



November 26, 2020

Honourable Lisa Beare  
Minister of Citizens' Services  
Parliament Buildings  
Victoria, British Columbia V8V 1X4

Dear Minister Beare:

Thank you for agreeing to serve British Columbians as Minister of Citizens' Services. You are taking on this responsibility at a time when people in our province face significant challenges as a result of the global COVID-19 pandemic.

COVID-19 has turned the lives of British Columbians upside down. None of us expected to face the challenges of the past number of months, yet British Columbians have demonstrated incredible resilience, time and time again. We will get through the pandemic and its aftereffects by building on this resilience and focusing on what matters most to people.

British Columbians voted for a government focused on their priorities: fighting the COVID-19 pandemic, providing better health care for people and families, delivering affordability and security in our communities, and investing in good jobs and livelihoods in a clean-energy future.

I expect you – and the work of your ministry – to focus on the commitments detailed in our platform, *Working for You*, along with the following foundational principles:

- **Putting people first:** Since 2017, our government has focused on making decisions to meet people's needs. That focus drove our work in our first term and will continue to be our priority. British Columbians are counting on the government to keep them safe and to build an economic recovery that works for everyone, not just those at the top. Keeping people at the centre of everything we do means protecting and enhancing the public services people rely on and working to make life more affordable for everyone.
- **Lasting and meaningful reconciliation:** Reconciliation is an ongoing process and a shared responsibility for us all. The unanimous passage of the *Declaration on the Rights of Indigenous Peoples Act* was a significant step forward in this journey. True

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reconciliation will take time and ongoing commitment to work with Indigenous peoples as they move toward self-determination. Our government – and every ministry – must remain focused on creating opportunities for Indigenous peoples to be full partners in our economy and providing a clear and sustainable path for everyone to work toward lasting reconciliation.

- **Equity and anti-racism:** Our province's history, identity and strength are rooted in its diverse population. Yet racialized and marginalized people face historic and present-day barriers that limit their full participation in their communities, workplaces, government and their lives. Our government has a moral and ethical responsibility to tackle systemic discrimination in all its forms – and every ministry has a role in this work. While our caucus elected a record number of women, more work remains to address gender equity. Delivering on our commitments to address racial discrimination will require a commitment by all of government to ensure increased IBPOC (Indigenous, Black and People of Colour) representation within the public service, including in government appointments. Our efforts to address systemic discrimination must also inform policy and budget decisions by reviewing all decisions through a Gender-Based Analysis Plus (GBA+) lens.
- **A better future through fighting climate change:** In 2018, our government launched our CleanBC climate action plan. CleanBC puts British Columbia on the path to a cleaner, better future by building a low-carbon economy with new clean-energy jobs and opportunities, protecting our air, land and water and supporting communities to prepare for climate impacts. It is every Minister's responsibility to ensure your ministry's work continues to achieve CleanBC's goals.
- **A strong, sustainable economy that works for everyone:** We will continue our work to support British Columbians through the pandemic and the economic recovery by investing in health care, getting people back to work, helping businesses and communities, and building the clean, innovative economy of the future. Our plan will train the workforce of tomorrow, help businesses hire and grow and invest in the infrastructure needed to build our province.

The pandemic has reminded us that we're strongest when we work together. Delivering on our commitments to people will require a coordinated effort with your cabinet and caucus colleagues, supported by the skilled professionals in the public service. You will also support your cabinet colleagues to do their work, particularly where commitments cross ministry lines.

British Columbians expect their elected representatives to work together to advance the broader public good despite their partisan perspectives. That means seeking out, fostering and championing good ideas, regardless of their origin. I expect you to reach out to elected members from all parties as you deliver on your mandate. Further, you will build thoughtful and sustained relationships through public and stakeholder engagement plans that connect with people to incorporate their perspectives early in the policy development process. These plans must include measurable outcomes and ensure active dialogue and ongoing outreach in your ministry's actions and priorities.

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Over the course of our mandate, I expect you will make progress on the following items:

- Work to ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.
- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy, and assume responsibility for BC Stats.
- Support innovation, including in the B.C. tech sector, through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.
- Continue to provide British Columbians with timely access to information and ensure the system provides public accountability.
- Improve access to information rules to provide greater public accountability.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

Our work as a government must continually evolve to meet the changing needs of people in this province. Issues not contemplated in this letter will come forward for government action and I ask you to bring such matters forward for consideration by the Planning and Priorities Committee of cabinet, with the expectation that any proposed initiatives will be subject to the usual cabinet and Treasury Board oversight. Your ministry's priorities must reflect our government's overall strategic plan as determined by cabinet.

All cabinet members are expected to review, understand, and act according to the *Members' Conflict of Interest Act* and conduct themselves with the highest level of integrity. As a minister of the Crown, your conduct will reflect not only on you but on cabinet and our government. You are responsible for providing strong, professional and ethical leadership within cabinet and your ministry. You will establish a collaborative working relationship with your deputy minister and the public servants under their direction who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. You must ensure your minister's office meets the highest standards for integrity and provides a respectful and rewarding environment for all staff.

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My commitment to all British Columbians is to do my level best to make sure people's lives are better, safer and more affordable. I believe the challenges we face can and will be overcome by working together. By way of this letter, I am expressing my faith that people can expect the same commitment from you.

Sincerely,

A handwritten signature in blue ink, reading "John J. Horgan", followed by a horizontal flourish line.

John Horgan  
Premier





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- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

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Sincerely,

A handwritten signature in blue ink, reading "John J. Horgan", followed by a long horizontal flourish.

John Horgan  
Premier



**30, 60, 90-DAY COMMUNICATIONS PLAN**  
**DRAFT**  
**Ministry of Citizens Services**  
**December 1, 2020**

The purpose of this document is to outline major communications activities for the period covering December 2020 to March 2021. This plan focuses on the Ministry's major policy and communications activities and includes a rollout of projected announcements, including those that fulfill the Minister's mandate:

- Work to ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.
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**Who we are – Key Messages:**

- The Ministry of Citizens' Services' top priority is delivering government services that British Columbians rely on. Specifically, the ministry:
  - Delivers high quality, accessible services to British Columbians through 65 Service BC offices across the province.
  - Recognizes that connectivity is a powerful economic driver that supports the delivery of accessible and responsive services that citizens' count on.
  - Supports businesses by making it easier for them to do business with government.
  - Sets the direction on information management and administers information management, privacy and access legislation and policies.
  - Facilitates reliable and diverse digital networks in all areas of the province, enabling opportunities to flow to all British Columbians, including First Nations.
  - Manages government property and real estate and oversees major cross-ministry information technology projects.

Page 10 of 24 to/à Page 20 of 24

Withheld pursuant to/removed as

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## Uppenborn, Jeremy GCPE:EX

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**From:** CITZ Deputy Minister, CITZ:EX  
**Sent:** December 2, 2020 3:04 PM  
**To:** CITZ All Staff  
**Subject:** Executive Message



### Citizens' Services **Shauna Brouwer**

Good afternoon,

Further to [my note on November 27](#), I want to update you on some other changes to the organization as a result of recent announcements.

On November 26, Premier Horgan appointed Lisa Beare as the new Minister of Citizens' Services. Minister Beare's [Mandate Letter](#) has multiple commitments including but not limited to working to put people first, focusing on lasting and meaningful reconciliation, and supporting a strong, sustainable economy that works for everyone.

There are several priorities for Citizens' Services related to the commitments:

- Working to ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Leading work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.
- Continuing to expand the use of cross-government data to increase evidence-based decision making and better inform public policy and assume responsibility for BC Stats.
- Supporting innovation, including in the B.C. tech sector, through open data initiatives.
- Continuing to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
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- Supporting the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

As a result of the above commitments, Connectivity is returning to Citizens' Services, with Susan Stanford reporting to CJ Ritchie, in the Office of the Chief Information Officer. The Connectivity file was most recently with the Ministry of Jobs, Economic Recovery and Innovation (JERI). This change will not impact the Information Communication Technologies group, as they will continue to report to James Shypitka.

In addition, BC Stats, which has also been part of Citizens’ Services in the past, is also joining us from JERI. BC Stats, a leader in statistical and economic research, information and analysis will report to Hayden Lansdell in the Digital Platforms and Data division. James Prouten, acting executive director will report to Hayden.

On behalf of everyone in Citizens’ Services, a warm welcome to Connectivity and BC Stats. I look forward to working with you.

Regards,

Shauna Brouwer  
Deputy Minister  
Citizens’ Services





## Uppenborn, Jeremy GCPE:EX

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**From:** Stewart, Courtney GCPE:EX  
**Sent:** December 9, 2020 10:02 AM  
**To:** Ingram, Ben GCPE:EX; Brooke, Daisy GCPE:EX; Emerson, Kim GCPE:EX; Uppenborn, Jeremy GCPE:EX  
**Subject:** RE: MLA Banman --Throne response

Our critic's response to the throne. Connectivity and FOI are key points.

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**From:** Lawal, Kassandra CITZ:EX <Kassandra.Lawal@gov.bc.ca>  
**Sent:** December 8, 2020 4:33 PM  
**To:** Smith, Krystal CITZ:EX <Krystal.Smith@gov.bc.ca>  
**Cc:** Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>  
**Subject:** MLA Banman --Throne response

As for my role as critic of Citizens' Services, there was not a single mention of some of the crucial issues that this ministry touches on. There was no mention of increasing connectivity or broadband throughout the province. This issue is incredibly relevant, and it's important now more than ever. Employees and students are doing their best work to learn and work from home throughout this pandemic, and ensuring that every single British Columbian has access to high-speed Internet is paramount.

This is not an issue that should be or can be delayed. Frankly, it should have been part of the focus of supports over the last nine months. To think that there are, in fact, people in this province that are being left out in the cold in the dark of winter, unconnected, as people are forced to work from home and they need to be able to connect to vital health care meetings, order and gather supplies, continue their education, work from home.... This needs to be a focus. It needs to be a priority.

I was surprised and disheartened to see that there was no mention of FOI, freedom of information, reform in the minister's mandate letter. This shows a lack of follow-through and another example of this government saying one thing and acting in another way.

The Premier himself has recently said that political party freedom-of-information requests are not important. Let me read that again. The Premier himself has recently said that political party FOI requests are not important. This is, of course, inherently hypocritical, given his time in opposition, but worrisome to the operations of our very parliamentary system.

Our role in opposition is to ask the tough questions, on behalf of the public, and also asking for and disseminating that said information. The public has a right. If we are stopped from digging into the critical issues and working to support the needs of the public, then quite frankly, this government is out of line.

I hope that in the coming months and as we near the spring session, which by all accounts shall be far later in the year than is normally customary, that government will have time to reflect, realize they are out of step and out of line, and create some movement on this. I know, as my job as critic, that I will continue to canvass these issues.

### Kassandra Lawal

Ministerial Advisor

Honourable Lisa Beare – Minister of Citizens' Services

Room 247 | Parliament Buildings, Victoria, BC | V8W 9V1

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