Project Assignments
- B. Appendix B - Working Budget STOB 50 Increase Submission

ADM Contact: Bobbi Sadler, 250-896-2182

Prepared by: J. Robert O'Neill, Executive Director, Procurement Services Division

Appendix A – Contractor Project Assignments

PSB Lead	Project
Craig Milley	FIN: Application Development
Craig Milley	FIN: Revenue Management (ASD)
Craig Milley	CITZ: HyperCloud (ASD)
Craig Milley	AGRI: Food Hub
Craig Milley	FLNR: Ground Water
Craig Milley	FLNR: Extreme Flood Protection
Craig Milley	FIN: Mainframe Migration
Nik Petros	CITZ: SharePoint Migration
Nik Petros	PSB: VDR and BC Bid Management
Jason George	SDPR: Employment Services Program
Jason George	CITZ: Data Security Platform
Jason George	FLNRO: Wildfire RSOs
Janet Heino	Advance Edu: Skills Training x 3 procurements
Janet Heino	FLNRO: Air Tankers
Janet Heino	FLNRO: Helicopters
Janet Heino	Advance Edu: Web Assessment
Peter Fieger	Vital Stats: IT Development & Ops Support
Peter Fieger	CITZ: Facilities Management (ASD)
Neil Rich	Advance Edu: Application, Maintenance, Support
Neil Rich	Advance Edu: Find your Fit
Sarwan Dillon	BC Parks: Asset Management
Sarwan Dillon	EMBC: Public Safety Broadband Network

Appendix B – Working Budget STOB 50 Increase Submission

CITZ NEW STAFFING REQUEST THAT REQUIRES INCREASED STOB 50 BUDGET ALLOCATION								
Division: Procurement Services Division								
Date of request: Feb 13, 2019								
REQUEST RATIONALE								
<p>These positions are intended to support the increasing work resulting from the new government mandate and the Procurement Transformation Project. These positions are fully cost recoverable from Ministries and Broader Public Sector who require procurement services. The volume of work over the last year has doubled and the previous strategy was to utilize contracted resources to meet this demand. The net impact to government is increased costs - contracted resources are currently billed at as high as \$174/hr which includes 20% overhead, while a senior billable employee is charged out at \$120/hour. Currently there are 7 full time contractors leading primary procurement files. The customer experience for Ministries and BPS is diminished and Ministries have openly stated that they have resisted calling procurement services for advice due to the high costs of our engagement utilizing contractors. This poses a significant risk to government. The other negative impact to government is that these contractors retain the procurement knowledge and we never increase our internal bench strength. The AO24 positions identified below support the Band 3 and client procurement activities and are also fully cost recoverable. They perform many of the administrative tasks and research that is currently done by contractors. Converting some of the contractor spend to AO24 positions will also significantly reduce costs and risk to government overall.</p>								
STAFFING IMPACT								
STOB 50 Impact								
Branch / Project	Position Title	Classification	2019/20	2020/21	2021/22	2022/23	2023/24	
PSD/PSB	Director Procurement	Band3	\$ 101,900	\$ 103,938	\$ 106,017	\$ 108,137	\$ 110,300	
PSD/PSB	Director Procurement	Band3	\$ 101,900	\$ 103,938	\$ 106,017	\$ 108,137	\$ 110,300	
PSD/PSB	Director Procurement	Band3	\$ 101,900	\$ 103,938	\$ 106,017	\$ 108,137	\$ 110,300	
PSD/PSB	Director Procurement	Band3	\$ 101,900	\$ 103,938	\$ 106,017	\$ 108,137	\$ 110,300	
PSD/PSB	Procurement Specialist	AO24	\$ 71,508	\$ 72,938	\$ 74,397	\$ 75,884	\$ 77,402	
PSD/PSB	Procurement Specialist	AO24	\$ 71,508	\$ 72,938	\$ 74,397	\$ 75,884	\$ 77,402	
PSD/PSB	Procurement Specialist	AO24	\$ 71,508	\$ 72,938	\$ 74,397	\$ 75,884	\$ 77,402	
PSD/PSB	Procurement Specialist	AO24	\$ 71,508	\$ 72,938	\$ 74,397	\$ 75,884	\$ 77,402	
STOB 50 TOTAL			\$ 693,631	\$ 707,503	\$ 721,653	\$ 736,086	\$ 750,808	
Benefits increase required			\$ 172,020	\$ 176,876	\$ 180,413	\$ 184,022	\$ 187,702	
Other staffing cost overhead required (e.g. training, travel, phone/IT costs)			\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	
TOTAL STOB 50, Benefits, and other costs			\$ 905,651	\$ 924,379	\$ 942,067	\$ 960,108	\$ 978,510	
FUNDING SOURCE(S) (Show as negative \$)								
Description of funding source			STOB					
Reduced contract costs								
(staffing costs are fully recoverable through MOUs with Multiple Ministries & BPS)			61	(\$905,651)	(\$924,379)	(\$942,067)	(\$960,108)	(\$978,510)
TOTAL FUNDING SOURCE				(\$905,651)	(\$924,379)	(\$942,067)	(\$960,108)	(\$978,510)
NET IMPACT				\$0	\$0	\$0	\$0	\$0

MINISTRY OF CITIZENS' SERVICES
INFORMATION NOTE**DATE:** March 25, 2019**CLIFF#:** 111307**PREPARED FOR:** Jill Kot, Deputy Minister**ISSUE: Strategic Partnership Options Analysis Review for Integrated Data****BACKGROUND:**

- Population Data BC (PopData) - a multi-university, data-oriented research initiative situated in University of British Columbia's (UBC) 's School of Population and Public Health – has been working with the Integrated Data Division (IDD) since 2017, and the Ministry of Health (MoH) for close to two decades. The Province has historically been the primary consistent funder of PopData.
- PopData provides services to support the Data Innovation Program (DIP) and receives funding of \$600K per year (FY19/20). In 2018, Ministry of Health's (MoH) contract with PopData was approximately \$600,000.
- Staff and faculty associated with PopData undertake additional activities unrelated to government data programming (e.g. independent academic research.) Recently, PopData was named as one of the Primary Host Institutions for the Strategy for Patient-Oriented Research's National Data Platform, a \$39M 7-year, pan-Canadian project.
- UBC and other stakeholders (incl. gov't) have planned for a governance review of PopData but delayed pending the establishment of the DIP. Currently PopData is a research institution of UBC rather than a legal entity.
- The PopData board is advisory in nature and includes representation from IDD and MoH, as well as Simon Fraser University (SFU), University of British Columbia (UBC) and the Research Universities Council of British Columbia.
- In the fall of 2018, UBC Vice President Helen Burt, MoH and IDD discussed beginning the work of a governance review.

DISCUSSION:

In the two years since IDD began working with PopData, IDD's understanding of how to deliver value with data has become richer and opportunities for new additional strategic partnerships in the data space have surfaced (e.g. Statistics Canada, SFU etc.).

PopData provides a valuable service and their reputation is strong, but challenges have arisen as government scales to support the increased programming. These challenges are equally felt between IDD and MoH and span operational as well as strategic considerations. Moving forward, the Province needs:

- a) insight into how funding for PopData supports the needs and priorities of government;
- b) clarity on roles, responsibilities and functions, specifically as they relate to real, perceived and potential conflicts of interest if they arise;

- c) a shared understanding of when government's requirements impact PopData's business model and where PopData maintains academic freedom for research
- d) a shared understanding of PopData's role in the new technology infrastructure

PopData has brought up several times that there is a lack of clarity in their relationship with government – the relationship is sometimes partnership-based, and sometimes a client/service-provider relationship.

While a governance review has been posed as a path that would improve relationship clarity, government views this as premature because it presupposes that a restructured PopData would be government's primary strategic partner in the integrated data ecosystem.

Instead of a governance review, IDD, in concert with MoH, recommends a concurrent two-track approach to ensure operational consistency, and to ensure that structural decisions are predicated on due diligence.

- **Track 1:** Through facilitated discussions, partners will jointly define and refine how we work together towards common goals and establish a framework to resolve strategic and operational challenges.
- **Track 2:** Government will research and develop options on future operating and partnership models. Through an environmental scan and user/ stakeholder research, government will develop options on future operating and partnership models.

Within an 18-month period, the Province expects to determine a future model based on progress with PopData and a full range of options developed through government's review.

SUMMARY:

- PopData and the Province recognize that the Canadian data and research environment has shifted in the last number of years.
- IDD and MoH recommend we collaborate with PopData on a business needs analysis process to clarify what success looks like for each party and collaboratively define and refine how we work together to achieve our common goals. This will provide a framework to resolve operational and strategic challenges.
- In parallel, government will engage a consultant to conduct a broader options analysis. This will inform potential future operating and partnership models to support population-based research as well as other data related topics (including public engagement, technology, capacity building and data literacy.)

ADM Contact: Hayden Lansdell, 250-415-0118

Prepared by: Sue Wheatley, Executive Director, Integrated Data Division

MINISTRY OF CITIZENS' SERVICES
INFORMATION NOTE**DATE:** March 25, 2019**CLIFF#:** 111325**PREPARED FOR:** Jill Kot, Deputy Minister**ISSUE:** **Pre-brief for Quarterly OAG-CITZ meeting - update on present and planned audits****BACKGROUND:**

1. Office of the Auditor General (OAG) conducted audits on the **“Management of Mobile Devices” (October 2016)** and **“The Status of Government’s General Computing Controls: 2014” (December 2015)**.
 - Office of the Chief Information Officer (OCIO) provided an updated action plan to the Comptroller General for February 26, 2019 to be forwarded to the Public Accounts Committee (PAC).
 - The implementation of the audit recommendations for each of these audits is complete.
2. OAG published the **Regional Transportation Management Centre (RTMC) Audit** in October 2017.
 - OCIO is assisting the Ministry of Transportation with the remediation of findings and is expected to be complete by December 2019.
3. OAG conducted an audit on **Industrial Control Systems (ICS) Cybersecurity Audit** at BC Hydro and published the report March 19, 2019.
 - Minor recommendations for BC Hydro to remediate; assets outside of energy security standards.
 - No items of concern for the OCIO.
4. OAG announced plans to conduct an **Asset Management Audit (August 2016)** and **Identity and Access Audit (August 2017)**.
 - Both the Asset Management and Identity and Access audits are underway and OAG has experienced delays.
 - Asset Management audit delivered some preliminary findings in March 2019 with a draft public report expected in Aug 2019 and the final public report to be published in October 2019. Preliminary findings do not appear to fully recognize the work of the (OCIO). A meeting has been booked between OCIO and OAG to review.
 - Identity and Access audit has delivered preliminary findings and a draft public report is expected by March 2019, with a final public report in May 2019. Preliminary findings are factually correct.
5. OAG expects to conduct a future **Internet of Things (IOT) medical devices Audit**.

DISCUSSION:

- OAG **Asset Management Audit** delivered some preliminary findings in March 2019; the preliminary findings do not appear to fully recognize the work of the OCIO. A meeting has been booked between OCIO and OAG to review before the draft public report expected in August 2019.
- OAG expressed difficulty reviewing the significant amount of material they have collected from technology audits.
- OAG has internal resourcing challenges and expressed challenges getting responses and supporting documentation from ministries. **SEE ATTACHMENT 1 OAG Audit Status document.**

CONCLUSION or SUMMARY or NEXT STEPS:

- Complete the remediation of outstanding audit recommendations.
- Work with the OAG on ongoing audit activity.
- Continue quarterly meetings between OAG and CITZ on audit activity.

Attachments:

1. *OAG Audit Status Document: 390 8_Audit Status_IT Asset Mgmt and IDIR_2019-1-24 (002).docx*

ADM Contact: Ian Donaldson, Assistant Deputy Minister and Chief Technology Officer, 250-213-7394

Prepared by: Gary Perkins, Executive Director, Information Security Branch

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MINISTRY OF CITIZENS' SERVICES
MEETING NOTE
NG911 with PSSG, MAH and EMBC

DATE: Friday, March 29, 2019

CLIFF#: 111364

PREPARED FOR: Jill Kot, Deputy Minister

MEETING: With Mark Seiben DM PSSG, Kay Krishna DM MAH, Lori Halls DM EMBC
and Alana Best PSSG

ISSUE: Next Generation 911 (NG911)

BACKGROUND:

PSSG is restarting work related to NG911. The purpose of the work is to ensure the Ministry and the BC Government has the relevant information to ensure the province has a 911 system that is prepared for NG911, well coordinated and resilient—this includes the ability to deploy and utilize new technologies and adequately and appropriately fund emergency call centres (PSAPs).

The 911 landscape is complex with all levels of government, the CRTC and E-Comm as primary enablers in cooperation with emergency service providers throughout the province. PSSG contracted David Guscott in July 2018 to report on the state of preparations for NG911 in BC and provided a view on a province-wide call answer levy. The report was completed in February 2019. The purpose of this meeting is to discuss coordinated next steps with Ministries that have an interest and role to play in NG911.

DISCUSSION:

PSSG is putting forward 3 options:

Option		
1	2	3

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CITZ/ICT Division has a support role to play for NG911. The ICT Division provides expertise and support in the following domains:

- **Provincial connectivity coverage:** The accessibility of NG911 services is dependent on available broadband and cellular service availability;
- **Industry regulation with the CRTC:** The Division represents the voice of the province to the CRTC for telecommunications issues and consultations;

- **Vendor management and sourcing:** New and negotiated services and capabilities from vendors that may/may not be included in the next telecom procurement, or procured separately;
- **Technology roadmap and capabilities:** Provides technology maturity and roadmap support development (eg. All Hazards Roadmap for telecommunications technologies and services roadmap for emergency management); and
- **Telecom coordination:** Supports engagements and policy development holistically to ensure unforeseen consequences are mitigated.

CRTC mandates NG911 networks to be ready by Dec 31, 2020 and 911 services decommissioned by June 30, 2023.

Union of British Columbia Municipalities (UBCM) sent a letter of support for provincial CAL with 3rd party administration of funds in July 2016, which still stands.

NEXT STEPS:

Meeting is scheduled to discuss next steps and determine if there is a commitment for the province to enact legislation and provide leadership in NG911.

Steps being taken related to funding PSAPs

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- CITZ/ICT has scheduled a meeting with TELUS to review cellular levy deployment in Alberta from service provider perspective
- PSSG has scheduled a conference call with Alberta government to discuss cellular levy from government point of view

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Steps being taken to support NG911 roll-out:

- CITZ/ICT providing connectivity data and gaining priority locations from PSSG for connectivity project planning
- CITZ/ICT and EMBC to complete emergency management landscape project (June)

Additional steps related to regulatory – CRTC engagement and consumer consultation should be done in coordination with PSSG bill transparency and cellular affordability government positioning.

ATTACHMENTS (if applicable):

A. NG911 Presentation received March 27, 2019

ADM Contact: Susan Stanford, Phone 250 580-7459

Next Generation 911

March 29, 2019

Purpose & Agenda

PURPOSE

Status of issues related to 911 and NG911.

AGENDA

1. Background & Context
2. Dave Guscott Report Recommendations
3. Future Strategy
4. Next Steps

Background & Context

What is NG911?

- Next Generation 911 (NG911) is an all-IP emergency communications infrastructure enabling voice and multimedia communications between a 911 caller and a 911 center, and on to responders in the field.

Benefits include:

- Citizens can transmit text, photos and videos, in addition to voice, to 911 professionals. All of which would greatly aid 911 professionals in assisting the caller or communicating with field responders.
 - Examples: Streaming video from an emergency incident, photos of accident damage, a fleeing suspect, or medical information.
- Improve ability to identify callers and their location.
- 911 centers (PSAPs) will have enhanced tools for more effective and efficient response, and increased ability to interoperate with other centers or transfer all functionality in the event of a major disaster.

BC EMERGENCY COMMUNICATIONS SYSTEM



SERVICE DELIVERY AGENT	TELUS	RCMP E-Comm Nelson PD Prince Rupert Fire	RCMP, E-Comm Police, Fire, BCAS	Police Fire BCAS RCMP
FUNDING	TELUS	Local Gov't	Local Gov't Province	Local Gov't Province
REGULATORY BODY	CRTC	Self Regulate Local Gov't	Self Regulate Local Gov't SOP's/contracts Province BCAS/RCMP	Local Gov't Province
TECHNOLOGY	Narrow-band, circuit switched network		Radio	

External Call to Action

The Canadian Radio-television Telecommunications Commission (CRTC) Direction and Decision from June 2017:

“...the lack of provincial legislation and leadership in Ontario and British Columbia, two very populous provinces, ...[is] of significant concern. [The] variations in NG911 deployment across the country could not only create an inconsistent user experience but could also be dangerous for Canadians.”

“(CRTC) recommends that provinces and territories that do not currently have 911 legislation...enact...legislation to address issues [of]...coordination, funding, PSAP standards, ...public education, [and]... to assist their PSAPs in preparing for NG911.”

CRTC mandates networks to be ready for NG911 by Dec 31, 2020 and 911 services decommissioned by June 30, 2023.

Union of British Columbia Municipalities (UBCM) sent a letter of support for provincial CAL with 3rd party administration of funds in July 2016, which still stands.

Why Take Action?

Provincial Leadership & Funding would:

1. Increase Service Delivery & Public Safety.
 - Technology expectations, geo-location, more comprehensive understanding of on-the-ground situation.
 - Consistency of services across the province.
 - Increase services for rural & first Nations communities.
 - Provide back-up facility for major emergencies.
2. Cost Recovery or Potential Government Revenue Stream.
3. Meet UBCM & CRTC expectations.

What if we do NOT Take Action?

- NG911 services will be inconsistent (if at all) locally.
 - Confusing citizens as to where you can use NG911 services.
 - Putting rural and FN communities at further disadvantage.
 - Putting heavy transportation routes (used as tourism or economic development with little permanent residency) at a further disadvantage.
- No standards to ensure consistent quality of services.
- No CAL funding for a back-up facility will cause delays of several years.
- BC will fall behind the rest of Canada with a lack of services, standards and leadership for NG911.
- No increased capacity to deal with major emergencies (Earthquake, Tsunami, Fires etc.).

Dave Guscott Report

Stakeholder Reactions

Stakeholder's Reactions & Recommendations on

- Call Answer Levy
 - Segregation of funds
 - Transparency
 - Stakeholder involvement
- Role of BC Government
 - Legislation & Standards
 - Funding / Collection & Distribution of CAL

Recommended Approach

1. Create a vision for a safer BC with universal access to 911.
2. Create standards that reflect best practices and creates a safer BC.
3. Create a program that provides equitable and fair distribution of funds including investment in:
 - NG911
 - First Nations
 - Remote Areas & Travel Corridors
 - Resilient Backup Sites
4. Create a steering committee of engaged leaders (E-Comm, Municipalities, Police, Fire, Ambulance & Technical/Operational experts) to workshop next steps.
5. Respond to UBCM Request.

Future Strategy

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Option 1

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Option 2

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Option 3: *Status Quo*

Next Steps

Next Steps

Project Plan

- Develop a budget and resource requirements for approved approach.

Engagement

- Brief internal stakeholders on decision (April 2019).
- Seek endorsement from DMCSI
- Form Steering Committee - Guscott Report (Spring/Summer).
- Brief external stakeholders on decisions (ABC911 in April, UBCM in May).

Legislation

- Develop RFL for introduction to the House in Spring/Fall 2020 (Aligns with CRTC NG911 implementation deadline of Dec 31, 2020).

MINISTRY OF CITIZENS' SERVICES
DECISION NOTE**DATE:** April 12, 2019**CLIFF#: 111393****PREPARED FOR:** Jill Kot, Deputy Minister**ISSUE:** Reclassification of Director Roles in the Digital Investment Office**BACKGROUND:**

The Digital Investment Office within the OCIO currently has three Director roles that are classified as Band 3. During the original Management Classification Compensation Framework (MCCF) process the ministry recommended these roles as Band 4. The ministry agreed to relook at these roles after the MCCF implementation wait period.

On October 16, 2017 the process of reviewing the classification was initiated with the PSA. There were a number of delays in the process and changes in the OCIO and the Director Roles. The process was reinitiated with the PSA February 14, 2019.

A number of work examples and other profile comparators were provided to articulate the roles and responsibilities. The recommendation received from the PSA on March 26, 2019 was these roles were Band 3. The comparators used at the PSA were for other Capital roles within government.

DISCUSSION:

There are currently three director roles in the Digital Investment Office and these are difficult to recruit and retain qualified people. We are looking to decrease the number of Directors to two and add an AO27 for capacity.

The director roles have responsibility beyond capital and provide secretariat support to the Deputy Committee on IMIT Capital Investment, as well as being the key contact for the ministry in the Digital IMIT Key Works Stream. The roles are key in researching leading trends and making recommendations on criteria for investment as we move government to being more digital.

The current PSA benchmark for these roles does not translate to our business. The Capital role benchmarks do not accurately reflect the accountabilities for the directors in the Digital Investment Office.

Through a review of comparative job profiles there are two attached that more accurately reflect the roles of the Directors. One is within Citizens' Services (Director Investment Management) and the other is within Ministry of Finance (Director in Capital). See Attachment A.

Strategic HR has been engaged through this process and are supportive in our approach. Attachments to this note provide examples of work, comparable profiles in government and the MCCF framework. See Attachment B & C.

OPTIONS:

Option 1: Reclassify the three Director Roles. In order to build capacity and career path hire an A027 in and freeze one director role.

Implications: This option allows the office to manage the workload and have a succession plan for the team members. The STOB 50 impact would be a reduction of \$16,900. There would be no impact to the third director role as we currently have vacancies.

Option 2: Do not reclassify the three Director Roles

Implications: The trend of constant churn would continue and the ability of the office to deliver on its mandate could be impacted. There would be no STOB 50 salary or impact with this option.

Option 3: Reclassify the three Director roles to Band 4

Implications: There would be a STOB 50 salary increase of \$7,200.

RECOMMENDATION:

Option 1: Reclassify the three Director Roles. In order to build capacity and career path hire an A027 in and freeze one director role.

Yes



April 5, 2019

RECOMMENDED and SIGNATURE

Sharlane Callow
Executive Director Strategic HR and Communications
Ministry of Citizens' Services

DATE SIGNED

Approved



April 11, 2019

DECISION and SIGNATURE

Jill Kot
Deputy Minister
Ministry of Citizens' Services

DATE SIGNED

Attachments:

- A. Comparable Job Profiles
- B. Director Digital Office Profile
- C. MCCF Work Examples
- D. Financial Analysis

Associate DM Contact: CJ Ritchie, Phone 250-217-1683

Prepared by: Corinne Timmermann, Executive Director, OCIO

TITLE: DIRECTOR, INVESTMENT MANAGEMENT

CLASSIFICATION: BAND 4

MINISTRY: CITIZENS SERVICES

**WORK UNIT: TELECOMMUNICATIONS
OFFICE**

SUPERVISOR: EXECUTIVE DIRECTOR, CONTRACT MANAGEMENT

SUPERVISOR POSITION #: 00094711

PROGRAM OVERVIEW

The Ministry of Citizen's Services is responsible for Information Communication Technologies (ICT) vision and strategy to support the economic, health, education and public safety of British Columbians. The Information Communication Technologies Division provides leadership and expertise for the expansion, coordination and provisioning of telecommunications services, vendor management, innovation, and technology that enable the digital transformation of government work environments and communities in every corner of the Province. The ICT Division delivers on this mandate through its Strategic Initiatives, Network BC and Telecommunications Office.

JOB OVERVIEW

This position ensures the more than \$100 million Strategic Investment Fund (SIF) delivers business value, working collaboratively with multiple stakeholders. Key functions include:

1. Manage SIF investment portfolio to achieve maximum value
2. Oversight of projects within the portfolio (delivered by third parties)
3. Governance, analysis and reporting against Fund objectives as defined by the *Strategic Relationship Agreement*.

ACCOUNTABILITIES

PORTFOLIO MANAGEMENT:

- Facilitates alignment SIF investment to approved or endorsed projects, from concept through implementation, in collaboration with public and broader public sector and vendors.
- Ensures financial management of the SIF to achieve overall business value.
- Conducts collaborative project identification and analysis for SIF investment.
- Ensures Entity project goals, objectives and outcomes align with the strategic direction of the Province.

SIF PROJECT OVERSIGHT:

- Ensures business owner organizations utilize an established business case approach that supports the investment requirements of the decision-making process.

- Ensures business cases align with contractual and funding parameters as defined in the *Strategic Relationship Agreement*.
- Facilitates and shepherds projects through the investment process including all required levels of governance.
- Conducts ongoing financial monitoring of funded projects through execution and value achievement. Works closely with TSMA Contract Management team to align and create continuity throughout the service lifecycle.

REPORTING:

- Effectively manages and reports on the overall business value created by a diverse investment portfolio of projects from multiple entities and different levels of complexity.
- Provides advice to the Minister, Deputy Minister, Ministry Executive, senior government officials on investment portfolio status and outcomes achieved.
- May supervise staff including assignment of work development and evaluation of performance plans (EPDPs) approval of leave, responses to grievances and initiation of discipline processes.
- Determines the appropriate levels of resources (e.g. people and financial) to deliver investment projects.
- Manages financial resources.

JOB REQUIREMENTS

- A Master's Degree in business administration, public administration or a related field AND a minimum of 4 years' experience in business management; or Bachelor's Degree in business administration, public administration or related field AND a minimum of 6 years' experience in business management; or a Diploma in business administration, public administration or related field AND a minimum of 8 years' experience.
- Experience in developing briefing notes, performance reports and presentations for Management and Ministry Executive. Preference may be given to applicants with 5 or more years of experience.
- Experience in a technology-dependent business area. Preference may be given to applicants with 5 or more years of experience.
- Experience dealing with highly confidential and sensitive issues. Preference may be given to applicants with 5 or more years of experience.

Preference may be given to applicants with:

- Experience in financial and/or project management (i.e. experience with profit and loss and/or managing a business unit).
- A Project Management designation.

Knowledge/Skills/Abilities:

- Complex stakeholder engagement and relationship management (e.g. leading consultation sessions, reconciling divergent and contradictory interests, establishing priorities and defining strategies and deliverables). This may include customer and account management experience.
- Co-ordinating multiple projects or leading a component (e.g. sub-project) of a major project.
- Directing the work for other project managers, professional employees, and/or consultants.
- Business case development and analysis.
- Knowledge of the telecommunications industry in Canada and IT service delivery and/or delivery models.
- Excellent oral and written communications skills, including demonstrated expertise with Microsoft Office.
- Comfort working with contract language, legal interpretations and complex vendor relationship to drive business value.
- Advanced use of Microsoft Excel for financial portfolio management and investment.
- Portfolio and/or project management.
- Understanding of service negotiating strategy and process.

COMPETENCIES

- **Creating and Managing Change** involves knowledge and skills to manage in the organization through setting direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.
- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.
- **Cultural agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

TITLE: DIRECTOR**CLASSIFICATION: BAND 4****MINISTRY: FINANCE****WORK UNIT: PERFORMANCE BUDGETING OFFICE****SUPERVISOR TITLE: EXECUTIVE DIRECTOR****SUPERVISOR POSITION #: 00094268****JOB OVERVIEW**

The primary role of Treasury Board Staff (TBS) is to work with Ministries, Crown Corporations and agencies, and organizations in the Schools, Universities, Colleges and Health Authority (SUCH) sector to prepare the province's three-year fiscal plan and provide strategic advice to Treasury Board, a committee of Cabinet. TBS is also accountable for the Capital Asset Management Framework (CAMF), which provides principles based capital policy guidance for the broader public sector.

The Performance Budgeting Office (PBO) reviews and provides advice on development of ministry operating and capital spending budgets and three-year plans, and bottom line implications under generally accepted accounting principles (GAAP). The PBO also identifies, monitors, and helps to manage risks and opportunities facing these plans, with a view to helping government achieve its fiscal objectives and service plan targets.

Reporting to the Executive Director of Capital, the director will support the development, implementation and monitoring of capital policy including updating the Capital Asset Management Framework (CAMF). The director will also support the Deputy Minister's Industry Infrastructure Forum and related sub-committees. As a director in the capital planning group you will be required to develop effective working relationships with a variety of stakeholders including ministry executives, industry stakeholders, SUCH sector organizations, Legal Services, other ministries, Crown Corporations and agencies, and other Ministry of Finance divisions.

ACCOUNTABILITIES

Required:

- Maintains and implements project plans as needed for projects such as the update of the Capital Asset Management Framework and the Community Benefits Framework. This includes stakeholder consultation, legal reviews, reviews to ensure consistency with existing government policies and trade agreements, addressing Auditor General recommendations, and seeking necessary approvals.
- Provides support as needed to the Deputy Minister's Industry Infrastructure Forum and related sub-committees.
- Researches capital asset management policies and practices in other jurisdictions and assesses possible applications to BC.
- Establishes and maintains effective working relationships with stakeholders both internal to government and in the construction industry. Work collaboratively with a variety of stakeholders with sometimes competing interests to facilitate acceptable outcomes.
- Develops clear and concise policy guidance documents, solicits and addresses feedback from a variety of stakeholders using a strategic approach.

- Knowledge of current provincial government capital policies, roles and responsibilities in capital planning and delivery, as well as procurement and construction practices.
- Reviews and responds appropriately to capital policy issues and questions posed by industry or other stakeholders.
- Delivers educational sessions to internal and external audiences on capital policy, CAMF update work and related topics.
- Provides leadership and advice to staff on the analysis, development, and consultations required to develop the consolidated capital planning framework and related administrative policies.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes. Mentoring an informed, expert and professional staff to maintain high standards for quality and timeliness of work.

JOB REQUIREMENTS

- A related university degree (graduate level preferred) such as business administration, public administration, finance, economics; or an equivalent combination of education and experience.
- At least 4 years of recent, related, progressive experience identifying key issues in multifaceted situations, analysing complex policy, financial and business issues, providing advisory services, and/or strategic policy and planning advice on strategic and complex cross-government issues to senior officials.
- Project management experience, including managing multiple high priority projects involving diverse partners under time constraints.
- Experience identifying issues, preparing and providing high-level briefings, decision and information documents, and presentations to senior officials.
- Experience developing and maintaining effective working relationships with a variety of stakeholders.
- Knowledge of government's Capital Asset Management Framework, Core Policy and Procedures Manual and trade agreements as they relate to capital procurement.

BEHAVIOURAL COMPETENCIES

- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.

- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Strategic Orientation** is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.
- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.
- **Communicating effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies.

TITLE: DIRECTOR, DIGITAL INVESTMENT OFFICE

CLASSIFICATION: PROPOSED BAND 4

JOB OVERVIEW

The Digital Investment Office on behalf of the Deputy Ministers' IM/IT Capital Investment Board (DM IM/IT CIB) and the Government Chief Information Officer (GCIO) has the responsibility for all government's IM/IT capital investments. The branch is also responsible for prioritizing government's IM/IT investments from a total cost of ownership perspective and maximizing the lifecycle value government derives from its IM/IT investments.

The Director, Digital Investment Office, will provide advice and support to identify and assess IM/IT capital investment opportunities; provide recommendations to, the Executive Director, Ministry CIOs, GCIO, and Deputy Ministers' IM/IT Capital Investment Board. The director will undertake research, benchmarking and develop policies and procedures to support the IM/IT investment lifecycle and work with MCIOs across government to monitor and report on IM/IT investment portfolios. The director is also responsible for supporting the GCIO on a variety of initiatives, including secretariat work for DM IM/IT CIB as well as collaboration with the BC Public Service Agency to develop and govern a robust talent management and succession strategy for the critical IM/IT workstream across government.

ACCOUNTABILITIES

- Delegated authority to manage the IM/IT capital investment portfolio on behalf of government to ensure investment portfolios are prioritized and optimized, providing the highest value for government.
- Undertake investment analysis and prepare recommendations for the DM IM/IT CIB and Deputy Ministers' Committee on Public Service Innovation (DMCPSI) to support government's IM/IT goals and objectives, as related to the investment portfolio.
- Use industry standards and trusted advisors to conduct research, benchmarking, and cross-jurisdictional analysis to analyse and interpret emerging business trends and provide advice and recommendations on how government should react to or adapt or adopt them.
- Manage government's IM/IT investment portfolio by developing and maintaining a three-year IM/IT capital budget, and a 10-year IM/IT capital plan, assessing ministries IM/IT capital related strategies and plans in support of the priority business initiatives and government's strategic direction.
- Lead teams in conducting benefit, performance, and risk assessments on proposed investments; develop and apply investment prioritization framework; and provide recommendations and conditions as part of IM/IT capital request reviews for the GCIO in support of the DM IM/IT CIB.

Career Group:

Job Family:

Job Stream:

Role:

Revised Date:

- Develop policy, procedures, and standards around IM/IT investment management, including initiating and sponsoring cross government initiatives and solutions in alignment with best practices, digital strategy, investment criteria and government priorities to achieve optimal lifecycle value.
- Represent the OCIO as a strategic advisor in the development of a robust talent management and succession strategy for the critical IM/IT workstream across government.
- Foster partnerships with a diverse range of stakeholders including Ministry CIO and ADM contacts to provide recommendations on planning, development, monitoring and reporting of IM/IT capital investment projects to ensure organizational goals of IM/IT investments are achieved.
- Manage information with regards to government's IM/IT application portfolio and work with ministries to maintain an overview of application health, plan for application rationalization and determine investment roadmaps.

JOB REQUIREMENTS

- A university degree (masters preferred) in business or public administration, commerce, project management, or related discipline and a minimum of five years of related experience. An equivalent combination of education and directly related experience and specialized training will be considered.
- Formal training and/or relevant work experience in computer science or information management/information technology is preferred.
- Demonstrated ability to analyze complicated systems business cases and make recommendations.
- Demonstrated ability to prepare and present decision notes, reports and presentations; and chair meetings and communicate effectively, both orally and in writing.
- Five years' experience with demonstrated progressively increasing responsibility in the following areas:
 - Analyzing strategic business and technical proposals, providing written recommendations aligned to strategic priorities, and prioritizing proposals against pre-determined evaluation criteria to ensure value for money;
 - Experience in managing initiatives involving multiple stakeholders with diverse interests;
 - Supervisory experience leading diverse teams of professional employees, consultants, and contractors;
 - Project management, outcome management, financial management and change management experience;
 - Experience in financial analysis and options prioritization within a complex portfolio;
 - Project monitoring and evaluation of complete projects.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

BEHAVIOURAL COMPETENCIES

Career Group:

Job Family:

Job Stream:

Role:

Revised Date:

Strategic Orientation is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.

Results Focus is taking action to achieve challenging goals or high standards. It is focusing on the desired outcomes, setting challenging goals, and taking action to meet or exceed them.

Innovation and Change is supporting and encouraging new ideas and approaches to enhance performance and results. It is embracing change, taking intelligent risks, and helping others to engage in the change process.

Partners with Stakeholders is the desire to work co-operatively with all stakeholders to meet mutual goals. It involves an awareness that a relationship based on trust is the foundation for success in delivering results.

Leading Others is inspiring people and teams to reach their fullest potential. Leadership is about positively influencing people and events and can be demonstrated at every level of an organization.

Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Attachment B

Management Compensation and Classification Framework (MCCF) Job Evaluation Plan

Band 4 Mapping - \$87,600 - \$114,100

Leadership	Example
Individual Contributor: Top provincial-wide specialist, aka the “guru”.	Develop the criteria for investment in a Digital Government.
Problem Solving	
Makes decisions that have significant long-term impact and is accountable for determining the goals and objectives of multiple operations or projects to achieve the defined outcomes.	Leveraging investments across government. E.g. The Justice Sector has developed a Dispute Resolution System that is scalable to on-board program areas from across government. The Ministry of Labour requires a solution around Temporary Foreign Workers and the core investment in the Justice sector is a fit. The business case is reviewed and recommendation to on-board onto the Justice Solution with some investment that will benefit all parties that are using the platform.
Manages a portfolio of multi-faceted operation(s) and/or project(s) with government-wide implications.	The portfolio of projects represents all ministries in government with wide range of implications. Some examples are Cannabis Legalization, Temporary Foreign Workers, new Tax programs and Ride Hailing.
Identifies and manages collaborative relationships with clients (e.g. senior executives) and customers (e.g. other provincial employees or the public) through strongly influential contact and/or negotiation to align diverse interests.	Responsible for the Secretariat function and processes of the Deputy Ministers Committee on IMIT Capital Investment. This involves the management of \$113,000,000 of capital projects and prioritization recommendation across all ministries.
Autonomy	
Guides the decisions of others by establishing policies, frameworks and/or protocols.	Benchmarking our investments in IMIT into industry standards of Run, Grow and Transform. As a result of this benchmark we are able to recommend investments that will move government towards transforming our applications to help ministries deliver their services to the citizens in the way they would like to receive them.

Attachment D

Digital Investment Office - STOB 50 Analysis			
Director YC	\$ 101,900	\$ 104,000	\$ 104,000.00
Director KL	\$ 99,818	\$ 101,000	\$ 101,000.00
Director 3	\$ 100,000		\$ 104,000.00
AO27		\$ 79,791	
Total STOB 50	\$ 301,718	\$ 284,791	\$ 309,000.00
Net (Savings) Cost		\$ (16,927)	\$ 7,282

MINISTRY OF CITIZENS' SERVICES
DECISION NOTE**DATE:** April 12, 2019**CLIFF#:** 111449**PREPARED FOR:** Jill Kot, Deputy Minister**ISSUE: Out of Province Travel Strategy - Verifiable Organizations Network (VON)****BACKGROUND:**

- BC is continuing its leadership role in digital service delivery.
- The VON project is a partnership between BC Registries and the OCIO and therefore there are three primary audiences to engage.
 1. emerging digital identity global standards / open source software communities;
 2. businesses; and
 3. government services who issue permits, licences and other permissions
- The VON project is leading a new way of delivering digital capabilities for BC. It is leveraging very significant open technology which has had millions invested in its development. Part of this new open approach requires face to face engagements with the open communities.
- The VON team has an on-line community presence with daily interactions (chat, email, video/audio conferencing and code sharing) with key global standards and open source software communities; and has provided demos several times on weekly sprint calls for the Hyperledger Indy development teams.
- In part, as a result of our demonstrated commitment to and acceptance into the open source community, Hyperledger has indicated that it is likely to host the 2020 Hyperledger 2nd Annual Global Forum (700+delegates) in Vancouver BC. This will bring economic activity and community benefit to BC.
- The VON team has developed a Travel Strategy to attend planned in-person events, such as the Internet Identity Workshop (IIW) and Hyperledger Global Forum, in order to work directly within the technical community to work through ideas and issues that cannot be resolved through online communities.

DISCUSSION:

The VON Team travel strategy is to participate in key out-of-province technical workshops and member events as outlined in a summary table in **Attachment 1**.

VON team attendance at these planned global workshops and conferences supports:

- Direct and sustained engagement and alignment with global leaders in technical communities to inform, accelerate, shape and direct the design and development of solutions, standards and software required to meet the needs of public sector, businesses and government services.
- Expansion of OrgBook BC, launched in January 2019 by the Minister of Citizens' Services, to raise the profile of BC as a global leader in digital services awareness.

- Adoption of the interoperable technologies our businesses need to engage in global digital transactions backed by government issued credentials.
- Development of solutions to important service delivery problems in BC that will directly benefit BC businesses and citizens.

OPTIONS:

Option 1:

- Recommend the VON team participate, in partnership with BC Registries, in various select conferences to engage business and government services communities which complement the visioning and service design activities of BC Registries (**Attachment 1**)
- Recommend the VON team attend the IIW Workshop in Mountain View California, in April 2019 as part of the plan to continue participation in key technical community workshops. **Attachment 2 TA OOP John Jordan IIW**

Implications:

- The proposed travel represents less than 1% of the planned VON budget FY 2019-20.
- Connection, community and collaboration will strengthen the VON Project and lead to better solutions.

Option 2:

- Do not approve the travel strategy to listed events.

Implications:

- We will forgo opportunities to build expertise, trust and solutions in digital identity and security and privacy-preserving technology.

RECOMMENDATION:

Option 1:

- Recommend the VON team participate, in partnership with BC Registries, in various select conferences to engage business and government services communities which complement the visioning and service design activities of BC Registries.
- Recommend the VON team attend the IIW Workshop in Mountain View California, in April 2019 as part of the plan to continue participation in key technical community workshops.

Approved



April 11, 2019

DECISION and SIGNATURE

DATE SIGNED

Jill Kot

Deputy Minister

Ministry of Citizens' Services

Attachments:

1. VON Travel Strategy - Workshops and Purpose of Travel V2.
2. John Jordan Travel Authorization Internet Identity Workshop

ADM Contact: Associate Deputy Minister CJ Ritchie, 250-217-1683

Prepared by: John Jordan, Executive Director, Emerging Digital Initiatives

Attachment 1

VON Travel Strategy - Workshops and Purpose of Travel

Proposed Out of Province VON Travel Requests

Engagement	Date	Location	Audience	Benefits	Cost (Est)
Internet Identity Workshop (2)	April 2019* October 2019	Mountain View, CA	Technical, some business: Bi-annual open space workshop with leading digital identity systems designers, developers, users from around the world	Participation ensures BC stays abreast and contributes to the evolving standards and protocols for Hyperledger Indy and W3C Decentralized Identifier and Verifiable Credential standards.	\$5000
Identity North and DIACC AGM	June 2019	Toronto, ON	Business and Technology: Annual Canadian Identity Conference	BC, as a leading digital province in Canada, helps set the agenda for both the conference program, and the larger identity landscape. Value is derived in having BCs approach strongly influence the Pan Canadian standards and frameworks.	\$2,500
International Association of Commerical Adminstrators (IACA)	May 2019 (See Attachment 3)	New Orleans, Louisiana	National and sub-national Registrars, Commercial vendors of registry software	BC has been invited to present our work on the Verifiable Organizations Network. As well a side VON workshop with the US States of Maryland, Illinois and Arizona is being planned. Global exposure and input to VON.	\$2,800
Rebooting the Web of Trust	Fall 2019	TBD (if in North America)	Technical: Primary workshop for key global standards development	BC is preparing to equip its citizens and businesses with globally interoperable digital identity. These workshop series are where BC learns and contributes to the development of interoperable standards with global leaders. Will host several sections on technology and business aspects of VON and broader digital identity work. All of the identity standards currently in productions (SAML, OIDC) and the future standards (DIDs, Verifiable	\$7,500

Engagement	Date	Location	Audience	Benefits	Cost (Est)
				Credentials) are initiated and discussed in these communities.	
Hyperledger	2019-20	North America	As a Hyperledger Member and core contributors to Hyperledger Indy Catalyst, annual events such as the Members Summit and Indy Framework technical workshops.	BC is a core contributor to the Hyperledger Indy blockchain framework and is an Associate Member of Hyperledger (no member fee was required). Face to face engagements further the architecture and software BC is leveraging and contributing to.	\$10,000
Total					\$22,800

*The Internet Identity Workshop (IIW) is scheduled for April 2019 in Mountain View, California.

I attended in 2018, and the workshop was extremely valuable. **IIW** is a unique workshop where the Verifiable Organization Network (VON) team engages with global community leaders to progress the suite of global identity capabilities and solve the complex problems of affiliating digital identities for people with digital identities for organizations. The VON team gathers information and solutions to continue to develop an open unified and trusted network of data, technology and standards to deliver a solution to BC businesses.

Attending this workshop is part of VON team's strategy to continue to develop connections into the global decentralized Identity communities; whether via in-person events, online chats, participation in weekly sprint review calls with global members, one on one tele/video conference or through www.github.com/bcgov/von, these interactions continue to be fruitful and help our team to gain familiarity with the technologies and move the VON project forward quickly.

Attending this workshop in person allows us to enhance our ongoing online collaborations by directly engaging with some of the core decentralized identity communities:

- Decentralized Identity Foundation (<http://identity.foundation>)
- Hyperledger Indy Project (<https://www.hyperledger.org/projects>)
- Sovrin Foundation (<https://sovrin.org>)

We recommend attendance at the IIW workshop in April 2019 to help accelerate the VON Project team's understanding of emerging solutions in decentralized identity.

Contact: John Jordan, Executive Director Emerging Digital Initiatives


TRAVEL AUTHORIZATION

This form must be used for all out-of-province travel requests.
It may, at the discretion of ministries, be used for in-province travel requests.

☐ Out-of-Province
 ☒ Out-of-Canada
 ☐ In-Province

MINISTRY / ENTITY / CORPORATE NAME (IF CONTRACTOR) Ministry of Citizens' Services			VOTE	
EMPLOYEE NAME John Jordan			EMPLOYEE ID.	
POSITION Exec Director, Emerging Digital Initiatives			BARGAINING UNIT / GROUP NO.	
BRANCH / LOCATION / REGION OCIO / 1012 Douglas / Victoria				
DATE DEPARTING YYYY / MM / DD 2018/04/29	DATE RETURNING YYYY / MM / DD 2018/05/03	NO. OF WORKDAYS AWAY 5	ESTIMATED OVERTIME CLAIM <div style="display: flex; justify-content: space-between;"> 0 HOURS </div>	
IDENTITY OF ORGANIZATION (OTHER THAN PROV. OF B.C.) PAYING ANY OF THE COSTS <input checked="" type="checkbox"/> N / A, OR:				
DESTINATIONS Mountain View, California Internet Identity Workshop				

ESTIMATED COSTS (IN CAN. \$)	
Transportation	\$700
Meals	350
Lodging	950
Overtime	
Fees	
Other	
Car Rental	250
Taxi	50
Workshop	\$550
SUB TOTAL	2850
Less Costs paid by others	
TOTAL COSTS	2850

METHOD OF TRAVEL Air / Car Rental	
PURPOSE OF TRAVEL Give details of event to be attended, project name / number, program involved, benefits to Ministry, etc. Please see attached document. DM DN OOP TA VON TRAVEL STRATEGY & ATT 1 Workshop fee has a 20% government rate discount applied.	
EMPLOYEE'S SIGNATURE 	DATE SIGNED YYYY / MM / DD 2019 / 03 / 06

SIGNATURES		
Refer to CPPM 10.3.4 Policy 1 and 10.4.4 for approval authorities. PLEASE SIGN ONE BOX ONLY		
DIRECTOR		
APPROVED	NOT APPROVED	DATE SIGNED YYYY / MM / DD
ASSISTANT DEPUTY MINISTER		
APPROVED	NOT APPROVED	DATE SIGNED YYYY / MM / DD
DEPUTY MINISTER		
APPROVED	NOT APPROVED	DATE SIGNED YYYY / MM / DD
MINISTER		
APPROVED	NOT APPROVED	DATE SIGNED YYYY / MM / DD

Reset Form

Instructions for the *Travel Authorization Form (FIN 099)*

Every employee requesting approval for out-of-province and out-of-Canada travel will complete form TB/FIN 99 in full.

Purpose of Travel – include a clear statement of the reason for the proposed travel.

Estimated Costs (in Can. \$) – provide an approximate calculation of the total costs to be incurred.

Approval Authorities – required by CPPM 10.3.4 policy 1 (per TB Directive 4/04):

- approvals for staff are made by their respective director;
- approvals for directors and executive directors are made by the assistant deputy minister of the program area;
- approvals for assistant deputy ministers are made by the executive financial officer for the ministry;
- for approval requirements for ministers, parliamentary secretaries, deputy ministers and ministers' office staff, refer to CPPM 10.4.4.

Where approval is obtained, the immediate program area retains copy 3 (pink) and copies 1 (white) and 2 (canary) are returned to the originator.

Request for Expense Reimbursement

The employee requesting reimbursement for out-of-province or out-of-Canada travel will attach copies 1 and 2 of the approved TB/FIN 99 to their travel claim.

INFORMATION NOTE

Advice to Deputy Minister

DATE: April 30, 2019

CLIFF#: 111506

ISSUE: Improving Beneficial Ownership Transparency

BACKGROUND:

- As highlighted by the Panama Papers and Bahamas leaks, corporate entities and trusts can be misused for illicit purposes – from tax evasion to other criminal activities such as money laundering and terrorist financing.
- There are two international organizations that are working to combat illicit activities from corporate entities: The Financial Action Task Force and the Global Forum on Transparency and Exchange of Information for Tax Purposes.
- The Canadian Government has committed to improve its collection and verification of information with respect to beneficial ownership (as well as prevent the misuse of nominee shareholders and directors, and bearer shares).
- “Beneficial Ownership” is defined as the natural persons who ultimately exercise control and profit from corporations, trusts and other legal entities.

DISCUSSION:

- British Columbia has been actively pursuing options to address beneficial ownership.
- BC Registries and Online Services (Registries) as well as representatives from the Finance and Corporate Sector Policy Branch and the Tax policy Branch in the Ministry of Finance (FIN) are active participants at the Federal-Provincial-Territorial Working Group on improving beneficial ownership transparency in Canada by adopting the following:
 - Phase 1 includes the requirement for each jurisdiction to amend their *Business Corporations Act* to require companies to self-disclose their beneficial ownership in the Corporate Records Office. BC expects to introduce these changes in the Spring 2019 legislative session.
 - Phase 2 of beneficial ownership has yet to be determined. Further discussions between jurisdictions are anticipated at the next Finance Minister’s Meeting in June 2019. Opportunities being discussed include:
 - Requiring each jurisdiction’s Corporate Registry to register beneficial owners in their registry; or
 - Creating a central register of beneficial ownership administered through the Federal Government.
- In addition to the above, the Minister of Finance has introduced a new Bill, *Land Ownership Transparency Act*, to require the Land Title and Survey Authority (LTSA) to keep a registry of all corporate entities that own land in British Columbia.^{s.13}

s.13

Likely other solutions

are still required for British Columbia to fully adopt beneficial ownership transparency.

SUMMARY:

- Registries and representatives from FIN continue to engage and participate in the Federal-Provincial-Territorial Working Group on improving beneficial ownership transparency across Canada.
- The Federal Department of Finance chairs this working group and reports into the FPT Finance Minister's committee.
- In support of Phase 1 of this Working Group, British Columbia has agreed to amend the *Business Corporations Act* in the Spring 2019 Legislative Session.
- Further options are continuing to be considered by the Working Group to improve beneficial ownership transparency.
- British Columbia has also introduced a new Bill, the *Land Ownership Transparency Act*, to require the Land Title and Survey Authority (LTSA) to keep a registry of all corporate entities that own land in British Columbia.
- Likely other solutions are required for British Columbia to fully adopt beneficial ownership transparency, and Registries will continue to work across jurisdictions to ensure a comprehensive solution.

Contact:

Carol Prest, Registrar and Executive Director, 778-698-1401

DECISION NOTE

Advice to Deputy Minister

DATE: April 30, 2019

CLIFF#: 111512

ISSUE: Re-introduction of Benefit Companies

BACKGROUND:

- Bill M209 was introduced in the 2019 Spring Legislative Session to amend the *Business Corporations Act* (the Act) and provides for the incorporation of a new hybrid corporation, "Benefit Companies".
- Under the proposed amendment, Benefit Companies are designed to support a "**public benefit**" (defined as a positive effect - i.e. artistic, charitable, cultural, economic, educational, environmental, etc.)
- This private members Bill was introduced by the leader of the Green Party on April 10, 2019 and replaces a similar Bill (Bill M216) which was introduced last year but was not proclaimed.

DISCUSSION:

- BC Registries and Online Services (Registries) is responsible for the administration and operation of the Corporate Registry, including the *Business Corporations Act* and the *Cooperative Association Act*.
- When Bill M216 was introduced last fiscal year, Registries received approval from the IM/IT Deputy Minister's Capital Board to begin the replacement of the Corporate Online application in order to facilitate Benefit Companies.
- Registries identified that 12-16-months was required to launch Benefit Companies.
- Since Bill M216 did not receive Third Reading, the work that was undertaken to support Benefit Companies was put on hold and Registries was required to re-prioritize work and focus on a different legal entity type. This required a reprofiling of capital dollars.
- The revised plan has Registry's focused on migrating Cooperatives off the mainframe as part of the mainframe migration initiative.
- Registries has engaged with the Cooperative association community and work is underway over the next several months to build the User Experience for all cooperatives.
- With the re-introduction of Benefit Companies, the timelines to launch Benefit Companies is in question.

OPTIONS:

Option 1:

Continue to focus on the priority of moving Cooperatives off the mainframe. After cooperatives, move to implementing Benefit Companies with a target launch date of January 2021.

s.13

s.13

Option 2:

Stop the mainframe migration initiative and redirect resources to the launch of Benefit Companies.

s.13

RECOMMENDATION:

Option 1: Continue to focus on the priority of moving Cooperatives off the mainframe. After cooperatives, move to implementing Benefit Companies with a target launch date of January 2021.

Approved



April 25, 2019

DECISION and SIGNATURE

Jill Kot, Deputy Minister

DATE SIGNED

Contact: Carol Prest, 778-698-1401

INFORMATION NOTE

Advice to Deputy Minister

DATE: June 18, 2020

CLIFF#: 111517

ISSUE: Potential Naming Opportunity

BACKGROUND:

A summary judgment is a legal maneuver to assess evidence to determine if there is a genuine issue to be tried. The parties both bear the burden to demonstrate (using pleading, depositions, answers to interrogatories, affidavits, etc.) whether there is sufficient evidence to proceed to trial. If there is no genuine issue, the moving party, s.13; s.21 is entitled to a summary judgment and the case does not proceed to trial.

Allegations of wrongdoing are not sufficient as the evidence must support the inferences and not rely on mere speculation or conjecture. Summary judgment is not granted if a reasonable jury could return a verdict for the non-moving party, which in this case is the US government. In this case, the US Government did raise genuine issues of material fact from which a judge or jury could conclude that the transfer of property meets the elements for proving actual and/or constructive fraud.

DISCUSSION:

The Vancouver Coastal Health Authority has submitted a naming request form (Appendix 1) for the s.21; s.13; s.21; s.22

s.13; s.21; s.22

NEXT STEPS:

A telephone call with the DM HLTH is scheduled for 9am on Thursday, May 2nd to discuss the potential naming opportunity to determine whether it will be supported by the Ministry of Health.

Attachment(s): Appendix 1 –s.21; s.22

Contact: Bobbi Sadler, ADM – Procurement and Supply 250 896-2182



NAMING OPPORTUNITY REQUEST FORM

This form is to be used by government bodies to submit proposals pursuant to the Naming Privileges Policy

PART 1 - NAMING REQUEST

1. Proposed name of asset (plus former name of asset, if any):
s.21; s.22
2. If a logo will be used on the plaque/signage, please provide a sample:
N/A
3. Has there been any public announcement of the naming opportunity prior to the submission of this request form (i.e. signage installed; opening or sod-turning event; annual report; news release; posting on a website; or on social media; etc.)?
N/A
4. Term of the naming opportunity (how long will the naming opportunity apply to the asset):
s.21
5. Description of the public asset to be named (including physical location, and whether the proposal applies to an entire asset such as a building or to only a portion of the asset, such as a room, wing, etc.):
s.21
6. Description of your internal approval process(es) for the naming opportunity:

The Naming is approved by the President & CEO of Lions Gate Hospital Foundation and then forwarded to the COO of the VCH Coastal Community of Care for approval. It is then sent to the VCH Board for approval before being submitted to the Intellectual Property Program.
7.
 - a) Dollar value of the donation to be associated with the naming opportunity:
s.21
 - b) Has the donation been received?
s.21
 - c) Date and amount paid for each received payment:
s.21
 - d) Anticipated date and amount to be paid for each future payment:
s.21
 - e) If the donation was not received in cash (i.e. in-kind contribution, shares, etc.) please provide a description of the donation and information to describe how it was valued. s.21

PART 2 - BENEFACTOR INFORMATION

1. Benefactor profile: (name, philanthropic and business history, community activities, public offices held, etc.):
s.21; s.22

2. If the asset is to be named in honour of individual(s) other than the benefactor listed above, please provide any relevant information pertaining to that person:

s.21; s.22

3. If the financial contribution is provided by a commercial benefactor, please provide details of the process used to select the benefactor:

PART 3 - OTHER

1. Is there a public announcement or event planned? If yes, please include the date/time and any available particulars.

No

2. Any additional information that the Naming Committee should be aware of:

s.21

3. Entity submitting the request, such as Health Authorities, Foundations, Institutions etc. (please include contact name and title, address, telephone and email address):

Lions Gate Hospital Foundation – Judy Savage, President and CEO, 231 East 15th Street, North Vancouver, BC V7L 2L7, 604-984-3837, judy.savage@vch.ca

Vancouver Coastal Health – Karin Olson, COO (Coastal Community of Care), 231 East 15th Street, North Vancouver, BC V7L 2L7, 604-904-3594, karin.olson@vch.ca

Please attach the formal letter of commitment or contractual arrangement with the benefactor.

SIGNATURE OF REQUESTOR



for Judy Savage, President & CEO

Lions Gate Hospital Foundation

March 13, 2019

Date



Karin Olson, COO

VCH, Coastal Community of Care

Mar 13/19

Date

Intellectual Property Program
Ministry of Citizens' Services
Attn: Pamela Ness
563 Superior Street, 3rd Floor
PO BOX 9452 STN PROV GOVT
Victoria, British Columbia V8W 9V7
Email: Pamela.Ness@gov.bc.ca
Tel: 250 216-5903
www.gov.bc.ca/NamingPrivileges

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Withheld pursuant to/removed as

s.21 ; s.22

For internal purposes

Introduction

Lions Gate Hospital Foundation (LGHF) accepts donations for facility improvements, medical equipment and staff education for the publicly funded health care facilities and programs (owned and operated by Vancouver Coastal Health – ‘VCH’) on the North Shore including:

- Lions Gate Hospital
- The HOpe Centre
- The Carlile Centre & The Foundry
- North Shore Hospice
- Evergreen House
- Cedar Garden
- Cedarview Lodge
- Kiwanis Care Centre
- Margaret Fulton Adult Day Centre
- West Vancouver Adult Day Centre
- Home Care & Home Support
- Mental health and addiction programs

This policy applies to all fund raising activities of LGHF, including: direct gifts; annual giving; planned gifts; tribute/memorial gifts; events; sponsorships; campaigns; gifts-in-kind and any third party events or organizations conducting fund raising on behalf of LGHF.

This policy has been established in keeping with LGHF’s mandate and in accordance with the Canada Revenue Agency (CRA) guidelines regarding charitable giving.

Purpose

The purpose of this policy is to:

- Provide appropriate, timely and donor-centered recognition for all philanthropic donations
- Encourage additional donations through ongoing stewardship
- Guide the public recognition, acknowledgement and stewardship of all donors, and
- Establish a consistent means of recognizing and thanking donors

Components

This policy consists of 8 key components:

1. Recognition Principles
2. Recognition Levels & Benefits
3. Donor Wall Guidelines
4. Sponsorship
5. Events
6. Naming Opportunities
7. Gift Agreements
8. Donor Stewardship

1. Recognition Principles

For the purposes of this policy “**gift**” refers to outright donations to LGHF.

The term “**endowment**” is used to refer to donations made to LGHF on the understanding that the “capital” or “principal” amount of the donation will be invested with the investment earnings distributed per the wishes of the donor or at the discretion of LGHF’s Board of Directors.

Consistent with LGHF’s *Gift Acceptance Guidelines*, the following recognition principles are applicable:

- All donations received accompanied by the donor’s name and contact information will be recognized at the appropriate level and acknowledged with a thank you letter and charitable receipt.
- Pledges will be recognized at the appropriate level for the full amount of the gift once 50% of the pledge has been received. In the case of specific Capital Campaigns, donors will be listed for the full amount of their pledge in the Campaign totals, campaign commemorative donor walls and publications, as appropriate.
- In the case of realized bequests, donors will be listed by name. The level of recognition and final value of the gift to be counted will be determined in accordance with the *Gift Acceptance Guidelines*.
- Gift-in-kind donors will be recognized only with a tax receipt and a thank you letter.

Donor recognition will always be subject to donor wishes. Donors requesting anonymity shall be omitted from all donor walls and publications; their recognition preferences will be accurately recorded in Raiser’s Edge. All information will be entered into Raiser’s Edge in a timely and sensitive manner and in keeping with legislated privacy practices.

2. Recognition Levels and Benefits

Donations

All donations are important to LGHF and every donation is appreciated. LGHF endeavours to appropriately recognize and steward each donor. *Appendix A* overviews recognition and stewardship activities according to donation level. Benefits related to each recognition level reflect the impact of the donation on LGHF and the importance of the donation to the vision, mission and goals of LGHF.

Tributes/Memorials

Tribute gifts receive recognition in one of two categories:

Gifts totalling \$5,000 or more (Memorials only)

The person memorialized will receive recognition **for a maximum of 25 years** on the ***In Everlasting Memory*** donor wall. This amount can be given as one gift or as several gifts over time.

Gifts totalling \$1,000 - \$4,999

No distinction will be made between Tributes/Memorials/Birthdays etc.; everyone will be recognized on the **In Honour Of** donor wall. The person being recognized will be listed on the ***In Honour of*** donor wall for a **period of one year**. *(given the nature of tribute gifts, some flexibility with the date range may be appropriate).*

North Shore Hospice: For those who have passed away at the North Shore Hospice, a Butterfly (for cumulative gifts of \$5,000+) or a Flower (total gifts of \$2,500+) will be displayed on the 'In Celebration Wall' at the Hospice for the life of the wall or 25 years, whichever comes first. Family members are given the opportunity to place the Butterfly or Flower on the In Celebration wall at the Hospice.

For tributes and memorial gifts, the next-of-kin will be contacted to thank them for directing tribute donations to LGHF and provided a list of those who have contributed and the total amount donated.

3. Donor Wall Guidelines

Communication

- All acknowledgement letters/emails to donors and family (for gifts of \$1,000 or more) confirm how their name/s will appear on donor walls and in public recognition, unless they advise us otherwise
- LGHF makes every effort to ascertain the donor's wishes at the time the gift is made or during follow-up contact; this information is noted in Raiser's Edge.
- Exceptions (to the rules) for certain donors will always be considered, such exceptions are noted in their Raiser's Edge account
- LGHF respects the wishes of donors who wish to be anonymous. The onus is on the donor to request any or all of their donations to be anonymous. In the absence of communication from the donor for anonymity, LGHF will follow the donor recognition policies as outlined.
- LGHF maintains the confidentiality of all donors. All staff and volunteers must sign a Confidentiality Policy Agreement as they may require access to these records in the performance of their duties.

Names/Titles

- Donor recognition will include the full first name, middle initial and last name.
- No titles – Mr. Mrs. Sir. unless specifically requested by the donor, with the exception of Dr. which will be used if indicated by the donor.
- If an individual gives by means of a company cheque, LGHF will recognize the company, unless the individual requests otherwise. The same rule applies in reverse – if a company makes a gift but issues an individual cheque, the individual will be recognized. This policy also applies to private foundations.
- Spouses will be recognized unless the donor advises otherwise.

Post Initials

Post initials are limited to Canadian federal and provincial honours, as requested by the donor:

- Order of Canada (CC, OC, CM), Order of British Columbia (OBC) etc.
- Suffixes that form a legal part of a person's name: Jr, Sr, II
- The following post initials will not be included:
 - post initials of honorary degrees i.e. LLD
 - academic accreditations i.e. MD, RN, PhD
 - other non-national or provincial honours.

Punctuation

- No periods, unless forming part of the name of the donor (e.g. Mr. and Mrs. P. A. Woodward's Foundation) will be used.

Donor Wall Updates

- Donations are accumulated, and recognized, based on LGHF's fiscal year – July 1st to June 30th. Donor walls are updated by the end of September annually.

Anonymous Donations

- Anonymous donors will be acknowledged in a short statement at the beginning of a listing.

In the Spirit of Giving Wall (Annual Donor Wall)

- **All** cumulative gifts totaling \$1,000 - \$4,999 (given within the fiscal year) will be recognized, in alphabetical order, on the annual donor wall. Gifts will not be recognized by dollar value.
- Names will remain on this board for a **period of one year**, regardless of the amount given.
- If a donor makes a significant gift (\$5,000 or more) they will be recognized in the appropriate category on the main Atrium donor wall.

Estate Gifts Donor Wall

- Bequests of \$1K+ will be listed by giving category in alphabetical order.

Pledges

Pledges are recognized on the:

- Main Atrium donor wall for the amount of the received portion of the pledge. The total amount pledged is recognized after receipt of 50% of the pledge amount.
- Campaign specific donor walls for the full amount of the gift when a minimum of 75% of the pledge amount has been received.

Non-Tax Gifts

There are several instances where, although the donor gets a non-tax receipt, it is appropriate for suitable recognition to be provided. e.g. service clubs, other non-profits, event sponsors, third-party fundraisers.

Non-Cash Gifts/Gifts-In-Kind

Once the value of an item is established by way of appraisal or valuation by a certified evaluator, the donor receives a tax receipt for the appropriate amount.

4. Sponsorships

Sponsorship is traditionally defined as financial support of an event or activity that is not eligible for a charitable tax receipt. References to “Sponsorship” will follow this definition (recognizing that, on a case-by-case basis, some “Sponsorship” may, in fact, prove eligible for a charitable receipt).

- Sponsorship requirements will be determined by LGHF on a case-by-case basis.
- Sponsorship levels may vary depending on the costs and magnitude of the specific event.
- Sponsorship benefits will be negotiated on a case-by-case basis and may be articulated in a formal Sponsorship Contract approved and signed by the President & CEO or Vice-President and an appropriate representative of the Sponsor.

5. Events

Donor events are primarily held for the cultivation and stewardship of donors and prospective donors; to celebrate donations to LGHF; to thank donors for their generosity; to create public awareness about LGHF; to celebrate the arrival of new equipment or the opening of a new facility and, when appropriate, to acknowledge campaign milestones.

Public announcements for donations of \$1,000,000 and greater will be co-coordinated by LGHF in conjunction with the wishes of the donor. The showcasing of specific donations as part of a Campaign launch or Campaign goal event will be of important strategic value both to Campaign momentum and donor stewardship.

6. Naming Opportunities

The naming of a building, space or fund reflects the importance of the donor to the realization of LGHF’s vision, mission and goals. The donor’s name can add prestige to the building or space or fund in return. The naming of a building, space or fund is given careful consideration by LGHF. All proposed named spaces, via the Naming Opportunity Request Form, need to be first approved by the President & CEO of LGHF and the COO of the Coastal Community of Care. Upon their approval, the Naming Opportunity Request Form, along with a comprehensive Briefing Note, is submitted by the CEO, VCH to the VCH Board. The Naming Opportunity Request Form is then forwarded to the Intellectual Property Program, Ministry of Citizen’s Services, Province of British Columbia for final approval. All Naming Opportunities are subject to the Restrictions of

the Naming Privileges Policy (Province of BC) and as it pertains to donor recognition signage:

- a) All signage to be in accordance with the VCH Signage Policy and approved through the Province of British Columbia Naming Opportunities Request process.
- b) The naming of a building, space or fund will normally be extended for no more than 15 – 25 years depending on the site. For naming opportunities that are negotiated for less than the amount set forth by LGHF, the length of the naming opportunity can be adjusted to less than 15 years to reflect the value of the commitment.
- c) In the event that, at some future time, the donor would like a change made to the existing name, this would be considered at the donor's expense subject to the approval of LGHF and VCH, and the Province of British Columbia Naming Privileges Policy, if necessary.
- d) The naming of a building in recognition of specific contributions to LGHF other than financial donations will require the approval of the LGHF Board and follow the Naming Request Form procedure.
- e) Naming a building or space or fund will not imply that the name or names will be used in perpetuity. When a building is demolished or replaced, or where occupancy or usage of the building or space changes, or where the former name is no longer appropriate, then a request for a new name will be considered by the Board.
- f) When a capital campaign is conducted, a Campaign Donor Recognition Opportunities document outlining naming opportunities at LGH, will be developed for consideration by the Board.
- g) A permanent commemorative donor wall listing all those who contributed \$1,000 and greater to an LGHF campaign will be established in an appropriate, central location. This may take the form of a donor wall or another format suitable to the site of installation. The President & CEO will make recommendations concerning this installation and coordinate with the appropriate parties.
- h) The Board, in consultation with VCH and on the recommendation of the President & CEO, may determine it appropriate to place permanent recognition in or on a new building to indicate that it occupies the site of a building formerly known by another name.

Exceptions

Naming will not be approved where, in the judgment of the Board of Directors and VCH, identification with the individual or organization would constitute a significant and continuing challenge to the reputation of LGHF and/or VCH.

De-Naming

An asset will be de-named only by the authority of the LGHF Board of Directors, in consultation with VCH, in either of the following circumstances:

- Where events or information available subsequent to the approval of the designation means that identification with the designation constitutes a significant and continuing challenge to the reputation of LGHF and/or VCH or
- Where a donor has failed to meet pledge commitments over a minimum of one half of the agreed pledge period and where there is no satisfactory commitment to revised pledge terms.

7. Gift Agreements

For non-testamentary donations of more than \$50,000, the donor and LGHF will sign a mutually agreed-upon Gift Agreement. The purpose of a Gift Agreement is to establish a mutual understanding of the purpose of the donation, the management of the donated funds, the terms of the pledge, if any, and LGHF's responsibility to report the results of the donation (e.g. construction or renovation of a patient care area, outcomes of new medical equipment purchased, etc.). The Gift Agreement forms the basis of an ongoing relationship between LGHF and the donor and begins an important stewardship process. A sample template for donations by gift is attached as *Appendix B*. A sample template for donations by endowment is attached as *Appendix C*.

The President & CEO will co-ordinate the development of Gift Agreements.

8. Donor Stewardship

Donor stewardship is critical to building lasting relationships with donors and to their continued support of LGHF. The following are components of the Donor Stewardship Program:

Chairman's Circle

Individual donors/couples whose cumulative giving reaches \$100,000 are invited to join the prestigious Chairman's Circle. Members are officially welcomed to the Chairman's Circle at a campaign celebration event, or other appropriate event, and are gowned as 'Doctors of Philanthropy' with a lab coat, a stethoscope and a certificate. An annual dinner is held in December of each year where members attend as our guests. Chairman's Circle members are listed in the *Well into the Future* magazine, with their approval.

Legacy Society

The Legacy Society honours those who have left a future gift to LGHF in their estate plan through a bequest in their will, or naming LGHF as a beneficiary of an insurance policy, charitable remainder trust, RRIF or RRSP. Legacy Society members are invited to the annual Chairman's Tea in December, special openings and receptions, and listed on a Legacy Donor Wall in the main Atrium of the hospital.

Honorary Directorships

Volunteers who have served for a minimum of 3 consecutive years and who have demonstrated exceptional support through their dedication and financial contributions will be considered for Honorary Directorships. Appointments are made by recommendation of the Executive Committee to the Board. Honorary Directors are recognized in LGHF publications, on a special recognition wall and on LGHF letterhead. They are hosted at an annual lunch and invited to attend the annual Directors' Social event (September). Honorary Directors are expected to serve as Foundation ambassadors – representing the Foundation at community events and promoting the Foundation throughout their daily lives.

Donor Receptions/Open Houses

Upon reaching (or surpassing) a Capital Campaign goal, a Campaign Victory Celebration Event is held for major contributors (\$5,000+). Once the new facility is completed, a Private Reception is held and an open house is scheduled for all contributors and the community, as appropriate.

Behind the Curtain – Loyal Donor Event

To recognize and thank very loyal contributors (10 years +; \$100 - \$500), open houses are held as appropriate, where tours are provided of the areas that their contributions have supported.

Christmas Village

Each Christmas, LGHF displays a large Christmas Village with 100 ceramic houses in the Atrium of the Hospital. With each \$1,000+ donation received, a house is lit up and the name of the donor is placed under the house. In January, when the Village is dismantled, the houses are gift wrapped and personally delivered to the donor.

Overview of Recognition Levels and Benefits

Donation Amount									Legacy Society	Donor Benefits
Monthly donors	< \$1,000	\$1,000 +	\$5,000 +	\$25,000 +	\$50,000 +	\$100,000 +	\$500,000 +	\$1,000,000 +		
	✓	✓	✓	✓	✓	✓	✓	✓		Denotes benefit associated with a donation. If donors prefer to remain anonymous their wishes will be respected.
✓										Official tax receipt and Thank You letter from President & CEO
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Consolidated tax receipt and Thank You letter from President & CEO
✓	✓	✓	✓	✓	✓	✓	✓	✓		Quarterly E Newsletter
✓	✓	✓	✓	✓	✓	✓	✓	✓		Campaign updates
						✓	✓	✓		Recognition in <i>Well into the Future</i> magazine/Campaign Recognition articles
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Annual stewardship, personal visits, calls, event invitations
✓	✓									Thank you call from volunteer
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Personal telephone call from President & CEO or Senior staff member
			✓	✓	✓	✓	✓	✓		Thank You letter from Board Chair, Physician or Campaign Chair
		✓	✓	✓	✓	✓	✓	✓		Recognition on commemorative campaign walls
		✓								Recognition on <i>In the Spirit of Giving</i> Donor wall for one year
			✓							Recognition as Contributor on main Atrium donor wall for 3 years
			✓	✓						Recognition as Patron on main Atrium donor wall for 5 years
			✓	✓						Recognition plaque on piece of equipment as appropriate or naming opportunity for small room (minimum donation \$50,000)
										Recognition plaque to be in place for minimum of 10 years
						✓				Recognition as Leader on main lobby donor wall for min. 7 years
						✓				Room naming opportunity i.e., exam room, small waiting room, etc. (minimum donation \$150,000)
										Room plaque to be in place for minimum of 15 years or the life of the space
							✓			Recognition as Benefactor on main Atrium donor wall for 10 years
							✓			Department naming opportunity i.e. Nuclear Medicine, ICU, COU
								✓		Plaque at entrance to unit to be in place for minimum of 15 years
								✓		Recognition as visionary on main lobby donor wall for a minimum of 15 years
								✓		Department/Floor naming; bio plaque; min. 15 years
									✓	Recognition on the <i>Legacy Society</i> wall until realization of gift.
					✓	✓	✓	✓		Cheque presentation and Press Release
						✓	✓	✓		Opportunity to unveil equipment, officially open unit/department
							✓	✓		Feature article in E-News or Campaign newsletter
						✓	✓	✓		Customized recognition plan
								✓		Press Release & 'thank you' ad in Vancouver Sun & North Shore News
						✓				Gowned as Dr. of Philanthropy; named as member of Chairman's Circle

* It is our goal to issue tax receipts and thank you letters within 48 hours of gift receipt.

GIFT AGREEMENT

THIS AGREEMENT made as of the ____ day of _____, 2018,

AMONG:

DONOR NAME and ADDRESS

(“xxx” or “the Donor”)

AND LIONS GATE HOSPITAL FOUNDATION, a registered Canadian charity (Charitable BN# 11902 0907 RR0001), having an address at 231 East 15th Street, North Vancouver, BC, V7L 2L7

(“LGHF”)

AND VANCOUVER COASTAL HEALTH

(“VCH”)

WHEREAS:

- A. LGHF is a registered charity raising funds to support the highest quality health care on the North Shore, for, inter alia, Lions Gate Hospital (“LGH”) and for Vancouver Coastal Health (“VCH”);
- B. VCH intends to build a new Medical & Surgical Centre (“the Centre”) on the LGH campus. Construction of the Centre is scheduled to commence by early 2020 for completion by late 2022.
- C. The DONOR wishes to donate to LGHF the aggregate amount of xxxxx (\$xxx) toward the construction and equipping of the Centre.

1. FUNDING COMMITMENT

- 1.1 The DONOR will donate to LGHF the amount of XXXX (\$XXX) (the “Gift”) toward the construction of the Centre.
- 1.2 The DONOR agrees to fulfill its pledge commitment for the Gift in accordance with the following payment schedule:

Date	\$XXX
Date	\$XXX
- 1.3 The DONOR may accelerate payment of the installments at any time, and in the event that they do so, any such accumulated payment will be applied against the next installment payment.
- 1.4 LGHF will issue charitable tax receipts reflecting the market value of the Gift as and when payment installments of the Gift are received in accordance with the *Income Tax Act* of Canada.

2. Recognition

- 2.1 In consideration of the DONOR's generous Gift, and in accordance with its Donor Recognition Policy, LGHF will identify a suitable named space in the Centre in consultation with, and agreeable to the Donor.
- a) Naming of the prospective space will be contingent upon final approval from VCH and the Province of British Columbia pursuant to the Naming Privileges Policy.
 - b) LGHF will not be permitted to alter, change or otherwise modify the name of the prospective space except with the prior written consent of the Donor.
- 2.2 LGHF will recognize the DONOR as 'Visionaries' on the LGH main Atrium donor wall upon receipt of the first pledge installment, as well as on a commemorative wall in the foyer of the new Centre.
- 2.3 The DONOR will be invited to include a 'recognition tile' (photograph or corporate logo and quote) on the Campaign Leaders Wall located on the main floor of LGH.

3. Duration

The naming opportunity described above in 2.1(a) is guaranteed for a minimum of 15 years or for the life of the respective space, whichever is greater.

4. Interruption of Construction

- 4.1 If construction of the Centre is interrupted or suspended or otherwise halted prior to substantial completion of same for any reason whatsoever, the DONOR may, in its sole discretion, suspend or withdraw the subsequent installments of the Gift to LGHF until such time as the construction of the Centre recommences and continues in the ordinary course.

5. Termination

An asset will be de-named only by the authority of the LGHF Board of Directors, in consultation with VCH, in either of the following circumstances:

- Where events or information available subsequent to the approval of the designation means that identification with the designation constitutes a significant and continuing challenge to the reputation of LGHF and/or VCH, or
- Where a donor has failed to meet pledge commitments over a minimum of one half of the agreed pledge period and where there is no satisfactory commitment to revised pledge terms.

Representing The DONOR

Signature

Name (printed)

Witness

Address

On behalf of **LIONS GATE HOSPITAL FOUNDATION**

Signature

Judy Savage

President & CEO

Witness

Address

On behalf of **VANCOUVER COASTAL HEALTH**

Signature

Karin Olson

Chief Operating Officer, Coastal Community of Care
Vancouver Coastal Health

Witness

Address

ENDOWMENT FUND AGREEMENT

I. ESTABLISHMENT

Lions Gate Hospital Foundation (hereinafter “the Foundation”) hereby agrees to establish within the Foundation the (NAME OF FUND) in accordance with the terms of this agreement, to become effective when contributions for this fund reach a total of \$10,000.

II. PURPOSE of this Fund shall be to benefit _____

III. DONOR(S):

IV. FUNDING:

Initial \$XXXX donation from DONOR NAME on DATE.

V. INVESTMENT

The property contributed to this Fund, or property substituted for it, shall be held and invested by the Foundation as a permanent endowment unless other directions are given in accordance with Article VII, but in no case shall the contributed property, or property substituted for it, be held for a period of less than 10 years.

The income earned in the Fund shall be used for purposes authorized by this agreement. The investment, management, and expenditures shall be in accordance with the Foundation’s policies and procedures.

VI. ADMINISTRATION

The principal of the Fund shall be retained, administered and managed by the Foundation. The distributed income shall be used for the purposes described in Article II.

VII. AMENDMENT

This agreement may be amended by the mutual consent of the Foundation and DONOR during their lifetime. If changed circumstances should at some time make it impractical to continue using the income from the Fund for the designated purpose, and the neither donor is not living or not able to consent to an amendment, then the Board of Directors of the Foundation may re-designate the purpose of the Fund, providing that the Fund shall continue to bear the names of DONOR and the amended terms shall adhere as closely as possible to the donor’s original intent for this fund.

Donors:

(Name)

(Date)

(Name)

(Date)

On behalf of the Foundation:

(Name)

(Position)

(Date)

Company/ Individual
s.21; s.22

Bad Press Details

No bad press detected.

No bad press detected.

No bad press detected.

No bad press detected.

No bad press detected.

s.13; s.22

No bad press detected.

No bad press detected.

INFORMATION NOTE

Advice to Deputy Minister Main

DATE: April 28, 2020

CLIFF#: 111566

ISSUE: Highway 16 Cellular Coverage

BACKGROUND:

There is an estimated 172 kilometers of highway sections between Prince George and Prince Rupert without available power for connectivity. See ATT-1 for a Map of Highway 16 Power Gap Analysis. The isolation of significant sections of the highway without communications service puts travelers' safety at risk. Canada's Highway of Tears has gained notoriety due to the number of women and girls, primarily indigenous, who have gone missing or been murdered since 1970.

The private sector builds and maintains cellular networks in BC. The private sector has not expanded cellular coverage primarily because of the high cost of powering cellular sites with diesel generators in the absence of available power. Without available power, service providers are unable to make a business case for initial build nor the ongoing operational costs. With the completion of the cell tower at Witset in 2018, only sparsely populated segments¹ of Highway 16 are without power along the roadway.

DISCUSSION:

CITZ analysis shows a strong correlation between areas with no electric power and areas with no cellular coverage. Telecommunications companies see the absence of available power as a major deterrent in providing cellular infrastructure in a given area.

CITZ in discussions with BC Hydro has determined the approximate costs to provide electric distribution lines along the unpowered sections of highway. These distribution lines can be installed on poles capable of supporting communications infrastructure as needed by the telecommunications companies. The proposal envisions provided suitable and available power, such as power distribution lines, along sections of Highway 16 to ensure electricity availability along the route as the first step. BC Hydro has provided an estimate of \$50 million to address the gaps in available power to enable the completion of cellular service. See ATT-2 for a joint proposal developed by CITZ.

As power becomes available along Canada's Highway of Tears, cellular infrastructure will be built by telecommunications companies. CITZ is in discussions with telecommunications companies to determine their commitment to building cellular infrastructure. Due to the high profile of this highway segment, telecommunications companies are expressing a high probability that they will commit funding to complete cellular coverage.

¹ For example, Doreen, a small seasonal town with one permanent resident and about a dozen cabins for summer use, and Cedarvale an unincorporated community of approximately 50 people.

Improving connectivity along Highway 16 is an important step for public safety and economic development for the Province. Enhanced cellular coverage would respond to feedback from community members concerning the limited ground transportation options resulting in many people, primarily Indigenous, relying on hitchhiking as a mode of transportation, and would increase response actions to natural emergency events, and vehicle or hiking accidents that may occur along the stretch of highway. Furthermore, enhanced connectivity would support the Province's commitments toward Reconciliation and the implementation of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

NEXT STEPS:

- CITZ has received confirmation from two cellular carriers that they would build cellular sites commensurate with the installation of available power that would allow for contiguous cellular coverage between Prince George and Prince Rupert.
- Should Canada support a co-funded arrangement, CITZ will create a Treasury Board submission requesting funding for the Provincial portion.
- A public announcement could take place once the government and cellular carriers' investments are confirmed.

Attachment(s):

ATT-1 – Map of Highway 16 Power Gaps

ATT-2 – Map of Highway 16 Cellular Gaps

Contact: Susan Stanford, Assistant Deputy Minister, 778-698-2349

HIGHWAY 16 POWER GAP ANALYSIS



NetworkBC

Legend

BC HYDRO

- Distribution Power Poles
- Highway 16 locations with no power

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Created By: Network BC, SPhillips



0 12.5 25 50 75 Kilometers

**HIGHWAY 16
CELLULAR
GAP ANALYSIS**



Legend

Highway Cellular Coverage

- HWY 16 Cellular Coverage Gaps
- Highway 16

TELUS Cellular

- ▨ LTE Coverage
- ▨ HSPA Coverage

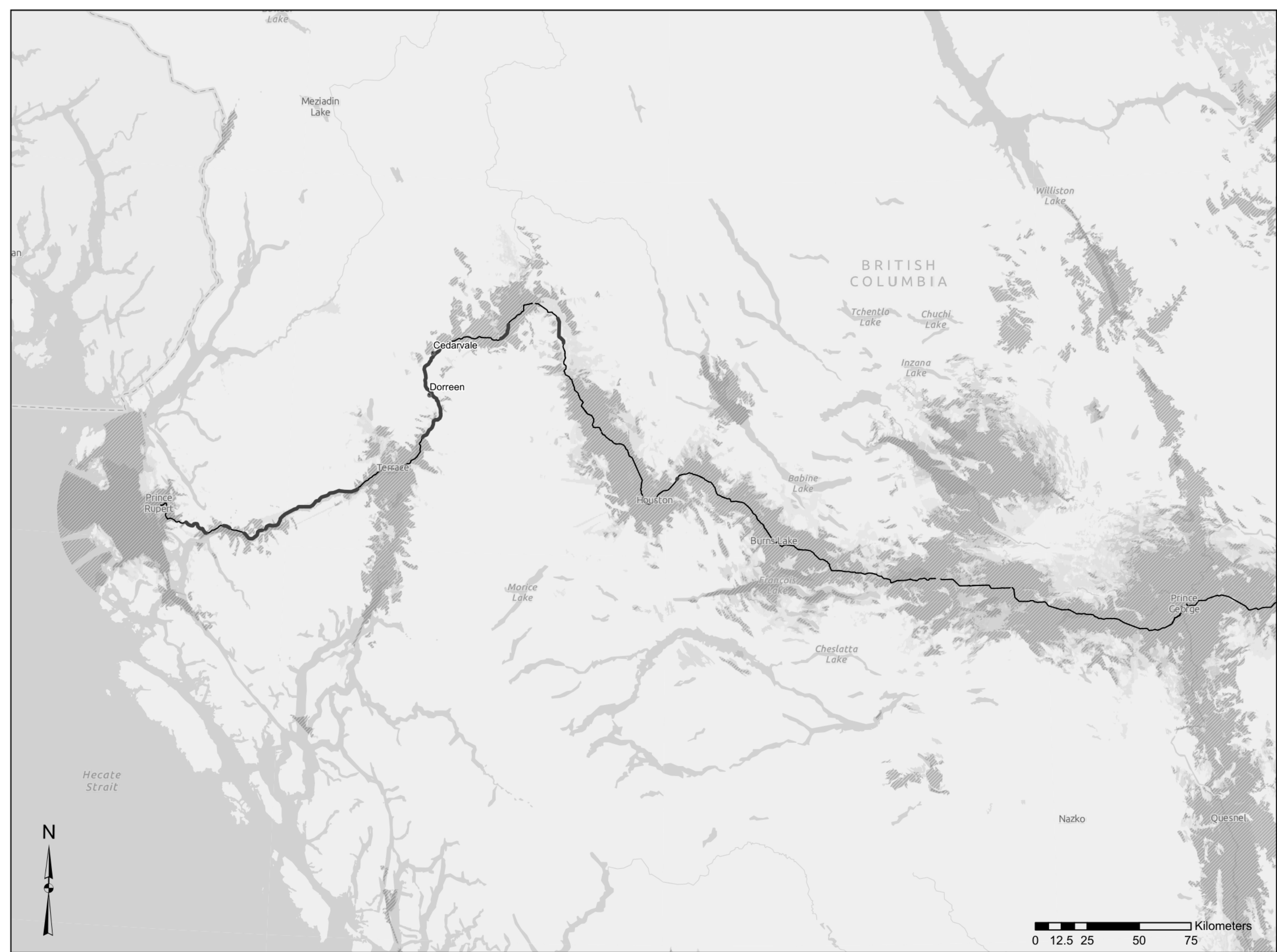
ROGERS Cellular

- ▨ LTE Coverage
- ▨ HSPA Coverage

BC COMMUNITIES

- COMMUNITIES NEAR CELL GAPS

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INFORMATION NOTE

Advice to Deputy Minister

DATE: May 16, 2019

CLIFF#: 111606

ISSUE: Corporate Identity Issues

BACKGROUND:

- On Friday April 26th, BC Registries and Online Services (Registries) received a Notice of an Ombudsperson Investigation regarding a complaint by ^{s.22}
- For details of the complaint to the Ombudsperson, please see attached Attachment A.
- While Registries has been able to resolve the Ombudsperson complaint filed ^{s.22} the underlying issue is that an individual can form a company with no requirement to verify their identity.

DISCUSSION:

- Registries has met with the Finance and Corporate Sector Policy Branch in the Ministry of Finance (FIN) as they are responsible for the *Business Corporations Act* (the Act).
- FIN has agreed to review the Act to determine whether Registries can mandate a newly incorporating company to verify themselves using the BC Services Card and/or a trusted non-services card alternative (discussions have included notarization of individuals etc.).
- As Registries is in the process of a large multi-year modernization initiative to replace many of the registry applications, there may be an opportunity to incorporate these changes as part of modernization.
- Other concerns being raised include:
 - Not verifying the identity of directors named on a corporation,
 - Recommendation #5 of the recent AG report on money laundering identified that the province should build a Beneficial Ownership registry for all corporate entities and references the Corporate Registry as the repository.
- With the province's targeted efforts to reduce/eliminate money laundering and the work on beneficial ownership across Canada, as well as this recent issue of identity fraud in corporate numbered companies, there is an opportunity to consider a more comprehensive solution.
- The new system being developed will require a verified identity of the person incorporating the company, but it could be expanded to include the identity of directors thus creating a beneficial ownership registry: an international commitment Canada has endorsed.

NEXT STEPS:

- Registries is in discussions with FIN to determine whether amendments to the Act are required to mandate verification of identity for an individual incorporating a company that would be introduced as part of Registry's modernization initiative.
- Further discussions are required with FIN regarding verification of identity for directors of corporations and whether this can be mandated, and if so, how?
- The Ministry of Citizens' Services may wish to begin discussions with Ministry of Finance to consider requiring greater assurance for companies incorporating in British Columbia through building a beneficial ownership registry.

Attachment(s): Attachment A: Details of Complaint to the Office of the Ombudsperson
Attachment B: Summary of Complaints

Contact: Carol Prest Registrar and Executive Director, Service BC 778-698-1401

Page 3 of 5

Withheld pursuant to/removed as

s.22

Attachment B: Fraudulent Numbered Company Complaints

Incorporation Number	Company Name	Incorporation Date	Company Email on File	Contact Name Phone No Provided on Payment	Client Complaint Received	NSF/Client Disputing Charge	Administrative Dissolution	Co Frozen
s.22		11-Apr-18		s.22	Rec'd Fraud Complaint from s.22 Did not incorporate co./Apr 20, 2018	Visa Payment/Authorization #080021 Client Disputing Charge \$351.50		Yes
		11-Apr-18			Rec'd Fraud Complaint from s.22 Did not incorporate co./Apr 20, 2018	Visa Payment/Authorization #040501 Client Disputing Charge \$351.50		Yes
		12-Apr-18			Rec'd Fraud Complaint from s.22 Identity Theft. Did not incorporate co./Apr 30, 2018			Yes
		16-Oct-18			Rec'd Fraud Complaint from s.22 . Did not incorporate co./ Oct 30, 2018	Mastercard Payment/Authorization #016515 Client Disputing Charge \$351.50		Yes
		17-Dec-18			Rec'd Fraud Complaint from s.22 . Did not incorporate co./ Jan 2, 2019	Visa Payment/Authorization #077022 Client Disputing Charge \$351.50		Yes
		17-Dec-18			Rec'd Fraud Complaint from s.22 . Did not incorporate co./ Jan 4, 2019	Visa Payment/Authorization #065563 Client Disputing Charge \$351.50		Yes
		16-Oct-18			Rec'd Fraud Complaint from s.22 Did not incorporate co./ Nov 6, 2018			Yes
		16-Oct-18			Rec'd Fraud Complaint from s.22 Did not incorporate co./ Jan 10, 2019	Mastercard Payment/Authorization #08748Z Client Disputing Charge \$351.50		

s.22

	s.22
17-Dec-18	
11-Sep-18	

Rec'd Fraud Complaint from s.22 s.22 Did not incorporate co./ Dec 28, 2018	Visa Payment/Authorization #087196 Client Disputing Charge \$351.50		Yes
Rec'd Fraud Complaint from s.22 Did not incorporate co./ Jan 16, 2019	Mastercard Payment/Authorization #06745Z Client Disputing Charge \$351.50		Yes

MEETING NOTE

Advice to Minister Sims

MEETING DATE: May 30, 2018

CLIFF#: 111612

ATTENDEES:

Jill Kot, Deputy Minister, Citizens' Services
CJ Ritchie, Associate Deputy Minister, Citizens' Services
Ian Donaldson, Assistant Deputy Minister, Citizens' Services
Hana Doubrava, Corporate Affairs Director, Microsoft
Other Microsoft officials TBD

ISSUE: Meeting with Microsoft officials

BACKGROUND:

- British Columbia has in place a number of agreements with Microsoft, including a Microsoft Business and Services Agreement that allows ministries and the broad public sector (around 80 organizations) to benefit from consistency of contract terms with Microsoft.
- Similarly, the Province also has active agreements for various Microsoft products, including the Microsoft Office productivity software for word processing, data handling, presentations, and email.
- Microsoft has a new generation of products and tools that address current and future needs of government and the overall public sector. Most of these products are cloud-based and therefore not currently available to public bodies in British Columbia. It is expected that the company may speak about these new cloud-based products, their benefits, and current adoption limitations.

DISCUSSION:

In its Digital Framework, based on the input provided by clients within government and across the broader public service (school districts, health authorities, crowns and agencies), CITZ has identified cloud as a key enabler of improved digital services and enhanced information security.

Various ministries and many public bodies, including universities, school districts, health authorities and municipalities, are already adopting cloud solutions or exploring next steps to do so. CITZ is leading a corporate approach to cloud for British Columbia; such an approach would support consistent adoption across government.

Key benefits of cloud services to government and public bodies are:

- **Improved data security and privacy protection** – Cloud service providers have security features and certifications that government cannot deliver or afford.
- **Better service delivery and improved ability to address client needs** – Use of cloud enables business areas to rapidly build digital services and get these services to citizens and businesses quickly.

PROPOSED RESPONSE:

- Citizens' Services values its partnerships with Microsoft and the current services and products that the company provides to government and the broad public sector.
- We appreciate the opportunity to discuss the benefits that innovative technology services such as cloud could mean for government and for British Columbians.
- We understand the significant potential that cloud has in allowing us to provide better services to British Columbians.
- We see cloud as an important enabler of our digital transformation and, as such, will continue to explore the options that would allow us to expand cloud adoption in British Columbia.
- CITZ is leading the development and implementation of a corporate approach for cloud and will continue to work with Microsoft where it is appropriate.
- Our commitment to protect private information and enhance data security will always be paramount and we look forward to understanding better how we we can partner with Microsoft to achieve these goals.

Contact: Hayden Lansdell, 250-415-0118

INFORMATION NOTE
Advice to Minister Sims
GOVERNMENT OFFICE SPACE IN WEST SHORE

DATE: May 22, 2019

CLIFF#: 111625

ISSUE: Provincial expansion of government services and office space into the West Shore community of Victoria, BC

BACKGROUND:

- The discussion regarding the creation of West Shore government office space has been ongoing for the last almost five years. In 2016, BC Public Service Agency confirmed that approximately 2,300 government employees resided in West Shore communities. It is anticipated that this number has since increased.
- The Ministry of Citizens' Services (CITZ) has been in communication with local government representatives of Langford and Colwood (West Shore) and both are supportive of the creation of provincial government office space in their respective communities.
- In 2016, and again in 2018, CITZ did a market scan for available office space in the West Shore communities. At that time, there were no locations available that suited the office or service delivery needs of government in terms of size and amenities.
- There are now indications in the West Shore real estate market that developers may be ready to construct new commercial office buildings that would be suitable for government use.
- Options are also being explored to create a post-disaster building in the West Shore.

DISCUSSION:

- CITZ has surveyed all ministries to determine their interest for general office space and more specialized citizen service delivery space in the West Shore.
- The survey results indicate that there is strong interest from ministries for an office based drop-in centre in the West Shore. Interest has also been expressed for a permanent office space by certain ministries (in addition to the drop-in space).
- The survey results also indicate that there is less interest to locate citizen-facing services in the West Shore; only three ministries are interested (Ministry of Citizens' Services, Ministry of Children and Family Development, and Ministry of Attorney General / Public Safety and Solicitor General).
- A Request for Proposal (RFP) for office space in the West Shore that is available immediately was issued, and five proposals submitted. There is a leading proponent and negotiations have commenced with the prospective landlord. Subject to successful negotiations, space for a mobile office could be available in early 2020.
- The survey from the ministries will also be used to support a comprehensive Treasury Board submission for fall 2019 for a larger presence in the West Shore. This presence would be a larger office complement along with the potential for service delivery to citizens. As a building of this scope has not yet been constructed, it is anticipated that move-in ready space will not be available for this purpose until 2022.

- The benefits of securing new space in the West Shore include:
 - Provide new service delivery options for citizens living in the West Shore
 - Improve the quality of life for government West Shore employees (e.g. reduced commuting time)
 - Reduce environmental impact (fewer employees driving and expected reduction in green-house gas emissions)
 - Improve government's ability to retain and attract employees by locating workspace nearer to their homes.
- Development of concept plan for a post-disaster building in West Shore is in progress.

NEXT STEPS:

- Create a Share Space office location in the near-term (within the next one year)
- Finalize the survey with ministries and prepare a Treasury Board submission for fall 2019 to seek funding to create additional office space and a location where citizen services could be delivered (within the next 2-3 years).
- Present the concept plan for a post-disaster building to the Treasury Board in fall 2019.

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

DECISION NOTE

Advice to Deputy Minister

DATE: May 25, 2019

CLIFF#: 111649

ISSUE: Approval of Ministry of Citizens' Services (CITZ) – Carbon Neutral Action Report 2018

BACKGROUND:

Through BC's carbon neutral program, requirements legislated under the Climate Change Accountability Act (formerly the Greenhouse Gas Reductions Target Act), all public sector organizations (including each ministry) must complete an annual Carbon Neutral Action Report (CNAR) that is submitted to the Ministry of Environment's Climate Action Secretariat (CAS) for publication.

A senior executive from each respective public sector organization must approve and sign-off on their CNAR before submittal to CAS. The CITZ CNAR (Attachment 1) is a consolidation of the seven divisional CNARs, with approval due from the Deputy Minister's Office (DMO) by end of May. At least one representative from each division of CITZ assisted in the development and delivery of this year's CNAR content and obtained Assistant Deputy Minister (ADM) approval of their respective divisional climate actions. Approval of Divisional CNARs has been received from all seven CITZ ADMs on their respective portion of content, including signatures from the corporate sponsor, Real Property Division's ADM, for relevant documents.

Once approved by the DMO, the CNAR is submitted to CAS, who drafts a single, comprehensive provincial CNAR, and releases it to the public, by mid-June as required under legislation. Past CNAR reports for Core Government can be found on the BC Government's public facing internet.

DISCUSSION:

The current government has a heightened climate action mandate requiring a stronger, concerted effort across the Ministry. The in-scope government greenhouse gas emissions include building operations (e.g., heating, cooling, lighting), plug load (e.g., computers, peripherals, multi-functional devices), fleet (e.g., light duty cars, trucks, heavy duty vehicles) and business travel.

Given the programs and services provided by CITZ to other ministries, the CITZ CNAR includes climate action activities related to: services provided by CITZ to ministry clients (e.g., energy efficiency attained through occupant engagement campaigns, optimizing building operations, information management and technology initiatives, building retrofits); and efforts to reduce greenhouse gas emissions related CITZ operations (e.g., reducing space requirements for CITZ staff, lower emissions resulting from the use of its vehicle fleet, reduction in paper consumption and business travel associated with CITZ operations).

Through its operations and financial decisions, CITZ has management influence over the majority of core government greenhouse gas emissions. Management decisions driven by or at least in consideration of climate action requires dedicated champions within key lines of business that can most significantly impact government emissions.

OPTIONS:

Option 1: Approve the 2018 CNAR (Attachment 1).

Implications: CITZ shall meet the mandated requirements under the Climate Change Accountability Act.

Option 2: Approve the 2018 CNAR with changes to basic content if/as requested by DM (Attachment 1).

Implications: CITZ shall meet the mandated requirements under the Climate Change Accountability Act.

Option 3: Do not approve the 2018 CNAR (Attachment 1).

Implications: CITZ shall not meet the mandated requirements under the Climate Change Accountability Act.

RECOMMENDATION:

Option 1: Approve the CITZ CNAR 2018.

Approved /  _____

DECISION and SIGNATURE

Jill Kot

Deputy Minister

Ministry of Citizens' Services

May 29, 2019

DATE SIGNED

Attachment: Carbon Neutral Action Report 2018

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

CARBON NEUTRAL ACTION REPORT SURVEY – MINISTRY OF CITIZENS’ SERVICES 2018

Public sector organizations (PSOs) should complete this survey, along with the CNAR Overview, in accordance with BC’s Climate Change Accountability Act (previously know as the *Greenhouse Gas Reduction Targets Act*) and the Carbon Neutral Government Regulation.

This survey is divided into two parts:

Part 1 will be part of your organization’s public document and will be made available to the public on the Climate Action Secretariat website. This section collects details about actions taken or planned to reduce emissions.

Part 2 will NOT be made public. The information it collects will be used internally to help Climate Action Secretariat staff with planning for emissions reduction and climate change adaptation initiatives.

Note, you can save your progress at anytime by clicking “Save”. You will be asked to enter your email and a hyperlink will be sent to you. You can then continue responding at another time or email the hyperlink to a colleague to complete remaining section(s). The email subject line will be “CARBON NEUTRAL ACTION REPORT SURVEY – BROADER PUBLIC SECTOR 2018 - Answers Saved”.

PSO Deadlines

April 30 th , 2019	✓	SMARTTool Data Entry must be completed for the 2018 reporting year.
May 15 th , 2019	✓	Self-certification checklist must be completed, signed and submitted by email to: Carbon.Neutral@gov.bc.ca
May 31 st , 2019	✓	The final, signed version of the CNAR Overview must be submitted by email to: Carbon.Neutral@gov.bc.ca

✓ The **CNAR Survey Form** must be completed and submitted online.

June 30th, 2019

✓ Each public sector organization (PSO) is encouraged to post their CNAR report on their website.

✓ Payments towards offset invoices should have been received by CAS.

PART 1(external)

Contact Name: Namrata Sheth

Contact Email: Namrata.sheth@gov.bc.ca

Organization Name: Ministry of Citizens' Services

Role – Please select the best category for your current role with your organization. If more than one individual completed the survey, multiple categories may be selected:

- Energy Manager
- Sustainability Coordinator
- Administrative Assistant
- Facilities/Operations Manager/Coordinator
- CEO/President/Exec Director
- Treasurer/Accounting
- Superintendent
- Other - Please Specify: In collaboration with various Analysts, Managers, Senior Managers, and Directors across the Ministry.

Please select your sector: School District (SD), Post Secondary (PS), Health (H), Crown (CR) – Core Government

A. Stationary Sources (e.g. Buildings, Power Generators): Fuel Combustion, Electricity use, Fugitive Emissions.

1. Actions taken by your organization in 2018 to support emissions reductions from buildings

	Yes	No
a) Do you have a strategy to reduce emissions from stationary sources?	Yes	
I. If yes above, what are the main goals?	Yes, as explained below.	
b) Whether you have a strategy or not (1.a), briefly describe your organization's plans to continue reducing		

emissions from stationary sources:	
I. Over the medium-term term (1-5 years)	Yes, as explained below.
II. Over the long term (6-10 years)	
c) Please describe your strategy's goals (if any) related to <u>energy audits</u> .	Yes, as explained below.
I. What % on average of your building portfolio has an energy audit completed each year (if any)?	Approximately 5% (Energy audits were implemented at 20 buildings last year).
d) Please describe your strategy's goals (if any) related to building retrofits.	
I. What % on average of your building portfolio is retrofitted each year in the following categories (if any) - click here for further information:	Approximately 6% (retrofits were implemented at 30 buildings).
• Minor retrofits (e.g., low cost, easy to implement measures including caulking, lighting, adding roof insulation, etc.).	A few are minor retrofit projects (approximately 5-7 buildings).
• Major retrofits (e.g., replacing windows and doors, equipment replacement such as boilers, etc.)	Most are major retrofits (approximately 23-25 buildings).
• Deep retrofits (e.g., replacing roof, replacing the heating, ventilation and air-conditioning system with a renewable technology like a ground-source heat pump, etc.)	Deep retrofit studies are planned for the coming fiscal. Implementation will be based on the study recommendations.
e) Please describe your strategy's re/retro-commissioning goals (if any)?	Yes, as described below.
I. What % on average of your building portfolio do you recommission each year?	5% (approximately 20 buildings).

<p>f) Do you keep records of Refrigerant gases category and refilling volumes?</p>	<p>Yes, we keep records for refrigerant gases at buildings where CITZ has operational control.</p>
<p>I. If yes, have you included the associated emissions in your estimate inventory? (Question edited based on conversation with CAS)</p>	<p>CITZ tracks refrigerants associated with owned building equipment, and it is estimated to be <1% (of the total emissions from all sources).</p> <p>CITZ does not have the ability to track or analyze the fugitive emissions associated with equipment in leased buildings, as we do not have operational control in these areas.</p>
<p>II. What, if any, mitigation approaches have been considered? Please describe.</p>	<p>Mitigation approaches such as the halocarbon phase out strategy are in place under the RPD Environmental Management System.</p>
<p>g) How many newly constructed buildings received at least LEED Gold certification in 2018?</p>	<p>Two newly constructed buildings are targeted for LEED</p>

	Gold standard, one of them is certified and another certification process is underway.
i. How many newly constructed buildings did not receive LEED Gold certification?	N/A
ii. Please explain why LEED Gold certification was not obtained.	N/A
<p>h) Other actions? Please describe briefly.</p> <p>Buildings</p> <p>Background: Energy use and associated greenhouse gas (GHG) emissions are areas of focus within the Ministry of Citizens' Services (CITZ) Service Plan and significant aspects under the Real Property Division's (RPD) ISO 14001 certified Environmental Management System (EMS). RPD manages a portfolio of over 1500 owned, leased and managed facilities that are occupied by core government, and the broader public sector (BPS) across the province. These buildings have a variety of archetypes such as offices, courthouses, correctional facilities, warehouses, and labs, among others.</p> <p>Energy management efforts have been long-standing in CITZ and its predecessor organizations since more than 40 years. These efforts have resulted in more than 60% reduction in energy use intensity since 1970. In 2018, RPD introduced the Energy Smart Strategy, a rolling five-year plan with a triple bottom line objective to reduce building energy consumption and associated GHG emissions, along with improving occupant comfort and life-cycle return on investment.</p> <p>Targets and Performance: Short term year-over-year energy reduction targets are defined under the <u>fiscal 2019 Ministry Service Plan</u> and are extended under the EMS to 2050 in alignment with the CleanBC provincial carbon reduction target of 50% by 2030 relative to 2010 levels. To achieve the provincial reduction target with a steady progression, an average rate of reduction of 4% leading up to 2030 is expected to demonstrate public sector leadership under the CleanBC Plan. Energy management efforts from 2010 to 2018 (described further in this report) have effectively resulted in an estimated carbon emission reduction of approximately 38%* and reduction in building energy performance index (BEPI) by 14%*¹ compared to 2010 levels.</p> <p>Energy Management Framework</p> <p>Building emission reduction and energy conservation efforts managed by CITZ fall into four categories: Behaviour, Operations, Programming & Infrastructure (BOPI). The details of each category are described below:</p> <p>Behaviour Change Management Actions: Several behaviours change campaigns to encourage the BC Government's 26,000 public service employees to reduce energy consumption. CITZ is directly responsible for the utility costs of the key initiatives that were undertaken in 2018.</p>	

SAIL Award

In 2018, CITZ continued to deliver the Sustainability Action Innovation and Leadership (SAIL) Award, first launched on Earth Day, 2016. The SAIL Award recognizes employees who take the time to show leadership in advancing sustainability in core government operations. Each of the individuals and teams being recognized contribute measurably to the sustainability of core government operations. Since its launch, the Award has recognized ten sustainability leaders and/or teams across nine ministries and agencies within core government.

In 2018, the recipients included Tara Knight and Vanessa N Foord. Tara is a District Development Technician with the Ministry of Transportation and Infrastructure, based in the Okanagan, who was nominated for her waste and energy conservation efforts as well as her time developing the garden for all to enjoy. Vanessa is a Research Climatologist with the Ministry of Forests Lands and Natural Resource Operations in the Omineca Region and was nominated for taking the initiative to make climate change adaptation and mitigation central to her and her colleagues' work.

Building Sustainability: SHIFT Speaker Series

This webinar series designed and developed for the Real Property Division helps RPD bridge the gap between the objectives in the Environmental Management System and the organization's daily work by hearing directly from other organizations and jurisdictions about their experiences.

- Shift to Zero Energy + GHG Emissions
- Shift to Zero Waste
- Shift to Sustainable Water Use
- Shift away From Hazardous Waste
- Shift to Green and Regenerative Buildings

Sustainability Associates

The BC Sustainability Associates program is a pilot project that started in January 2018, for one year. This project is testing the Sustainability Associates model as an alternate and potentially more effective model of engaging building occupants. Specifically, it is testing whether the model can be used to support and enable building occupants to set baselines, develop energy and waste conservation targets, and to meet those targets. Through behaviour change, building occupants will contribute meaningfully to energy and waste reduction. Teams will be using Community Based Social Marketing and Behavioural Insights tools, such as the EAST framework, to identify opportunities and design campaigns. Through this program we have supported five pilot building teams to set targets of between 1 - 5% conservation in energy and a higher percentage of waste (typically between 5 and 20% amongst the various teams). The actual targets have depended on the Sustainability Associates' teams' building, their office culture, and the use of the building (its programs, etc.). From the lessons learned in this program we will be refocusing our behaviour change efforts to be continuously more efficient and effective.

Energy Wise

CITZ-RPD also continues to participate in BC Hydro's Energy Wise Network. This program provides a small seed funding, as well as some consulting time from a private consulting company, to support CITZ's behaviour change campaigns. Additional information about Behaviour Change Management Actions is available on the Government of BC intranet.

Operations and Maintenance Actions (Including Re-commissioning strategy)

CITZ has an outsourced facility management service-provider, BGIS-WSI, to maintain and operate government's building portfolio and deliver projects under a Master Service Agreement. Since November 2014, a centralized team of BGIS-WSI technical experts in automated building controls, known as the DDC Unit, has been reviewing building operations and implementing re-commissioning measures as appropriate. Re-commissioning ensures that building equipment and systems are operating optimally to meet current occupant needs; it also provides a rigorous investigation approach to identify problems and integration issues. It focusses on identifying "low cost/no cost" operational improvements given the building's current usage to obtain comfort and energy savings. The DDC Unit calibrates building systems and works with field staff to bring the building systems to their optimal performance, which has resulted in potential annual energy savings of approximately 7,500 GJ at 22 buildings in 2018 alone.

Approximately 16 building re-commissioning projects were completed in 2018. The initiation of these projects was built on the successful efforts at 23 other buildings in 2016, where low cost/no cost measures were implemented to optimize building operations, and more significant potential energy efficiency infrastructure investment opportunities were identified.

In partnership with BC Hydro, RPD participated in the Continuous Optimization Program at Port Coquitlam courthouse in late 2016. Since handoff, the courthouse has achieved total energy savings of over 330 GJ resulting in GHG savings of 12 tCO₂e. Moreover, two continuous-optimization projects under the BC Hydro program were initiated in 2018 that could potentially save over 2,230 GJ of energy annually.

Finally, continual improvement in energy performance is inherently built into facility management service contracts and forms part of the Performance Management Framework that governs these service contracts. Under this governance model, service providers have maintained a strong focus on energy management and have been successful at demonstrating established performance outcomes. Each year RPD and BGIS-WSI identify key strategic actions for the Energy Management and Conservation Strategy (EMCS), with the objective to reduce energy consumption and associated GHG emissions. A few key strategies this year were to enhance knowledge of building operators, advance heating ventilation and air-conditioning (HVAC) Best Practices within operations teams and conduct Level I energy audits in at-least five leased buildings. Moreover, quarterly energy dashboard meetings with facility management service providers continue to reveal continual improvement opportunities through networking discussions and encouragement.

Program Based Actions

Leading Workplace Strategies

Leading Workplace Strategies (LWS) is a cross-government initiative led by CITZ as endorsed by the Deputy Ministers' Committee on

Technology and Transformation since July 2011. LWS refers to government's coordinated corporate approach to support and promote mobile and flexible work styles by integrating technology, culture and space in innovative ways. It includes mobility-based options such as free-address (shared) work space, collaboration spaces, and telework as part of the suite of options. The LWS initiative has enabled thousands of employees to work in more flexible and collaborative ways, taking advantage of mobile technology. LWS is now seen as the default approach for workspaces to support mobility and flexibility as per "Where Ideas Work: A Corporate Plan for the BC Public Service, 2016."

LWS 2018 Update

Leading workplace projects have now been completed for 11 different ministries or organizations across the province in 27 leading workplace projects have been completed across government in 19 different buildings:

- Over 47,500 m² of office space has been upgraded while reducing the portfolio by over 32,000 m².
- Over \$10.3M in building occupancy costs (BOC) are now saved annually with a total of over \$36.5M in savings at the end of 2018.
- More than 539,000 kg of GHG emissions will be reduced each year based on lease terminations alone, with over 1,977 tonnes of GHG emissions reduced to date. This is the equivalent of having 421 fewer cars on the road.
- 3,702 employees are working in a leading workplace, of which 43% of employees are working in a mobile workstyle using IT, wireless and remote access services.
- 30 more leading workplace projects are currently underway throughout BC.

Two LWS projects were completed during 2018 including projects for Ministry of Children and Family Development at 1340 Ellis St. in Kelowna for 208 FTEs, and for the Ministry Social Development and Poverty Reduction 900 W. 16th in North Vancouver for 26 FTEs.

LWS - Process Changes

Carbon impact has been included in LWS decision-making process for planning opportunities for options that consider space changes or net new leases. Ratio of work points to FTEs for new LWS projects that include external mobility are planned at 2:5 which will lead to additional space savings. This has now been fully adopted by all new LWS projects where external mobility has been identified by clients. The LWS initiative continues to gain momentum as government grows. These projects achieve specific density targets that ensure we are maximizing the portfolio use and avoiding taking on additional space assets that would contribute increased carbon emissions. The positive or negative effect is considered in conjunction with financial considerations as well as service delivery and impacts to staff (triple bottom line approach).

LWS - Service Delivery

Increased mobility and associated tools have provided government staff with the ability to work anywhere. In extreme weather events such as snow employees have been able to work from home with support of their supervisors. In cases of emergency, staff would be able

to deliver much of their work from any location and have a positive impact on GHG emissions by reducing commutes.

Infrastructure Actions (Includes Investment and Retrofits strategy)

In terms of building infrastructure, priority is given to investments that meet a range of government imperatives (e.g. health and life safety, client programming, building integrity) along with the energy conservation and greenhouse gas emissions reduction. This investment strategy defines and weighs criteria to evaluate capital projects and to apply those criteria consistently, thereby creating a defensible capital investment program. The investment program was implemented to reduce subjectivity and increase transparency in the prioritization process and produce a system that is scalable to many projects across a diverse portfolio of owned assets. The process also includes stakeholder engagement and a technical review resulting in a prioritized list of requirements for owned assets.

In 2018, RPD implemented 21 ASHRAE Level II energy audits at some of the most energy intensive buildings of the portfolio. These audits partly informed some of the investments done in 2018 and it will also inform investment decision in the coming years. Over the last year, approximately 25 energy impacting building retrofit projects valued at more than \$4.5 million were initiated. Furthermore, dedicated investment into smart building projects began in 2018. The investment ranges from HVAC upgrades, lighting projects, recommissioning and smart building projects. Overall, due to the energy conservation and GHG reduction efforts related to investment in 2018 alone, more than 40,000 GJ of estimated energy savings and 1,000 tCO₂e reduction in associated GHG emissions is expected over the coming years.

Clean Energy Supply across the Province

1. Biomass based District Energy System in Prince George

We are pleased to report that the Prince George Law Courts is connected to the downtown Prince George District Energy System (DES). This biomass based collaborative DES supports local industry, builds resilient communities, and fosters sustainable development of the province. The primary fuel for the system is residual heat from an existing biomass heating system serving the local wood industry's needs. Since the DES system utilizes heat from wood waste, it also improves waste management in the community. The estimated GHG emissions avoided by implementing DES at the Law courts is potentially equivalent to 2,180 tCO₂e over the lifetime of the project.

2. Building Integrated Solar in Victoria

In 2001, RPD's predecessor organization B.C. Buildings Corporation investigated the feasibility of building integrated solar photovoltaic (PV) system as a demonstration of the technology, resulting in installation of a PV curtain-wall with a capacity of 2,600 Watts. This clean energy project was implemented to test and demonstrate the viability of integrated solar PV in a real world setting and to assist in establishing an integrated PV experience base and capacity building in British Columbia. With a focus to investigate PV power generation and assess the benefits of PV as a demand-side load reduction strategy, the panels are still in operating condition with an estimated clean-electricity generation of approximately 1,800 kWh annually.

3. Geo-thermal Energy use in Okanagan and Maple Ridge

Partial heating and cooling at the Okanagan Correctional Center are served by a district geo-thermal field. The geo-thermal system at this site can provide approximately 200 tons of energy from the ground field located within the park. Another example of utilizing ground-

source clean energy is the Alouette Correctional Centre for Women (ACCW). The new building at ACCW comprises of a geo-thermal based heating and cooling system, with a natural-gas backup system. There are four heat-pump units at this site, each between 40 to 50 tons utilizing the ground-source energy.

Technology

At the Office of the Chief Information Officer (OCIO) in CITZ, Hosting Services branch continues to reduce power usage and the equivalent GHG emissions by reducing cooling demands. As part of the Ministry's provision of information technology infrastructure services, 97% of all servers have consolidated into two data centres. During 2018, 38 Regional Network Centres (RNC) were closed in:

100 Mile House, Burns Lake, Campbell River, Castlegar, Chetwynd, Chilliwack, Clearwater, Courtenay, Cranbrook, Dawson Creek, Duncan, Golden, Hazelton, Hope, Houston, Invermere, Lillooet, MacKenzie, Maple Ridge, Masset, Merritt, Nakusp, Nanaimo, Oliver, Parksville, Penticton, Port Albernie, Port Hardy, Powell River, Queen Charlotte City, Quesnel, Sechelt, Smithers, Surrey, Terrace, Trail, Tumbler Ridge, Vernon, and Williams Lake. Only seven RNCs remain open as of February 2019.

Additionally, OCIO is rolling out virtual private networks to all employees in the government, allowing remote access to everyone. Moreover, wireless networks are being rolled out at more than 800 government buildings across the province. The division is also adopting the use of cloud servers, and energy efficient network devices for the government.

Device Power Management:

Due to OCIO's efforts around power management of devices such as personal computers and laptops for core government operations, the annual energy savings are more than 1900 mega-watt hours (when compared to an always ON scenario), translating into more than \$200,000 in utility cost savings.

Moreover, with the new workstation refresh program, all Lenovo laptops are Green Certified with:

1. EPEAT Gold- Certification the device meets criteria that addresses the full product lifecycle, from design and production to energy use and recycling. Bronze-rated products meet all the required criteria in their category. Silver-rated products meet all the required criteria and at least 50% of the optional criteria, while Gold-rated products meet all the required criteria and at least 75% of the optional criteria.
2. Energy Star 6.1 - Computer specification for energy efficiency.
3. RoHS Compliant - Restriction of Hazardous Substances (RoHS) Directive, with a focus on maintaining product compliance as new restricted substances are added to the Directive

2. Briefly describe your organization's plans to continue reducing emissions from its stationary sources:

CITZ has both medium term and long-term energy and GHG reduction targets for buildings, that also align with the provincial targets as described earlier in this report. CITZ will continue to reduce emissions from its stationary sources through BOPI activities as described above.

In 2018, CITZ released a five-year plan, the Energy Smart Strategy, to further advance triple bottom line interests of the government.

The Energy Smart Strategy was developed with broad internal and external consultation to invest in energy efficient and smarter buildings in the BC government, while enhancing the experience of building occupants, and reducing operating costs such as lower utility bills. This strategy sets direction toward a long-term vision of net zero energy, in alignment with RPD's Environmental Management System. Various milestones have been established under pathways such as: Energy Retrofits and New Construction, Smart Building Technology, Adaptation, Clean Energy Supply, and Electric Vehicle Charging Equipment to achieve the targets. Importantly, the Energy Smart Strategy positions CITZ to align with provincially regulated public-sector leadership carbon reduction targets, to reduce GHG emissions from buildings by 50% by 2030 compared to 2010 levels.

Additionally, RPD applies a rigorous Triple Bottom-Line decision-making criterion to assess whether to buy, sell or lease properties. A Multi-Criteria Analysis tool has been developed to rank aspects of environmental effects, including:

- impact on GHG emissions
- resources extracted from environment over time
- materials put into environment over time
- overall impacts on defined environmental aspects

The tool can also indicate when owning a building provides the opportunity to develop and upgrade critical building systems, for example HVAC or electrical, and thereby reduce emissions.

B. Mobile Sources (Vehicles, Off-road/portable Equipment): Fuel Combustion:

3. Actions taken by your organization in 2018 to support emissions reductions from mobile sources?

a) Do you have a strategy to reduce emissions from mobile sources?		x
i. If yes, what are its goals?		
b) Whether you have a strategy or not (3.a), briefly describe your organization's plans to continue reducing emissions from mobile sources:		
I. Over the medium-term term (1-5 years)	Purchase more fuel efficient or electric-vehicles	
II. Over the long term (6-10 years)	Purchase	

	more fuel efficient or electric vehicles
c) How many fleet vehicles did you purchase from the following categories:	
i. Electric Vehicle – EV - (e.g., Nissan Leaf, Chevy Bolt)	1
ii. “Plug In” Electric Vehicle – PHEV (e.g., plug-in Prius, Chevy Volt)	
iii. Hybrid vehicle – HEV – non “Plug In”- (e.g., Toyota Highlander Hybrid)	
iv. Hydrogen fuel cell vehicle	
v. Natural gas/propane	
vi. Gas/diesel vehicle	6
If you purchased new gas/diesel vehicles, can you briefly explain why vehicles from the other categories were not chosen?	Lack of options; budget considerations
d) How many existing EV charging stations does your organization have in each category:	
i. level 2?	Please see the response below
ii. level 3?	
iii. How many level 2 stations (if any) are specifically for your fleet vehicles?	
iv. How many level 3 stations (if any) are specifically for your fleet vehicles?	
e) How many EV charging station(s) did you install in 2018 in each category:	Please see the response below
i. level 2?	
ii. level 3?	
iii. How many level 2 stations (if any) were installed specifically for your fleet vehicles?	
iv. How many level 3 stations (if any) were installed specifically for your fleet vehicles?	
f) Other actions, please describe briefly (e.g. charging station feasibility studies, electrical panel upgrades, etc.)	Please see the response below

The CITZ Electric Vehicle Charging Equipment (EVCE) Program supports the transition to Zero Emission Vehicles (ZEV) at public sector facilities by increasing availability of charging stations for government fleet vehicles, public sector employees and visitors to government buildings. The EVCE program includes the following activities:

- In 2018/19, completed the installation of 25 EVCE, including:
 - installation of 13 EVCE at 13 sites using funds that were provided by the Ministry of Environment primarily for fleet vehicles
 - installation of 12 EVCE at 9 sites using funds appropriated by CITZ for public and government employee use
- Work with ministry clients to identify and implement at least 10 new EVCE stations at government facilities per year under CITZ Energy Smart Strategy
- Allocate staffing resources, monitor and analyse the appropriate use and demand of EVCE, leveraging software capabilities, and to provide oversight on the delivery of EVCE into the future
- Prioritization of EVCE placement will primarily be based on current demand and opportunity for growth
 - Demand is driven by the number of electric vehicles that require charging
 - Opportunity for growth is informed by the availability of electric vehicles to service government operations (fleet), the interest of government employees in using ECVE at government sites if installed, and gaps in the overall provincial EVCE infrastructure that may compromise the potential uptake in ZEV (both fleet and personal)
 - Although a list of sites where ECVE will be placed is not yet available, prioritization will occur through continual auditing of EVCE use, consultation with ministry clients and in continued conversations with other provincial EVCE champions
- Engage Facilities Management Service Providers to monitor and maintain equipment Establish policy and appropriate signage related EVCE usage
- Liaise with other government agencies (e.g. Ministries of Energy, Transportation, Environment) to support the broader government interest in ZEV toward establishing a robust provincial network of EVCE

4. Please indicate the number of the vehicles in the following vehicle classes that are in your current fleet (including any purchased in 2018):

Definitions:	
• Light duty vehicles (LDVs) are designated primarily for transport of passengers <13 and GVWR<3900kg	
• Light duty trucks (LDTs) are designated primarily for transport of light-weight cargo or that are equipped with special features such as four-wheel drive for off-road operation (include SUVs, vans, trucks with a GVWR<3,900kg)	
• Heavy duty vehicles (HDV) includes vehicles with a GVWR>3,900 kg (e.g. ¾ tonne pick-up truck, transport trucks)	
a) Light duty vehicles (LDVs)	
i. Electric Vehicles – EV - (e.g., Nissan Leaf, Chevy Bolt)	1
ii. “Plug In” Electric Vehicle – PHEV -- (e.g., plug-in Prius, Chevy Volt)	
iii. Hybrid vehicles – HEV – (e.g., non “Plug In”- older Toyota Prius, Toyota Camry hybrid)	5
iv. Hydrogen fuel cell vehicles	

v.	Natural gas/propane	
vi.	Gas/diesel	20
b) Light duty trucks (LDTs)		
i.	Electric Vehicles – EV	
ii.	“Plug In” Electric Vehicle – PHEV	
iii.	Hybrid vehicles – HEV – (e.g., non “Plug In”- older Ford Escape Hybrid, older Chevrolet Silverado pickup hybrid, etc)	
iv.	Hydrogen fuel cell vehicles	
v.	Natural Gas/propane	
vi.	Gas/diesel	18
c) Heavy duty vehicles (HDV)		
i.	Electric Vehicles – EV	
ii.	“Plug In” Electric Vehicle – PHEV	
iii.	Hybrid vehicles – HEV – (e.g., non “Plug In”)	
iv.	Hydrogen fuel cell vehicles	
v.	Natural Gas/propane	
vi.	Gas/diesel	21

5. Please indicate the number of the vehicles you plan to replace in your fleet:

i.	How much do you budget per LDV?	
ii.	How many LDVs do you plan to procure annually over the next 5 years?	
iii.	How much do you budget per LDT?	\$35,000
iv.	How many LDTs do you plan to replace annually over the next 5 years?	3
v.	How much do you plan to spend per HDV?	\$60-80K
vi.	How many HDVs do you plan to replace annually over the next 5 years?	2

C. Office Paper: Indicate which actions your PSO took in 2018:

6. Actions taken by your organization in 2018 to support emissions reductions from paper supplies.

	Yes	No
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a) Do you have an Office Paper strategy?	x	
I. If yes, what are its goals?	To reduce our carbon footprint. For more, please see below.	
b) Whether you have a strategy or not (6.a), briefly describe your organization's plans to continue reducing emissions from paper use: utilizing a digital solution	Please see the response below.	
I. Over the medium-term (1-5 years)		
II. Over the long term (6-10 years)		
c) Have an awareness campaign focused on reducing office paper use		x
d) Purchased alternate source paper (bamboo, hemp, wheat, etc.)		x
e) Other actions, please specify		
<p>All divisions within CITZ perform operations in a digital manner wherever possible. For example, the Corporate Information Records Management Office, Service BC and the Information Communications Technology Division follow the corporate information management policy, and some divisions track paper consumption using shared print services and have divisional challenges to encourage reduction in paper use. Finally, government has moved to a managed print model which reduces copies and prints being made and never picked up.</p>		

Part 2 – A (internal)

Reminder that this section is not included in your public report

1. Does your organization have an emission reduction target? Yes/No

Yes, RPD measures environmental performance in absolute GHG emissions (tCO₂e), for the space where it is directly responsible for utility costs. Moreover, RPD also tracks building energy performance in mega-joules of energy consumed per square meter of rentable area (MJ/m²). This energy intensity is weather normalized to compare year over year performance.

As described in the external section of the report, CITZ has emission reduction targets for emissions associated with buildings aligning with the provincial public-sector leadership targets. The short-term targets (4% average rate of reduction) are set such that we achieve our medium-term target of 50% reduction in emissions by 2030. Under the RPD EMS, and the Energy Smart strategy, the long-term goal is to achieve a net-zero energy state for the portfolio by 2050 and beyond.

2. Does your organization have a strategic emission reduction plan to reduce the organization's emissions (e.g. 5 year plan)? Yes/No

If yes, please describe briefly and include URL if posted publicly:

Yes, as described in the external section, the CITZ Energy Smart Strategy sets direction to reduce energy consumption and associated greenhouse gas emissions from buildings. It focuses on investing in core government buildings for energy efficient and smart government buildings through a triple bottom line lens of reducing energy consumption (and associated GHG emissions), improving client satisfaction and return on investment. The long-term vision of this plan is to achieve a net-zero energy state by 2050. Various milestones have been established under pathways such as: Energy Retrofits and New Construction, Smart Building Technology, Adaptation, Clean Energy Supply, and Electric Vehicle Charging Equipment to achieve this long-term vision. More than 100 specific milestones and activities are outlined in these pathways to achieve our goals over a five year-period.

3. Does your organization use building energy management tools? If yes, please select any that apply.

<input type="checkbox"/>	Portfolio Manager ENERGY STAR
<input type="checkbox"/>	PUMA
<input type="checkbox"/>	Asset Planner / FAME
<input type="checkbox"/>	Utility Manager
<input type="checkbox"/>	Sky Spark

	E-Tracker
	Pulse Energy
YES	Other, please Specify
	Does not use building reporting and benchmarking tools

Others: The ministry uses the energy analysis tool administered by our service provider BGIS-WSI called the BI-Tool to perform energy-benchmarking analyses.

Other Sustainability Actions:

4. During 2018, did your organization have any of the following programs or initiatives to support sustainability?

	Yes	No
a) A low-carbon business travel policy or travel reduction goal (low-carbon = lowest emission of greenhouse gas per kilometer per passenger)		No
a) i) If yes above, please describe briefly.		
b) An operations policy or program to facilitate the reduction and diversion of building occupant waste (e.g., composting, collection of plastics, batteries) from landfills or incineration facilities	Yes	
c) Green procurement standards/policy for goods (e.g., office furniture, fleet, etc.)		No
d) 2 b. If Yes above, could you elaborate on the standards/policy?		
e) Other, please describe briefly		

Technology: GHG Emission Avoidance due to Telepresence Rooms

Implemented in November 2010, the CITZ Telepresence video conferencing rooms have improved connectivity across the regions, promoted collaboration and productivity, and supported timelier decision-making. The technology also offers an innovative solution to minimizing travel expenses, while supporting the reduction of carbon footprint. In 2013/2014 the service was expanded to three locations in the interior. Per the DM memo dated April 19, 2013: "British Columbia is leading the way among Canadian provinces in facilitating innovations like the use of Telepresence. As champions of innovation, we continue to look to you and your executive teams to ensure this new technology is considered as an alternative to travel and we appreciate your ongoing support for this service."

In 2016 the room hardware for all 7 Telepresence rooms was upgraded resulting in 65% reduction in both power requirements and total typical heat dissipation. The reduced heat dissipation helped to reduce the power consumption required to cool the rooms in warmer weather, thus improving energy conservation and avoid the associated GHG emissions. In 2018, the total number of meetings held in the 7

rooms, located in 5 different cities in the province, was 411. The estimated carbon savings resulting from the use of the Telepresence Service is 15,234 kgCO₂e.

RPD GO Team: Collaborative Efforts

The RPD GO Team provides leadership recommendations, develops and promotes best practices, and provides insight from a staff perspective to the EMS and the Health and Safety Management Systems (HSMS) that lead to healthy, resilient and vital ecosystems in the provincial government community. The GO Team has representation from all the branches in RPD, committed to effective and efficient implementation of the RPD Environmental Stewardship Policy. A few examples initiatives that demonstrate RPD's leadership in embedding environmental stewardship in its core business processes via the GO Team are given below:

- GO Team is actively pursuing targets for water consumption, solid waste, and hazardous materials under the EMS
- Speakers from GO Team will present at events like Coffee and Conversations to showcase GO Team's work on the EMS and HSMS
- Asset Management Branch is creating a Green Pair-wise model for energy and GHG reduction investment opportunities, which will inherently form a part of the capital planning process going forward
- Accommodation Management Branch compares buildings based on energy intensity, whenever there is a request for new space
- Strategic Real Estate Services Branch uses triple bottom line criterion for acquisition and disposal of properties
- Real Estate Business Services Branch uses mapping as a tool for flood, fire related climate risks for emergency planning for client ministries
- Facilities Contract Management Branch – In terms of the service provider's contract performance quantitative targets are built into the key performance indicators with defined targets for energy and GHG reduction
- Finance Branch actively reduces office supply use, and plays a critical role in supporting energy related projects' financial administration

CITZ Green Team: Volunteer Efforts

The CITZ Green Team consists of volunteers, including the Green Team Lead position in the ministry. Currently there are approximately 5-10 active Green Team members. In 2018, the Green Team undertook number of activities to encourage energy and waste reduction and sustainability awareness in general. The team encouraged reduction of energy use at 4000 Seymour, Victoria through a "Lights Out" campaign in shared areas of the building such as kitchens and meeting rooms. Additionally, through the Sustainability Associates pilot program, Green Team was provided with key data that allowed the team to focus awareness efforts on areas where they could have the largest impact.

Green Team: Waste Reduction Efforts:

It was identified through a waste-audit that 12% of landfill waste at 4000 Seymour came from disposable cups. For this reason, the team provided participants at a waste learning event with reusable "Where Green Ideas Work" mugs. Another learning event, called the

"Reduce-A-Thon" involved participants playing a waste-sorting game to increase awareness about how to appropriately dispose of a variety of items. This way, through rewarding participants with a reusable mug, the team provided a participation incentive that would in turn empower individuals to contribute to CITZ's waste reduction goals. It was also identified through the audit that paper towels accounted for a non-trivial portion of the landfill waste and for this reason, the team posted educational posters on the paper towel dispensers in the building as reminders that paper towel can be composted.

For Earth Day 2018, Green Team hosted a film screening and discussion on the impacts of climate change in the Arctic. The team also participated in numerous ministry events to engage with CITZ employees around sustainability such as a CITZ employee engagement fair and having a booth at UniverCITZY.

5. Out of all the emission reduction projects your organization has undertaken in 2018, please describe the one action taken that resulted in, or is expected to result in, the greatest emissions reductions (this may be considered your "success story" that you may want to highlight within your 2018 CNAR): (text box)

- a) If possible, please include an approximate estimate of the expected emission reductions from the project(s) (in tonnes CO₂e and % reduction):**

Tonnes CO ₂ e:	Estimated 40 tCO ₂ e and 1700 GJ of energy savings	% total CO ₂ e reduction:	Approximately 20% of the building emissions.
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Several emission reduction activities took place in CITZ that have resulted and expected to result in substantial emission reductions. One of the highlights is the **Jack Davis building in Victoria at 1810 Blanshard Street**. Multiple energy conservation and smart proof of concepts projects are underway at this building as outlined below:

Smart proof of concept with Wi-Fi HVAC controls - As part of the Energy Smart Proof of Concept project, wireless access points are now installed and are fully operational at 1810 Blanshard St. This will allow anonymous counts of wireless devices on each floor from the wireless access points. These counts will inform the heating and cooling system on how many people are in the work area, and it should automatically adjust the temperature as needed. This communication between devices is anticipated to create a more energy efficient environment.

CopperTree installation- CopperTree Analytics is the developer of Kaizen, a powerful ongoing commissioning and analytics tool that works in conjunction with the building automation system (BAS) and metering systems. Kaizen continuously monitors the building's performance and energy consumption, measuring it against optimal performance guidelines and its own baseline, sending alerts if a fault is detected or if performance is sub-optimal. CopperTree was installed at this building last year, to monitor the building HVAC performance from energy and

carbon perspective.

Continuous Optimizations program implementation - The Continuous Optimization Program (CoP) is a joint offer from BC Hydro and FortisBC which provides RPD assistance to save energy and improve operations in our large building portfolios. The primary focus is on reducing the energy consumption of heating HVAC systems by making improvements to the BAS. Funding is provided by the partners to have an approved recommissioning consultant conduct an in-depth assessment of the building. Re-commissioning ensures building equipment and systems are operating optimally to meet current occupant needs; it also provides a rigorous investigation approach to identify problems and integration issues. In partnership with BC Hydro, CoP project underway at the Jack Davis building is expected to achieve total energy savings of 1,200 GJ and GHG savings of 30 tCO₂e.

LWS upgrade of the 4th floor - LWS refers to government's coordinated corporate approach to support and promote mobile and flexible work styles by integrating technology, culture and space in innovative ways. It includes mobility-based options such as free-address (shared) work space, collaboration spaces, and telework as part of the suite of options. The LWS initiative has enabled thousands of employees to work in more flexible and collaborative ways, taking advantage of mobile technology. LWS is now seen as the default approach for workspaces to support mobility and flexibility as per "Where Ideas Work: A Corporate Plan for the BC Public Service, 2016." The fourth floor at Jack Davis is undergoing an LWS upgrade, which will result in reduction of space use per capita, translating into reduction in energy consumption and GHG emissions.

b) Did you face barriers with funding in 2018 when trying to develop an emission reduction initiative? If so, identify the reason behind the barrier (select all that apply):

i.	Funding went to operational pressures
ii.	Funding went to competing capital priorities
iii.	Emission reductions are not prioritized in the funding approval process
iv.	Rules around spending or applying for the funds do not meet my organizational needs
v.	Other. Please describe.

RPD within CITZ takes into consideration the triple bottom line focus of environmental, economic and social outcomes while implementing projects. Dedicated staff is specifically allocated to advance energy efficiency and GHG emission interests within RPD where energy utility budgets are primarily managed. However, not all divisions are resourced to have such a dedicated focus to champion emission reduction activities on a full-time basis.

c) What projects ("opportunities") does your organization see as being most effective in leading to substantive reductions of emissions and increased energy efficiency?

Buildings:

Numerous initiatives at RPD have led to increased energy efficiency and reduction in carbon emissions. With respect to building energy conservation, CITZ takes a three-pronged approach that have led and will lead to substantial reduction in energy consumption and associated GHG emissions. This approach includes, retro-commissioning, standard energy retrofits and deep energy retrofits. These projects also include smart building technology to enhance building operations and increase efficiencies. In Fiscal19, CITZ invested in more than \$5M worth of energy conservation projects. Overall, due to the energy conservation and greenhouse gas emission efforts related to investment in this year alone, more than 40,000 GJ of estimated reduction in energy consumption and 1,000 tCO₂e reduction in associated GHG emissions is potentially expected over the coming years.

Technology:

Hosting Services has increased the performance of standard physical servers, allowing each device to provide more computing capability in the same energy footprint. This has also allowed several employees to move from large to medium, and medium to small devices, reducing their energy consumption. Additionally, the performance of virtual servers has increased, allowing clients to take advantage of virtualization. Virtual servers are more energy efficient due to the sharing of common resources. Exemptions are required for all physical servers, increasing the use of virtual servers. In 2018, through the Server Refresh program, 47% of the physical servers were replaced with virtual servers, reducing to 5-6 host servers.

Stationary Sources Data:**6. What is the total amount of floor space (Gross Floor Area) in your organization (including occupied and unoccupied space)? (Please report in square meters)**

CITZ only – occupied 70,000 m²

CITZ only – vacant 45,000 m²

(As per SMARTTool Gross up Factor Report Q4-2018)

FTE (employees) Data (excluding Health Authorities and their Affiliates)**7. How many Full Time Equivalent employees (FTEs) do you have within your organization?**

Regular – 1805

Auxiliary – 194

Total – 1999, as of April 30, 2019 for Citizens' Services

8. How many Full Time Equivalents (FTEs) in your organization are tasked with energy management and sustainability operations (i.e. focusing on reducing energy, water, waste, climate impacts from the operations)?

There are eight FTEs tasked with sustainability operations and two FTEs tasked with specific energy management operations. Additionally, CITZ receives support from BC Hydro for energy management. Moreover, one PTE and two FTEs with our service provider are tasked with

energy and sustainability work.

Part 2 – B (internal)

Public Sector Reporting on Preparing for Climate Change Risks

The Climate Action Secretariat (CAS) is seeking your feedback on your organization's readiness to report on preparing for climate change risks. To gather your feedback, we have included new questions on preparing for climate change risks in this year's CNAR Survey. The questions are based on recent legislative amendments that require provincial reporting on progress towards managing risks resulting from a changing climate. New government actions to prepare for climate change and recent legislative changes are outlined below.

If you have any questions or concerns while completing this survey, please contact Julia Berry at climaterisk@gov.bc.ca.

New Government Actions to Prepare for Climate Change

Historical and ongoing greenhouse gas emissions mean that the climate will continue to change and we can expect to see impacts from more frequent or extreme weather events, increased temperatures and precipitation, and rising sea levels. Changes will continue for decades.

Managing the risks resulting from a changing climate is essential to secure the longevity of asset investments, protect our health and well-being, and reduce costs associated with climate-related disasters. By protecting our capital and social investments now we can ensure that British Columbia's economy continues to thrive in a changing climate.

The Province is taking important steps to manage risks resulting from a changing climate. We are creating a legislative foundation for predictable and consistent provincial actions to prepare for climate change risks. The results of these first steps will inform a provincial climate resilience strategy in 2020.

Legislative Change: Climate Change Accountability Act

In November 2018, the Government of British Columbia brought into force amendments to the Greenhouse Gas Reduction Targets Act, which included:

- Renamed the Act to the *Climate Change Accountability Act*;
- Established new provincial greenhouse gas emissions reduction targets; and
- New requirements for the Province to report publicly on how it is preparing for climate change risks.

Starting in 2020, the province will publicly report every two years on risks that are reasonably to be expected resulting from a changing climate, as well as plans, actions, and progress to reducing these risks.

Given the public sector's important role in provincial service delivery and asset management, public sector organizations may be asked to provide information that feeds into the provincial climate risk and resilience progress reports. The earliest that public sector organizations could be asked to contribute information to the provincial report is 2022.

Changes to the 2018 CNAR Survey

This year's survey questions will help inform policy development on future public-sector reporting. The questions reflect our current thinking on the type of information that PSOs may be asked to provide.

The intent of the questions is to help CAS:

- Understand current capacity to report on progress towards preparing for climate change;
- Identify opportunities to increase capacity by providing additional resources and tools; and
- Receive targeted feedback from the public sector on the proposed categories of information.

CAS recognizes that the ability to report on progress related to managing climate change risks will vary across organizations and regions. In addition, CAS recognizes there is a need for additional resources and tools to support the public sector in meeting any future reporting. Your feedback will help to inform reporting timelines and additional resource requirements.

Instructions

There are no wrong answers. Your feedback on the new questions will help us understand current public sector capacity to report on preparing for a changing climate.

Please answer the following questions to the best of your ability. For any questions that you are unable to answer, please help us understand what you or your organization would need to be able to answer these questions. The responses you provide are for internal purposes.

If you are seeking further information on climate change in BC, please visit:

- Pacific Institute for Climate Solutions: [Climate Insights 101 – BC Climate Impacts and Adaptation](#)
- BC Regional Adaptation Collaborative Program: [Webinar Series](#)
- BC Housing: [Creating a Cost-Effective Adaptation Strategy](#)
- Addressing Climate and Health Risks in BC: [Health Care Facilities](#)
- [Green Infrastructure and Health Guide](#)
- The Government of British Columbia's [Adaptation and Climate Impacts Webpage](#)

If you are seeking support from within your organization to answer the new questions, please consider engaging with the [positions, or equivalent, listed in section 6 \(2\)](#).

Lastly, please refer to the Glossary of terms ([insert hyperlink](#)) while completing these sections. The glossary will open in a separate window.

Category 1: Risks to the organization's assets and service delivery

To Note: Several questions below are answered with perspectives from multiple divisions in Citizens' Services (CITZ). CITZ performs a dynamic role in government to support businesses, citizens, government ministries and broader public sector (BPS) organizations by delivering services related to the technology sector, information and privacy, innovation, procurement and supply, and real-estate, among others. CITZ comprises of the following divisions that work together to deliver these services:

- Corporate Information Records Management Office
- Corporate Service Division
- Information and Communication Technology
- Office of the Chief Information Officer
- Procurement and Supply

- Real Property Division (RPD)
- Service BC

1. Please describe how you / your team / department / organization defines risk?
2. What tools do you/ your team/ department/ organization use to understand, manage, and report on risk?
3. Who is responsible for determining and addressing risk within the organization?

Amalgamated Response for Questions 1-3:

Corporate Context: CITZ follows the BC government's standard definition of risks. Risks are events that could occur and may negatively impact our service delivery, projects, or assets. Risks are classified by both likelihood and impact to give an overall risk rating. CITZ uses a Strategic Risk Register (as mandated by Core Policy & Procedures Ch.14) to identify and review CITZ strategic risks. Individual business areas are responsible for tracking operational/project related risks at the most appropriate level.

- Tools such as risk registers, business continuity plans (BCPs), and teams like the corporate facility management unit (FMU) are utilized when relevant to understand and manage corporate risks.
- All departments are responsible for determining and addressing risk with CITZ.
- Strategic risks are identified via Senior Executive (Associate / Assistant Deputy Minister; Deputy Minister) while operational risks are identified and managed by Directors, Project Managers, etc. as required by the project or business process.

Information Security Context: The OCIO is responsible for tracking and reporting information security related risk. Risk in terms of the information security context is the likelihood that a threat might leverage a vulnerability and the potential impact to the business. Risk rating is defined as the product of likelihood of the event occurring and the potential impact of the risk.

- The tool used to understand and manage information security related risk is STRA (Security Threat and Risk Assessment).
- Ministry Information Security Officer (MISO) is responsible for business units to conduct the assessment for the information security specific to each ministry sector (~12). It is the line of business' responsibility to identify and treat the risk. Ministry Chief Information Officer (MCIO) has an accountability for information within the ministries. Eventually, MCIO would be signing off the assessment.
- Risk treatment options such as mitigation, remediation or avoiding the risk (changing the circumstance) could be taken depending on the type and impact of risk and the circumstance. Transfer of risk can be made by purchasing insurance. Sometimes the risk is accepted, if it is too low or treatable.

Real Property Context:

All departments are responsible for determining and addressing risk within RPD. Specifically, the Risk Management (RM) team in Asset Management Branch, RPD, works in conjunction with Emergency Management BC's (EMBC) response and recovery efforts, when an emergency

related response situation arises. Currently risk management efforts are from a responsive approach. To expand, the RM team deals with the post-impact response. Provincial level emergency response affecting the core-government portfolio is also managed by the RM team.

- In its day to day business, RPD refers to the 57 risks from the Emergency Management BC's risk register, that affect the province - such as freshet flooding, wildfire, hazmat spills, mudslides, tsunamis etc.
- Another important role of the RM team is also to support both EMBC, and RPD's service provider in the after-math of a hazard or emergency. For example, in BC, freshet flooding happens annually due to melting of snow in spring, and a provincial building in the affected area might be impacted. In such cases, the RM supports with the response from this impact, such as by helping support RPD's facility management service-provider in making appropriate decisions at the right time, support the affected client ministries to relocate and help them find temporary space and infrastructure, and support with the client-ministry's BCPs.
- Finally, the long-term goal is to have a comprehensive approach in responding to and recover from threats that cause emergencies by:
 - Having a well-collaborated response through the RPD Emergency Operation Centre to effectively mitigate any emergency
 - Being ready and able to recover quickly from emergency events.

From environmental perspective, RPD has assessed the risks that impact the environment due to core-government's building infrastructure via the ISO certified Environmental Management System (EMS). RPD has specific programs in place or programs are underway to manage the risks arising from government's building infrastructure that impact the environment. Similarly, from a health and safety perspective, RPD maintains a hazard risk registry and programs are either in place or underway for hazards that are identified as significant risks.

4. Describe your organization's understanding of risks resulting from a changing climate:

a. Assets

i. Describe the organization's effort to assess the risks and vulnerabilities resulting from a changing climate on its assets.

1. Has the organization completed a climate vulnerability assessment to understand risk to one or more assets?
 - a. If yes, please describe in as much detail as possible your process, participants, cost, outcomes.
 - b. If no, please describe barriers to conducting infrastructure climate vulnerability assessments.

ii. Describe the organization's effort to assess supply chain interdependencies?

1. For example, has the organization assessed cross-dependent infrastructure that provides vital services to the organization and may transfer risk in the event of failure (i.e. road, water, waste water, power, telecommunications and transport supply lines)?

iii. Describe the organization's internal policy and procedures for spare capacity or contingencies in the event of failure (e.g. for redundant power, water, telecommunication lines)?

iv. Has the organization identified which assets in its portfolio are at the greatest risk from a changing climate now and in the future?

Amalgamated Response for Questions 4 a (i) to 4 a (iv):

For CITZ, examples of assets could be fleet, network related equipment, data centers for digital information, core-government building infrastructure, among others. Climate risk is a harmful consequence or expected loss (such as degradation of infrastructure) resulting from the interactions between climate hazards arising from climate variability, exposure of infrastructure to these hazards and vulnerable conditions (definition from the IPCC). In 2018, CITZ participated in a climate risk assessment pilot project administered by the Climate Action Secretariat (CAS). CAS received partial funding from Natural Resources Canada to undertake an assessment of the XDI Climate Adaptation System, and its applicability to infrastructure risk assessment and decision making. The XDI Climate Adaptation System analyses cross dependency between infrastructure and provides insights for adaptation and future management of critical assets such as roads, power stations and hospital, specifically in relation to extreme weather and climate change. The focus area of this assessment was the Nanaimo Regional General Hospital and its surrounding infrastructure. Three RPD buildings participated in this project, as a part of the wide-analyses of the climate risk assessment. The outcome of the assessment will inform the usability of such tools on a portfolio level in the future.

Moreover, RPD is providing facility locations to a provincial data warehouse to enable informative mapping in relation to forests, rivers, flood plains etc. Over the last 5 years, risk levels have increased in the areas of spring flooding, wildfire, landslides and drought. Over the last five years, RPD has noticeably observed the increase in freshet flooding, and the impact of wildfires were highest in the province's recent history. Moreover, the consequences of these climate hazards create a domino effect, for example, wildfires create mud-slide issues due to trees not being able to hold the top-soil, which in turn creates erosion, etc. Therefore, climate hazards need to be studied from an open-system perspective to incorporate and mitigate impacts arising from these risks.

Infrastructure Contingencies: RPD is responsible for providing and managing real estate services for core-government. Therefore, we are also responsible for providing solutions and setting technical standards for some of the critical provincial infrastructure including correctional centers, courthouses etc. RPD Technical Standards include redundant power capacity for correctional centers for emergencies in the event of a failure. Although RPD has not yet assessed all climate hazards from a portfolio-level, plans are underway to perform such assessments.

Technology Perspective: Below is an example of high-level assessment conducted by the OCIO to assess technical equipment at potential risks due to climate hazards.

<i>Asset Location(s)/Type(s) (e.g. Province-wide, Interior, Data Centres, 1515 Blanshard)</i>	<i>Asset at Risk (e.g. WAP, servers, network cabling, etc.)</i>	<i>Recognized Risk to Asset (e.g. power failure, overheating, flooding, etc.)</i>	<i>Adaptation/Resilience Measures(s) (e.g. back-up generator, waterproof enclosure, ventilation, etc.)</i>	<i>High Level Order of Magnitude Cost (if available)</i>
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Victoria, Vancouver / Province Data Centres	Data centres in flood zone - Servers at Risk	Flooding	New Interior and Calgary Data Centres outside of flood zones.	Unknown (Component of Services Contract)
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b. Service Delivery

- i. Describe the organization's effort to assess the risks to its ability to deliver its services in a changing climate (i.e. health, education, etc.)?**
 1. For example, has the organization completed a strategic climate risk assessment? (Yes/No/I don't know)
 - a. If yes, please describe in as much detail your process, participants, cost, outcomes. Please provide final assessment reports if available.
- ii. Has the organization's service delivery been impacted or modified because of an extreme weather event, such as a flood, wildfire, or wildfire smoke.**
 1. If yes, please describe in as much detail as possible here and provide information related to costs and if/how the organization was reimbursed under Category 5: Financial Implications of Climate Change

Amalgamated Response for Questions 4b (i) to (ii):

As described earlier, CITZ is a service delivery organization, providing critical infrastructure and services to the core government and the BPS. From a ministry level, it is observed that Service BC Service Centers are at risk from wildfires, floods and other natural disasters. Service BC Centers deliver critical government services to citizens. Business Continuity Plans are in place at the Service BC Centres for continuity of services. A Service BC Service Centre was closed in Grand Forks due to a flood in 2018. The business continuity plan was enacted and an alternate site was occupied to continue service delivery. RPD along with its facility management provider played a key role in the delivery of an alternate space so the Service BC Center could continue to deliver the services. More than \$30,000 of direct costs were incurred due to this emergency. A ministry-wide strategic climate related risk assessment will be necessary to identify risks that might impact CITZ's ability to deliver the mandated services.

Barriers: Through the exercise of collecting information for this report, it is observed that there is lack resources and information, to understand climate risk and adaptation related activities. There is also a lack of understanding about the applicability of impacts of climate change on various lines of businesses. A few divisions have voiced that resource funding to support ongoing teams in service delivery role(s), focused on climate-related risks to service delivery could be helpful.

Category 2: Actions to reduce climate-related risks

- 1) Based on the organization's understanding of its risks resulting from a changing climate, please describe the actions, if any, the organization has taken to minimize those risks?
- 2) Are these risks currently considered and communicated in the organization's risk register?
- 3) Is this risk register shared with the organization's capital ministry?
- 4) Do any of your organization's core policies and procedures include climate risk management related activities (e.g. capital planning process, asset condition assessment procedures, business continuity planning, procurement policies, human resources)?
- 5) Has the organization determined which department(s) are responsible for climate risk management/climate resilience/climate adaptation and related responses?
- 6) Does the organization have an individual, team, or interdisciplinary team tasked with climate risk management?
 - a. If yes, please list the job title(s) of the individual or team members:
 - b. If no, who do you think needs to be involved?
- 7) In efforts to reduce the organization's greenhouse gas emissions, does the organization consider how GHG reduction actions or strategies will enable or limit managing the risks resulting from a changing climate? (E.g. The implications of a warmer climate on future energy demand?)
- 8) In efforts to reduce risks from climate change to service delivery and assets, does the organization consider the implications of these efforts on greenhouse gas emissions reductions? (E.g. Low carbon options to meet future cooling demands?)

Amalgamated Response for Questions 1 to 8:

Response Context: The Risk Management team in RPD plays a critical role in the supporting with the business continuity plans for ministries. Sometimes, ministry business continuity plans may not be robust enough for the facility management provider to take actionable response. Thus, the RM team comes to support the ministry clients by helping them facilitate relevant details for the BCPs.

From a large-scale community perspective in case of catastrophic event, RPD deals with EMBC and supports the planning

- EMBC does the work to support local government
- RPD is responsible for Provincial Govt. centers/offices

RPD, when assessing options for the existing leased portfolio, Leading Workplace Services (LWS), assesses parameters for locations that may be adversely affected by climate related concerns. For example, the flood plain must be considered to relocate offices such that those concerns could be reduced or mitigated.

Some of the major Adaptation related milestones in the CITZ Energy Smart Strategy include:

- Undertaking portfolio-wide climate risk assessments
- Integrating climate risk into the CITZ business continuity plan, and engage client-ministries to include climate risk in their BCPS
- Implementing climate resilient design criteria for new buildings or major renovation – this will include the impact on future GHG emissions from building operations due to climate hazards

Finally, the corporate-wide business continuity plans consider impacts to business in three focus areas (impacts to facilities, IT applications, and human resources) and currently does not focus on the climate change as a specific business disruptive scenario.

Category 3: Plans to continue making progress managing risks from a changing climate

- 1) Does the organization have a formal climate adaptation/climate resilience/climate risk management plan or strategy?**
 - a. If yes, please describe in as much detail your process, participants, cost, outcomes of developing the plan/strategy. Please provide a link or the final plan/strategy if you have not already shared it with the Climate Action Secretariat. (Text Box)
- 2) Are there other plans/strategies that include directly or indirectly climate risk management activities (e.g. business continuity plans, emergency management plans, climate action plans, capital asset management plans, stormwater management plans, etc.)?**
- 3) Please describe any additional activities or planned activities to address risks from a changing climate (e.g. include climate-related risks in organizational risk register; include climate risk management in core policies and procedures)?**

Amalgamated Response for Questions 1 to 3:

Currently, CITZ Energy Smart Strategy and the *Climate Change Accountability Act, B.C.*, are the drivers of adaptation related activities in RPD. Based on these, RPD is planning to develop a framework for managing risks that arise from climate hazards in consultation with CAS and other necessary stakeholders as required.

Other plans and strategies that could directly or indirectly impact this work include ministry business continuity plans, client-business continuity plans, emergency management plan for CITZ and its client ministries, significant aspects under the EMS, various asset management plans with RPD, among others.

Category 4: Progress since the last report

After the first reporting year (still to be determined), PSOs will be asked in subsequent reporting years to provide an update on progress achieved for preparing for climate change risks. If you are able, please let us know about any recent (since last CNAR survey) or planned actions your organization has taken to prepare for climate change risks.

Over the last year, CITZ has progressed on several milestones for climate change adaptation related activities. First, an RPD-wide engagement webinar on Climate Change in BC and its impact on our organization's ability to deliver services was conducted. The webinar was delivered by subject matter expert, Trevor Murdoc from the Pacific Climate Impact Consortium. This session played an important role in inciting meaningful conversations about the impacts of climate change. Several other engagement sessions were held later, to encourage awareness on this topic. Additionally, XDI consultants were also invited to deliver a presentation about the results of the climate risk assessment in Nanaimo. Further efforts are underway, so that eventually climate risk and adaptation are included in regular business processes of the organization in the future.

Category 5: Financial Implications of Climate Change

- 1) Does the organization use cost benefit analysis when making financial decisions around reducing risks from a changing climate? (E.g. consider the costs and benefits of design features that reduce risks to new or renewed assets).**
 - A) If yes, please describe how. (Text Box)
- 2) Has the organization experienced extreme weather events that resulted in adverse impacts to its assets, service delivery, or operational costs? For example, wildfire, wildfire smoke, extreme rain events resulting in local flooding, extreme heat or cold, etc.**
 - A) If yes, please describe the event, date, adverse impacts, financial implications to assets and/or service delivery, and the mechanism used and source for reimbursement.
- 3) Are the possible or realized costs of climate-related impacts tracked within your organization?**
 - A) If yes, please select who receives the information about climate-related impact costs (please select all that apply):
 - ☐ Senior management
 - ☐ Risk Managers
 - ☐ Capital Ministry
 - ☐ None of the above
 - ☐ Other – Facility Management Service Provider
 - B) Please describe how the possible or realized costs of climate-related impacts tracked and communicated within your organization.
- 4) Does your organization know what the financial implications of risks resulting from a changing climate could reasonably be on its assets and service delivery?**

Amalgamated Response for Questions 1 to 4:

Financial implications from an emergency perspective are tracked in the organization, but not necessarily tracked from a climate-risk perspective, yet. However, some costs due to wildfires have been tracked retro-actively to understand financial implications of such hazards. This cost mainly includes the impact of investment for maintaining indoor air-quality such as scrubbers and air filters. Indirect costs to the occupants' productivity, health etc. have not been included in this. Plans are underway to track risks and costs arising from such hazards, in a pro-active manner.

Category 6: Organizational Awareness

1) Risk tolerance – Does the organization have an established tolerance for risks resulting from a changing climate to assets and service delivery?

Risk tolerance is established depending on the type of risk and its impact. Different lines of business have different parameters for risk tolerance. However, specific tolerance levels for climate risk will need to be established in the future from both asset and impact on service delivery perspective.

2) Please select the positions within the organization that were consulted in completing this survey?

- Climate Resilience and/or Adaptation Leads
- Facilities, Operations, and Maintenance Staff
- Capital Asset Managers
- Capital Planners
- Energy Managers
- Risk Managers
- Sustainability Managers
- Emergency Managers
- Program Managers
- Financial Managers
- Supply Chain Managers
- Support Services (Food, waste, laundry, etc.)
- Subject Matter Experts, e.g. Hydrologists, Engineers, Architects etc.
- Other, please list. (Text box)

3) Is there anyone who was either not consulted or not able to contribute that in your opinion should have been? (Yes/No/I don't know)

a) If yes, please provide the position title(s) and brief description of their barriers to participate.

4) How many hours were required to complete Part 2 -B of this survey?

Identifying relevant roles and stakeholders in various Divisions: 7 to 8 hours

Coordination with various divisions: 8 to 9 hours

Completing and collating Part 2B of the Report: 10 to 12 hours

Feedback:

- 1) What additional resources would be useful to improve your and/or your organization's capacity to report on preparing for a changing climate risk?
- 2) Please provide any additional information that you think would be useful to CAS in developing a program that supports public sector understanding, management, and reporting on climate related-risks.

Some divisions in the Ministry have given the following feedback:

- Specific examples of climate change risk management strategies, specific examples of likelihood & consequence data regarding climate change events will clarify the scope of this work and reporting activity.
- Stakeholder access to standard climate data so that all stakeholders are using the same information will reduce the confusion between "climate" and "weather". This way, survey respondents can definitively say (and comparisons can be made) that they have been affected by a climate change related event.

INFORMATION NOTE

Advice Deputy Minister

DATE: May 24, 2019

CLIFF#: 111652

ISSUE: Legislative Assembly and Proactive Disclosure

BACKGROUND:

- Proactive disclosure is any release of government information to the public without a formal FOI request. While these disclosures are typically done over the Internet, proactive disclosure also includes the release of information in other publication formats.
- The Act contains two provisions which require a public body to proactively disclose information:
 - Section 71 requires every head of a public body to establish categories of records that are in the custody or under the control of their public body that will be proactively disclosed.
 - Section 71.1 provides that the Minister responsible for the Act may issue directions that establish categories of records in the custody or under the control of one or more ministries that must be made available to the public without a request for access. This power does not extend to non-ministry public sector bodies.
- Though not subject to the same proactive disclosure rules to which the Act's public bodies must adhere, the Legislative Assembly routinely discloses information proactively, publishing its financial reports, as well as the compensation and expenses of Members and the expenses of individual constituency offices.
- These disclosures were initiated following conversations between the Clerk of the Legislative Assembly and the Information and Privacy Commissioner in 2012, in which the Clerk requested advice from the Information and Privacy Commissioner respecting the proactive disclosure of expenses.

DISCUSSION:

- Because the Act contains language that specifically exempts the Legislative Assembly from coverage, a legislative amendment is required to bring it under the coverage of any provision of the Act.
- Direction and decisions related to legislative amendments are typically provided by the Minister responsible and/or Cabinet. However, given the separation between the Legislative Assembly and government, this process may not be appropriate. As such, the Ministry may require an avenue to obtain direction from the Legislative Assembly itself.
- The Legislative Assembly Management Committee should be engaged in consultations and given the opportunity to provide meaningful input into proposed legislation.
- Given the independence, autonomy and privileges necessary for the legislative branch to function, in developing options and recommendations for such an amendment, careful consideration would need to be given to the following:

Separation of Powers

- Any power of a government official to issue directions to members of the Legislative Assembly should be developed with the full consultation and agreement of the Legislative Assembly, bearing in mind that the Legislative Assembly does have the authority to establish its own rules and obligations over its own operations to ensure public accountability.

Parliamentary privilege

- The Information and Privacy Commissioner, an independent Officer of the Legislature, is generally responsible for monitoring how the Act is administered to ensure that its purposes are achieved, and the Commissioner may conduct investigations and audits to ensure compliance with any provision of the Act or its regulations.

- If any government officials and/or Officers of the Legislature are empowered by statute to oversee or direct members of the Legislative Assembly, it is imperative to be mindful of the operation of parliamentary privilege and ensure that provisions are in place to preserve and protect the autonomy, independence and privileges of the legislative branch.
- Consideration must be given to measures or provisions that could be included in the statute to ensure that the necessary privileges, powers, and immunities are protected, and what aspects of parliamentary privilege could be affected, if any. Consideration must be given to whether incursions into privileges are justified or advisable.

Oversight

- Any consideration of including the Legislative Assembly in a legislative oversight regime such as the Act, would require careful consideration of the potential intersections between the oversight regime and parliamentary privileges.
- Any decision to expand the Information and Privacy Commissioner's powers to include oversight of the Legislative Assembly would likely require revisions to the role and functions of the Commissioner as set out in the Act.
- Given the complex legal and constitutional matters to be considered and addressed and the high-profile nature of the changes, the Ministry expects the amendments would require significant time and resources to complete.
- Additionally, given the high-profile nature of the change and previous media coverage of the idea, the Ministry expects any amendments to generate considerable attention from media and stakeholders.

While it is expected that stakeholders such as the Information and Privacy Commissioner and BC Freedom of Information and Privacy Association would support the change, extensive consultation would be required prior to introducing legislation.

SUMMARY:

- The Ministry of Citizens' Services (the Ministry) has been asked to provide advice on whether the Legislative Assembly could be required to proactively disclose information under the *Freedom of Information and Protection of Privacy Act* (the Act).
- Proactive disclosure is any release of government information to the public without a formal Freedom of Information (FOI) request.
- The Legislative Assembly is not a public body as defined in the Act and therefore is not compelled to comply with the Act's proactive disclosure obligations. Expanding the reach of the current proactive disclosure provisions in the Act to the Legislative Assembly would require a legislative amendment, and careful consideration of matters including:
 - Parliamentary and constitutional convention regarding the separation of powers between the legislative and executive branches of government.
 - Parliamentary privilege.
 - Which aspects of the Legislative Assembly would be covered by the requirement.
- In crafting such an amendment, the Ministry would need to draw on extensive expert and legal advice to ensure that the requirement does not infringe upon the independence of the Legislative Assembly.
- Given the complex legal and constitutional matters to be considered and addressed, and the high-profile nature of the changes, the Ministry expects the amendment would require significant time and resources to complete.
- The Legislative Assembly has the authority to establish its own rules and obligations over its own operations to ensure public accountability.
- The Legislative Assembly currently proactively discloses some types of information. If there is an interest in expanding the types of information it discloses proactively, it is recommended that the Legislative Assembly reengage with the Commissioner's office to seek advice.