

## Thorkelson, Meaghan GCPE:EX

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**From:** Butler, Jason GCPE:EX  
**Sent:** Friday, July 21, 2017 3:19 PM  
**To:** Lowe, Mike GCPE:EX; LeGuilloux, Marg EDUC:EX; Zadravec, Don GCPE:EX; Zaharia, Sarah GCPE:EX; Gibbs, Robb GCPE:EX; Kristianson, Eric GCPE:EX; Hannah, Matt GCPE:EX; Hardin, Karl GCPE:EX; LeSueur, Kathryn GCPE:EX; Lloyd, Evan GCPE:EX; Behrens, Marlene GCPE:EX; Copeland, Kimberly GCPE:EX; Sherlock, Stephanie GCPE:EX; Tounsi, Marielle GCPE:EX  
**Cc:** Heron, Janelle GCPE:EX; Thorkelson, Meaghan GCPE:EX  
**Subject:** Attention: Mandatory Training and Information  
**Attachments:** How to Register for IM117.docx

Hello and welcome to GCPE,

One of the many benefits of being a GCPE employee is the opportunity to access a wide variety of training resources and further develop your skills. We encourage you to check out the various links to training below. This training will be helpful as you continue in your position. Please note that some of this training is mandatory.

Happy learning!

☐ **IM 117: Protection of Privacy, Access to Information and Records Management (mandatory)**

- ☐ Mandatory for all public service employees
- ☐ We expect you to complete this training within 1 month
- ☐ This online session takes about an hour and you can register here
- ☐ Steps to register can be found in the attached document "How to Register for IM117"

☐ **GCPE Freedom of Information and Records Management Training (mandatory)**

- ☐ Mandatory for all GCPE employees
- ☐ This classroom session takes about 45 minutes
- ☐ Within your first couple of months you will be contacted by Meaghan Thorkelson and Bruce Foster to schedule your session
- ☐ Purpose is to ensure you are aware of the role and responsibilities you have in FOI and records at GCPE

☐ **Workplace Policies and Standards (please read)**

- ☐ Appropriate Use policy - This is a common sense guide on the appropriate use of government systems and devices
- ☐ Standards of Conduct - This policy outlines key considerations with respect to managing and protecting confidential information, including the use of personal email when doing government work, workplace relationships, etc.
- ☐ Oath of Employment – GCPE HR will be in touch to review the Standards of Conduct with you and have you sign the Oath
- ☐ Security 101 Guidebook —The Basics of Information Security in the Government of British Columbia

☐ **Other Useful Links**

- ☐ Records Management Self-Help Guide on the GCPE 411

- ❑ [Learning Plans](#) - These plans are a guideline help GCPE staff quickly find a variety of options to meet learning needs
- ❑ [Training and Development page](#) on the GCPE 411
- ❑ [Flexible Benefits Program Learning Modules](#) - Help familiarize you with your benefits program

❑ **Legislature Information:**

- ❑ [Parliamentary Procedures Workshop](#) – register online...there’s often a long waitlist, so sign up now!
  - ❑ “As an experienced government communications professional I found the Parliamentary Procedures Workshop to be filled with valuable information – time well spent” – Gillian Rhodes, Manager, Communications, CSCD.
- ❑ [Hansard](#) - Debates of the Legislative Assembly
- ❑ [Legislature Glossary](#)

Should you have any questions, please feel free to reach out to [GCPE HR](#) or [Meaghan Thorkelson](#).

Thank you,

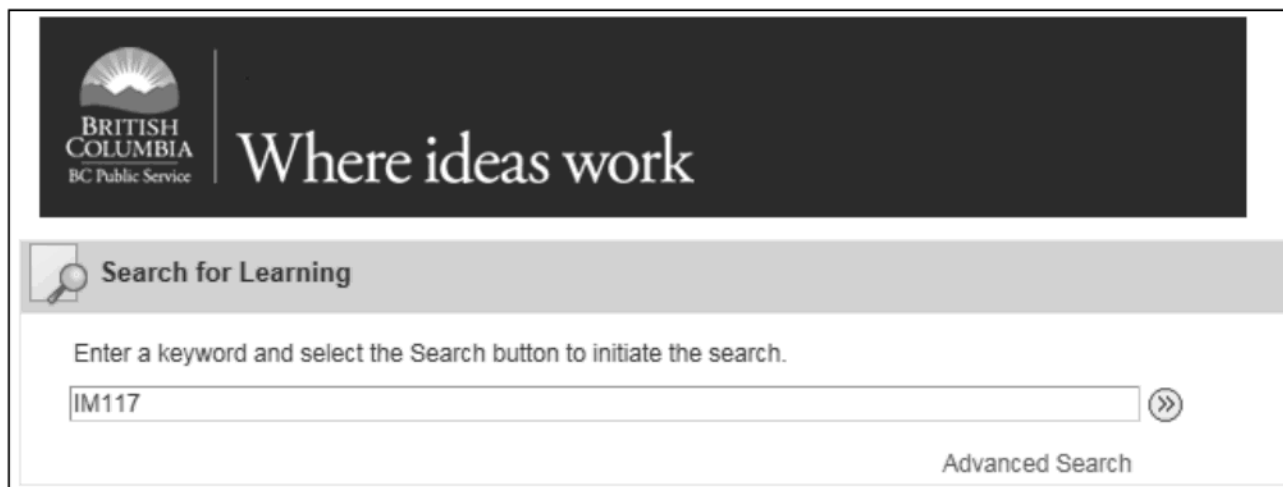
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Jason Butler

## IM 117: Protection of Privacy, Access to Information and Records Management

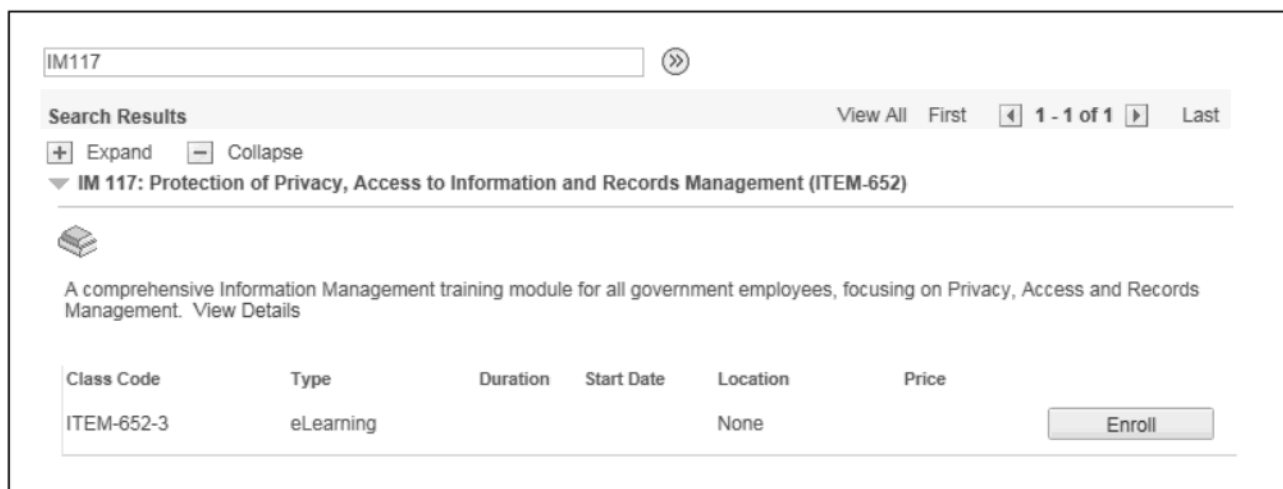
Here are the steps to register for the IM 117 course once you are in the [learning centre site](#) :

1. Search for “IM117” in the search bar and click on the search icon.



The screenshot shows the top of the British Columbia Public Service Learning Centre website. The header features the BC Public Service logo and the tagline "Where ideas work". Below the header is a search bar with the text "Search for Learning". Inside the search bar, the text "IM117" is entered. To the right of the search bar is a magnifying glass icon and a button with two right-pointing arrows. Below the search bar, there is a text prompt: "Enter a keyword and select the Search button to initiate the search." At the bottom right of the search bar area, there is a link for "Advanced Search".

2. Click on “Enroll”



The screenshot shows the search results page for the query "IM117". The search bar at the top contains "IM117" and a magnifying glass icon. Below the search bar, the text "Search Results" is displayed. To the right of "Search Results" are links for "View All", "First", "1 - 1 of 1", and "Last". Below the search results, there is a section for "IM 117: Protection of Privacy, Access to Information and Records Management (ITEM-652)". This section includes a small icon of a book and a description: "A comprehensive Information Management training module for all government employees, focusing on Privacy, Access and Records Management. View Details". Below the description is a table with the following columns: Class Code, Type, Duration, Start Date, Location, and Price. The table contains one row with the following data: Class Code: ITEM-652-3, Type: eLearning, Duration: (blank), Start Date: (blank), Location: None, and Price: (blank). To the right of the table is a button labeled "Enroll".

Class Code	Type	Duration	Start Date	Location	Price
ITEM-652-3	eLearning			None	

3. Then click “submit enrollment” again at the bottom of the screen. It may take the system a few minutes to enroll you, but you will receive an email confirmation when it has.


## IM 117: Protection of Privacy, Access to Information and Records Management

Review Information

 [Return to Previous Page](#)  [Learning Home](#)

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Meaghan Thorkelson

 You have already completed this class on 2 Mar 2017.

Class Code	ITEM-652-3	Class Name	IM 117: Protection of Privacy, Access to Information and Records Management
Type	eLearning	Contact	MyHR Website
Price Per Seat	--	Drop Charge	--
Start Date	--	End Date	--
Last Enrollment Date	--	Last Drop Date	--
Available Seats	--	Available Waitlist	0
Language	English		

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- Once you receive the enrollment confirmation email, follow the link to the MyLearning page.

Click on the launch icon  beside the course and follow the instructions.

**Questions?** Contact [GCPE HR](#) or [Meaghan Thorkelson](#)

# **FREEDOM OF INFORMATION**

GCPE TRAINING

# AGENDA

1. Freedom of Information Training
2. Approvals Decisions (ADMs will join us at 10:30)

# FOIPPA

FOIPPA / FIPPA = “Freedom of Information and Protection of Privacy Act”

- Legislation that obligates government ministries and other public bodies to collect, use, disclose, store and dispose of personal information appropriately to protect personal privacy
- **Legislation that allows members of the public to request government records**
  - Records = email, document, video, image, hand-written note, BBMs, Outlook Calendars, voicemail, Lync messenger
  - Includes records created for work purposes kept on personal computers and work emails sent from personal email addresses
  - Must provide all records that exist at the time of the request
- Governs time to respond to FOI requests – 30 days unless extension granted

# TYPES OF FOI

- **FOI Request** – Applicant requesting records from GCPE (ex. GCP-2017-71002)
- **FOI Consultation** – GCPE records are found within the records of a ministry FOI request. Since GCPE authored the records, we are consulted to provide harms recommendations on the records (Ex. CFD-2017-72003)
- **Cross-Government FOI Request** – Applicant requesting records from various ministries (Ex. Deputy Minister's expense reports for June, 2017)
- **Proactive Disclosure** - Ministerial directive for ministries to provide certain documents to the public via Open Info website on a monthly/quarterly basis (Ex. 2017-Aug DAC). There is no applicant, the records are released proactively,
- **Transfer requests** – When the applicant directs a request to the wrong ministry for records or the ministry knows additional records exist in another ministry, they are sent a transfer request.

# PROACTIVE DISCLOSURE

Currently all ministries have the following categories that we are obligated to reply to:

- **Deputy Minister's calendar** – monthly
  - Ex. 2017-Aug DM Calendar
- **Directly Awarded Contracts** – monthly
  - Ex. 2017-Aug DAC
- **Contracts over \$10,000** – quarterly
  - Ex. 2017-Aug CO10K

Ministers can choose to add or remove categories.

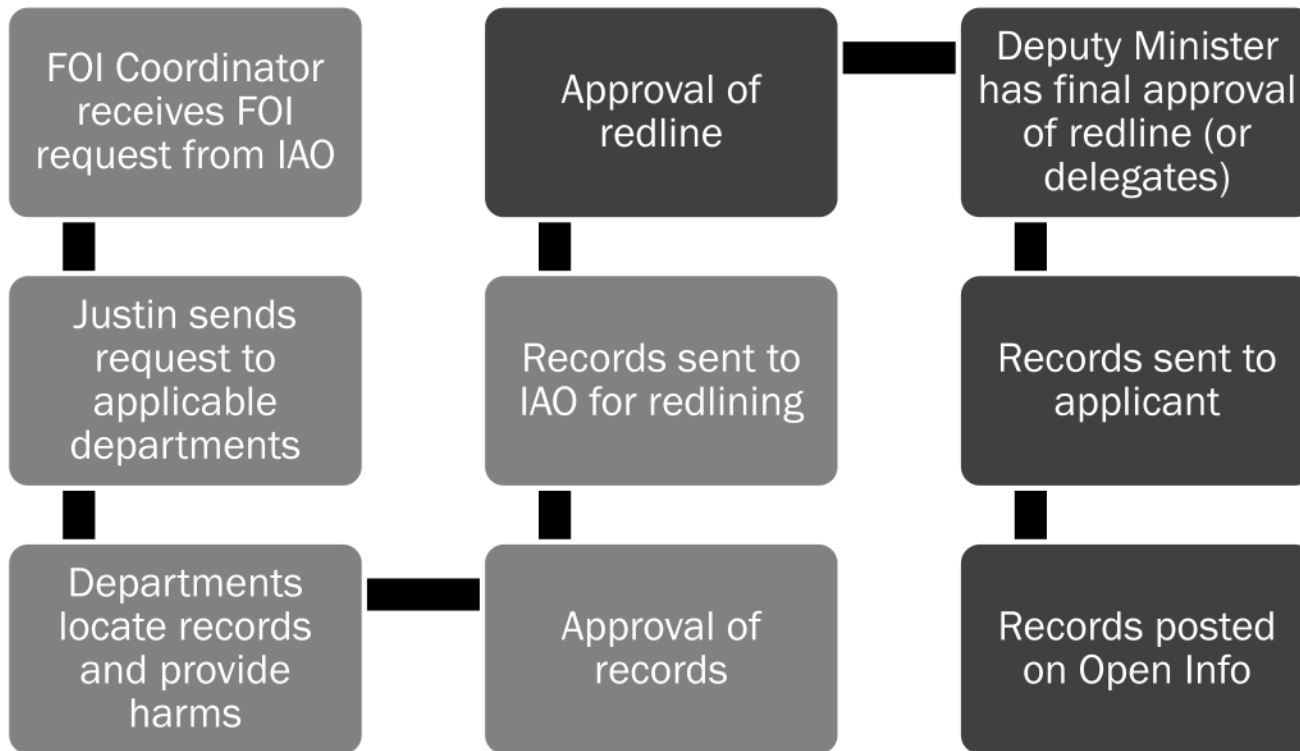
# FOI – IAO VS GCPE

- **Information Access Operations (IAO)** is the central agency responsible for Freedom of Information and Records Management in the BC Government
  - Process the records into a redline
  - Liaison between ministries and applicants to ensure confidentiality
  - Each ministry is assigned a team of FOI analysts who manage all of their requests
    - Our team is the “Health-Education pod” lead by Maxine Vanzetta
- Each ministry has their own FOI staff who coordinate FOI responses
  - **Justin Smith is GCPE’s FOI Coordinator**
  - **Meaghan Thorkelson is GCPE’s FOI Lead**

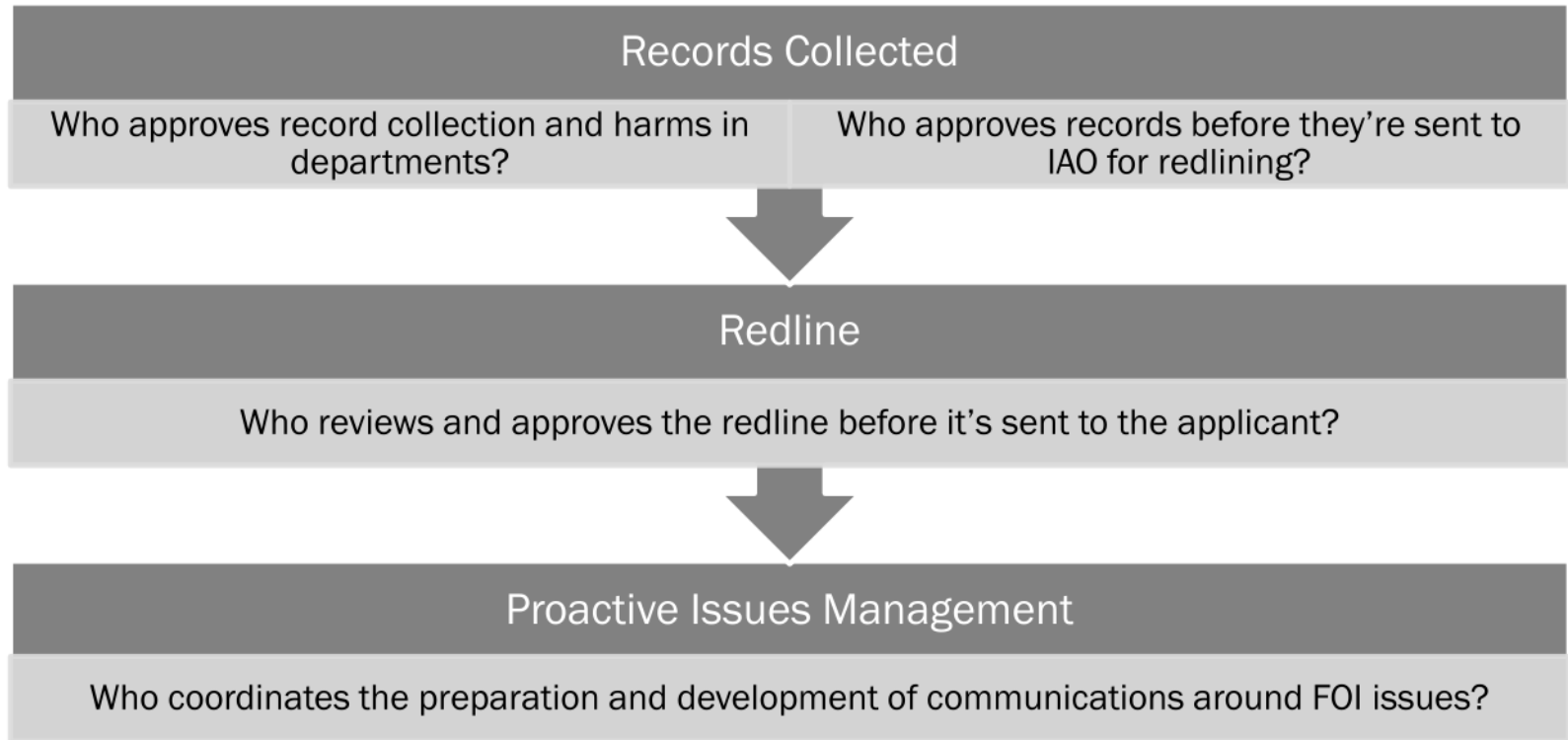
# FOI PROCESS

- The Ministry has 30 days to complete the request before the legislated due date
  - If records are produced that originated in another Ministry, the IAO will consult with that Ministry (extends the legislated due date)
  - If another Ministry is expected to have records, the IAO will request a Partial Transfer
  - If GCPE does not have records, we would respond with a **Nil Records Response** or **NRR**
- It is our legislated **Duty to Assist** to work with the applicant to locate records or suggest where they may be able to find them if we do not find records.
  - We are obligated to create a record if it doesn't interfere with our daily work or can be pulled from software

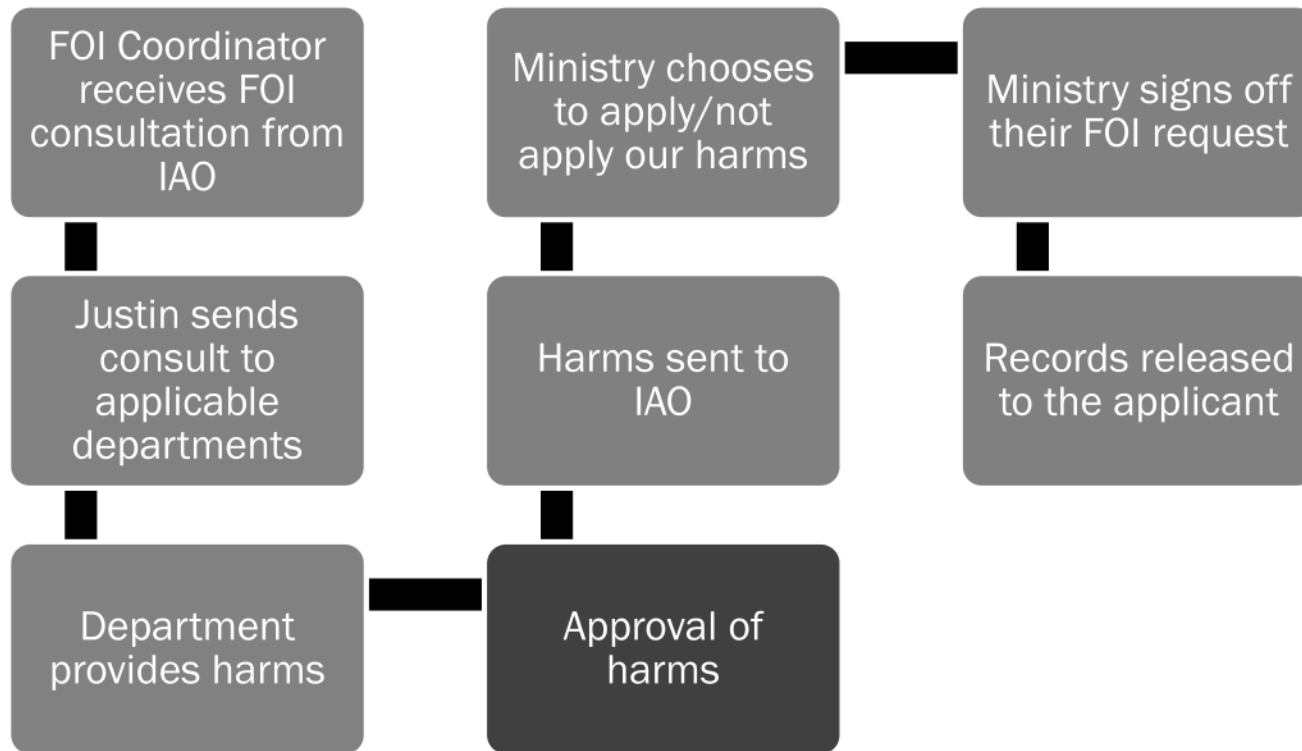
# FOI PROCESS (30 BUSINESS DAYS)



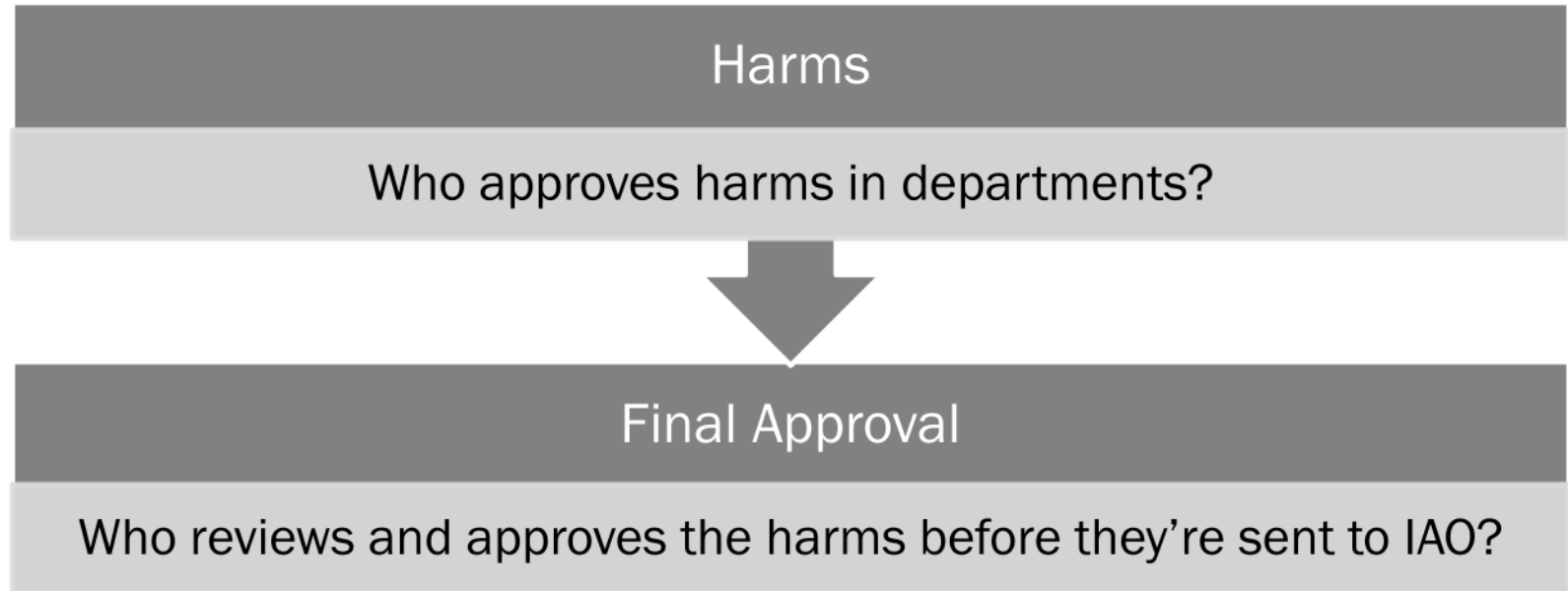
# FOI APPROVALS



# FOI CONSULTATION PROCESS

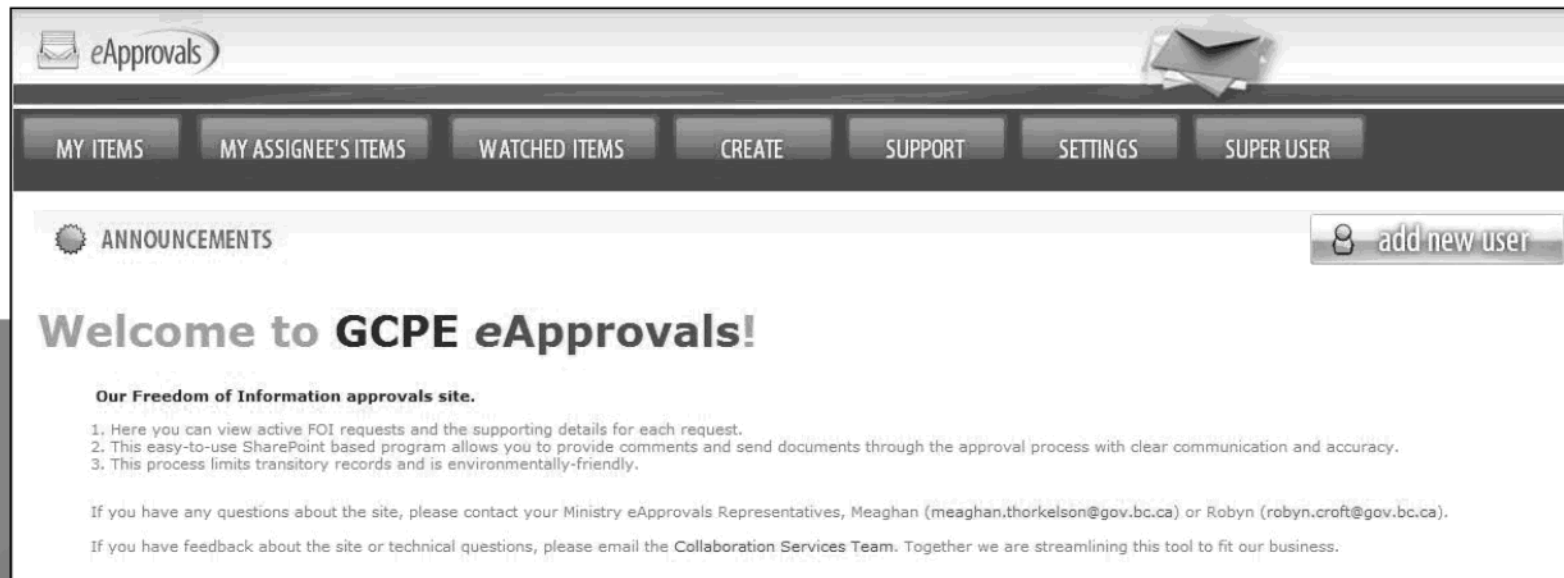


# FOI CONSULTATION APPROVALS



# EAPPROVALS

- GCPE is proud to use the eApprovals software for all FOI approvals
  - Fast and easy to use (SharePoint-based)
  - Paperless
  - Reliable and secure
  - Accessible to mobile workers
- All GCPE members chosen to be part of the FOI approval process have access to the system and the ability to electronically approve FOIs
- We will provide training in the coming weeks



# FOIPPA - SPECIFICS

- A **fee estimate** can be issued if gathering and preparing the records in response to an FOI request exceeds 3 hours.
  - The head of a public body can choose to waive a fee at any time
  - An applicant can ask for the fee to be waived, especially if they believe the information to be paramount to the public interest
- **Extensions** can be granted for the following reasons:
  - Consent from the applicant
  - Volume of records exceeds approx. 200 pages
  - Time is spent working with the applicant to narrow/ clarify the scope
  - Consulting with another ministry/business on records found in GCPE FOI package
- The head of a public body can **refuse** to respond to requests if:
  - Request is unreasonable/ inappropriate
  - Information is readily available

# FOIPPA – EXCEPTIONS TO DISCLOSURE

- Sections of the act that permit the exclusion of certain harmful information from records
- Common ‘**harms**’ are as follows:
  - Section 12 – Cabinet confidences (ex. Emails about a project that is still before cabinet for approval)
  - Section 13 – Policy advice/recommendations (ex. Advice developed for a minister, but not used)
  - Section 14 – Solicitor client privilege (ex. Advice received from lawyer)
  - Section 17 – Financial or economic harm to public body (ex. Incorrect monetary value shared in NR)
  - Section 22 – Personal privacy (ex. SIN, birthday, nickname, medical appt)
- See “exceptions to disclosure” handout

# OIPC

## Office of the Information and Privacy Commissioner

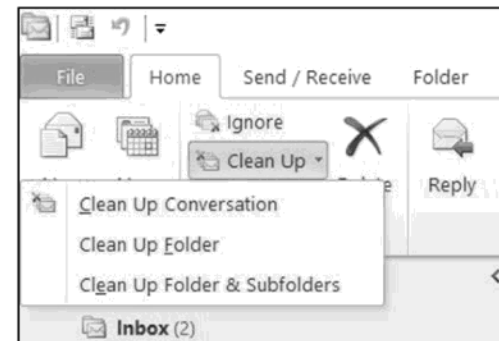
- Independent oversight and enforcement of FOIPPA
- Grants time extensions
- Handles FOI complaints
  - Third parties
  - Volume of Records
  - Severing
    - Reconsideration

# COMMON GCPE FOI REQUESTS

- **Events** – following an event, applicants want records to do with the planning, concept, creation of materials, all records to do with the event
- **DM/ Executive emails** – generally within a specific time frame
- **Calendars** – CD, ED, ADM, DM, as well as other note-worthy people
- **Marketing/Advertising** – applicants request anything to do with certain campaigns, especially invoices
  - Often expect records to be created with all the info they are after
- **Communications** – records to do with creation of statements, news releases
  - Monthly request for summary of all BN, IN, advice prepared for all ministers
- **Human Resources** – org charts, records about staffing decisions

# TIPS AND BEST PRACTICES

- Provide records the applicant is looking for rather than taking the scope literally
- Proactive approach– start early in the process, consistency with responses
- **Good records management**
- Keep calendar entries general, avoid pasting emails into entries
- Empty deleted items folder often
- Professional Language
- Single topic emails
- Email Cleanup tool →
- GCPE 411 for FOI resources



# QUESTIONS?