FOI Request: GCP-2021-12458 – Melanie Kilpatrick Records

Hi all, we've added a new feature to the Media Requests Manager:

Send an FYI e-mail to your teammates when adding a new media request

- When you add a new media request, or add a new follow-up request, you can now choose to alert your teammates in your communications shop.

- Select the ellipses to the right of the ministry field

- Select 'FYI Comm. Contacts' in the drop-down menu

Request	I am looking for more information regarding possibly flooding at a Provincial Park near West Kelowna. I understand it may have flooded near the entrance over the weekend. Are you able to provide any details?
Ministry	Environment and Climate Change Strategy
sponsible	UAT	Public Affairs Officer

Share With...
Send Take Over Request...
FYI Comm. Contacts...

Cancel   Save & Email

- Select one or more communications contacts

- The selected contacts will be cc'd on the e-mail generated from MRM

- This feature is enabled on <u>new</u> or <u>new follow-up</u> media requests only.

- Your teammates won't receive e-mails when you edit or close a media request.

Please let us know if you encounter any issues.

Carolynn Hunter

Quality Assurance & Release Manager
Business & Communications Solutions
GDX - Government Digital Experience Division
Ministry of Citizens' Services | Province of B.C.
Mobile: 250 888-0219

From: Grieve, Chandler GCPE:EX <Chandler.Grieve@gov.bc.ca>
Sent: September 22, 2020 9:44 AM
To: GCPE Comm Directors <PABDirectors@Victoria1.gov.bc.ca>; GCPE Comm Managers <GCPECM@Victoria1.gov.bc.ca>
Cc: Kelly, Suzannah GCPE:EX <Suzannah.Kelly@gov.bc.ca>; Poorooshasb, Nammi GCPE:EX <Nammi.Poorooshasb@gov.bc.ca>; Zadravec, Don GCPE:EX <Don.Zadravec@gov.bc.ca>; Byers, Lindsay GCPE:EX <Lindsay.Byers@gov.bc.ca>; MacKenzie, Devon GCPE:EX <Devon.MacKenzie@gov.bc.ca>
Subject: Template response to media requests

Hey all,

As discussed on the 8:30 call – here is a template response for media questions that are outside of direct public safety or health information, or previously announced information that is publicly available.

Any questions feel free to reach out to Don Z, Lindsay B, Nammi and myself.

Thank you,
Chandler

Boilerplate language for a requests for an interview with a minister.

Thank you for your request. During the election period, all Government of B.C. communications are limited to health and public safety information, as well as statutory requirements. We can direct you to information already publicly available. Otherwise, please contact (insert name) campaign office. Thank you for your understanding.

Request for a statement related to a government announcement/initiative.

Thank you for your request. During the election period, all Government of B.C. communications are limited to health and public safety information, as well as statutory requirements. We can direct you to information already publicly available. Thank you for your understanding.

Chandler Grieve
Manager | GCPE COVID-19 Communications
C: 250-883-2237

From: Hunter, Carolynn J GCPE:EX <Carolynn.Hunter@gov.bc.ca>
Sent: September 17, 2019 9:08 AM

To: GCPE Communications Operations <ComDiv@Victoria1.gov.bc.ca>
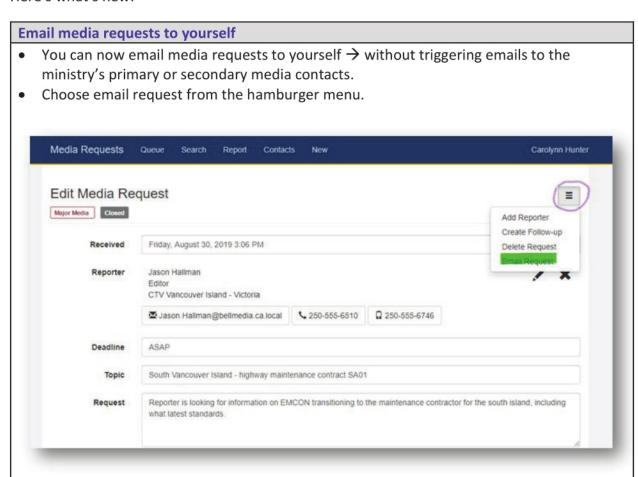**Cc:** GCPE BCS DEV TEAM <BCSDEVTM@Victoria1.gov.bc.ca>
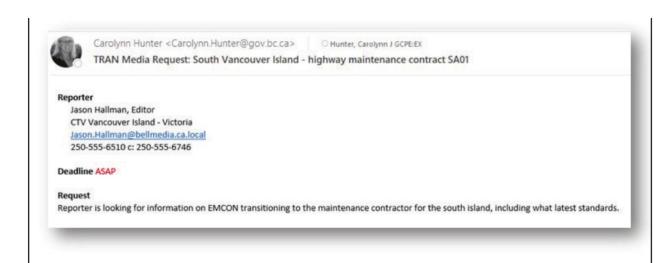**Subject:** What's New | Media Requests Updates --> September 17, 2019
Hi Media Relations teams in GCPE:

We've released some updates to BC Gov News Hub →this software release focuses on Media Requests.
Here's what's new:

Email media requests to yourself
• You can now email media requests to yourself → without triggering emails to the ministry's primary or secondary media contacts. • Choose email request from the hamburger menu.
• Email will arrive immediately in your in-box.

Carolynn Hunter <Carolynn.Hunter@gov.bc.ca>   ○ Hunter, Carolynn J GCPE:EX
TRAN Media Request: South Vancouver Island - highway maintenance contract SA01

Reporter
Jason Hallman, Editor
CTV Vancouver Island - Victoria
Jason.Hallman@bellmedia.ca.local
250-555-6510 c: 250-555-6746

Deadline ASAP

Request
Reporter is looking for information on EMCON transitioning to the maintenance contractor for the south island, including what latest standards.

GCPE Media Relations staff in Vancouver can now track media calls
• The GCPE media relations team in Vancouver can now use the system to track media calls.   • Choose GCPE Media Relations from the drop down menu to log media requests.

Received	Tuesday, September 17, 2019 8:45 AM
Reporter	Search by Outlet or by Reporter's First or Last Name
Deadline	ASAP
Topic	
Request	
Ministry	Choose...

Choose...
GCPE Media Relations
Intergovernmental Relations Secretariat
Advanced Education, Skills and Training
Agriculture
Attorney General
Children and Family Development
Citizens' Services
Education
Energy, Mines and Petroleum Resources
Environment and Climate Change Strategy
Finance
Forests, Lands, Natural Resource Operations and Rural Development
Health
Indigenous Relations and Reconciliation
Jobs, Trade and Technology
Labour
Mental Health and Addictions
Municipal Affairs and Housing
Public Safety and Solicitor General

Responsible

Please let us know if you have any questions about these updates.
Thanks,

Carolynn Hunter

Quality Assurance & Release Manager
Business & Communications Solutions
GDX - Government Digital Experience Division
Ministry of Citizens' Services | Province of B.C.
Mobile: 250 888-0219

From: "Zadravec, Don GCPE:EX" <Don.Zadravec@gov.bc.ca>
Date: June 3, 2019 at 1:57:48 PM PDT
To: "Anderson, Maryann GCPE:EX" <Maryann.Anderson@gov.bc.ca>, "Berndt, Eric GCPE:EX" <Eric.Berndt@gov.bc.ca>, "Best, Laurie GCPE:EX" <Laurie.Best@gov.bc.ca>, "Corns, Paul GCPE:EX" <Paul.1.Corns@gov.bc.ca>, "Crebo, David GCPE:EX" <David.Crebo@gov.bc.ca>, "Devereux, Rick GCPE:EX" <Rick.Devereux@gov.bc.ca>, "Duffus, Robert GCPE:EX" <Robert.Duffus@gov.bc.ca>, "Filion, Corinna GCPE:EX" <Corinna.Filion@gov.bc.ca>, "Harbord, Chris GCPE:EX" <Chris.Harbord@gov.bc.ca>, "Haslam, David GCPE:EX" <David.Haslam@gov.bc.ca>, "Heiman, Carolyn GCPE:EX" <Carolyn.Heiman@gov.bc.ca>, "Iliffe, Liam GCPE:EX" <Liam.Iliffe@gov.bc.ca>, "Johnston, Karen GCPE:EX" <Karen.V.Johnston@gov.bc.ca>, "LeGuilloux, Marg GCPE:EX" <Marg.LeGuilloux@gov.bc.ca>, "Leslie, Lisa GCPE:EX" <Lisa.Leslie@gov.bc.ca>, "McAndrews, Caroline GCPE:EX" <Caroline.McAndrews@gov.bc.ca>, "McCaffrey, Julianne GCPE:EX" <Julianne.McCaffrey@gov.bc.ca>, "McRae, Meghan GCPE:EX" <Meghan.McRae@gov.bc.ca>, "Plank, Sarah GCPE:EX" <Sarah.Plank@gov.bc.ca>, "Poorooshasb, Nammi GCPE:EX" <Nammi.Poorooshasb@gov.bc.ca>, "Robb, Katie GCPE:EX" <Katie.Robb@gov.bc.ca>, "Robins, Shawn GCPE:EX" <Shawn.1.Robins@gov.bc.ca>, "Spencer, Brad GCPE:EX" <Brad.Spencer@gov.bc.ca>, "Thomas, Vivian P GCPE:EX" <Vivian.Thomas@gov.bc.ca>, "Zoeller, Sonja GCPE:EX" <Sonja.Zoeller@gov.bc.ca>, "Arkus, Irma GCPE:EX" <Irma.Arkus@gov.bc.ca>, "Boelens, Robert GCPE:EX" <Robert.Boelens@gov.bc.ca>, "Bowness, Lisanne GCPE:EX" <Lisanne.Bowness@gov.bc.ca>, "Burton, Meribeth GCPE:EX" <Meribeth.Burton@gov.bc.ca>, "Cascaden, Lori R GCPE:EX" <Lori.Cascaden@gov.bc.ca>, "Cotton, Brian GCPE:EX" <Brian.Cotton@gov.bc.ca>, "D'souza, Pamela GCPE:EX" <Pamela.Dsouza@gov.bc.ca>, "Duffus, Robert GCPE:EX" <Robert.Duffus@gov.bc.ca>, "Emerson, Kim GCPE:EX" <Kim.Emerson@gov.bc.ca>, "Fernandes, Jennifer GCPE:EX" <Jennifer.Fernandes@gov.bc.ca>, "Giles, Alison GCPE:EX" <Alison.Giles@gov.bc.ca>, "Jack, Carolyn GCPE:EX" <Carolyn.Jack@gov.bc.ca>, "Larabee, Shawn G GCPE:EX" <Shawn.G.Larabee@gov.bc.ca>, "Lauvaas, Kirsten GCPE:EX" <Kirsten.Lauvaas@gov.bc.ca>, "Leslie, Sean GCPE:EX" <Sean.Leslie@gov.bc.ca>, "Lowther, Brett GCPE:EX" <Brett.Lowther@gov.bc.ca>, "Sitter, Donna GCPE:EX" <Donna.Sitter@gov.bc.ca>, "Stewart, Courtney GCPE:EX" <Courtney.Stewart@gov.bc.ca>, "Thistle-Walker, Carlene GCPE:EX" <Carlene.ThistleWalker@gov.bc.ca>, "Togneri, Cassandra GCPE:EX" <Cassandra.Togneri@gov.bc.ca>, "Turner, Jordan GCPE:EX" <Jordan.Turner@gov.bc.ca>, "Venn, Tania GCPE:EX" <Tania.Venn@gov.bc.ca>, "Watson, Jason GCPE:EX" <Jason.Watson@gov.bc.ca>, "Wey, Melody GCPE:EX" <Melody.Wey@gov.bc.ca>, "Whittier, Joanne GCPE:EX" <Joanne.Whittier@gov.bc.ca>, "Wormald, Carla GCPE:EX" <Carla.Wormald@gov.bc.ca>, "Youngs, Kirsten R GCPE:EX" <Kirsten.Youngs@gov.bc.ca>
Cc: "Byers, Lindsay GCPE:EX" <Lindsay.Byers@gov.bc.ca>, "Joshi, Shruti GCPE:EX" <Shruti.Joshi@gov.bc.ca>, "Truong, Lele GCPE:EX" <Lele.Truong@gov.bc.ca>
Subject: radio & television booking

Good afternoon, in an effort to better manage the appearances of Ministers on talk radio and television, we are asking that your respective teams resume the practice of sending Media Relations a daily update of all booked appearances.

This will help us ensure that all interviews/appearances are being captured by TNO, as well as monitored by the media relations team. Lindsay Byers is working with the Media Relations Hub developers to add this to the media requests, but she will still need to be updated on the who, what and when details.

If you could send us this information as soon as the Minister is booked, it will help prevent overscheduling and keep everyone in the loop. The Media Relations team can be reached at **MEDREL@Victoria1.gov.bc.ca**.

Here is an example:

Publication/ Station:
Host:
Time:
Topic:

If you have any questions, please don't hesitate to contact Lindsay or me.

Regards,

Don Zadravec
Executive Lead
GCPE
778-584-1252

GCPE AG Approval Process Guide

Branch/Crown Agency:
Gaming Policy Enforcement Branch (GPEB)

Key Players   GPEB - Sabrina Cousins, Zoya Harris, Michelle Jaggi-Smith, Sam MacLeod (ADM)

GCPE – CD replacement, Rob Duffus, Tim Chu

Process   For **media requests**, responses may be started by GCPE, or GPEB, depending on the complexity of the subject matter. GPEB may need to consult with BCLC on some topics.

If GPEB drafts the response, s.13
s.13

If GCPE drafts the response, s.13
s.13

Once GPEB has approved, send the draft to Tiffany/ Megan for review/ approval.

Tiffany/ Megan will advise if Doug Scott needs to review/ approve before the materials go forward to Tim, and MO for final approval.

GCPE AG Approval Process Guide

Approval process:

Players ⟍ Products	GCPE CD replacement	GCPE Rob Duffus	GPEB Sabrina Zoya	GPEB Michelle Jaggi-Smith	GPEB B. McNeil C. Skrine A. Fitzgerald D. Nicholson D. Horricks (program sign offs. GPEB usually does these)	GPEB Sam MacLeod (GPEB usually gets this approval)	Tiffany/ Megan Office of the ADM	Doug Scott ADM s.13	GCPE Tim Chu	MO
Media responses	1/2	2/3	1/2	3 /4	3/ 4	5/6	6/7	7 - 8	2*/7-8	9
Speaking notes	1	2	3	4	4/5	5/6	6/7	7 - 8	2*/7-8	9
Issue notes	1	2	3	4	4/5	5/6	6/7	7 – 8	2*/7-8	9
News releases	1	2	3	4	4/5	5/6	6/7	7 -8	2*/7-8	9
Communications Plans	1	2	3	4	4/5	5/6	6/7	7 – 8	2*/7-8	9
MO Pitches (very rare)	1	2	3	4	5	5	6/7	7- 8	2*/7-8	9

GCPE AG Approval Process Guide

GCPE AG Approval Process Guide

Branch/Crown Agency:
Anti-Money Laundering

Approval process:

Key Players for AML: Tiffany Nelson, Megan Harris, Doug Scott

Key Players for AG: GCPE – CD replacement, Rob Duffus and Tim Chu

AML Materials for approval

- Depending on the product (eg: media responses on AML), CD replacement may need to consult with/ seek assistance from GPEB, BCLC, Ministry of Finance and / or PSSG Communications.
- Some media requests may need to be bumped directly to Ministry of Finance or Ministry of Public Safety and Solicitor General.

GCPE AG Approval Process Guide

AML approval process

Players \ Products	GCPE CD replacement	GCPE Rob Duffus	GPEB Sabrina Zoya Michelle Sam *only if needed	BCLC Gerrits L.Piva-Babcock *only if needed	Tiffany Megan	PSSG *only if needed	MOF *only if needed	D. Scott (Megan may sign off for Doug)	Tim Chu	MO
Media responses	1	2/3	2/3	2 - 4	2 - 4	2 - 5	2 - 5	3 – 6	2*/4 -7	5 - 8
Speaking notes	1	2	2/3	2 - 4	2 - 4	2 - 5	2 - 5	3 – 6	2*/4 –7	5 - 8
Issue notes	1	2	2/3	2 - 4	2 - 4	2 - 5	2 - 5	3 – 6	2*/ 4-7	5 - 8
News releases	1	2	2/3	2 - 4	2 - 4	2 - 5	2 - 5	3 – 6	2*/4 -7	5 - 8
Communications Plans	1	2					2 - 5	3 – 6	2*/ 4 -7	5 - 8
MO Pitches	1	3			2 - 4	Unlikely	Unlikely	3 – 6	2*/ 4-7	5 - 8

* optional consultation

Other notes:

AG media process

Media phone:

To forward the media phone to your number, input **#21#** into the flip phone and press call. This will deactivate all forwarding services. Next, input ***21*** followed by your phone number and **#**. Press call. Here is what it looks like when I input my number: ***21*7785842433#.** This will forward all calls to your phone. Deactivate and forward to the director or manager at the end of the day.

Media calls:

What I ask when receiving a request:
- What is the reporter looking for (interview, background, AG/ministry statement)
- If they want an interview, what kind (radio, on-camera, phone, etc.)
- Interview details (pre-taped or live, length, who is the host, if radio interview will there be call-ins from public, deadline to schedule)
- If it's an interview request ask the reporter what questions will they be asking the Minister? This will help you see the angle or direction the interview is going to take.
- What's got them onto this story?
- What's their angle?
- Are they speaking to anyone else?
- What questions would they like to get answered?
- Try to get a specific deadline if possible. We want to give MO at least two hours with the request so judge accordingly.

Input response in the media hub. Feel free to share with any ministry that might have interest in the request or response. They will get a copy of the request as well but will only contact us if something catches their eye. If we need messaging from another shop, it's our job to reach out. You can find the media contact for each ministry under the "Contacts" section in the media hub.

Once a request has been processed in the hub, you will receive an email with the request formatted. Forward the request to the appropriate PAO (for example, Brendan has JSB so send him anything related to that file). CC the manager and/or director so they know where the request stands. The PAO will take it from there but make sure they understand the deadline.

MO approval:

Once the PAO has an approved response from program, they will send it to the manager and director for approval. Once the request receives final approval from the director, it will be sent to you to include in the "Media Stack" to send up to MO. Make sure that you catch any edits that may have been missed by the PAO.

Next, send the request to MO.

To: Derrick Harder, Gala Milne, Thea Dowler (Tabitha Bernard is normally included but she's with PO right now)

CC: Tasha Schollen, Timothy Chu, Sarah Marriott

In the email subject line, say "[current time] AG media requests." In the body of the email, list the number of requests along with the name of the media outlet and the request subject. List press gallery reporters by name. For a list of press gallery reporters, see:
https://dir.gov.bc.ca/gtds.cgi?show=Branch&organizationCode=LASS&organizationalUnitCode=LEG_PRESS

For example:

3 requests:
- **Rob Shaw – Regulations and joint casino ventures – Deadline: ASAP**
- **CBC Vancouver – Made Up Name petition – Due: Today (enter time)**
- **News 1130 – Interview: PR Supreme Court injunction – Due: Today (enter time) (Interview Request)**

Then stack the approved media requests in order with the latest request at the top. If a deadline is approaching, write it in red like above.

For the body of the email, please ensure the requests look like this:

Reporter
Jane Gerster, Reporter
Global - Toronto
jane.gerster@globalnews.ca
416-446-5383 c: 417-417-1408

Deadline Monday, November 26, 2018 4:30 PM

Request
The reporter is looking for the costs associated with the following commissions:
1) The Braidwood Inquiry
2) The Missing Women Commission (Oppal on Pickton)

Background

xxxxxx

Recommendation – respond on background from the Ministry of Attorney General

- **The Braidwood Inquiry cost approximately $5.3 million.**
- **The Missing Women Commission cost approximately $9.8 million**.

Ensure our recommended response comes after the **Recommendation.** MO has asked that we keep it this way as it helps them read the requests.

MO will reply with edits and approvals. If edits are minor, you can send the response to the reporter. Notify the reporter what type of response they are receiving. For example, "please see the following statement from Attorney General David Eby," or "please see the following background that can be attributed to the Ministry of Attorney General."

Scheduling an interview:

When MO has approved scheduling an interview, look at MINCAL and find a time with a five-minute buffer before or after another meeting.
Confirm with the media outlet that this time works.
Create a meeting in MINCAL.
In the subject of the meeting, write "MEDIA: (Outlet)."
In the body, include the subject of the interview, the name of the reporter/host, what type of interview it will be, what time it starts and how long it will be, the call-in phone number, backup number and any other notes the AG should know about. (example below)
For Location, write the call-in number if it is a radio or phone interview.
Send the invitation to the Minister (David.Eby@gov.bc.ca), the manager (Tasha), and director (Tim). Issues Manager (Sarah Marriot), MO staff Derrick, Gala, Tabitha and Thea don't need to be invited as they will see it in the MINCAL entry.
Before hitting send, click "add attendees" (bottom left hand corner) and move everyone but the AG and MINCAL into Resources (example below).
Hit send.
s.15   An interview invite should look like this:
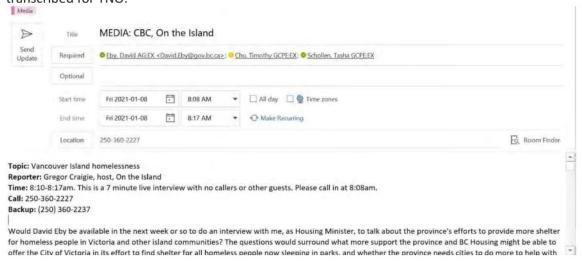
Topic: ICBC
Reporter: Jody Vance, CKNW
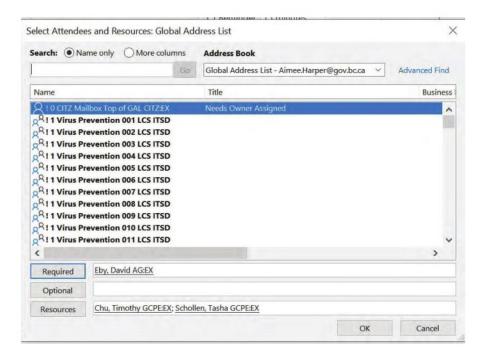**Style:** Live radio interview. No call-ins.
Time: 2:05-2:11 p.m.
Call: 604 331-2774
Backup: 604 331-2838
Note: Please call in several minutes early.

If an interview is scheduled on a talk show, please send these details to Lindsey Byers to ensure it gets transcribed for TNO.

Topic: Vancouver Island homelessness
Reporter: Gregor Craigie, host, On the Island
Time: 8:10-8:17am. This is a 7 minute live interview with no callers or other guests. Please call in at 8:08am.
Call: 250-360-2227
Backup: (250) 360-2237

Would David Eby be available in the next week or so to do an interview with me, as Housing Minister, to talk about the province's efforts to provide more shelter for homeless people in Victoria and other island communities? The questions would surround what more support the province and BC Housing might be able to offer the City of Victoria in its effort to find shelter for all homeless people now sleeping in parks, and whether the province needs cities to do more to help with

3

Scheduling Assistant – Add Attendees:

Media wrap:

The end of the day Media Wrap is pretty simple. The Hub will help you draft a report and you can forward it to the "GCPE JAG Media Wrap" distribution list. Make sure to include details for interviews the minister might have scheduled for the next day. I also include any products our ministry or relevant crowns/stakeholders, like BC Housing, have released that day. Here is an example:

AG media calls

Interviews scheduled for Dec. 10:

Topic: ICBC broker fees
Reporter: Harjinder Thind, Red FM
Style: Live radio interview. No call-ins.
Time: 8:20-8:30 a.m.

Underway:

Simon Little - Global News
ISSUE: Cannabis quality control
STATUS: With Minister's Office

Jason Hallman - CTV Vancouver Island - Victoria
ISSUE: Cannabis applications
STATUS: With Minister's Office

4

Keith Fraser - Province
ISSUE: Gladue
STATUS: With Minister's Office

Completed:

Rob Shaw - PRESS GALLERY
ISSUE: Wally Oppal
STATUS: Provided Background

- The Ministry of Attorney General has not retained the legal services of Mr. Wally Oppal.

Ian Burns - The Lawyer's Daily
ISSUE: Statutes Amendment Act
STATUS: Provided Background

- Yes, we are aware of the resolution.
  The legislation received Royal Assent on Nov. 27, 2018.

Sam Cooper - Global
ISSUE: River Rock Casino
STATUS: Unavailable for interview

Media announcements today:

Statement from Attorney General on close of electoral reform referendum

- https://news.gov.bc.ca/releases/2018AG0104-002354

Media phone:

There is a dedicated Samsung cell phone for media calls: 778 678-1572

To UNFORWARD the phone:

#21# then press SEND

To FORWARD the phone:

21(enter phone number)# then press send (don't forget the hashtag after the number)

GCPE AG Approval Process Guide

Branch/Crown Agency:

Appeal Boards and Tribunals (there are 19 tribunals)

For tribunals the chair is the comms person (we help with initial response and then send to chair)

Approval process:

Players / Products	Carmen Zabarauckas, Exec. Dir. Tribunals	Rob Duffus	Tim Chu	Minister's Office
News releases/Info Bulletins	3 (Carmen gets all program approvals)	1	2	4

Other notes:

GCPE AG Approval Process Guide

Branch/Crown Agency:
BC Lottery Corporation

Approval process:

Key Players for BCLC: Laura Piva Babcock, Lara Gerrits, Erica Simpson, Cecelia Ho, Matt Lee

Key Players for AG: GCPE – CD replacement, Rob Duffus and Tim Chu

GPEB – Sabrina Cousins, Zoya Harris, Michelle Jaggi-Smith, Sam MacLeod
Doug Scott – ADM's Office: Tiffany Nelson, Megan Harris
ADM Doug Scott (Assistant Barbera Pearson)

BCLC Materials for approval

- BCLC will send draft materials to CD replacement for initial review and cc. Rob, Tim, and Tiffany. GCPE will send draft our materials (eg: issues notes, speaking notes) to BCLC as needed.
- Depending on the sensitivity of the product (eg: media responses on AML), CD replacement may consult with Tim or Rob for direction before putting the products through approvals.
- Any BCLC materials that involve: GPEB programs or policies, or touch on anti-money laundering **must go through GPEB** in the next phase of the approvals process. GPEB does not need to review products concerning everyday BCLC operations (eg: lottery winners).
- Tiffany and Megan provide the third level of review for BCLC materials. Megan is particularly concerned about communications materials that may talk about or be related to money laundering, and she needs to be cc'd on all BCLC materials. Tiffany will sign off for Megan where required. Megan will determine whether the materials also need to be reviewed/ approved by Doug Scott.
- Tim will provide the final level of approval. Depending on subject matter, the materials may be sent to MO for approval, or as an FYI. CD replacement will provide approval to BCLC.

GCPE AG Approval Process Guide

BCLC approval process

Players / Products	BCLC Lara, Laura, Erica Cecelia or Matt	CD replacement	Rob Duffus	GPEB (not needed in some cases) Sabrina Zoya Michelle Sam MacLeod	Tiffany Megan	Doug Scott (Megan may sign off for Doug)	Tim Chu	MO as FYI or for approval	CD replacement provides approval back to BCLC
Media responses	1 -2	1 -2	3	4	4 – 5	5 - 6	2*/5 - 7	6 - 8	7 - 9
Speaking notes	1 -2	1 -2	3	4	4 – 5	5 - 6	2*/5 –7	6 - 8	7 - 9
Issue notes	2	1	2-3	4	4 – 5	5 - 6	2*/5- 7	6 - 8	7 - 9
News releases	1 - 2	1 - 2	3	4	4 – 5	5 - 6	2*/5 - 7	6 - 8	7 - 9
Communications Plans (unlikely to receive these)	1	2	3	4	4 – 5	5 - 6	2*/5 -7	6 - 8	7 - 9
MO Pitches	2	1	3	1*/5	4 -5	5 - 6	2*/5- 7	6 - 8	7 - 9

* optional consultation

GCPE AG Approval Process Guide

Branch/Crown Agency:

Court Services Branch (CSB)

Approval process:

Players / Products	Alvin Lau, Senior Policy Analyst - CSB	Jenny Manton, ADM CSB	Rob Duffus, GCPE Comms Mgr.	Tim Chu, GCPE Dir.	Minister's Office
Media responses	1	*3	2	4	5
Speaking notes	3	4	1	2/5	6
Issue notes	2	3	1	4	5
News releases	3	4	1	2/5	6
Communications Plans	3	*4	1	2/5	6
MO Pitches			1	2	3

*optional consultation

^if applicable

Other notes:

GCPE AG Approval Process Guide

Branch/Crown Agency:
Insurance Corporation of B.C. (ICBC)

Approval process:

Key Players for ICBC: Doug Henderson, Susan Danard, Ashley Castellan (Issues), Joanna Linsangan (Media Relations), Brent Shearer (Media Relations), Lindsay Wilkins (Media Relations)

Key Players for AG: GCPE – Tim Chu, Rob Duffus, Tasha Schollen, Cathy Dargie, + Jeff Groot (GCPE HQ)
ADM's Office - Tiffany Nelson, Holly Cairns, Doug Scott

ICBC Materials for approval

- ICBC will send its draft news releases, media pitches, issues notes, stories, and media responses to Tim, Tasha, Cathy, and Jeff for initial review.
- Tim/Jeff will provide initial direction if they have time.
- Cathy/Tasha will make edits, incorporate edits and seek clarification from ICBC as needed.
- Cathy/Tasha to send materials to Tiffany for approval. Tiffany will consult Holly when possible.
- Tim will provide final review/ sign off before products go to Minister's Office for approval.
  Please note:
  Jeff, Tiffany and Tim may make multiple rounds of edits, and there may need to several consultations/ fact checks with ICBC before Tim provides final approval to send to MO.

AG Materials for approval

- GCPE will write media responses, news releases, speaking notes, event plans etc. re: ICBC issues as required.
- Tim / Rob will provide initial review if possible.
- Cathy/Tasha will send draft materials to ICBC for review as required.

GCPE AG Approval Process Guide

- After receiving ICBC feedback, Cathy/Tasha will send draft materials to Tiffany for review. Tiffany will consult Holly when possible. Jeff will review documents that concern rate design, or ICBC 2.0 issues. He wants to be cc'd on all other materials when they are sent up to MO.
- Tim will have final sign off on materials before they are sent to MO for approval.

ICBC approval process

Players / Products	ICBC Brent Joanna Lindsay Susan Doug	GCPE Cathy / Tasha	GCPE Tim/ Rob	GCPE HQ Jeff	ADM's Office Tiffany Holly	Doug Scott (Holly may sign off for Doug)	MO for approval	Cathy or Tasha provide final approval back to ICBC as needed
Media responses	1 - 2	1 - 2	3 - 7	3 – 7	4 – 5	5 - 6	6 - 8	7 - 9
Speaking notes	1 - 2	1 - 2	3 - 7	3 – 7	4 – 5	5 - 6	6 - 8	7 - 9
Issue notes	2	1	2 - 3		4 – 5	5 - 6	6 - 8	7 - 9
News releases	1 - 2	1 - 2	2 - 3		4 – 5	5 - 6	6 - 8	7 - 9
Communications Plans (This will be rare)	1 - 2	1 - 2	2 - 7	3 *maybe	4 – 5	5 - 6	6 - 8	7 - 9
MO Pitches (This will be rare)	2	1	2 - 7	3 *maybe	4 - 5	5 - 6	6 - 8	7 - 9

GCPE AG Approval Process Guide

* optional consultation

Approval process – Justice Services Branch

Media Requests

1. Rob receives request
2. Rob forwards request to Rozi Dobreci, Manager Strategic Communications
3. Rozi coordinates the request with JSB staff
4. Rozi responds to Rob
5. Rob sends JSB approved response to Tim

Issue Notes

1. Tim generates request for IN
2. Rob writes IN in consultation with JSB
3. Rob sends final draft IN to Rozi Dobreci for ADM approval
4. Rozi returns IN to Rob
5. Rob sends to Tim for approval
6. Rob sends finalized note to MO

News Releases, Info Bulletins, KMs and other communications products

- Routed via Rozi Dobreci as required.

Speaking Notes

1. SN requests come from MO or DAG to GCPE for <u>coordination</u> by Jennifer (makes sure they are produced by deadline)
2. If media present, GCPE takes lead in writing.
3. If no media present, JSB takes lead in writing.
4. All SNs are reviewed by GCPE.
5. GCPE sends GCPE-authored SNs to the MO
6. JSB/DAG sends JSB-authored SNs to the MO (TBC)

Flowchart

GCPE REQUEST → JSB Communications directs request → Program drafts content → ED approval → JSB Communications compile & review → ADM approval → JSB Communications returns request → **GCPE** → Review & edits → DAG approval → MO approval

REVISIONS (GCPE → GCPE REQUEST)

REVISIONS (DAG approval → GCPE)

REVISIONS (ADM approval → Program drafts content)

GCPE request is submitted through JSB communications team (Communications Coordinator & Manager, Strategic Communications).

JSB communications team directs the request to appropriate program/division admin staff.

Program admin staff reach out to subject matter experts in the division for drafting. Selected drafters write the requested content for the items(s). Some items require collaboration of more than one program, or branch.

If the requested item is a speaking note (SN), briefing note (BN), information note (IN) etc., they will prepare the content in the corresponding template, found on the ministry Intranet.

Drafter obtains ED or A/ED review and approval of the draft via email confirmation. Track changes are kept on.

JSB internal communications compiles content from multiple divisions where required, reviews formatting and style.

JSB Communications Cordinator and/or PICS Administrative Assistant submit the track-changes document for ADM review and approval via eApprovals. For media inquiries and less formal requests, approval is coordinated by email.

If the ADM requests revisions, the item is circulated back to program for edits and once again must receive ED approval and be resubmitted for ADM approval.

ADM approved items are returned to the communications team who then return the item(s) in reply to the original request to GCPE, citing ADM approval. Some items for non-media events may be forwarded to the DAG directly upon advisement of GCPE.

GCPE reviews and provides stylistic edits to the item(s), and moves the item(s) on for DAG approval.

If the DAG requests edits, item(s) are circulated back via GCPE to JSB for revisions and the approvals process is repeated.

DAG approved items are then moved onward to eventually reach the MO. This last part of the process does not involve JSB.

GCPE AG Approval Process Guide

Branch/Crown Agency:

Justice Services Branch - Indigenous Justice Strategies/Indigenous Justice Centres/Gladue and Indigenous Courts

Approval process:

Players ╲ Products	Beverly Salkus, Mgr. Bus. Ops/Rozi Dobreci, Manager Strategic Comms	Colleen Spier, Exec. Dir. Indigenous Justice	Kurt Sandstrom, ADM, Justice Services (via Rozi)	Rob Duffus	Tim Chu	Minister's Office
Media responses	3	4	5	1	2/6	7
Speaking notes	3	4	5	1	2/6	7
Issue notes	3	4	5	1	2/6	7
News releases	3	4	5	1	2/6	7
Communications Plans				1	2	3
MO Pitches				1	2	3

GCPE AG Approval Process Guide

Branch/Crown Agency:

LCRB

Approval process:

Players / Products	Janis Robertson/Terry Rowsell	Rob Duffus	Tim Chu	PSSG (Michelle Roberts)	Cannabis Secretariat (Jessica McLachlin)	Minister's Office
Media responses	1	3	2*/6	4 (FYI)	5 (FYI)	7
Speaking notes	1	3	2*/6	4	5	7
Issue notes	1	3	2*/6	4	5	7
News releases	1	3	2*/6	4	5	7
Communications Plans	2	3	1*/6	4 (FYI)	5 (FYI)	7
MO Pitches	2	3	1*/6	4 (FYI)	5 (FYI)	7

*optional consultation

Other notes:

GCPE AG Approval Process Guide

Branch/Crown Agency:

LDB

Approval process:

Players / Products	Viviana Zanocco/Kate Bilney (LDB)	Tiffany Nelson	Megan Harris	Doug Scott	Rob Duffus	Tim Chu	Minister's Office	Deputy Minister's Office
Media responses	1	3	4	5*	6	2*/7	8	N/A
Speaking notes	1	3	4	5	6	2*/7	9	8
Issue notes	1	3	4	5	6	2*/7	8	N/A
News releases	1	3	4	5	6	2*/7	8	N/A
Communications Plans	2	3	4	5	6	1*/7	8	N/A
MO Pitches	2	3	4	5	6	1*/7	8	N/A

*optional consultation

Other notes:
- Megan Harris and Tiffany Nelson should be notified in advance of any requests that will require LDB resources.
- Finals should be sent back to Tiffany Nelson for reference.

GCPE AG Approval Process Guide

Branch/Crown Agency:

LSB

Approval process:

Players / Products	Lawyer Responsible	James Harvey	Rob Duffus	Tim Chu	Minister's Office	Deputy Minister's Office
Media responses	1	N/A	3	2*/4	5	N/A
Speaking notes	1	3	4	2*/5	7	6
Issue notes	1	3	4	2*/5	6	N/A
News releases	1	3	4	2*/5	7	6
Communications Plans	2	3	4	1*/5	7	6
MO Pitches	2	3	4	1*/5	6	N/A

*optional consultation

Other notes:

- Lawyers may request James Harvey's approval on some media responses.

GCPE AG Approval Process Guide

Branch/Crown Agency:

Legal Services Society/Legal Aid

Approval process:

Players / Products	JSB Counsel Responsible	Rozi Dobreci (JSB)	Rob Duffus	Tim Chu	Minister's Office
Media responses	1	3	4	2*/5	6
Speaking notes	1	3	4	2*/5	6
Issue notes	1	3	4	2*/5	6
News releases	1	3	4	2*/5	6
Communications Plans	2	3	4	1*/5	6
MO Pitches	2	3	4	1*/5	6

*optional consultation

Other notes:

- Lawyers may request James Harvey's approval on some media responses.

PROCEDURES MANUAL

Table of Contents

GCPE-FIN COMMUNICATIONS FLOW

The communications director (CD) AND communications manager (CM) are the primary points of contact with the minister's office and GCPE headquarters. This ensures the director and manager are aware of requests and direction coming from the MO/GCPE HQ, and any information flowing from the shop to either the MO or GCPE.

To ensure an organized flow of information, only the CD and CM (with the exception of the media and issues lead) send emails to the minister's office.

Operate at all times on the principle of "no surprises." Give a heads up to the director and manager before any contact regarding shop operations, and cc the CM (and often the CD) on emails to other shop CDs and CMs.

APPROVALS

The following procedure applies to **all** products. The only exceptions are when either the CM or CD are on vacation or sick leave, at which time the alternate will review in that person's stead (e.g. the director for the manager and vice versa).

When emailing products, make best use of the subject line; write FOR APPROVAL, the product, and the deadline.

Make the deadline during the working day wherever possible, rather than end of day.

> *TIP*: In your email, write "this has been approved by _____." This will answer the first question all supervisors have: who else has seen this? This technique builds confidence and speeds approvals.

Here are the approval levels, in order:

1. Program analyst, director and program executive director.
   - **Note**: In some cases, the division ADM may also need to review. Ask the program director whether anyone else at the branch/division level needs to provide approval.
2. Communications Manager (CM)
3. Communications Director (CD)
4. Minister's office (cc Issues Management if high profile)

The final in-house approval is the CD. Once the CD has approved the materials, the director or manager will send the materials to the deputy minister's office and/or the minister's office for approval. Public Affairs Officers (PAOs) will typically be asked to complete any significant revisions.

The final products will be emailed to the PAO for filing in the appropriate folders on the LAN.

Translations

For materials that may need translation, a request must be submitted first to the Media Relations team (MEDREL@Victoria1.gov.bc.ca) then to Don Zadravec along with a quote from the translator. Requests for approval will not be considered until you have taken both of these steps. Please ensure you are planning ahead, and that all translations are included in the Corp Cal entry.

FILING FINAL DOCUMENTS ON THE LAN

Announcements & Events

Create a new folder with the date the announcement will go out and the name of the announcement (e.g. 02 – Feb 18 – Budget 2019).

When an event or announcement is finished, all final copies of news releases, speaking notes, key messages, event plans, communications plans, Q&A and backgrounders need to be filed in the appropriate folders on the shared LAN s.15

s.15   Everything should be organized by date and name.

Use the GCPE naming conventions. Once you have final, signed-off documents, delete all drafts out of the project folder, leaving only the finals.

Any background information should also be saved in the appropriate Division folder and issues notes should be saved in the issues notes folder.

Issue Notes

Issue notes are filed by area at s.15

s.15   in the appropriate program-area folder.

Naming Conventions

When you are creating an electronic communications document in Word, Excel, PowerPoint, etc., it's important to name the file so staff can find the document quickly on the LAN. Indicate in the file name whether the product is in draft, or if it is final (i.e. fully approved).

The following is a list of the naming conventions for the most common communications documents:

AR	= Article	IS	= Issues Scan
BG	= Backgrounder	LE	= Letter to the Editor
CP	= Communications Plan	MA	= Media Advisory
EP	= Event Plan	ML	= Minister's Letter
IA	= Issues Alert	MM	= Minister's Message
IB	= Information Bulletin	NR	= News Release
IN	= Issue Note	QA	= Questions and Answers
SN	= Speaking Notes		

<u>File name examples:</u>

- News release: NR_Public Accounts_Date_Draft 1
- Key messages: KM_Public Accounts_Date_FINAL
- Q&A: QA_Public Accounts_Date_Draft 4
- Speaking notes: SN_Public Accounts_Date_FINAL

Issue Note Folder

Ensure you have completed the footer on the last page of issues notes. The contact should be the PAO who authored the issue note. This helps the manager or director know who to contact if they have questions, who has signed off and when, and where the note is saved on the LAN.

Version Control

One of the most common problems with electronic documents is the proliferation of versions. Proper naming and sequencing of versions can prevent older versions from getting used by accident. Use draft or revision numbers so everyone knows which version is the most recent. Once the product is finalized, delete all previous drafts.

ISSUES MANAGEMENT

Issue notes are GCPE's primary tool for helping the ministry formulate and articulate a response to breaking or emergent issues and briefing the minister. Ideally, the IN should be no more than two pages, including contact information. Make sure to "accept all changes" so the reader doesn't see the edits.

Advice and recommended response:

- Aim for 3 to 5 bullets for the response.
- The bullets should be concise and avoid jargon.
- In general, the bullets should answer what is happening, why it is happening, why people should care, and reaffirm any relevant government commitments.
    - Identify the problem, the affect it has on people, and what govt is doing to change it.

The key facts/background section documents the source and nature of the issue and the essential facts the minister needs to support his or her response. This section is short, but fully supports the response points.

An IN is first approved by the program area analyst, then the lead director, and an executive director if appropriate. Ask the director or ED if an ADM needs to approve if you are unsure. The IN is then sent to the CM for review, followed by the CD for final approval.

> *TIP: **Other GCPE Shops** will often request INs – all requests in and responses out **must** go through the manager and director. Check with program before sending to ensure numbers and facts haven't changed.*

MEDIA MANAGEMENT

Media Requests

The Minister of Finance is the ministry's primary spokesperson. The minister may delegate a response to a media request to the CD or subject matter expert, who will typically respond on background.

News releases and information bulletins will typically give the media relations officer's phone number. The media relations officer, manager or director will respond to media requests, but any PAO may receive the first media call. If you receive a call from the media, advise the media relations officer by email or in person.

1. Record the reporter's name, media outlet, phone number and email address in the Media Hub.
2. Note the time that the call was received/responded to.
3. Ask for the reporter's deadline.
4. Ask them what the topic is and try to get as much detail as possible on each question. It may be helpful to let them know that the more detail they give to you will help turn the request around faster. Probe for the real story. Find out if they have interviewed others in advance, or if they are looking for comment from third parties.
5. Tell the reporter that someone will respond as soon as possible, but avoid giving them a timeline.
6. For print media, ask if they are looking for something for attribution.
7. If the call is from a talk radio or live TV producer, identify:
   o When they want the minister to be on air;
   o The studio call-in number (don't let the studio call the minister) or filming location;
   o Format (e.g. a one-on-one interview or a panel);
   o Who will be on before and after the minister
   o Will there be other guests/interviews on this topic; if so, will the minister be up first.
8. In some cases, it is appropriate to ask the reporter if they are comfortable receiving an emailed quote in the event the minister isn't available for an interview within their deadline.
9. If the reporter is comfortable receiving an emailed quote, note that in the 'request' section of the media hub form.
10. Draft suggested response points and determine if the response should come from the minister, the ministry or on background.
11. Have program staff, ED, ADM review and approve, then to CM/CD for review/approval.
12. The media relations PAO, CM or CD will seek MO approval.
13. Once MO has approved, respond as directed.
14. Enter the approved response into the media hub and close the entry.

**If a reporter has called with information you think creates an emerging issue that needs an immediate response, or develops a story in an unforeseen way, verbally notify the CD and CM right away.

Media Reports

By 4:30 p.m. every day, the media relations officer, manager or designated PAO must send a "Media Report" to the minister's office, the DM and DM's EA, GCPE Communications—Finance, GCPE Executive, Issues Management and GCPE FIN Media Requests.

The report is auto-generated from the Media Hub in the 'reports' tab. Reformat the auto-email into two sections: 'Open requests' and 'Closed requests'. Update the subject line to: FIN: End of Day Media Request Report – [DATE].

FOI PROCESS

For detailed FOI process, see here.

MEDIA MONITORING REPORT & TNO PROCESS

GCPE FIN uses an automated morning report that is distributed around 6:20 am on weekdays and 8:20 am on weekends. This report is sent out from one person's email address (currently Jakelene.Plan@gov.bc.ca, who also manages the filters and search results that are included in the report).

If you are only a GCPE recipient of the report, you need:

- Access to the TNO website: You can email Scott Ryckman (Scott.Ryckman@gov.bc.ca) to request any information regarding your account and access. You should have received login information when you started with GCPE.
    - http://tno.gov.bc.ca/tno/servlet/tno.otis.servlet
- Take the introductory TNO course offered by TNO staff: this course will ensure you have a basic understanding of how to use TNO and how it plays a role in your job as PAO.

If you are managing the daily TNO report, you need:

- Take the advanced TNO course offered by TNO staff: This course will better equip you to manage the morning TNO report and its filters.
- Have the morning report included on your TNO account: Though you can set up your own report, it is easier to use the pre-set "FIN media" version. You can request that the previous TNO morning person send you their version of the morning report, as it should already have the appropriate formatting and information. Alternatively, email Scott Ryckman to ask for a copy of the GCPE FIN morning report to be copied onto your TNO account.
- Have the search filters on your TNO account: Like the "FIN media" report, you can request that your team's TNO morning person send you their filters and search terms. Filters can also be built from scratch by creating a new filter and adding necessary keywords.
- Ensure that the filters are linked to the sections on the TNO report: your filters determine what articles and clips appear in the morning report – make sure that the filters are appropriately linked up so that you are sharing the information you need every morning. To do so, check the "Report Edit Page" on TNO.
- Work with your CD and CM to refine the search filters and ensure that the clips are capturing the information they need. Continue to monitor the clips and refine keywords to filter out unnecessary articles.

EVENTS & ANNOUNCEMENTS

Corporate Calendar

The GCPE Corporate Calendar is GCPE's main tool for coordinating government communications. Each shop is required to maintain its entries on the calendar and keep other shops informed of calendar entries that may affect them.

All staff have access to the calendar and should manage the entries they are responsible for. Once the CD or CM assigns a new project, ask whether a calendar entry should be completed and discuss details.

If you are working on a project that sees changes in scope, date, timing or other aspects that could affect the calendar entry, inform the manager and director immediately and update the calendar.

- A new category was recently created to request a placeholder in the Corporate Calendar for a 'proposed' event or announcement. Once this activity has the green light to proceed, you need to switch the category over to "**Approved**" (this is not related to final sign-off of content, it's just approval to proceed). A quick note needs to then be added to the scheduling considerations field indicating who approved it. For example:

Scheduling Considerations & Approvals:

✓ MO approved to issue; waiting on content sign-off.
✓ Date/time confirmed with Corp Cal team.

Characters remaining: 410

- The weekend emergency on-call editor is available to process **urgent, previously unplanned, late-breaking communications products**. All scheduled weekend products must be finalized by no later than 3 p.m. Friday, so they can be set up in advance with our distribution contractor.

- Per the Director of Writing and Editorial services' Friday email, you must *CALL* the weekend editor's cell phone in order to have **urgent releases** edited between 5:30 p.m. Friday afternoon and 8 a.m. Monday morning.

- NRs/MAs/IB posting times must be coordinated with the corporate calendar and the MO in advance of sending to GCPE editors. Include the corporate calendar reference number in all requests to GCPE editors for V5.

- All proposed op-eds must also be added to the Corporate Calendar at the outset, for scheduling purposes. Be sure to include the topic, spokesperson, length, and distribution plan. If you are planning an op-ed for your minister/minster of state or parliamentary secretary, connect with the Writing and Content Strategy group before you start.

Corporate Calendar help is available through the help tab on its homepage.

Booking a Videographer

To request a videographer to attend an event, email: videorequest@gov.bc.ca

Include details like:

- What is the event and who is attending (i.e. Minister of Finance)
- Event location and timing details
- Information about the final product: Length of desired video, what it will be used for (posted online?)
- KMs or draft language to use

Be sure to allow as much lead time as possible given the high demand for GCPE's videography services.

MINISTRY OF FINANCE WEBSITE

Request Web Changes

The Information Management Branch (IMB) is responsible for maintaining and changing all web content, except Revenue Division content pages.

To make changes to pages hosted on gov.bc.ca (managed by IMB):

1. For web changes with high-priority, short-time frame:
   - Email your request to: IMBMWEB@Victoria1.gov.bc.ca
     - Include any necessary documents and a fulsome description of the change required; and please also provide the deadline for the request.
   - The Ministry of Finance's web team will action the request and create an internal ticket for the request once it's complete for tracking purposes.
2. FIN GCPE lead assigned the Information Branch can initiate a ticket.
   - The lead must obtain permissions and an account from Janet Pye.
   - Once permission has been established a change can be requested by:
     - Logging into: s.15
     - Selecting Finance Internet
     - Selecting New Ticket
     - Filling out the online form, including:
       i. URLs for relevant web pages
       ii. Detailed description of the request
       iii. Attach files for publishing, including a description for display in search results
       iv. Any additional files for reference
     - Do no use any special punctuation in file names, and please keep file names short.
   - After you submit a request, you'll receive an automated confirmation email. A member of the web team will then contact you to begin the work.

Changes to pages not hosted on gov.bc.ca (managed by IMB):

- If the request is for a webpage not on gov.bc.ca, then the request must be made through the IMB Service Desk: s.15

Changes to Revenue Division web pages:

- The Revenue Division's Public Information section is responsible for updating their content.

- A Public Information Request form must be submitted. The form can be found here: s.15

- The form has a submit buttons at the bottom of the form that will initiate a ticket.

- More information can be found here: s.15

Budget & Quarterly Reports

Budget Page changes go through Queen's Printer, specifically Dwayne Gordon.

We need the quarterly report posted on this page: http://www.fin.gov.bc.ca/pubs.htm when the signal is given, under BOTH **Current General** and **Treasury Board** headings, with the outdated quarterly report **archived** here: http://www.fin.gov.bc.ca/archive/Q_reports.htm.

New Pages

If any new pages need to be created, contact Dianne Thomas' group. Kristina Luzzi or Christa Bull will create the page. If it's high profile, Walter Moser's group at GCPE should also be involved.

GCPE GRAPHICS REQUESTS

Please submit all project/graphic requests to the following site:

The Lean Mean Graphics Machine (GCPE Graphics Request Tracking System)
s.15

(Sign in with user ID and password)

It's quick! It's easy! And you can track all your current or past graphic requests through your profile.

- Please be sure to give your project a unique name so it may be easily identified.
- Enter all the fields the best you can. Include the *what* is required, *when* it is required and *where* it is to be delivered.
- Include your attachments for text and image files. If there are large or numerous files, consider using GCPE's Hightail account.

STAFF & HR

Hours of Operation

Regular shop hours are 8:30 am to 4:30 pm, Monday through Friday. Alternate hours are open for consideration, subject to approval and are conducive to the effectiveness of the shop. All GCPE staff are graded as management level and are paid accordingly. This means we are expected to put in extra hours when necessary, and we are granted extra flexibility during quiet periods.

Leave Management

Process for requesting leave:

1. When you think you'd like to take time off, please enter as [NAME – VR] on our internal leave calendars.15 _____ (VR = Vacation Requested)

2. Leave is usually considered first come, first serve.
3. Send the CM an email with the times you'd like to have off, and please note who else is already off for those times.
4. The CM will check with the CD and send you approval back via email.
5. Edit your entry on the internal leave calendar to [NAME – V], to indicate your time off is approved.
6. Enter into Time Online and notify the CM that an approval is pending in the system.
7. Before going on vacation, send the CM and the CD an email outlining the status of your files while you're off. If there is something you will need to hand off to someone else, let the CM know in advance.

Note: In Finance, the last two weeks of January, all of February and times when the House is sitting are mostly off limits for vacation. That said, if you have a very important event you need to attend, please discuss with the CM.

Medical

Staff are required to give advance notice of medical appointments to the manager. Every effort will be made to accommodate appointments during the day, but staff may be asked to reschedule depending on the pressures of work. Appointments of less than two hours do not require entry into Time Online. Appointments of more than two hours are recorded as "half day", over four hours as "full day".

TRAINING & DEVELOPMENT

Training requests need to be approved by the manager or director before being sent over to GCPE for final approval. Generally, training requests should align with your training and development program identified in your myPERFORMANCE plan. Short lunchtime sessions or other seminars offered by GCPE or the ministry do not need formal approval and staff are encouraged to take as many as come up.

GENERAL

Phones

Forwarding your phone:

- Press *72, and then the last 5 digits of the # you're forwarding to
- Press *73 to un-forward and listen for the double dial tone

Voicemail:

- It's good practice to include your cell phone number on your land line voicemail, and/or your email address.
- Be sure to update your voicemail when you are out of the office for an extended period. Note: you must update both your external and internal greetings.

Important Links

Here are some common links you may want to bookmark in your browser:

- s.15   GCPE's intranet site

- s.15
- s.15
- s.15
- s.15

Corporate Calendar
_____ - Media Request Hub
- @Work site
- FINtranet (Ministry of Finance intranet site)

Install an MPS printer

- From the Start Page, type **Devices and Printers**.
- From the Search bar, select '**Devices and Printers**'.
- Click '**Add a printer**'.
- Click '**Add a network, wireless or Bluetooth printer**'.
- Select '**The printer that I want isn't listed**'.
- In the dialogue box "**Select a shared printer by name**" and type the print queue name.
  - s.15   add this queue if you print typical office documents)
  - s.15   (add this queue as well if you print PDFs or graphic intensive documents such as Adobe)
  - s.15   (add this queue if you print typical office documents)
  - s.15   (add this queue as well if you print PDFs or graphic intensive documents such as Adobe)
- Click "Next" and then click "Finish."

Ordering Office Supplies

- **Note:** The communications manager is responsible for all ordering. Speak to the manager if you need any office supplies.
- Go to http://www.dcv.gov.bc.ca/ and select the products.
- Email the list of supplies to GCPEpurchasing@gov.bc.ca.

SUBSCRIPTIONS

Conference Board of Canada

The BC Public Service Learning Centre has purchased a corporate subscription to the Conference Board of Canada. This subscription will provide all Ministry employees with electronic access to a broad range of timely and relevant Conference Board research and libraries.

How to access the subscription:

- Access Conference Board of Canada resources through http://conferenceboard.ca using your BC Public Service gov.bc.ca email address.
- You will be prompted to create an online account that will allow you to log in, search and download material
- After creating an account, you can also set preferences and alerts according to your areas of expertise and interest

Hootsuite

GCPE FIN's Hootesuite login is as follows:

s.15

Helijet

If GCPE FIN needs to send anything via Helijet, the account details are:

Account # s.17

Return the receipt to reception on the fourth floor.

Conference Calling

Our new office conference call number is:

Phone: 1-877-353-9184

Moderator ID: s.15

Participant ID:

Check with the CD or the CM when you are planning on using it to ensure someone else isn't already on a call at that time.

MINISTRY BUSINESS

Budget

The budget is always released on the third Tuesday of February. Budget is the largest event put on by the Ministry of Finance, and consumes much of our work at the end of January and the beginning of February. A sample budget to-do list can be found on the LAN at s.15

Tasks to prepare for budget include:

- Getting quotations for printing budget docs
- Getting quotations for translating budget docs
- Arrange for distribution of budget docs
- Arranging for the ministry website to be updated
- Line up social media
- Prepare communications materials related to budget (e.g. backgrounder, news release, highlights, speech)
- Prepare media and stakeholder lists

Budget Consultations

Each September, the Select Standing Committee on Finance launches a budget consultation. This is launched at the time of the first-quarterly report.

The designated PAO meets with legislative clerks and MO to discuss the schedule for the SSC consultations, and any special requirements. Text for the consultation brochure is drafted in conjunction with MO. GCPE is responsible for:

- Getting TBS approval of the text
- Arranging with GCPE graphics to have the brochure laid out
- Establishing distribution list and print requirements

- Getting quotes for the costs of printing and translating the budget
- Arranging for IGCR to pay for 50% of the French translation costs
- Getting approval for translations by the Media Relations team and sign off from Don Zadravec

After the SSC's budget consultation tour concludes, the minister may head out on her/his own budget tour, which may include meeting with chambers of commerce around the province and conducting telephone town halls.

Public Accounts

Public Accounts are held every July. A sample critical path for public accounts can be found at s.15 s.15

Q&A Briefing Binders

- Review prior year binder
- Copy prior year files to the prior year folder on the LAN - s.15 s.15
- Determine access to the folder : s.15 and update via IT Rep
- Schedule high level meetings as per Exec Director, FRAS
- GCPE Finance provides agenda, event plan and all press release info
- Comptroller General speaking notes are based on the CG letter in the PAs "Leading the Way" and cannot be drafted completely until we receive the final OAG Audit Report on the PAs
  - Update the CG speaking notes based on the CGs "Leading the Way" letter in the PAs and then meet with the CG for additional changes and finalization.
- The Key Topics are the 10 most important issues for the fiscal year.
  - There is a template for those providing information on the Key Topics – communicate that the format is not to be changed.
  - Key Messages are for the average reader, not for accountants – technical information should be limited to the Background section
- The Public Accounts Q and A Summary typically remains constant from year to year
  - Eliminate irrelevant questions
  - Solicit input for new questions that are relevant for the current year
  - Ensure there are no duplicate questions
  - Ensure there is no duplication between the Key Topics and the PA Q and A section
  - Use the Summary spreadsheet to assign responsibility for preparing the answers
    - Use the comment section to indicate specific format/information that the Management Team would like to see in the answers following each meeting with the Team
    - Use the comment section to enter "Done" when each answer is completed
- Ministerial Accountability Report Q and A Summary document
- Use this in the same way as the PA Summary document

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All news releases issued by other ministries that involve fiscal impacts or financial information must be checked by TBS before they go out.

As per a memorandum issued Dec. 21, 2017, (Cliff: 36179) news releases concerning government programing (operating) or capital initiatives (including project timing, scope, and budget), must be sent to the CM before they go out. The CM will ensure TBS staff review the release for factual accuracy.

Quarterly Updates

Quarterly updates are released in September, November and February (with Budget).

A sample critical path for preparing for quarterly updates can be found on the LAN ats.15
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Tasks to prepare for quarterly updates include:

- Preparing documents such as news releases, media kits, and updating documents such as issue notes, QAs.
- Prepare budget consultation brochure (Q1 only)
- Figuring out event logistics such as booking the legislative press theatre, a GCPE photographer and/or videographer, booking PVO for Vancouver media.
- Updating webpages

Premier's Office

For the most up-to-date information on processes and procedures involving the premier's office, please consult the GCPE 411s.15

GCPE PSSG media request processes

Step 1: reporter places a request with media relations contact (via email or phone)

Step 2: media relations contact places request in the hub, sends to the PAO/Sr on the file, and cc's manager/director for that file

Step 3: PAO/Sr on file looks at request, places whatever information that may fit the request, and sends to their program contact

**NOTE – PAO/Sr on file should let media relations know they've received the request/are on it

Step 4: PAO/Sr receives the request back from program area, ensures it's accurate, cleans it up, and sends to director (or manager if director unavailable) for approval, cc'ing media relations contact.

**NOTE: PAO/Sr is responsible for ensuring the information is cleaned up and in the format with the hub version, and to send to director/manager for approval

Step 5: once approved by director/manager, media relations contact sends to MO and issues manager, cc'ing director, manager on file, and PAO/Sr on the file

Step 6: once approved by MO, media relations contact sends to reporter

**NOTE: follow-up questions may need to go back through program area for ADM approval

**NOTE – for cross-ministry files, the PAO/Sr on that file is the connect with the other ministry contact for information as much as possible, not media relations

PROCEDURES MANUAL

Table of Contents

GCPE-FIN COMMUNICATIONS FLOW

The communications director (CD) AND communications manager (CM) are the primary points of contact with the minister's office and GCPE headquarters. This ensures the director and manager are aware of requests and direction coming from the MO/GCPE HQ, and any information flowing from the shop to either the MO or GCPE.

To ensure an organized flow of information, unless asked, only the CD , CM and the media relations lead send emails to the minister's office.

Operate at all times on the principle of "no surprises." Give a heads up to the director and manager before any contact regarding shop operations, and cc the CM (and often the CD) on emails to other shop CDs and CMs.

APPROVALS

The following procedure applies to **all** products. The only exceptions are when either the CM or CD are on vacation or sick leave, at which time the alternate will review in that person's stead (e.g. the director for the manager and vice versa).

When emailing products, make best use of the subject line; write FOR APPROVAL, the product, and the deadline.

Make the deadline during the working day wherever possible, rather than end of day.

> *TIP*: In your email, write "this has been approved by _____." This will answer the first question all supervisors have: who else has seen this? This technique builds confidence and speeds approvals.

Here are the approval levels, in order:

- Program analyst, program director, program executive director
  - **Note**: In many cases, the division ADM may also need to review. This includes sensitive topics and media releases. Ask the program director whether anyone else at the branch/division level needs to provide approval – and if any other branch needs to approve.
- Communications Manager (CM)
- Communications Director (CD)
  - CD and ADM will determine if the DM needs to approve.
- Minister's office (cc Issues Management if high profile)

The final in-house approval is the CD. Once the CD has approved the materials, the director or manager will send the materials to the deputy minister's office and/or the minister's office for approval. Public Affairs Officers (PAOs) will typically be asked to complete any significant revisions.

Please note that if the topic is of interest to or a shared file with another ministry, you must build their reviews into your work back plan.

Finals are due in the MO 4 business days prior to an announcement and five days for speeches.
The final products will be emailed to the PAO for filing in the appropriate folders on the LAN. Remove all drafts and only keep finals.

Translations

For materials that may need translation, a request must be submitted first to the Media Relations team (Lindsay Byers and Catherine Chan). Please ensure you are planning ahead, and that all translations are included in the Corp Cal entry.

FILING FINAL DOCUMENTS ON THE LAN

Announcements & Events

Create a new folder with the date the announcement will go out and the name of the announcement (e.g. 02 – Feb 18 – Budget 2019).

When an event or announcement is finished, all final copies of news releases, speaking notes, key messages, event plans, communications plans, Q&A and backgrounders need to be filed in the appropriate folders on the shared LAN s.15

s.15
. Everything should be

organized by date and name.

Use the GCPE naming conventions. Once you have final, signed-off documents, delete all drafts out of the project folder, leaving only the finals.

Any background information should also be saved in the appropriate Division folder and issues notes should be saved in the issues notes folder.

Issue Notes

Issue notes are filed by area at s.15
s.15
; in the appropriate program-area folder.

Naming Conventions

When you are creating an electronic communications document in Word, Excel, PowerPoint, etc., it's important to name the file so staff can find the document quickly on the LAN. Indicate in the file name whether the product is in draft, or if it is final (i.e. fully approved).

The following is a list of the naming conventions for the most common communications documents:

AR	= Article	IS	= Issues Scan
BG	= Backgrounder	LE	= Letter to the Editor
CP	= Communications Plan	MA	= Media Advisory
EP	= Event Plan	ML	= Minister's Letter
IA	= Issues Alert	MM	= Minister's Message
IB	= Information Bulletin	NR	= News Release
IN	= Issue Note	QA	= Questions and Answers
SN	= Speaking Notes		

<u>File name examples</u>:

- News release: NR_Public Accounts_Date_Draft 1
- Key messages: KM_Public Accounts_Date_FINAL
- Q&A: QA_Public Accounts_Date_Draft 4
- Speaking notes: SN_Public Accounts_Date_FINAL

Issue Note Folder

Ensure you have completed the footer on the last page of issues notes. The contact should be the PAO who authored the issue note. This helps the manager or director know who to contact if they have questions, who has signed off and when, and where the note is saved on the LAN.

Version Control

One of the most common problems with electronic documents is the proliferation of versions. Proper naming and sequencing of versions can prevent older versions from getting used by accident. Use draft or revision numbers so everyone knows which version is the most recent. Once the product is finalized, delete all previous drafts.

ISSUES MANAGEMENT

Issue notes are GCPE's primary tool for helping the ministry formulate and articulate a response to breaking or emergent issues and briefing the minister. Ideally, the IN should be no more than two pages, including contact information. Make sure to "accept all changes" so the reader doesn't see the edits.

Advice and recommended response:

- Aim for 3 to 5 bullets for the response.
- The bullets should be concise and avoid jargon.
- In general, the bullets should answer what is happening, why it is happening, why people should care, and reaffirm any relevant government commitments.
    - Identify the problem, the affect it has on people, and what govt is doing to change it.

The key facts/background section documents the source and nature of the issue and the essential facts the minister needs to support his or her response. This section is short, but fully supports the response points.

An IN is first approved by the program area analyst, then the lead director, and an executive director if appropriate. Ask the director or ED if an ADM needs to approve if you are unsure. The IN is then sent to the CM for review, followed by the CD for final approval.

> *TIP: **Other GCPE Shops** will often request INs – all requests in and responses out **must** go through the manager and director. Check with program before sending to ensure numbers and facts haven't changed.*

MEDIA MANAGEMENT

Media Requests

The Minister of Finance is the ministry's primary spokesperson. The minister may delegate a response to a media request to the CD or subject matter expert, who will typically respond on background.

News releases and information bulletins will typically give the media relations officer's phone number. The media relations officer, manager or director will respond to media requests, but any PAO may receive the first media call. If you receive a call from the media, advise the media relations officer by email or in person.

1. Record the reporter's name, media outlet, phone number and email address in the Media Hub.
2. Note the time that the call was received/responded to.
3. Ask for the reporter's deadline.
4. Ask them what the topic is and try to get as much detail as possible on each question. It may be helpful to let them know that the more detail they give to you will help turn the request around faster. Probe for the real story. Find out if they have interviewed others in advance, or if they are looking for comment from third parties.
5. Tell the reporter that someone will respond as soon as possible, but avoid giving them a timeline.
6. For print media, ask if they are looking for something for attribution.
7. If the call is from a talk radio or live TV producer, identify:
   o When they want the minister to be on air;
   o The studio call-in number (don't let the studio call the minister) or filming location;
   o Format (e.g. a one-on-one interview or a panel);
   o Who will be on before and after the minister
   o Will there be other guests/interviews on this topic; if so, will the minister be up first.
8. In some cases, it is appropriate to ask the reporter if they are comfortable receiving an emailed quote in the event the minister isn't available for an interview within their deadline.
9. If the reporter is comfortable receiving an emailed quote, note that in the 'request' section of the media hub form.
10. Draft suggested response points and determine if the response should come from the minister, the ministry or on background.
11. Have program staff, ED, ADM review and approve, then to CM/CD for review/approval.
12. The media relations PAO, CM or CD will seek MO approval.
13. Once MO has approved, respond as directed.
14. Enter the approved response into the media hub and close the entry.

**If a reporter has called with information you think creates an emerging issue that needs an immediate response, or develops a story in an unforeseen way, verbally notify the CD and CM right away.

Media Reports

By 4:30 p.m. every day, the media relations officer, manager or designated PAO must send a "Media Report" to the minister's office, the DM and DM's EA, GCPE Communications—Finance, GCPE Executive, Issues Management and GCPE FIN Media Requests.

The report is auto-generated from the Media Hub in the 'reports' tab. Reformat the auto-email into two sections: 'Open requests' and 'Closed requests'. Update the subject line to: FIN: End of Day Media Request Report – [DATE].

FOI PROCESS

For detailed FOI process, see here.

MEDIA MONITORING REPORT & TNO PROCESS

GCPE FIN uses an automated morning report that is distributed around 6:20 am on weekdays and 8:20 am on weekends. This report is sent out from one person's email address (currently Jakelene.Plan@gov.bc.ca, who also manages the filters and search results that are included in the report).

If you are only a GCPE recipient of the report, you need:

- Access to the TNO website: You can email Scott Ryckman (Scott.Ryckman@gov.bc.ca) to request any information regarding your account and access. You should have received login information when you started with GCPE.
  - http://tno.gov.bc.ca/tno/servlet/tno.otis.servlet
- Take the introductory TNO course offered by TNO staff: this course will ensure you have a basic understanding of how to use TNO and how it plays a role in your job as PAO.

If you are managing the daily TNO report, you need:

- Take the advanced TNO course offered by TNO staff: This course will better equip you to manage the morning TNO report and its filters.
- Have the morning report included on your TNO account: Though you can set up your own report, it is easier to use the pre-set "FIN media" version. You can request that the previous TNO morning person send you their version of the morning report, as it should already have the appropriate formatting and information. Alternatively, email Scott Ryckman to ask for a copy of the GCPE FIN morning report to be copied onto your TNO account.
- Have the search filters on your TNO account: Like the "FIN media" report, you can request that your team's TNO morning person send you their filters and search terms. Filters can also be built from scratch by creating a new filter and adding necessary keywords.
- Ensure that the filters are linked to the sections on the TNO report: your filters determine what articles and clips appear in the morning report – make sure that the filters are appropriately linked up so that you are sharing the information you need every morning. To do so, check the "Report Edit Page" on TNO.
- Work with your CD and CM to refine the search filters and ensure that the clips are capturing the information they need. Continue to monitor the clips and refine keywords to filter out unnecessary articles.

EVENTS & ANNOUNCEMENTS

Corporate Calendar

The GCPE Corporate Calendar is GCPE's main tool for coordinating government communications. Each shop is required to maintain its entries on the calendar and keep other shops informed of calendar entries that may affect them.

All staff have access to the calendar and should manage the entries they are responsible for. Once the CD or CM assigns a new project, ask whether a calendar entry should be completed and discuss details.

If you are working on a project that sees changes in scope, date, timing or other aspects that could affect the calendar entry, inform the manager and director immediately and update the calendar.

- A new category was recently created to request a placeholder in the Corporate Calendar for a 'proposed' event or announcement. Once this activity has the green light to proceed, you need to switch the category over to "**Approved**" (this is not related to final sign-off of content, it's just approval to proceed). A quick note needs to then be added to the scheduling considerations field indicating who approved it. For example:

Scheduling Considerations & Approvals:
MO approved to issue; waiting on content sign-off.
Date/time confirmed with Corp Cal team.

Characters remaining: 410

- The weekend emergency on-call editor is available to process **urgent, previously unplanned, late-breaking communications products**. All scheduled weekend products must be finalized by no later than 3 p.m. Friday, so they can be set up in advance with our distribution contractor.

- Per the Director of Writing and Editorial services' Friday email, you must *CALL* the weekend editor's cell phone in order to have **urgent releases** edited between 5:30 p.m. Friday afternoon and 8 a.m. Monday morning.

- NRs/MAs/IB posting times must be coordinated with the corporate calendar and the MO in advance of sending to GCPE editors. Include the corporate calendar reference number in all requests to GCPE editors for V5.

- All proposed op-eds must also be added to the Corporate Calendar at the outset, for scheduling purposes. Be sure to include the topic, spokesperson, length, and distribution plan. If you are planning an op-ed for your minister/minster of state or parliamentary secretary, connect with the Writing and Content Strategy group before you start.

Corporate Calendar help is available through the help tab on its homepage.

Booking a Videographer

To request a videographer to attend an event, email: videorequest@gov.bc.ca

Include details like:

- What is the event and who is attending (i.e. Minister of Finance)
- Event location and timing details
- Information about the final product: Length of desired video, what it will be used for (posted online?)
- KMs or draft language to use

Be sure to allow as much lead time as possible given the high demand for GCPE's videography services.

MINISTRY OF FINANCE WEBSITE

Request Web Changes

The Information Management Branch (IMB) is responsible for maintaining and changing all web content, except Revenue Division content pages.

To make changes to pages hosted on gov.bc.ca (managed by IMB):

1. For web changes with high-priority, short-time frame:
   - Email your request to: IMBMWEB@Victoria1.gov.bc.ca
     - Include any necessary documents and a fulsome description of the change required; and please also provide the deadline for the request.
   - The Ministry of Finance's web team will action the request and create an internal ticket for the request once it's complete for tracking purposes.
2. FIN GCPE lead assigned the Information Branch can initiate a ticket.
   - The lead must obtain permissions and an account from Janet Pye.
   - Once permission has been established a change can be requested by:
     - Logging into: s.15
     - Selecting Finance Internet
     - Selecting New Ticket
     - Filling out the online form, including:
       i. URLs for relevant web pages
       ii. Detailed description of the request
       iii. Attach files for publishing, including a description for display in search results
       iv. Any additional files for reference
     - Do no use any special punctuation in file names, and please keep file names short.
   - After you submit a request, you'll receive an automated confirmation email. A member of the web team will then contact you to begin the work.

Changes to pages not hosted on gov.bc.ca (managed by IMB):

- If the request is for a webpage not on gov.bc.ca, then the request must be made through the IMB Service Desk: s.15

Changes to Revenue Division web pages:

- The Revenue Division's Public Information section is responsible for updating their content.

- A Public Information Request form must be submitted. The form can be found here:
  s.15
- The form has a submit buttons at the bottom of the form that will initiate a ticket.
- More information can be found here: s.15

Budget & Quarterly Reports

Budget Page changes go through Queen's Printer, specifically Dwayne Gordon.

We need the quarterly report posted on this page: http://www.fin.gov.bc.ca/pubs.htm when the signal is given, under BOTH **Current General** and **Treasury Board** headings, with the outdated quarterly report **archived** here: http://www.fin.gov.bc.ca/archive/Q_reports.htm.

New Pages

If any new pages need to be created, contact Dianne Thomas' group. Kristina Luzzi or Christa Bull will create the page. If it's high profile, Walter Moser's group at GCPE should also be involved.

GCPE GRAPHICS REQUESTS

Please submit all project/graphic requests to the following site:

The Lean Mean Graphics Machine (GCPE Graphics Request Tracking System)
s.15

(Sign in with user ID and password)

It's quick! It's easy! And you can track all your current or past graphic requests through your profile.

- Please be sure to give your project a unique name so it may be easily identified.
- Enter all the fields the best you can. Include the *what* is required, *when* it is required and *where* it is to be delivered.
- Include your attachments for text and image files. If there are large or numerous files, consider using GCPE's Hightail account.

STAFF & HR

Hours of Operation

Regular shop hours are 8:30 am to 4:30 pm, Monday through Friday. Alternate hours are open for consideration, subject to approval and are conducive to the effectiveness of the shop. All GCPE staff are graded as management level and are paid accordingly. This means we are expected to put in extra hours when necessary, and we are granted extra flexibility during quiet periods.

Leave Management

Process for requesting leave:

1. When you think you'd like to take time off, please enter as [NAME – VR] on our internal leave calendar s.15_____. (VR = Vacation Requested)

2. Leave is usually considered first come, first serve.
3. Send the CM an email with the times you'd like to have off, and please note who else is already off for those times.
4. The CM will check with the CD and send you approval back via email.
5. Edit your entry on the internal leave calendar to [NAME – V], to indicate your time off is approved.
6. Enter into Time Online and notify the CM that an approval is pending in the system.
7. Before going on vacation, send the CM and the CD an email outlining the status of your files while you're off. If there is something you will need to hand off to someone else, let the CM know in advance.

Note: In Finance, the last two weeks of January, all of February and times when the House is sitting are mostly off limits for vacation. That said, if you have a very important event you need to attend, please discuss with the CM.

Medical

Staff are required to give advance notice of medical appointments to the manager. Every effort will be made to accommodate appointments during the day, but staff may be asked to reschedule depending on the pressures of work. Appointments of less than two hours do not require entry into Time Online. Appointments of more than two hours are recorded as "half day", over four hours as "full day".

TRAINING & DEVELOPMENT

Training requests need to be approved by the manager or director before being sent over to GCPE for final approval. Generally, training requests should align with your training and development program identified in your myPERFORMANCE plan. Short lunchtime sessions or other seminars offered by GCPE or the ministry do not need formal approval and staff are encouraged to take as many as come up.

GENERAL

Phones

Forwarding your phone:

- Press *72, and then the last 5 digits of the # you're forwarding to
- Press *73 to un-forward and listen for the double dial tone

Voicemail:

- It's good practice to include your cell phone number on your land line voicemail, and/or your email address.
- Be sure to update your voicemail when you are out of the office for an extended period. Note: you must update both your external and internal greetings.

Important Links

Here are some common links you may want to bookmark in your browser:

- s.15   - GCPE's intranet site

- s.15   · Corporate Calendar
- s.15   · Media Request Hub
- s.15   - @Work site
- s.15   - FINtranet (Ministry of Finance intranet site)

Install an MPS printer

- From the Start Page, type **Devices and Printers**.
- From the Search bar, select '**Devices and Printers**'.
- Click '**Add a printer**'.
- Click '**Add a network, wireless or Bluetooth printer**'.
- Select '**The printer that I want isn't listed**'.
- In the dialogue box "**Select a shared printer by name**" and type the print queue name.
  - s.15 _____ add this queue if you print typical office documents)
  - s.15 (add this queue as well if you print PDFs or graphic intensive documents such as Adobe)
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- Click "Next" and then click "Finish."

Ordering Office Supplies

- **Note:** The communications manager is responsible for all ordering. Speak to the manager if you need any office supplies.
- Go to http://www.dcv.gov.bc.ca/ and select the products.
- Email the list of supplies to GCPEpurchasing@gov.bc.ca.

SUBSCRIPTIONS

Conference Board of Canada

The BC Public Service Learning Centre has purchased a corporate subscription to the Conference Board of Canada. This subscription will provide all Ministry employees with electronic access to a broad range of timely and relevant Conference Board research and libraries.

How to access the subscription:

- Access Conference Board of Canada resources through http://conferenceboard.ca using your BC Public Service gov.bc.ca email address.
- You will be prompted to create an online account that will allow you to log in, search and download material
- After creating an account, you can also set preferences and alerts according to your areas of expertise and interest

Hootsuite

GCPE FIN's Hootesuite login is as follows:

Go to: s.15

Log in as: s.15

PW: s.15

Helijet

If GCPE FIN needs to send anything via Helijet, the account details are:

Account #^{s.17}

Return the receipt to reception on the fourth floor.

Conference Calling

Our new office conference call number is:

Phone: 1-877-353-9184

Moderator ID: s.15

Participant ID: s.15

Check with the CD or the CM when you are planning on using it to ensure someone else isn't already on a call at that time.

MINISTRY BUSINESS

Budget

The budget is always released on the third Tuesday of February. Budget is the largest event put on by the Ministry of Finance, and consumes much of our work at the end of January and the beginning of February. A sample budget to-do list can be found on the LAN at s.15

Tasks to prepare for budget include:

- Getting quotations for printing budget docs
- Getting quotations for translating budget docs
- Arrange for distribution of budget docs
- Arranging for the ministry website to be updated
- Line up social media
- Prepare communications materials related to budget (e.g. backgrounder, news release, highlights, speech)
- Prepare media and stakeholder lists

Budget Consultations

Each September, the Select Standing Committee on Finance launches a budget consultation. This is launched at the time of the first-quarterly report.

The designated PAO meets with legislative clerks and MO to discuss the schedule for the SSC consultations, and any special requirements. Text for the consultation brochure is drafted in conjunction with MO. GCPE is responsible for:

- Getting TBS approval of the text
- Arranging with GCPE graphics to have the brochure laid out
- Establishing distribution list and print requirements

- Getting quotes for the costs of printing and translating the budget
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