

INFORMATION NOTE

Advice to Minister Beare

Date: June 7, 2021

CLIFF#: 115179

ISSUE: govTogetherBC survey on information access and protection privacy

BACKGROUND:

As highlighted in the *Freedom of Information and Protection of Privacy Act* (FOIPPA) 2021 Amendments Engagement and Consultation Plan (eApprovals 13347), the Ministry of Citizens' Services (CITZ) plans to build on the productive 2017-2019 FOIPPA consultations and re-engage with stakeholder groups to confirm previous input and to socialize the proposed amendments to gain an understanding of potential impacts.

As part of this engagement, CITZ will host a public govTogetherBC survey to gain insight on how the public's perception of information access and protection of privacy may have changed since the last survey on the topic in 2018; especially in light of the pandemic shifting many of government's services online.

DISCUSSION:

The CITZ Corporate Information and Records Management Office (CIRMO) is working with the CITZ Government Digital Experience Division (GDX) to leverage the 2018 govTogetherBC online discussion and develop an updated online presence.

The survey (see Attachment 1) will be open to the public for 4 weeks (approximately June 15-July 15). Promotion of the survey will be completed through upcoming public body FOIPPA roundtables, stakeholder outreach through newsletter content, as well as social medial channels (see draft outreach plan below). The survey results will inform implementation of legislative change.

NEXT STEPS:

Pending finalization of the survey, CIRMO and GDX will confirm site contents (see Attachment 1 and 2), post the survey and implement a communication plan in partnership with GCPE to encourage participation.

Attachments:

1. govTogetherBC survey content – FOIPPA
2. govTogetherBC project page template – FOIPPA

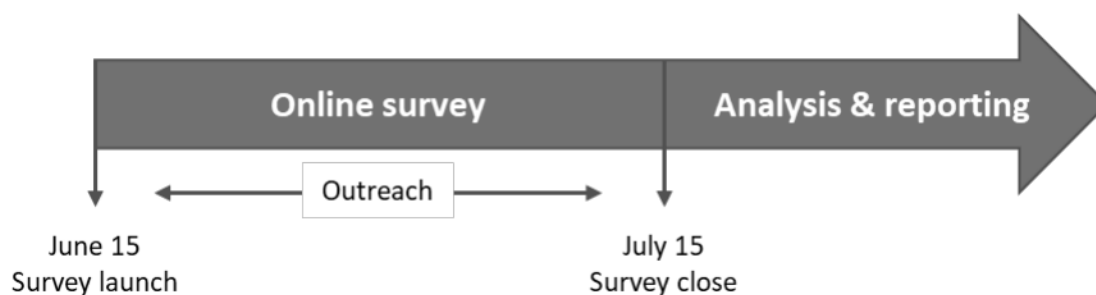
Contact: Matt Reed, Executive Director, CIRMO
778-698-5855

Outreach Plan – govTogetherBC survey on information access and privacy

Purpose

To increase participation in the Information and Data Management public engagement process through direct and indirect outreach.

Timeline



Outreach channels

- govTogetherBC site
- Social media
 - Twitter (@lisabeare, @govTogetherBC)

Outreach Tools

- govTogetherBC content
- GCPE MLA Kit – messaging and social media to encourage MLAs to raise awareness of the survey
- GCPE social media for Minister and govTogetherBC accounts
- GCPE key messages and a media plan for targeted media pitches
- Newsletter and website wording to send to stakeholders
- Speaking notes for any stakeholder meetings, roundtables

govTogetherBC survey - Information access and privacy 2021

Minister's Welcome

In Spring 2018, we asked for your ideas to improve the rules that govern both access to information and the protection of your personal information. A summary of the results can be found [here](#).

We recognize a lot has changed since those discussions took place. The COVID-19 pandemic has shifted how government does business, with technology being used more than ever to provide safe and convenient services to people.

The Ministry of Citizens' Services wants your thoughts on access to government information and the protection of privacy. Your input will help us improve our services in the future. Thank you for taking part!

Hon. Lisa Beare

Minister of Citizens' Services

Section 1 – Accessing government information

1. Currently, what is your primary source for information from government?
 - Government websites
 - Newspapers
 - Government social media channels (e.g. Facebook, Instagram, Twitter etc.)
 - Other social media channels (e.g. Facebook, Instagram, Twitter etc.)
 - TV
 - Other [text box]
2. Has where you get government information changed during the pandemic?
 - If yes, how? [text box]
 - No
3. In the past year, which of the following online tools have you used to access B.C. government services? (Please select all that apply.) [Randomized answer options]
 - Virtual doctor's appointment
 - Video conferencing (e.g. Zoom, MS Teams, GoToMeeting, etc.)
 - BC Services Card mobile app
 - Virtual Schools (e.g. K-12, post-secondary)
 - Booking an appointment (e.g. COVID vaccination, ICBC)
 - Laboratory test results (e.g. MyHealth - Island Health)
 - Paying a bill (e.g. BC Billing and Payment Services)
 - Applying for COVID-19 benefits or supports
 - Online voter registration and/or vote-by-mail package request (Elections BC)

Section 2 – Data residency

In 2004, the [Freedom of Information and Protection of Privacy Act](#) (FOIPPA) was updated to include strict data-residency requirements. The intent of these changes was to keep British Columbians' personal information in Canada and away from the influence of foreign law enforcement agencies. However, these rules have left BC

falling behind other provinces, and have made it more difficult and often more expensive for government to use new or innovative technology.

It's been almost 20 years since these requirements were implemented. Since then, there have been big advances in technology and information security. People's expectations have also changed; they expect more and better online services from their governments today than ever before – especially during the pandemic.

To ensure government can continue providing services during the pandemic, a ministerial order was issued to enable the use of online tools such as virtual classrooms, online health services, voter registration and others. People have told us they see benefit to these digital tools and government is considering how these new and innovative technologies can help people to access services in the future.

4. When thinking about accessing government services and information, what is most important to you? Please rank the following elements from greatest to least importance. [randomized answer options]
 - Government services for the public are available online
 - Government can use and build on the latest technology from around the world
 - Government data is hosted/stored in Canada
 - Government services and priorities are delivered quickly
 - Government data has the most up-to-date security protocols
 - Government spends less to provide services
5. Based on your answers above, you noted **A and B** as your top priority. Please explain why these are important to you.
 - A – open text box
 - B – open text box
6. How concerned are you about the following information security risks? (Please rank the following elements from greatest to least concerned) [randomized answer options]
 - Hackers stealing my personal information and/or committing identity theft
 - Government using my personal information in ways I have not consented
 - Organizations selling my personal information
 - Accidental information loss, such as misdirected mail
 - Unauthorized monitoring by other governments
7. When it comes to security, the more sensitive a piece of information or data is, the more strongly we should protect it. Reflecting on what is most important to you, how would you rank the sensitivity of the following personal information or data types? (from most sensitive to least sensitive)
 - Health (e.g. lab results, immunization history, prescriptions)
 - Financial (e.g. student loan balances, social insurance number, personal tax history)
 - Employment / business (e.g. employment history, business permits, contracts)
 - Education (e.g. GPA, exam results, evaluations from instructors)
 - Natural resources (e.g. land use permits, water rights applications, hunting/fishing licenses)
 - Personal demographics (e.g. gender, race, religion)
 - Justice (e.g. court documents, offences)
 - Social services (e.g. child protection records, income assistance, child support information)

Section 3 – The FOI Process

The Freedom of Information and Protection of Privacy Act (FOIPPA) makes public bodies more accountable by giving you the right to access most government records as well as giving individuals a right of access to, and a right to request correction of personal information about themselves. For more information about the Freedom of Information request process, please see

<https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information>.

Government is very committed to providing this service; however, requests for government information (e.g. reports, emails, audits, etc.) costs government an average of \$3,000 to process each request and only about \$5 per request is recouped through fees. There is currently no fee to make an application, but you can be charged for time preparing information, making copies, for shipping, etc.

8. Have you ever made a freedom of information (FOI) request?

I have made a request for:

	Yes	No
my own information		
other government information		

9. How would you rank these in order of importance when seeking government information or data (i.e. not your own information)? (Please rank the following elements from greatest to least importance)

- The speed of response
- Low cost / no cost to me
- The amount of information I get back
- That I get the information digitally
- That I get the information I was looking for (accuracy)

10. Based on your answers above, you noted **A and B** as your top priority. Please tell us more detail about why.

- A – open text box
- B – open text box

Section 4 – Reporting privacy breaches

Government holds a lot of information about British Columbians. While every reasonable effort is taken to keep your personal information safe and secure, privacy breaches do happen.

A privacy breach occurs when personal information is accidentally or deliberately accessed, used, or shared in a way that is not authorized by the Freedom of Information and Protection of Privacy Act (FOIPPA). If a privacy breach does occur in a government ministry, a formal breach management process is followed to ensure that the breach is quickly contained and resolved to minimize the impact as much as possible.

While many of the 2,900 public bodies covered by FOIPPA such as Crown corporations, universities, health authorities and municipalities have a similar process in place, they have no legal requirement to report privacy breaches to the Information and Privacy Commissioner or notify affected individuals.

11. How strongly do you feel the following public bodies should be legally required to have a privacy breach response process similar to government ministries?

	1 – Strongly Disagree	2	3	4	5 – Strongly Agree	Prefer not to answer
The health sector (e.g. health authorities)						
The education sector (e.g. K-12 school districts and post-secondary institutions)						
The local government sector (e.g. cities and municipalities)						
Other public bodies (e.g. Crown corporations, professional associations, etc.)						

Section 5 – Offences and penalties

There are penalties in place to deter anyone from breaking the access and privacy laws set out in FOIPPA.

Currently, a person who misleads an Office of the Information and Privacy Commissioner investigation can be fined up to \$5,000, while any individual committing a privacy protection offence could be fined up to \$2,000. Service providers who break these rules can be fined up to \$25,000 and corporations can face penalties of up to \$500,000.

Recognizing not all offenses are worthy of large fines, government is looking at alternative penalties for FOIPPA offences.

12. For each of the scenarios below, which penalty seems most appropriate for the offense?

	Penalty (further to the right is more severe)						
	No penalty	Remedial action (education/awareness)	Disciplinary action (suspension/termination)	Fines			Charging of an offence including potential jail time
				Less than \$5,000	Up to \$50,000	Up to \$500,000	
Someone uses a government database to look up personal information about a celebrity, neighbour, or family member without a							

business reason to do so.							
Someone collects client names through their work to benefit their side business							
Someone accidentally sees the content of a personal file they shouldn't have							
Someone shares information they are not allowed to that benefits another person							
Someone shares information they are not allowed to because they didn't know it wasn't allowed.							

Section 6 – General

If you have any further comments about access to government information and protection of privacy, please let us know below.

13. [Open text box, 1000 character limit]

Section 7 – Tell us about yourself

To get a better understanding about who is responding to this questionnaire, please provide a bit of detail about yourself. These questions, like the other questions in this questionnaire, are optional.

14. What best describes how you are responding to this questionnaire? [randomized answer options]

- Representative of a commercial or non-profit organization
- Interested member of the public

- Representative from a local government
- Representative of an Indigenous organization
- Representative of a First Nations government
- Other, please specify: _____

15. Which region of the province do you reside in?

- Vancouver Island / Coast
- Mainland / Southwest
- Thompson / Okanagan
- Kootenay
- Cariboo
- North Coast
- Nechako
- Northeast

Thank you for taking the time to provide input. This feedback will be used to inform our next steps to improve information access and privacy.

govTogetherBC website template

(sample: <https://engage.gov.bc.ca/govtogetherbc/consultation/french-immersion-programs-in-b-c/>)

Information and data management in B.C. during COVID-19

Get Involved [link to survey]

What is this engagement about?

The COVID-19 pandemic has shifted how government does business, with technology being used more than ever to provide safe and convenient services to people. The Ministry of Citizens' Services has created a short survey to better understand your thoughts on access to government information and the protection of privacy.

How can my contribution make a difference?

Responses from this [survey \[link\]](#) will be used to inform steps to improve information access and privacy.

The survey will be open until 4 pm PST on July 15 [\[TBC\]](#).

Details of the Consultation:

Date: July 15 [\[TBC\]](#) (open 4 weeks)

Status: Open

Location: Province-wide

Category: Government

Type: Survey

Get Involved [link to survey]

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s.12 ; s.13

DECISION NOTE

Advice to Minister Lisa Beare

Date: June 25, 2021

CLIFF#: 115381

ISSUE: Required updates to the Ministerial Direction to the Provincial Identity Services Provider (PIISP) respecting the BC Services Card (BCSC)

BACKGROUND:

The Ministry of Citizens' Services (CITZ) is the designated Provincial Identity Information Services Provider (PIISP) under the *Freedom of Information and Protection of Privacy Act* (FOIPPA). The Provincial Identity Information Management branch (IDIM) has the mandate to provide and enable identity management and authentication services to government programs on behalf of the PIISP.

Under section 69.2(3) of FOIPPA, the Minister responsible for the Act has the authority to issue binding directions to the PIISP and to a ministry or other public body respecting the type and quantity of personal identity information required to identify or verify the identity of individuals seeking access to government services. The first directions issued in 2012 were a part of the BCSC program, aimed to replace the CareCard and help modernize and reduce misuse and provide British Columbians with a secure government identification that could be used in-person and online.

Currently, ministerial directions exist for the PIISP, Insurance Corporation of British Columbia (ICBC), and the Medical Services Commission (MSC). These directions support an integrated partnership between these three entities in delivering the BCSC program.

DISCUSSION:

IDIM has developed services and technologies to authenticate and support individuals who wish to use their BC Services Card to access online services.

These services and technologies include:

- An integrated chip in the BCSC and card readers for authentication purposes; and
- An electronic credential that operates via the mobile BCSC app.

After the fall of 2021, the integrated chip option will be phased out. This decision was made based on:

- Low adoption of card readers;
- Changes in industry standards that have rendered the BC Services Card chip non-compliant; and
- High cost of maintaining card readers.

The mobile BCSC app:

- Authenticates the cardholder and enables them to access online government services;
- Is an extension of the physical BCSC; and
- Aims to increase convenience to British Columbians and save costs to the government.

Due to the recent COVID-19 pandemic, many British Columbians are unable or unwilling to visit Service BC counters. The mobile solution provides a new way for British Columbians to get verified for access to online services that do not require attending a Service BC counter.

The attached updated PIISP direction does the following:

1. Removes references to the integrated chip;
2. Provides for the electronic credential extension to the physical BCSC as an identity management credential managed and issued by the PIISP;
3. Incorporates steps that must be undertaken by the PIISP when authenticating BC Services Card cardholders who wish to activate their Mobile BCSC for accessing online services;
4. Includes the provisional requirement for cardholders to provide a digital photograph of themselves along with specified primary and secondary identification depending on whether the individual is a current photo or non-photo BCSC cardholder; and
5. Provides for the self setup of the electronic credential on another device.

There are no additional privacy impacts expected with the Mobile BCSC. BCSC personal information is not collected, used, passed through, or stored in the mobile device or the web browser.

The updated PIISP direction repeals and replaces the existing PIISP direction and will be posted publicly on the government's website. These directions formalize existing business practices established in 2020.

Review:

s.14

- All partners of the BCSC have been consulted and have confirmed support of the changes.
- The appropriate privacy impact assessments were completed, and the revised direction reflects input from the Privacy, Compliance and Training branch.
- Consultation with the Office of the Information and Privacy Commissioner (OIPC) was facilitated by the Privacy, Compliance and Training branch and we have been advised that the OIPC has no concerns with the updates to the direction as drafted.

OPTIONS:

Option 1: Sign the attached amended ministerial direction to the PIISP

Implications:

- Aligns with and supports current BCSC business practice;
- Provides for transparency and accuracy with respect to the to the discontinuance of the integrated chip and use of card readers;
- Will strengthen and support digital access to online services; and
- Will support British Columbian centered COVID-19 pandemic response by enabling remote authentication for online government services.

s.13

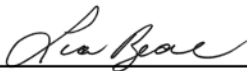
RECOMMENDATION: Option 1

(please circle)

APPROVED

NOT APPROVED

OPTION 1



Lisa Beare
Minister

July 2, 2021

Date

Attachments: Appendix A Directions to the PIISP (Direction 1/12)

Contact:

1. **For Questions respecting the updated Ministerial Directions:**
Please contact: Kerry Pridmore, Assistant Deputy Minister and Chief Records Officer — 778-698-1591
2. **For questions respecting the Mobile BC Services Card program:**
Please contact: Beverly Dicks, Assistant Deputy Minister, Service BC — 250-818-4674



BC SERVICES CARD DIRECTION

TO: THE PROVINCIAL IDENTITY INFORMATION SERVICES PROVIDER

DIRECTION: 1/12

SUBJECT: Direction respecting the BC Services Card and related personal identity information

AUTHORITY: This direction is issued under section 69.2 (3) of the *Freedom of Information and Protection of Privacy Act*

APPLICATION: This direction applies to the Ministry of Citizens' Services as the designated Provincial Identity Information Services Provider for the Province of British Columbia under section 69.2 (1) of the *Freedom of Information and Protection of Privacy Act*

EFFECTIVE DATE: June X, 2021

Honourable Lisa Beare
Minister of Citizens' Services

Minister of Citizens' Services
Direction to the Provincial Identity Information Services Provider
issued under Section 69.2 (3) of the
Freedom of Information and Protection of Privacy Act

I, Lisa Beare, Minister of Citizens' Services, issue the following direction to the Provincial Identity Information Services Provider under section 69.2 (3) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996 c. 165 ("FOIPPA"). This direction amends and replaces the direction issued on January 24, 2020.

A. Definitions

In this direction:

"agent" means the Insurance Corporation of British Columbia (ICBC), a government agent, or a person who is authorized in writing by ICBC to provide identity proofing services.

"cardholder" means an individual who has been issued a BC Services Card physical credential.

"credential" means a physical or electronic identifier that is issued to an individual, attests to the truth of certain stated facts, and is used to authenticate the identity of the individual.

"eligible entity" means a government institution subject to the *Privacy Act* (Canada).

"personal identity information" means any personal information of a type that is commonly used, alone or in combination with other information, to identify or purport to identify an individual.

"public body" means a public body as defined in FOIPPA.

B. BC Services Card Direction

Under section 69.2 (3) (b) of FOIPPA, the Provincial Identity Information Services Provider is directed to:

1. Establish a program to issue the BC Services Card.
2. Issue the BC Services Card that can be used to authenticate the cardholder when accessing services.
3. Permit individuals who already have a BC driver's licence, or who are applying for a BC driver's licence, to combine their BC Services Card with their BC driver's licence, subject to limited and specified exceptions.

4. Collaborate with the Insurance Corporation of British Columbia to establish the rules for eligibility, format, issuance and cancellation of the combined BC driver's licence and BC Services Card.
5. Issue other versions of the BC Services Card (in addition to the combined BC driver's licence and BC Services Card), including:
 - a. a standalone BC Services Card with a photograph of the individual (photo BC Services Card) and a level of identity assurance consistent with a BC driver's licence for individuals who do not have a BC driver's licence or who choose not to combine their BC Services Card with their BC driver's licence; and
 - b. a BC Services Card without a photograph of the individual (non-photo BC Services Card) and a lower level of identity assurance for minors and adults who, for reasons such as infirmity or lack of required identity documents, cannot meet the identity proofing standards required by this direction.
6. Issue to the cardholder, a BC Services Card electronic credential with a high level of identity assurance, that enables the cardholder to access online services, subject to limited and specified exceptions.
7. Establish policies, standards, and processes to govern the lifecycle of the BC Services Card including:
 - a. issuance, replacement, and renewal;
 - b. management;
 - c. suspension and cancellation; and
 - d. manufacturing, activation, authentication, deactivation, and expiry.
8. Enter into agreements, as necessary, with the Insurance Corporation of British Columbia and other public bodies to perform services related to the issuance of the BC Services Card.

C. Identity Proofing Direction

Under section 69.2 (3) (a) and (b) of FOIPPA, the Provincial Identity Information Services Provider is directed to implement the following identity proofing standards:

1. In issuing a new, renewed, or replacement combined BC driver's licence and BC Services Card, the Insurance Corporation of British Columbia's identity proofing standards for issuing a BC driver's licence will apply except where noted in Schedule A.
2. In issuing a new photo BC Services Card, or renewing, replacing, changing, or correcting personal information on it after card expiry or less than six months before card expiry, the Provincial Identity Information Services Provider must require the individual to:

- a. attend in person before an agent of the Provincial Identity Information Services Provider where the individual's photograph will be taken and the individual's signature will be obtained; and,
 - b. present two pieces of identification described in the attached Schedule A tables as long as they are not from the same issuing authority, of which at least one piece of identification is described in Table 1 (Accepted Primary Identification).
3. Subject to Direction C1 and C2 above, to activate a BC Services Card electronic credential for online services, the Provincial Identity Information Services Provider must require the cardholder to:
 - a. present their BC Services Card before the Provincial Identity Information Services Provider:
 - i. in person or online; and
 - ii. if online, take and submit a digital photo of themselves.
4. The Provincial Identity Information Services Provider must require that the identification presented under Direction C2(b) above be provided in accordance with the conditions described in each of the tables set out in the attached Schedule A and also in accordance with the following conditions:
 - a. each piece of identification presented to the agent must be an original or a true copy of the original, certified by the issuing agency;
 - b. a single piece of identification from Table 1 (Accepted Primary Identification) cannot be used as both a piece of identification from Table 1 (Accepted Primary Identification) and Table 2 (Accepted Secondary Identification);
 - c. the identification documents from Table 1 (*Accepted Primary Identification*) cannot be expired, unless otherwise noted in the table; and,
 - d. the identification documents from Table 2 (*Accepted Secondary Identification*) may be expired for up to one year, unless otherwise noted in the table.
5. The Provincial Identity Information Services Provider may issue a replacement photo BC Services Card more than 6 months before card expiry under the following conditions:
 - a. the card is deemed to have been lost or stolen; or
 - b. the card holder's personal information has changed or been corrected.
6. In issuing a replacement photo BC Services Card more than 6 months before card expiry, the Provincial Identity Information Services Provider must require the individual to follow the same process as for renewing as set out in Direction C2, unless the individual is unable to present the required identification.

In this case, the Provincial Identity Information Services Provider may allow the agent to match the individual to their previous photograph on record and confirm relevant information.

7. The Provincial Identity Information Services Provider must require an individual to present additional evidence where the individual's name has changed (or is different from the name shown on the presented identification). Required evidence to provide proof of a name change is set out in the attached Schedule B. Each presented name change document must be an original or a true copy of the original, certified by the issuing agency.
8. In issuing a new, renewed or replacement non-photo BC Services Card, the Provincial Identity Information Services Provider may accept a lower level of identity assurance and may waive one or more of the identity proofing standards listed in Directions C2, C3 and C6, above.
9. Respecting Direction C8 above, to activate a BC Services Card electronic credential for online services, the Provincial Identity Information Services Provider must require the cardholder to:
 - a. present their BC Services Card before the Provincial Identity Information Services Provider:
 - i. in person or online; and
 - ii. if online, take and submit a digital photo of themselves; and
 - iii. present two pieces of identification described in the attached Schedule A Table 1, so long as they are:
 - a) not from the same issuing authority;
 - b) at least one piece of identification comprises a photograph of the individual; and
 - c) if the primary identification presented does not comprise a photograph of the individual, the acceptable secondary identification is limited to the following:
 - a) Driver's licence (Canadian or U.S.)
 - b) Health card issued by a Canadian province or territory with photo
 - c) Passport (Foreign passports, including U.S. passport card)
 - d) NEXUS card
10. Subject to C3 and C9 above, to activate the electronic credential on additional devices a cardholder must present their BC Services Card before the Provincial Identity Information Services Provider:
 - i. online, and

- ii. authenticate their identity using their existing BC Services Card electronic credential

D. Personal Identity Information Direction

Under section 69.2 (3) (a) of FOIPPA, the Provincial Identity Information Services Provider is directed to include the following personal identity information on the BC Services Card, subject to the stated conditions:

1. The combined BC driver's licence and BC Services Card will contain the same personal identity information as the BC driver's licence.
2. A photo BC Services Card must contain an issued and expiry date and the cardholder's:
 - name;
 - sex;
 - address;
 - date of birth;
 - photograph; and
 - signature.
3. A non-photo BC Services Card must contain an issued and expiry date and the cardholder's:
 - name;
 - sex;
 - address (unless an exception applies); and
 - date of birth.
4. The Provincial Identity Information Services Provider may enter into an agreement with the Ministry of Health to print an individual's Personal Health Number on the back of the BC Services Card.

E. Direction on Privacy and Security of Personal Identity Information

Under section 69.2 (3) (c) of FOIPPA, the Provincial Identity Information Services Provider is directed to protect the privacy and security of the personal identity information in its custody or under its control. This includes but is not limited to:

1. Ensuring, through contractual or other means, that personal identity information is protected, as required by Part 3 of FOIPPA, by any service provider or other agent that provides services on behalf of the Provincial Identity Information Services Provider.
2. Ensuring that all personal identity information sharing with third parties is legally authorized and governed by Information Sharing Agreements.

3. Informing cardholders of best practices for protecting their BC Services Card and personal information, as well as measures for reducing the potential for identity fraud.
4. Completing a Security Threat and Risk Assessment on the personal identity information services it provides and providing a copy of that assessment to the Chief Information Security Officer with the Office of the Chief Information Officer (OCIO) for review and comment, prior to the implementation of its services.
 - a. The Security Threat and Risk Assessment must be updated on an annual basis or prior to a significant change to one of the services. A copy of the updated assessment must be provided to the OCIO's Chief Information Security Officer for review and comment.
5. Completing a Privacy Impact Assessment on the personal identity information services it provides during the development of the service and providing a copy of that assessment to the Corporate Information and Records Management Office (CIRMO) for review and comment.
 - a. The Privacy Impact Assessment must be updated on an annual basis or prior to a significant change to one of the services that involves the collection, use, storage, or disclosure of personal information. A copy of the updated assessment must be provided to the CIRMO for review and comment.
 - b. The Provincial Identity Information Services Provider must also provide, through the CIRMO, a copy of the Privacy Impact Assessment and any updates to the assessment to the Information and Privacy Commissioner for British Columbia for review and comment.
6. Immediately deactivating a BC Services Card, where the card is reported lost, stolen, or damaged, or where the identity information on the card has been confirmed to be fraudulent or compromised. Where practicable, the Provincial Identity Information Services Provider should also make reasonable efforts to recover the card.
7. Ensuring that all BC Services Card program employees, service providers and other agents who are responsible for handling personal identity information are made aware of their responsibilities to protect personal identity information and have received training on protecting personal identity information.
8. Establishing policies, processes, and controls to limit access to the personal identity information stored in the BC Services Card identity information service.
9. Establishing policies and processes for auditing the use of, and access to, the BC Services Card identity information service.
10. With respect to records or logs that record the use of the BC Services Card:

- a. limiting the personal information that is recorded when a BC Services Card is used to access a service to the minimum information necessary for the effective operation of the Provincial Identity Information Services Provider, so as to prevent the creation of long-term, detailed records;
 - b. ensuring that the information recorded about the service accessed is of a sufficiently general nature so as to not unnecessarily reveal information about a sensitive or personal transaction;
 - c. ensuring that the personal information recorded in a usage log is only used to support the service, address technical problems, and investigate a security or privacy incident or a case of suspected fraud; and,
 - d. ensuring that the information recorded about which service was accessed is not retained for longer than 30 days unless the information is necessary for a privacy, security, or fraud investigation.
11. Establishing policies and processes for identifying, reporting, and managing actual or suspected instances of identity fraud.
12. Immediately reporting an actual or suspected information incident to CIRMO and following all policies and processes CIRMO may set out.

F. Other Directions

Under section 69.2 (3) (e) of FOIPPA, the Provincial Identity Information Services Provider is directed to establish policies and processes for how a public body, or an eligible entity registers to use the BC Services Card identity information service.

Schedule A: Required Identification Documents

TABLE 1 Accepted Primary Identification

Type of identification	CONDITIONS
BC driver's licence or learner's licence	<ul style="list-style-type: none"> • Must include the individual's photograph and signature • Accepted as primary identification up to three years after the expiry date on the licence • Not accepted as primary identification if the individual last used a student, work, visitor, or temporary-resident permit as primary identification to obtain the BC driver's licence or the BC learner's licence
BC driver's licence and BC Services Card (combined)	<ul style="list-style-type: none"> • Must include the individual's photograph and signature • Accepted as primary identification up to three years after the expiry date on the card
BC identification card (BCID)	<ul style="list-style-type: none"> • Accepted up to three years after the expiry date on the card. • Older BCID cards without an expiry date are not accepted as primary identification • Not accepted as primary identification if the individual last used a student, work, visitor, or temporary-resident permit as primary identification to obtain the BCID
BC Services Card (photo)	<ul style="list-style-type: none"> • Must include the individual's photograph and signature • Accepted as primary identification up to three years after the expiry date on the card
Canadian birth certificate	<p>Most Canadian birth certificates are accepted as primary identification</p> <p>Documents that are not accepted as primary identification include:</p> <ul style="list-style-type: none"> • baptismal certificates • certificates of live birth • Quebec birth certificates issued <i>before</i> 1994 • Manitoba birth certificates issued by a "division registrar" • Ontario Long Form Birth Certificates • Canadian Registration of Birth Abroad certificates • DND birth certificate (DND 419)
Canadian citizenship card or certificate (letter format)	<ul style="list-style-type: none"> • The <i>commemorative sheet</i> that comes with a citizenship card or certificate is not accepted as primary identification

Type of identification	CONDITIONS
	<ul style="list-style-type: none"> Citizenship certificates issued on or after Feb. 1, 2012 are accepted only when successfully validated through Immigration, Refugees and Citizenship Canada.
Canadian passport	<ul style="list-style-type: none"> Not accepted as primary identification if expired The individual must confirm the name shown in their passport is exactly how it appears on their foundation document (Canadian birth certificate or Canadian immigration document that is accepted in Schedule A: Table 1), or as changed through a vital statistics agency
Canadian Record of Landing	<ul style="list-style-type: none"> Not accepted as primary identification if the individual has previously presented a permanent resident card, passport or citizenship document
Canadian immigration identification record	<ul style="list-style-type: none"> Not accepted as primary identification if the individual has previously presented a permanent resident card, passport or citizenship document
Identity card	<ul style="list-style-type: none"> Issued by the Department of Foreign Affairs and International Trade to foreign representatives accredited to Canada Not accepted as primary identification if expired
Permanent resident card	<ul style="list-style-type: none"> Not accepted as primary identification if expired Confirmation of permanent resident, IMM5292 or IMM5688, is not accepted as primary identification
Secure Certificate of Indian Status	<ul style="list-style-type: none"> Only new design cards issued by Aboriginal Affairs and Northern Development Canada are accepted as primary identification

Note: Temporary permits (student, visitor, work, temporary resident) are not accepted as primary identification for a photo or combined BC Services Card but are accepted as primary identification for BC driver's licences and BC Services Card electronic credential for a non-photo BC Services Card cardholder.

TABLE 2 Accepted Secondary Identification

Type of identification	CONDITIONS
Bank card	<ul style="list-style-type: none"> The individual's name must be imprinted on the card Must include the individual's signature
Baptismal certificate	<ul style="list-style-type: none"> Not accepted as secondary identification
BC Services Card (non-photo)	<ul style="list-style-type: none"> The individual's name must be imprinted on the card Accepted as secondary identification up to one year after the expiry date on the card
Birth certificate from foreign country	
Canadian Forces ID	
Canadian Registration of Birth Abroad Certificates	<ul style="list-style-type: none"> Not accepted as secondary identification
Correctional service conditional release card	
Credit card	<ul style="list-style-type: none"> The individual's name must be imprinted on the card Must include the individual's signature
Department of National Defense 404 Driver Licence	<ul style="list-style-type: none"> Must include the individual's name, photograph and signature
Driver's licence (Canadian or U.S.)	
Employee ID card with photo	
Foreign Affairs Canada or Consular ID	
Health card issued by a Canadian province or territory	
Native Status card	
Nexus card	<ul style="list-style-type: none"> Must include the individual's name and photograph
Parole Certificate ID	
Passport (Foreign passports, including U.S. passport card)	<ul style="list-style-type: none"> Not accepted as secondary identification if expired
Pleasure Craft Operator Card	<ul style="list-style-type: none"> Must be issued by Transport Canada Must include the individual's name and signature
Police identification	

Type of identification	CONDITIONS
Possession and Acquisition Licence (PAL)	
Secondary ID Attestation form	<ul style="list-style-type: none"> • Must be issued in BC • Must be validated by ICBC • Not accepted as secondary identification if expired
Social insurance card	<ul style="list-style-type: none"> • Must include the individual's signature. Newer cards without a signature are not accepted as secondary identification
Student card (school ID)	

Schedule B: Required Evidence of a Name Change

1. If an individual's name has changed, or changed more than once, he or she must present linking documents that connect *each* change of name, unless such linking documents were previously presented to and recorded by an agent. Accepted linking documents include:
 - a. a marriage certificate,
 - b. a name change certificate;
 - c. a divorce certificate that includes both the individual's married name and the individual's previous name; or
 - d. a court order stamped by the court registry.
2. If an individual assumed a name through marriage, and wishes to resume the name listed on their primary identification document listed in Table 1, Schedule A that is either:
 - a. a Canadian birth certificate; or,
 - b. an immigration document issued by the Canadian government,then the individual must present that document as evidence. A linking document would not be required.

MEETING NOTE

Advice to Minister Beare

MEETING DATE: June 15, 2021

REF: 115062

ATTENDEES: PS Roly Russell
CJ Ritchie, Associate DM
Susan Stanford, ADM
Howard Randell, ED
Jeanne Holliss, A/ED

ISSUE: Mayor Gary Foster has requested a meeting with Minister Beare to discuss northern connectivity issues pertaining to the Northern Rockies Municipality

BACKGROUND:

- Mayor Foster has provided recent feedback on the challenges of connectivity in the Northern Rockies Regional Municipality in his April 28, 2021 letter (Attachment: Letter from Mayor Foster).
- Mayor Foster participated in the May 6 Northern Local Government calls with Minister Osbourne and Minister Beare where concerns were raised regarding the unique barriers and challenges northern communities face including a lack of competition, network redundancy, access to passive infrastructure, funding opportunities and the ability to satisfy a business case to bring affordable services to more remote and lower populated areas.
- Mayor Foster requested that a table be convened with Minister Beare to have a more in-depth discussion regarding the barriers to connectivity expansion in Northern B.C.
- A northern table has been set up with PS Russell and elected officials on June 23, 2021.
- The meeting with Mayor Foster in advance of this meeting will provide an opportunity to gain more background and insights of the northern connectivity issues.

DISCUSSION:

On the May 6 calls, Mayor Foster raised the following concerns:

- The Northern Rockies Regional Municipality (NRRM) represents approximately 9 percent of the land area in British Columbia and NorthWestel is the primary service provider.
- Public safety of residents and travellers in the region, and economic development, are priorities for the Regional Municipality. Lack of connectivity is identified as a barrier to both.
- NRRM cannot implement Next Generation (NG) 911 services along the Alaska Highway corridor between Fort Nelson and Watson Lake (as planned with the Ministry of Public Safety and Solicitor General), due to lack of connectivity.
 - *Program note: NWT reports that basic 911 is available in the NRRM, NG911 as planned by PSSG is not operational / feasible without connectivity.*

- Northwestel has not applied for funding to the Connecting British Columbia program, UBF or other funding programs to improve connectivity in B.C., citing no business case, while accessing nearly \$40M from the Universal Broadband Funds for upgrades in the Yukon.
- High wholesale costs (directly regulated by the CRTC in this case) are a deterrent to other providers improving cell and internet services along the well-travelled Alaska highway corridor.
- NRRM's regulatory intervention through formal CRTC processes is not an effecting change.
 - *Program note: The regulatory proceeding that is currently underway through the CRTC process may affect change but at this time the consultation is not complete yet so there is not a report out and recommendations for the modernization plan.*
- Average internet speeds (in the few communities along the Alaska Highway corridor, are much lower than what is published on the federal map).
 - *Program note: The broadband Internet speed study is currently underway to better understand what is contributing to the differences between Internet speed data published by the federal government, and people's actual experience of Internet speed in their communities. Findings from the study will be released this fall.*
- Provincial connectivity investments are not aligned with major priority needs, such as 911 and other public safety needs.
 - *Program note: The Province recognizes the importance of cellular connectivity along B.C. highways and in rural and remote communities, especially for public safety. Cell service is essential for immediate access to emergency services when they are needed most. For the first time ever, we have introduced funding for cellular highway expansion and connectivity at rest areas.*
- NRRM staff works with CITZ Connectivity team to understand the file.

NEXT STEPS:

Mayor Gary Foster is invited to participate on the northern B.C table with PS Russell and elected officials on June 23, 2021.

Attachment: 115062 - Letter from Mayor Foster

Contact: Jeanne Hollis, A/Executive Director (250) 516-3848

Hubley, Holly CITZ:EX

From: Jaylene MacIver <jarnold@northernrockies.ca>
Sent: April 27, 2021 5:21 PM
To: Minister, CITZ CITZ:EX
Cc: Minister, MUNI MUNI:EX; chris.seidl@crtc.gc.ca; Davies.MLA, Dan LASS:EX; Bob.Zimmer@parl.gc.ca; NCLGA Admin; knewkirk@nwtel.ca; NRRM-Admin
Subject: 115062 - Correspondence; Broadband Connectivity in the Northern Rockies Regional Municipality
Attachments: 21-04-27 CITZ Northwestel Not to Pursue Funding .pdf
Categories: Invitations-Mtg Requests

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Good Afternoon Minister Beare,

Please find attached correspondence regarding Broadband Connectivity in the Northern Rockies Regional Municipality, on behalf of Mayor Gary Foster.

Kind regards,
Jaylene

Jaylene MacIver
Corporate Manager

NORTHERN ROCKIES REGIONAL MUNICIPALITY
T 250-774-2541 EXT. 2031 | C 250-321-4738 | F 250-774-6794
jmaciver@northernrockies.ca | NorthernRockies.ca
Bag Service 399, 5319 50th Avenue S, Fort Nelson, BC, V0C 1R0

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Northern Rockies Regional Municipality

Municipal Office 5319 - 50th Avenue South

Bag Service 399, Fort Nelson, BC V0C 1R0

Tel: 250-774-2541 Fax: 250-774-6794

www.northernrockies.ca

April 28, 2021

Honourable Lisa Beare, Minister of Citizens' Services
Ministry of Citizens' Services
4000 Seymour Place
Victoria, B.C. V8X 4S8

via email (no hard copy to follow):
CITZ.Minister@gov.bc.ca

Dear Minister Beare,

Re: Broadband Connectivity in the Northern Rockies Regional Municipality (NRRM, Municipality)

As you are well aware, the high cost, quality and availability of broadband service in rural and remote regions have been identified by First Nations governments, municipalities and regional Internet Service Providers (ISP) as barriers to economic development and improved quality of life in communities such as ours. To address this challenge, the Provincial and Federal Governments have established funding programs to offset the capital costs and encourage service providers to upgrade and expand broadband infrastructure. The Connecting British Columbia program and the Canadian Radio-television and Telecommunications Commission's (CRTC) Broadband Fund offset the cost of such infrastructure improvements in rural and remote areas.

Despite being eligible, Northwestel Inc. (Northwestel), the incumbent and sole service provider for our region, informed us that the company has not and does not plan to apply for provincial or federal funding available to upgrade broadband infrastructure in the Northern Rockies. Northwestel's decision to not apply for funding leaves the NRRM without the necessary partner and without any immediate prospect for improved broadband service.

The NRRM is especially disappointed in Northwestel's decision, given that Internet service remains unreliable and cost prohibitive in the Regional Municipality. Residents and businesses experience limited connectivity at costs that far exceed the average of comparative areas in BC and Canada. Moreover, end of life infrastructure and outdated technology create inconsistencies in service and limit availability. Caps on data usage and high costs associated with overage charges further impede the accessibility of connectivity. The pandemic has highlighted the practical necessity of broadband connectivity to support remote work and to provide essential services in communities such as ours, and has exacerbated an already unsatisfactory situation.

Securing affordable and high-quality Internet service remains a high priority for the NRRM. In 2019, the NRRM contracted TANEx Engineering Corporation to develop the [Regional Connectivity Strategy](#). The


resulting report provides specific guidance for region-wide planning for telecommunications infrastructure development that is cost-effective, leverages existing infrastructure and supports identified regional economic and social priorities. In 2020, the NRRM drew on the Strategy in submitting a comprehensive intervention to Telecom Notice of Consultation CRTC 2020-367 in response to the CRTC's proceeding to assess the state of broadband services in Northwestel's operating territory. The NRRM's submission and those by individuals and representative organizations located elsewhere highlight inadequacies in service levels, affordability and Northwestel's response to consumer needs.

While the NRRM acknowledges some of the challenges faced by Northwestel in building a sustainable business case for improved and expanded connectivity across the Municipality, it remains the case that without the company's willingness to move forward, our residents and businesses will continue to experience significant disadvantages vis-à-vis other communities in BC and Canada, and even in other areas served by the company. Despite assistance from your staff in the Ministry of Citizens' Services and others, Minister Beare, we have not succeeded in forging a path forward to date.

It is not the NRRM's practice to approach government for assistance with issues we can deal with ourselves, or without solutions to propose. We would welcome the opportunity to share our thoughts with you in detail and respectfully request the opportunity to do so.

Sincerely,

Northern Rockies Regional Municipality

A handwritten signature in cursive script, appearing to read "Gary Foster".

Gary Foster, Mayor

cc: Hon. Josie Osborne, Minister of Municipal Affairs, B.C.
Chris Seidl, Telecommunications, CRTC
Dan Davies, Member of Legislative Assembly, Peace River North, B.C.
Bob Zimmer, Member of Parliament, Prince George – Peace River – Northern Rockies
Sarrah Storey, President of NCLGA Board of Directors
Kerry Newkirk, Director of Government Relations, Northwestel Inc.

BRIEFING NOTE

Proof of COVID-19 Health Status Technical Readiness Briefing

Briefing Note

What:

Verifiable proofs of COVID-19 health status - June 21, 2021 Update

Executive Summary:

s.13; s.16

Background:

Many governments around the world have implemented, announced, or are studying the use of verifiable proofs of COVID-19 health status to support a return to day-to-day activities including international travel, tourism, and hospitality.

s.13; s.16

BRIEFING NOTE

Proof of COVID-19 Health Status Technical Readiness Briefing

s.13

Since May 25, Citizens' Services have briefed the BC Information and Privacy Commissioner several times on the above-mentioned approach. Commissioner McEvoy is generally supportive of the approach being pursued and he has emphasized the need to maintain provincial government stewardship of British Columbians' health data. On June 18, the Prime Minister announced the federal government will initially work with the ArriveCAN app which will allow people to upload an image of their paper or online proof of vaccination. This will enable border agents to verify that Canadians returning to Canada are fully vaccinated. In the Fall, phase two is expected to start and the Prime Minister stated that "working with the provinces, we will establish a national certification of vaccination status that will be easily accepted around the world for people who need to travel internationally". The U.S. has not committed to supporting international travel use cases. ^{s.13}

s.13

A

meeting is scheduled on June 22, to continue the dialogue. On June 23, a meeting with the Privacy Regulators across Canada and Chief Information Officer (CIO) representatives from across Canada is scheduled to discuss ^{s.13}

s.13

s.14

Recommendations:

s.13; s.16

INFORMATION NOTE

Advice to Minister Beare

Date: June 25, 2021

CLIFF#: 115382

ISSUE: Notes from the recent meeting of the Digital Investment Board

BACKGROUND:

The Digital Investment Board (Board) is a Deputy Ministers' Committee responsible for overseeing digital investment across government. It provides direction on capabilities, infrastructure and investment relating to information management and information technology (IM/IT) to support government priorities and citizen expectations for government services.

The Board is accountable for:

- Advancing a strategic vision for digital government; and
- Overseeing digital investment, including by supporting coherence across government, prioritizing investments, and maximizing the value of the investments.

DISCUSSION:

s.12; s.13; s.17

s.12; s.13

CONCLUSION:

The Board continues to actively advance digital strategy and manage investments.

Contact: Hayden Lansdell, Phone (250) 415-0118

MEETING NOTE

Advice to Minister Beare

MEETING DATE: June 23, 2021

CLIFF#: 115103

ATTENDEES: Minister Beare, Mayor Cobb, CITZ MO Staff, ADM Sunny Dhaliwal, Director Sanjay Uppal (RPD)

ISSUE: Request by the Mayor for Surplus Poplar Glade and Glendale School Sites in Williams Lake, B.C. for housing projects

BACKGROUND:

The former Poplar Glade school, located at 845 11 Ave N, Williams Lake and Glendale school, located at 4100 Mackenzie Ave, Williams Lake owned by School District 27 (SD27) were identified by the City of Williams Lake (the City) as opportune locations to provide housing development in the community. The Poplar Glade site is approximately 2.4 hectares and has been vacant since the school burned down in 2007, while the Glendale site is approximately 4.1 hectares and still contains school buildings on site (refer to Appendix 1 for site locations).

The Poplar Glade site is surplus and SD27 requested ministerial approval in September 2020 to dispose of the property.^{s.17} The Glendale site was also surplus to SD27 needs and received ministerial approval in April 2015 to dispose of the property (refer to Appendix 2); however, SD27 has since indicated that the Glendale site in its entirety or a portion of the site may now be required for programmatic needs. Proceeds of sale from the Poplar Glade site and a potential subdivided portion of the Glendale site would support the development of an urgently needed school to replace the aging Marie Sharpe Elementary, located at 260 Cameron Street, Williams Lake.

Mayor Cobb has approached SD27 stating that City would like to acquire the two SD27 sites for housing needs. The City had also approached BC Housing (BCH) about acquiring the SD27 sites.

In October 2020, the Ministry of Citizens' Services, Real Property Division (RPD) was engaged by BCH to explore development opportunities at the Poplar Glade site. Conversations between RPD, BCH, SD27, and the Ministry of Education (EDUC) occurred in January 2021. BCH has not committed to acquiring the site and is balancing capital priorities^{s.17}

^{s.17} The City of Williams Lake has not committed to acquiring the site.

A follow-up meeting was held on April 21, 2021 that included the City of Williams Lake (City), SD27, and the Williams Lake First Nation (WLFN), regarding the Poplar Glade site. All three parties expressed full support for a new Marie Sharpe Elementary school. Both the City and WLFN are interested in acquiring the site;^{s.16}

^{s.16}

Mayor Cobb wrote to Minister Whiteside on May 4, 2021, copying Minister Eby, Minister Beare, and Minister Osborne formally requesting a meeting regarding the City's desire to acquire the former Poplar Glade and Glendale sites and ensuring open dialogue for the best outcomes of the community.

.../2

DISCUSSION:

RPD is committed to supporting initiatives to repurpose surplus property internal to government with the intent to achieve high priority social outcomes such as housing.

The Poplar Glade site is surplus to SD27 and requires a Surplus Declaration and Ministerial Approval prior to disposition. Proceeds of disposition will support a new Marie Sharpe Elementary School. BCH has still not confirmed if they need this site for housing needs. The Glendale site in its entirety or a portion may be retained for SD27 use. Discussions with BCH, SD27 and EDUC are ongoing.

NEXT STEPS:

- RPD to setup a meeting with the City, SD27, BCH, EDUC and WLFN to discuss options for the disposition of the Poplar Glade. This will include a confirmation from BCH if they need this site.
s.16
- RPD to meet with SD27 and EDUC to confirm retention or possible subdivision of Glendale site.
- s.16

SUGGESTED RESPONSE / KEY MESSAGES:

- A development plan that supports housing affordability and availability in Williams Lake would be a positive outcome for the entire community.
- I have directed my staff to work with the City, School District 27, BC Housing, Williams Lake First Nation and the Ministry of Education to achieve housing and community needs in Williams Lake.

Attachment(s): Appendix 1 – Map of 845 11th Ave N and 4100 Mackenzie Ave, Williams Lake
Appendix 2 – Glendale Elementary School Ministerial Approval to dispose

Contact: Sunny Dhaliwal, Assistant Deputy Minister, Real Property Division Phone 250 380-8311
Sanjay Uppal, Director, Real Estate and Stakeholder Engagement Phone 778 676-7856

Appendix 1 – Map of 845 11th Ave N and 4100 Mackenzie Ave, Williams Lake

1. 845 11th Ave N, Williams Lake

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2. 4100 Mackenzie Ave, Williams Lake

Copyright



Appendix 2 – Glendale Elementary School Ministerial Approval to dispose



DISPOSAL OF LAND OR IMPROVEMENTS

The Board of Education of School District No. 27 (Cariboo-Chilcotin) is seeking to dispose of land or improvements in accordance with Section 96 (3) of the *School Act* and Section 5 of the Disposal of Land or Improvements Order (M193/08), as follows:

☒ Sale of Land or/
Improvements ☐ Conveyance ☐ Dedication
☐ Exchange ☐ Lease ☐ Other

Description:

The Board of Education of School District No. 27 (Cariboo-Chilcotin) requests that ministerial approval be granted to dispose of the Property commonly known as Glendale Elementary School, located at 4100 McKenzie Avenue, City of Williams Lake, and more particularly described as:


Legal Description:

PID: 012-626-503

LOT 1 DISTRICT LOT 72 CARIBOO DISTRICT PLAN 10650 EXCEPT PLAN PG37118

with boundaries approximately as shown in the attached site plan.

The request and supporting documentation have been reviewed and the granting of ministerial approval for the disposition of the Property is recommended.


Resource Management Division

Feb 27 2015
Date

Approved:


Minister of Education

March 9/15
Date

Ministry of
Education

Resource Management
Division

Mailing Address:
PO BOX 9151 STN PROV GOVT
Victoria BC V8W 9H1
Telephone: (250) 356-2588
Facsimile: (250) 953-4985

Location:
5th Floor
620 Superior St
Victoria BC

INFORMATION NOTE

Information to Assistant Deputy Minister

DATE: June 7th, 2021

CLIFF#: 115314

ISSUE: Mobile BC Services Card expiry date extension and new call-in extensions

BACKGROUND:

The mobile card is a digital representation of a physical BC Services Card (BCSC) on a mobile device. The mobile card enables access to critical online government services through identity authentication at participating government websites.

At the BC Provincial Health Officer's direction in March 2020, at the beginning of the COVID-19 pandemic, BC residents were not attending ICBC counters in-person to renew their expiring physical identification (including their BC Services Card). Due to this lack of identity card renewal, resident's physical cards began and continue to expire.

The BC Services Card Program partnership – the Insurance Corporation of British Columbia (ICBC), Ministry of Health (HLTH), and Ministry of Citizens' Services (CITZ) - each initiated and implemented "pandemic expiry extensions" to allow continued access to ICBC issued identification, MSP eligibility, and online access to government services, respectively.

DISCUSSION:

Today, ICBC continues to offer 90-day driver permits to residents that call in, not wanting to visit a counter in-person, due to a health reason. ICBC is not requiring explanations of the health reason.

HLTH continues to offer MSP extensions (until the end of October 2021) to residents that call in and do not want to visit a counter in-person, due to a health reason. HLTH is not requiring explanations of the health reason.

CITZ has now updated what is referred to as the pandemic extension period expiry model, from 1 year to 16-months (BCSC that expired between March 1, 2020 and June 30, 2021) on all resident's mobile cards to allow continued access online to government services until June 30th, 2021.

To align with ICBC and HLTH expiry strategies, CITZ is also developing a solution to remove the blanket extension for all resident's mobile cards in favour of a call-in model for residents, as well as a temporary automatic extension to receive a mobile card expiry extension past June 30th, 2021. The call-in and auto extend models will offer temporary extended mobile card access for 90 days past June 30th for physical BCSC that expired within the pandemic extension period to allow individuals additional time to visit ICBC and obtain a new BCSC.

NEXT STEPS:

On June 1st, 2021, all people using an expired BCSC with their mobile card received an email advising them of the new June 30th, 2021 mobile card expiry date and instructed that they should visit ICBC to get a new card to avoid online access disruption.

These individuals were also advised that if they could not get a new card by end of June they have the option to call the BCSC Helpdesk and receive a 90-day extension past June 30th to allow extra time to go to ICBC and get a new card. Additionally, they could simply re-add their expired card (that expired within the pandemic expiry extension window) to the mobile app and would automatically receive the 90 day extension.

To provide a positive user experience during the transition to the different expiry model, individuals that add an expired BCSC after June 1st (individuals that did not receive the initial June 1st email expiry notification) will also receive an automatic 90-day extension on their mobile card and receive an email notification on June 30th advising them that they have 90 days to go to ICBC to get a new card.

Between July 1st, 2021 and September 25th, 2021, individuals that use an expired BCSC (that expires within the pandemic expiry extension period, only) to activate their mobile card will automatically receive a 90 day extension and a notification that they have been given 90 days temporary access on their mobile card, and that they will need to visit ICBC to obtain a new card.

This positive transition method will help to avoid these cohorts of individuals, that have a BCSC that expired during the pandemic extension period that may not have been directly communicated to regarding the expiry, from calling the helpdesk in frustration, or to ask for explanation or solution to their expired online access, via their mobile card.

Refer to Appendix A, for expiry dates defined.

APPENDIX A

Table defines physical BCSC expiry dates for mobile card activation criteria

BC Services Card expiry date	If mobile card set up, with an expired card, during June 1 to Sept 25, 2021
Before March 1, 2020	<ul style="list-style-type: none">▪ Not allowed - must present unexpired BC Services Card, thus must renew and receive card before can set up mobile card
During March 1, 2020 to June 30, 2021 (the <i>pandemic extension period</i>)	<ul style="list-style-type: none">▪ Allowed to present expired BC Services Card▪ Allowed to use mobile card for 90 days, then mobile card will be expired – need to renew their BC Services Card
After July 1, 2021	<ul style="list-style-type: none">▪ Not allowed - must present unexpired BC Services Card, thus must renew and receive card before can set up mobile card

After September 25, 2021, an individual will be required to present an unexpired BC Services Card to set up a mobile card and have their identity verified