CONSULT Request - Review for Harms
Received by Email

Background
Another ministry or Premier's Office received the FOI request and have records that they are not the subject matter expert on—OHCS is. AG FOI Coordinator (Holly) sends records to OHCS FOI Coordinator for HARMS review. Some requests are received by eApprovals and others by email.

Overview
OHCS FOI Coordinator refers Consult to appropriate branch for harms assessment and ED approval. ADM approval is not required unless AG FOI requests or ED flags (As per ADM Collins via Nikki).

OHCS Coordinator sends Consult result to AG FOI Coordinator.

Process (received by eapprovals)

1. AG FOI Coordinator refers to OHCS FOI Coordinator by email

From: AG PSSG FOI Coordinator AG:EX <AGPSSG.FOICoordinator@gov.bc.ca>
Sent: Monday, August 29, 2022 10:42 AM
To: Phillips, Linda OHCS:EX <Linda.Phillips@gov.bc.ca>
Cc: Papadopoulos, Nikki OHCS:EX <Nikki.Papadopoulos@gov.bc.ca>; AG PSSG FOI Coordinator AG:EX <AGPSSG.FOICoordinator@gov.bc.ca>
Subject: Housing | OOP-2019-90421 - Consult Request DUE September 6, 2022

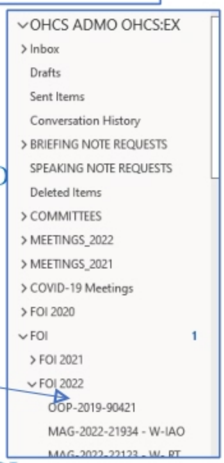
Good Morning,

Would it be possible to have someone please look over the attached 3 page consult from OOP – the areas that they are particularly looking for harms are on page 2 under housing.

Thank you

Holly Skogstad
Central FOI Coordinator
(778) 698-3889 | holly.skogstad@gov.bc.ca

From: IAO CentralTeam CITZ:EX <IAOCentralTeam@gov.bc.ca>
Sent: Monday, August 22, 2022 11:42 AM
To: AG PSSG FOI Coordinator AG:EX <AGPSSG.FOICoordinator@gov.bc.ca>



1. Open attachment and determine branch responsible
2. Create a folder on the LAN and save incoming request and related emails
   - Folder is named the same as the Request (e.g., Consult - OOP-2019-90421)
   I:\Common OHCS\ADMINISTRATION (100-499)\292 FREEDOM OF INFORMATION\-30 FOI requests\2022
   - Create a subfolder titled "Harms"
   - Save a copy of the email attachment (record) in the "Harms" folder Branch will use to identify harms
3. Creates a folder in the ADMO mailbox – same name as the request
   - Saves the incoming request and related emails to this folder
4. Add assignment to OHCS FOI Tracking Log [1. OHCS FOI Tracking Doc_2022]
   I:\Common OHCS\ADMINISTRATION (100-499)\292 FREEDOM OF INFORMATION\-30 FOI requests\2022

5. Forward email received from AG FOI to Branch Contact (OM) to action
    - Update email subject line: FOR ACTION due XXX | OOP-2019-96374
    - Remove Attachment
    - Include link to LAN folder with record to be reviewed
    - Example email below

From: Phillips, Linda OHCS:EX
Sent: Monday, August 29, 2022 11:37 AM
To: OHCS Housing Policy Branch OHCS:EX <Housing.Policy@gov.bc.ca>
Cc: Papadopoulos, Nikki OHCS:EX <Nikki.Papadopoulos@gov.bc.ca>; Palendat, Catherine OHCS:EX <Catherine.Palendat@gov.bc.ca>
Subject: FOR ACTION due to ADMO August 31 | OOP-2019-90421 - Consult Request

Good morning,

Records have been provided from the Premier's Office for a consult regarding disclosure.

Please have your team review the 3-page PDF titled "OOP-2019-90421_HOU consult - OHCS Harms for harms." The areas that they are particularly looking for harms are on page 2 under housing. The records are located on our common drive: I:\Common OHCS\ADMINISTRATION (100-499)\292 FREEDOM OF INFORMATION\-30 FOI requests\2022\Consult - OOP-2019-90421\HARMS\OOP-2019-90421_HOU consult - OHCS Harms.pdf

Once harms have been assessed, please have your ED review/approve, and when complete advise me by email.

Thank you,

Linda Phillips
Correspondence Clerk | Office of Housing and Construction Standards
Ministry of Attorney General and Minister Responsible for Housing
Phone: 778-974-2013
OHCSCORR@gov.bc.ca

From: AG PSSG FOI Coordinator AG:EX <AGPSSG.FOICoordinator@gov.bc.ca>
Sent: Monday, August 29, 2022 10:42 AM
To: Phillips, Linda OHCS:EX <Linda.Phillips@gov.bc.ca>
Cc: Papadopoulos, Nikki OHCS:EX <Nikki.Papadopoulos@gov.bc.ca>; AG PSSG FOI Coordinator AG:EX <AGPSSG.FOICoordinator@gov.bc.ca>
Subject: Housing | OOP-2019-90421 - Consult Request DUE September 6, 2022

Good Morning,

Would it be possible to have someone please look over the attached 3 page consult from OOP – the areas that they are particularly looking for harms are on page 2 under housing.

Thank you

Branch Contact refers to staff for harms review and then ED approval. Once complete, advises OHCS Coordinator by email.

Harms assessment complete:

9. Receives email from Branch contact, review email and check ED approval indicated.
10. Save email in LAN folder and OHCS mailbox
11. Open the PDF on the LAN the branch used for the assessment (in "Harms" folder) and confirm harms indicated are consistent with information in email.

If AG FOI or ED indicate, ADM approval required:

- Create an eApprovals and attach:
    - Incoming email request from AG FOI Coordinator
    - Email from Branch Contact/OM with result of harms review and ED approval
    - PDF record the Branch identified harms on
- Refer eApprovals to Nikki for ADM approval
  Example eApprovals comment: *OOP Consult for ADM review/approval. HPB reviewed for harms and did not identify any issues. ED Ruscheinski approved. Once ADM review complete, please refer eAps to Holly.*
- Update FOI tracking sheet
- Save a copy of eApps history to LAN folder

- Update FOI tracking sheet.

ADM approval not required:

12. Send result of harms review to AG FOI by responding to initial email request
    - Attach document branch identified harms on

Example email on next page

13. Save the email to the LAN and OHCS ADMO mailbox.

FW: Housing | OOP-2019-90421 - Consult Request DUE September 6, 2022

Phillips, Linda OHCS:EX
To AG PSSG FOI Coordinator AG:EX
Cc Papadopoulos, Nikki OHCS:EX; Palendat, Catherine OHCS:EX
Bcc Phillips, Linda OHCS:EX

OOP-2019-90421_HOU consult.pdf
1 MB

Good morning,

Program staff reviewed the attached 3-page record, particularly page 2 under housing, and advise no harms were identified—ED approved.

Thank you,

Linda Phillips
Correspondence Clerk | Office of Housing and Construction Standards
Ministry of Attorney General and Minister Responsible for Housing
Phone: 778-974-2013
OHCSCORR@gov.bc.ca

From: AG PSSG FOI Coordinator AG:EX <AGPSSG.FOICoordinator@gov.bc.ca>
Sent: Monday, August 29, 2022 10:42 AM
To: Phillips, Linda OHCS:EX <Linda.Phillips@gov.bc.ca>
Cc: Papadopoulos, Nikki OHCS:EX <Nikki.Papadopoulos@gov.bc.ca>; AG PSSG FOI Coordinator AG:EX <AGPSSG.FOICoordinator@gov.bc.ca>
Subject: Housing | OOP-2019-90421 - Consult Request DUE September 6, 2022

Good Morning,

Would it be possible to have someone please look over the attached 3 page consult from OOP – the areas that they are particularly looking for harms are on page 2 under housing.

Thank you

Holly Skogstad
Central FOI Coordinator

14. Update FOI Tracking document.

CONSULT Request - Review for Harms
Received by eApprovals

Background
Another ministry or Premier's Office received the FOI request and have records that they are not the subject matter expert on—OHCS is. AG FOI Coordinator (Holly) sends records to OHCS FOI Coordinator for HARMS review. Some requests are received by eApprovals and others by email.

Overview
OHCS FOI Coordinator refers Consult to appropriate branch for harms assessment and ED approval. ADM approval is not required unless AG FOI requests or ED flags (As per ADM Collins via Nikki).

OHCS Coordinator sends Consult result to AG FOI Coordinator.

Process (received by eApprovals)
1. AG FOI Office (Holly Skogstad or Teresa Latzel) refers eApprovals to OHCS.
   Example eAps comment:
   "*AG has received an Estimates Binder consult re: Indigenous housing. Consultants are not provided a redline, please have ADM approval with your harms recommendations.- thank you Teresa*"
2. Open attachment and determine branch responsible
3. Create a folder on the LAN
   Folder is named the same as the Request
   I:\Common OHCS\ADMINISTRATION (100-499)\292 FREEDOM OF INFORMATION\-30 FOI requests\2022
4. Save a copy of the clean record in the folder
5. Add assignment to FOI tracking sheet
6. Save a copy of the clean record, rename and upload to eApprovals
   - Rename: add "OHCS Harms" to the end of the document name (e.g., IRR to AG estimates consult - OHCS HARMS).
   - The branch identifies harms on the attachment titled "XXX - OHCS Harms" attachment. The original attachment (clean) remains untouched.
7. OHCS FOI coordinator refers eAps to Branch Contact.
   Example eAps comment:
   Estimates consult from IRR re: Indigenous housing for harms assessment for HPB's review. Please review PDF Titled "IRR to AG estimates consult - OHCS HARMS" and add highlighting and comments to areas identified with harms. Once assessment is complete, please have ED approve. Due to ADMO for review/approval July 4, 2022.

Branch Contact refers to staff for harms review and then ED approval. Once complete, refers eApprovals back to OHCS ADMO.

8. Review eApprovals comments and check ED approval is indicated.
9. Open record “OHCS Harms”, confirm document attached has harms identified as noted in eApprovals comment.
10. Save attachment with harms identified to LAN folder.
11. Update FOI tracking sheet.

***If AG FOI or ED indicated ADM approval required

Refer eApprovals to Nikki for ADM approval

Example eAps comment:

Estimate consult for ADM review/approval. HPB reviewed OHCS content on page 152 for harms and did not identify any issues. ED Ruscheinski approved, please see comment below. Once ADM review complete, please refer eAps to Teresa”

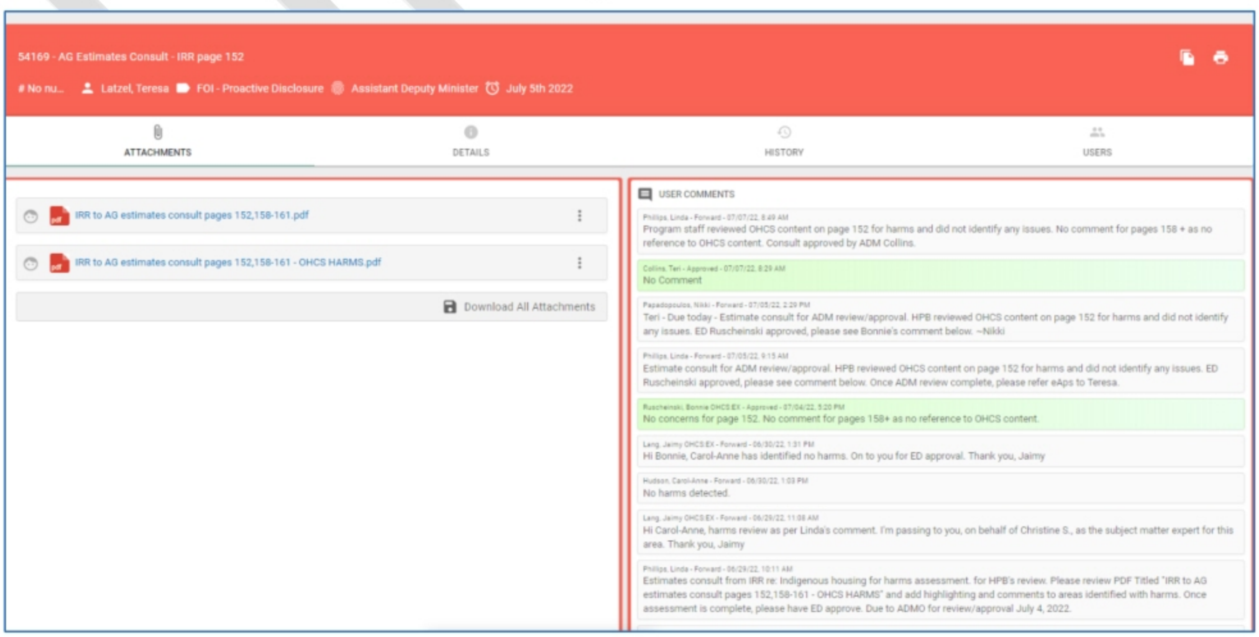
ADM approved

Example eAps comment:

Program staff reviewed OHCS content on page 152 for harms and did not identify any issues. No comment for pages 158 + as no reference to OHCS content. Consult approved by ADM Collins.

12. Refer eAps to Holly
13. Save eApprovals history to LAN folder
14. Update FOI Tracking document

eApproval example below and next page.



54169 - AG Estimates Consult - IRR page 152

No nu... Latzel, Teresa FOI - Proactive Disclosure Assistant Deputy Minister July 5th 2022

ATTACHMENTS DETAILS

Other Number	Not avail...	Signature Level	Assistant Deputy Minister
Priority	Normal	Category	FOI
Branch	Office of Housing and Construction Standards	Subcategory	Proactive Disclosure
Date Created	June 28th 2022	Link	Not available
Date Final Due	July 5th 2022		
Date Completed	Not available		
IAO Date Due	July 5th 2022	Stage	Responsive Records Review
Legislated Date Due	July 5th 2022	Applicant Type	Other
Owner	Latzel, Teresa	Currently assigned to	Latzel, Teresa
Approval Route	OHCS CU --> OM --> Analyst --> ED--> OHCS-ADMO		

DRAFT – Ministry of Housing Process - FOI

New FOI Request - Fee Estimate

New FOI Request – Fee Estimate Process Flow Chart

HOUS FOI Coordinator receives
Call for Records (CFR) – Fee Estimate Request
from CORP FOI Coordinator

AG FOI Coordinator
Holly Skogstad
HOUS FOI Coordinator
Catherine Palendat

HOUS FOI Coordinator sends
Request to Search for Records – Fee Estimate
to Branch contacts (OMs)

Branch Contact (OM) works with staff
to identify responsive records
and provide a fee estimate

Branch Contact (OM) receives branch search results including time and volume estimates when responsive records are located.

No Responsive Records (NRR)

Branch Contact (OM):

- Arranges ED approval of search result
- Responds to HOUS FOI Coordinator

HOUS FOI Coordinator:

- Completes CFR
- Creates an eApproval w/CFR attached.
- Refers NRR to ADM/EL (program area)

> ADM Tracy Campbell – > DM Collins.

DM approved NRR is referred to CORP FOI Coordinator via eApprovals

Responsive Records Located

Branch Contact (OM):

- Compiles branch results and fee estimate
- Responds to OHCS FOI Coordinator

OHCS FOI Coordinator:

- Calculates OHCS fee estimate
- Enters information on CFR
- Sends to CORP FOI Coordinator

Record collection does not begin
Until HOUS FOI Coordinator receives go ahead
from CORP FOI Coordinator ahead

DRAFT – Ministry of Housing Process - FOI

Background:

- IAO (Information Access Operations-CITZ) sends new FOI request with *Call for Records* form (CFR) attached to CORP FOI Contact, Holly Skogstad, Senior FOI Analyst
- CORP FOI sends to the HOUS FOI Coordinator to action.

Call for Records MAG-2022-21508 - Due June 8, 2022

AP AG PSSG FOI Coordinator AG:EX
To Papadopoulos, Nikki OHCS:EX
Cc Phillips, Linda OHCS:EX; AG PSSG FOI Coordinator AG:EX

Reply | Reply All | Forward

Thu 2022-05-26 2:

You forwarded this message on 2022-06-03 10:10 AM.

G - Call for Records form.docx 47 KB | Request description.docx 16 KB

Example Email from CORP FOI Coordinator to HOUS Coordinator

Good Afternoon,

Please see the below new call for records, please canvass your branch for records relating to the request. If the Branch holds records please either send the native records to Ce FOI or upload them to the FileShare and notify Central FOI.

If a Fee Estimate is required please send over the estimation by June 2, 2022. If this request is a NRR please send the ADM approved CFR form to Central FOI by June 8, 2022.

Records relating to the operation of the Abbotsford Travelodge Hotel as an emergency shelter or transitional housing, or supportive housing site. The non profit Phoenix Society, Charitable Registration # 89245 1931 RR0001, has been operating the site as an emergency housing shelter, & possibly as a COVID isolation site for

BRITISH COLUMBIA
INFORMATION ACCESS OPERATIONS
Ministry of Citizens' Services

Call For Records Form
FOI Request: 292-30/MAG-2024-xxx

Section 1: FOI Request Details

General Request ☒	**Personal Request** ☐	**Authorization Received:** N/A
Applicant Type: Political Party	**Request Received:** May 5, 2024	**FOI Analyst:**
Legislated Due Date: June 17, 2024	**Fee Estimate Due:** May 17, 2022	**Records Due:** May 25, 2

Description: *Regarding complex care services at ....(Date Range for Record Search: From 7/1/2021 To 4/*

Example of Call for Records Form (CFR) attached to the email

Section 2: Initial Records Assessment

Do you hold responsive records? YES ☐ NO ☐
If no, please provide an explanation that can be given to the applicant (if applicable):

Are you aware of other records that may be responsive to this request within your public body? YES ☐ NO ☐
Are you aware of other records that may be responsive to this request held by another public body? YES ☐ NO ☐
If yes, specify:

Section 3: No Records Response Approval

Please forward to public body FOI contact (if applicable) for delegated head's final public body approval if no records have been located

Final public body approval (full name and title):	**Signature:**	**Date**: Date

Section 4: Fee Estimate – General request only (if this is a personal request skip to section 5)

Please ensure that all reasonable efforts are made to generate as accurate an estimate as possible	**Estimated Hours**	**Actual Hours**
Locating/Retrieving – this includes searching all relevant sources. Areas to consider searching include:		
• Outlook (including 'deleted' and 'sent' folders) • Records management systems (ex. EDRMS) • LAN, shared drives, SharePoint, databases • Offsite records		
Producing – this only applies where you are creating records from other sources* (e.g. developing a program to create new records from a database) and tasks include		
• Identifying relevant sources of data/information • Manual time spent creating and producing records • Ex: generating a custom report from a database using existing data		
Preparing – this may include time spent by IAO (for electronic records) or the Ministry (for hardcopy records) and tasks include		

DRAFT – Ministry of Housing Process - FOI

#1 - New FOI Request - Fee Estimate

HOUS FOI Coordinator

1. Receives request by email from CORP FOI Coordinator, confirms the subject of the request is OHCS related, and determines which branches and/or ADMO the request falls under—check with supervisor if unsure.

2. Creates a folder on the LAN and in the ADMO mailbox each new request.
   - ☐ Folder name is the same as the FOI Request (e.g., MAG 2022-21508).
   - ☐ Saves the incoming request, related emails and documents to the folders.
   - ☐ Link to LAN folder:

   I:\Common OHCS\ADMINISTRATION (100-499)\292 FREEDOM OF INFORMATION\-30 FOI requests

3. Updates OHCS FOI Tracking Log by adding the new request
   I:\Common OHCS\ADMINISTRATION (100-499)\292 FREEDOM OF INFORMATION\-30 FOI requests\2022\1. OHCS FOI Tracking Doc_2022.xlsx
4. Sends request to branch FOI contacts. Branch request is sent to will vary depending on request description. If not sure, check with supervisor.
   - ☐ Open email received from CORP FOI Coordinator and remove attached "Call for Records Form".
   - ☐ Update subject [e.g., FOR ACTION due May 11 | Fee Estimate MAG-2022-21328]
   - ☐ Calculate due date (usually in 2 or 3 days). The fee estimate has a short turnaround time and a response to the FOI AG Contact is expected by the due date noted in the incoming.
   - ☐ Copy template from LAN and paste into email. Add request #, due date and description
     FOI Template #1-New Request-Fee Estimate.docx
     See example on next page.

FOI Contacts	Name	Email	Alternative
HLUPD	Lori Willms	Lori.willms@gov.bc.ca	Indiana King
SGAD	Cassidy Harbottle	Cassidy.harbottle@gov.bc.ca	
HPHSD	Rowan Monteiro	rowan. monteiro@gov.bc.ca	Jennifer Moran
ADMO-Correspondence	Starr Levesque	ohcscorr@gov.bc.ca	Tammy Tubman
DMO	Nikki Papadopoulos		Jana
SEA for DM	Lisa Shephard * NEW		
CSMB	Barb Pearson	Barb.pearson@gov.bc.ca	Lorna Hay
Teri	SEA or Nikki responds on her behalf		

DRAFT – Ministry of Housing Process - FOI

Last updated August 10, 2022

Subject: FOR ACTION due [XXX] – New FOI Request – Fee Estimate | [MAG-2002-XXX]

Good morning,

We have received a new FOI request for fee estimate, please have your team search for responsive records and if found, provide a fee estimate.

Once branch search is complete, please fill out the form below, and return to me.

Thank you,

*To activate checkboxes, before completing form, press "Reply".

OHCS – New FOI Request – Fee Estimate		
[FOI REQUEST #]	Due to ADMO: **[DATE]**	
FOI Request Details		
[Copy and paste description from Call for Records form]		
Search Summary		
Please indicate what records were searched Areas to consider searching: ☐ Email/Outlook (including 'deleted' and 'sent' folders) ☐ LAN, shared drives, SharePoint ☐ Databases ☐ Records management systems (e.g., EDRMS) ☐ Offsite Records ☐ CLIFF What parameters were used when searching CLIFF? Specify below – including is optional.	☐ Other areas searched – specify below:	
Do you have responsive records? ☐ YES – Complete fee estimate information below. ☐ NO – ☐ ED Approved – If applicable, provide an explanation that can be given to the applicant.		
Do you know of any program area/organization/ministry that may have responsive records? ☐ YES ☐ NO If yes, specify below:		
Do you know if any of the request is publicly available? If yes, please provide specific location/s? ☐ YES ☐ NO If yes, specify below:		
Fee Estimate (to be completed when there are responsive records)		
Locating/Retrieving: • This is the time required to locate and retrieve responsive records from all sources. • Tasks may include locating and retrieving responsive from sources such as CLIFF, EDRMS and off-sites or identifying emails from Outlook folders.		Hours
Producing – only applies where you are creating records/databases from other sources • Identifying relevant sources of data/information required to produce the records/database This is time required to produce/create records from other sources such as time spent developing a program to produce a record from a database or to create an Excel spreadsheet to respond to request. • Tasks may include manual time spent creating and producing records or identifying relevant sources of data/information required to produce those records • There are no free hours for this service.		
Electronic records – Volume • Example: emails (and attachments), Word Docs, Excel sheets, PDFs, photos, etc.		Pages
Hardcopy records – Volume • Average file folder = 1" and holds approx. 200 pages (single-sided)		
******DO NOT BEGIN COLLECTING RECORDS UNTIL ADVISED****** ***Fee estimates will be compiled for all areas involved in request. Based on the accumulative total,*** *if any of the following apply fee estimate may be issued to the applicant:* • *The search and retrieval time are anticipated to exceed 3 hours;* • *The volume of hard copy records is anticipated to exceed 200 pages;* • *Preparation time can reasonably be expected to exceed 15 minutes or more.*		

DRAFT – Ministry of Housing Process - FOI

Responding to a new FOI – Fee Estimate Request

Branch FOI Contacts Process
Branch contact (OM) works with staff to identify responsive records and to provide a fee estimate for any responsive records held by the branch/staff.

Records are not collected at this stage—contacts will receive an email from the OHCS FOI Coordinator advising to collect records once the AG FOI Coordinator gives the go.

Branch contact (OM) compiles branch search results and fee estimate. If the branch does not locate any responsive records (NRR), arranges for ED approval of search results.

The branch summary is sent to the OHCS FOI Coordinator by replying to the email that initiated the new FOI records search–fee estimate request.

Required information includes:
- What records were searched.
- Whether there are responsive records or not
- If records are located, a fee estimate – time and volume.
- If the branch is aware of another public body/organization/ministry that may hold responsive records, provides specifics. (e.g., BC Housing)
- If the branch is aware of any of the request that may be available publicly, provide specifics.

Identifying Responsive Records

Excerpt from FOI Request Processing Guidelines,

FOI Request Processing Guidelines (Interactive) Corporate Information and Records Management Office

Contents | Introduction | Process Overview | Clarify & Interpret | Conduct Search | Assess Fees | Document Search | Assess Harms | Respond to Consultations | Respond to Requests | Definitions

Identifying Records | Conducting Searches | Producing Records | Transitory Records

How do I Conduct a Search for Records?

Conducting Searches for Responsive Records

Records searches are undertaken once a CFR form is received by the ministry. In conducting a search, staff must consider all potential sources for locating responsive records.

Records searches should also include the records of any positions, such as Executive Assistants, that may manage records on another's behalf.

Depending on how each office organizes its records, searches could include, but are not limited to, the following sources:

- Hardcopy files
- Files within a corporate or case management application
- CLIFF or other correspondence tracking systems
- EDRMS Content Manager or other government recordkeeping systems
- Offsite records
- Local Area Networks (LANs)
- SharePoint Sites
- Databases
- Email accounts (all folders including 'deleted' and 'sent', as well as any relevant emails you have saved as files outside of Outlook)
- Outlook calendars
- Texts and instant messages (Skype/phone)
- Staff Notebooks

Fees information:
If any of the following apply, the AG FOI may request a fee estimate be issued to the applicant:

- The search and retrieval time are anticipated to exceed 3 hours;
- The volume of hard-copy records is anticipated to exceed 200 pages;
- Preparation time can reasonably be expected to exceed 15 minutes or more.

Excerpts from FOI Request Processing Guidelines,

How do I Assess Fees for Requests?

Recording Search Time

If a fee estimate was issued for an FOI request, the program area should record the actual search times and page counts. Once records have been prepared in response to an FOI request, add information on search times to the CFR form submitted with records. Search time can be estimated to the quarter hour.

The applicant will be required to pay the actual cost whether it is higher or lower than the estimate. If it appears that the actual cost of processing the request will be different than the original fee estimate, IAO may issue a revised estimate.

Locating: This time is used to locate the responsive records in all potential sources. Tasks may include locating responsive email records, searching for responsive files, locating responsive off-site records, or reviewing box content lists. For more information see Identifying Responsive Records.

Retrieving: This is the time used to retrieve the responsive records from the identified sources. Tasks may include extracting records from EDRMS/TRIM, pulling copies of emails from Outlook, de-duplicating records, or retrieving boxes from off-site storage.

Producing: This time is used to create a new record that *may* be produced in response to the request. Tasks may include extracting data from a database or authoring a new record to respond to the request. For more information see Producing Responsive Records. There are certain cases where fees may not apply to producing a new record. Connect with the Ministry's FOI Contact prior to creating records in response to a request.

Preparation: This time is used to convert the records to PDF. Tasks may include converting, scanning and photocopying records into PDF format. For more information see Organizing Records Packages.

How do I Document a Search for Records?

Search Summary

Ministries are responsible for properly documenting their search for records. This documentation will be relied upon should the adequacy of the search be challenged. For more information see Identifying Responsive Records.

The CFR form will ask for a description detailing what records were searched and who conducted the search. This description should list all potential sources of records that have been searched, as well as individuals or program areas that have been canvassed. While it is not necessary to include all search terms, any other relevant information about the search should also be included in the description. For more information see Conducting Searches for Responsive Records.

Responding with No Responsive Records

There are instances when no responsive records are located. This may be because the ministry is not responsible for the matters or issues related to the request and would therefore not hold responsive records. However, there may also be instances where it may be less obvious to the public why a ministry would not hold responsive records.

The CFR form asks the program area if it holds responsive records. When no responsive records are located, a best practice is to provide the applicant with accurate and complete context for the reason(s) why records do not exist. The information sent back to IAO on the CFR form should include:

- Details of the search efforts
- Any reason(s) why the ministry would not hold responsive records

HOUS FOI Coordinator receives responses from branch FOI contacts

- ☐ Confirm responses have been received from all contacts and follows up as necessary.
- ☐ Save emails with branch search results to the corresponding email folder and LAN folder.
- ☐ Locate the Call for Records form attached to initial email from AG FOI Coordinator.
  Fill in Sections 2, 3 if NRR, 4 if responsive records, and 7.
- ☐ Update FOI tracking sheet.

No Responsive Records (NRR)

- Check ED has approved
- Fill in Section 2 and 7 of the CFR.
- Create eApprovals and attach CFR form
- Refer eApprovals for approval/sign off - ADM/EL (program area) – ADM Tracy Campbell – DM
- eSig is not required on CFR form – eAps approval is adequate

NRR Example:

Section 2: Initial Records Assessment

Do you hold responsive records? YES ☐ NO ☒

If no, please provide an explanation that can be given to the applicant (if applicable):

All OHCS branch records were searched, and no records were located.

Are you aware of other records that may be responsive to this request within your public body? YES ☐ NO ☒

Are you aware of other records that may be responsive to this request held by another public body? YES ☐ NO ☒

If yes, specify: It has been noted that there may be records at BC Housing and MMHA.

Section 3: No Records Response Approval

Please forward to public body FOI contact (if applicable) for delegated head's final public body approval if no records have been located

Final public body approval (full name and title):	Signature:	Date: Date
Teri Collins Assistant Deputy Minister Office of Housing and Construction Standards	*An e-sig and date are not needed if approved in eApprovals.*	

Section 7: Contact Information

Who completed this form (full name and title):	Phone Number:	Date: Date
Linda Phillips	778-977-2013	July 15, 2022
Harms Assessment completed by (full name and title):	Program Area:	
Harms Assessment approved by (full name and title):		

Responsive Records located

- Add up time and volume estimates and fill out CFR with accumulative total.
- Fill in Sections 2, 4 and 7 of CFR.
- Respond to initial email from AGPSSG.FOICoordinator@gov.bc.ca and attach completed CFR.

Example response:

Hi Holly,

Attached is the CRF with our estimate.

Please let me know if you need anything further.

I will wait to hear back from you before we start collecting records.

Thank you,

This template is added to consultation eApproval items as a replacement for instruction that is provided by email during internal harms and sign-off phases.

This eApp is seeking HOUS consultation input to inform another ministry's harms assessment and release of records held and processed in the other ministry. HOUS will only have this one opportunity to provide input on this item. It will not return for another stage.

If your division/branch has identified another HOUS program area that should be involved in this review, please include them in the eApp routing information and leave a comment for the FOI coordinator to facilitate this check after your division or branch completes your step.

Assessing harms:

- A consultation process map and additional information can be found on the HOUS FOI Intranet page here: https://intranet.gov.bc.ca/housing/staff-workplace/freedom-of-information#consultations
- A HOUS harms cheat sheet can be found on the above intranet page. Here is a direct link: https://intranet.gov.bc.ca/assets/intranet/housing/staff-and-workplace/foi/foi_harms_cheat_sheet.pdf
- Harms input is added directly into the PDF file, not another document. To identify harms, add Adobe highlighting to specific text ( ) and comments ( ) providing background of why or how the information could be harmful if disclosed.
- If it is determined there are no harms found on something that may appear potentially harmful, include a comment next to the information (e.g. "Not harmful as this was publicly announced here: [insert-link]".
- If a full document within a PDF is determined to be entirely harmful or entirely safe for release, a comment can be added to the first page of the page range, indicting page X to X is safe/harmful due to Y.
- If there is another organization/ministry (e.g. BC Housing) that should review for harms prior to release by the lead ministry, please indicate this in a comment to the FOI coordinator, AND leave a PDF comment pointing to the particular pages/content in the PDF recommended for review by the other public body.

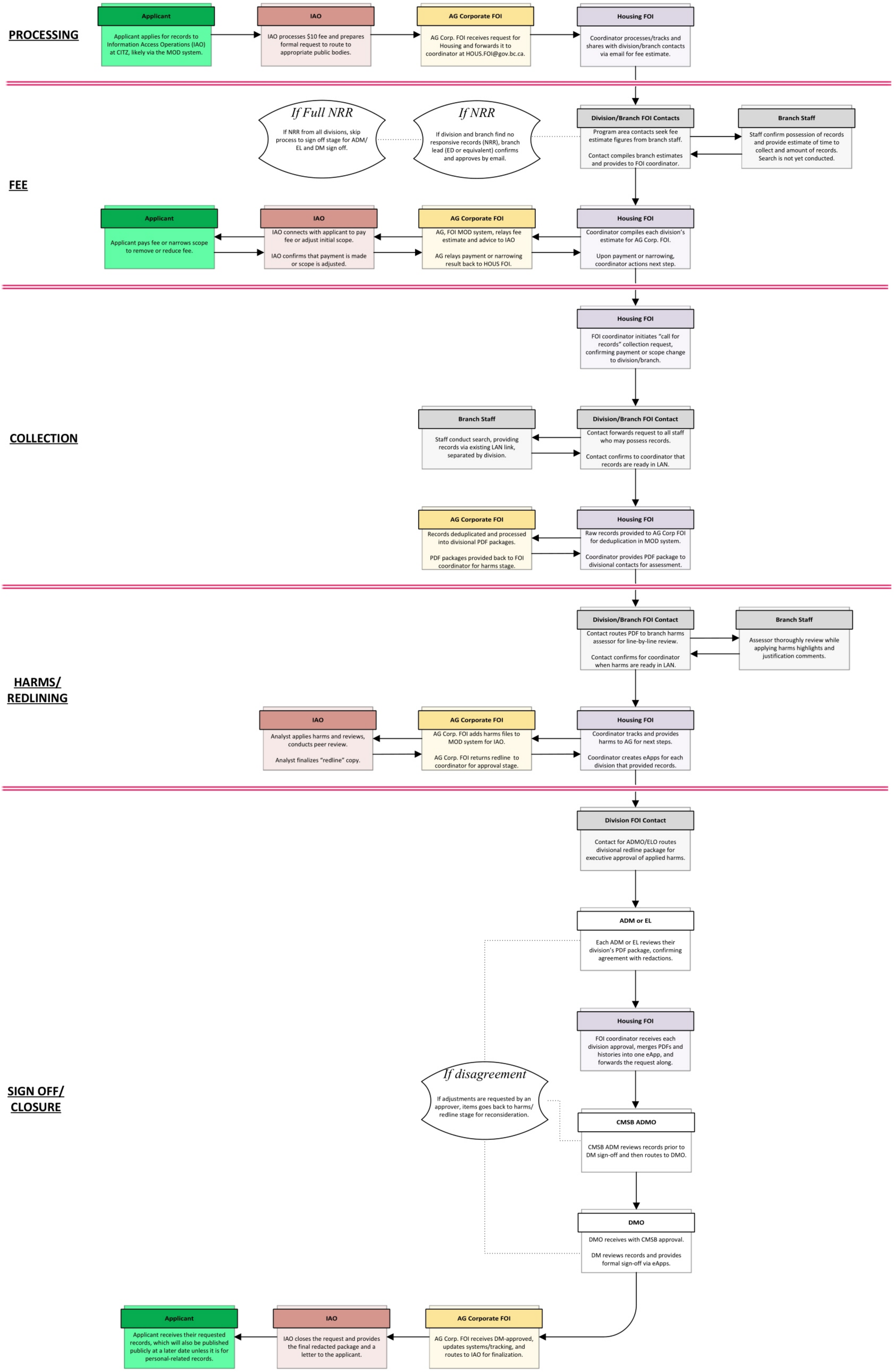
The eApproval routing information shows where the item is to be sent after each step. Thank you.

BRITISH COLUMBIA | Ministry of Housing

Freedom of Information Process Map

Standard FOI Requests

Ministry of Housing

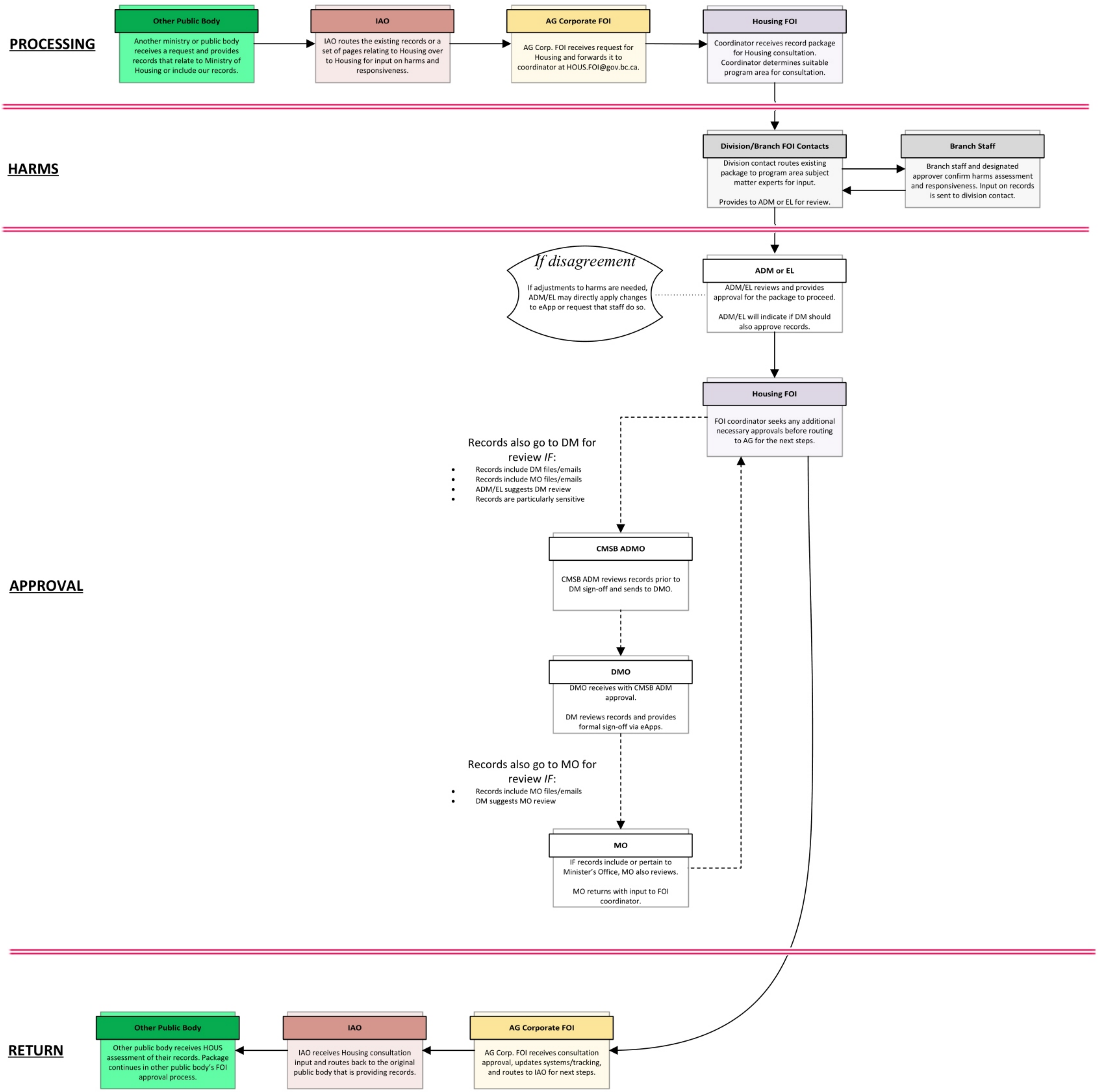


Updated: January 2024

Freedom of Information Process Map

Consultations

Ministry of Housing



Updated: January 2024

FOI Harms Section Cheat Sheet

Note:
Information cannot be redacted for being confusing, incorrect, or embarrassing. To be redacted, the information must arguably fit within at least one of the below listed exception sections. See [this page] for full definition and interpretation.

(Section 12) Cabinet and Local Public Body Confidences:

It is mandatory that the ministry prevent harm to government that could occur if the substance of Cabinet and Treasury Board deliberations is revealed before or too soon after the issues are considered, or before the issues are ready for public view. Premature disclosure of deliberations inhibits the ability of Cabinet members to debate issues openly and freely, thereby reducing the effectiveness of Cabinet's decision-making role.

For this harm to be applied, it is essential to provide the status of the issue going to Cabinet. The following questions should be answered when Section 12 is recommended:

- Is information before Cabinet as an ongoing issue? Or is a submission being prepared?
- Has a decision been made?
- Is the decision public?

Discussion of a subject that only *may* in the future end up before Cabinet or a Cabinet Committee does not qualify for Section 12 redaction, but it may qualify for Section 13. Material with a single Cabinet member but not Cabinet collectively or a Cabinet Committee does not qualify for Section 12.

(Section 13) Policy Advice or Recommendations:

This harm is at the discretion of the ministry in order to protect open and frank discussion regarding policy issues within the Public Service. It may be applied to information that was developed by or for a ministry or minister.

Such content includes the options, including pros and cons, given in decision briefing notes. The title of a selected and approved option can be released unless it also qualifies for redactions under another section. Draft language not used in a public release can be considered advice. Factual information such as statistics or basic observations cannot be withheld under this section.

(Section 14) Legal Advice:

This exception protects the disclosure of records that contain communications between a legal advisor and their client, such as a third party or the ministry. The right to lawyer/client confidentiality may only be waived by the client. This section will often be used in materials discussing active court cases or options regarding upcoming legislation and their legal considerations.

(Section 15) Disclosure Harmful to Law Enforcement:

Prevents the release of records that could reasonably be expected to harm law enforcement operations, confidential sources, or Canadian national defence. This section can also be applied to materials that could harm the security of a system or device.

This could apply to license plate numbers or vehicle identification numbers if there is an ongoing police investigation relating to the vehicle. This harm is not applicable to routine inspection reports, statistical prosecution information, or reports on the effectiveness of a law enforcement program.

(Section 16) Disclosure Harmful to Intergovernmental Relations or Negotiations:

Prevents the disclosure of information within records that could reasonably be expected to harm intergovernmental relations. This may include relations with other ministries, municipalities, First Nation governments, or the federal government.

One might redact a reference to the Federal government indicating lack of interest in providing funding for an issue, prior to or without any official release. Quotations from members of another government body that may reflect poorly on the body could be redacted, or any information received with the clear assumption of confidentiality.

(Section 17) **Disclosure Harmful to the Financial or Economic Interests of a Public Body:**
This section prevents the release of sensitive financial and economic data held by a public body that could be critical to operations, negotiations, or management of the provincial economy. If concerning public money that has already been used, in the interest of an open and transparent government, it is unlikely this exception would apply.

Trade secrets or information that could negatively impact negotiations or reveal pending proposals may fall under section 17.

(Section 18) **Disclosure Harmful to the Conservation of Heritage Sites:**
Intended to prevent damage to conservation or fossil sites, natural sites, valuable anthropological or heritage sites, or endangered, rare, threatened, or vulnerable living resources. Not a regular section cited by HOUS.

(Section 19) **Disclosure Harmful to Individual or Public Safety:**
Prevents the release of information that could threaten another person's safety, mental or physical health, or interfere with public safety. This exception can apply to an individual's own records.

Reasonable belief that the release of information could result in public violence may be suitable justification for this section to be applied. Proof is not necessarily needed. Information that is expected to result in large-scale panic and subsequent public safety concerns is also applicable.

(Section 20) **Information that will be Published or Released within 60 Days:**
The information will be made publicly available within 60 days of the date of the FOI request was opened or for information which is available for purchase.

An confirmed date of release should be provided, and if possible information on where the information can be found once published. Information that is publicly available for purchase includes Land Title documents. An example of applicable information could be a decision made in a briefing note, which will shortly be communicated in a news release once the time is appropriate and preparations are made.

(Section 21) **Disclosure Harmful to Business Interests of a Third Party:**
It is mandatory that the ministry prevents the release of information that may harm the business interests of contractors and service providers (third parties) that the ministry conducts business with. This harm is meant to prevent the release of information that could reveal trade secrets or the commercial, financial, labour relations, or scientific or technical information of a third party.

This harm can be difficult to apply/defend as the answer to all 3 of the following questions must be yes:

- Does the information reveal trade secrets, or commercial/financial/technical information of or about a third party?
- Was the information supplied implicitly or explicitly in confidence?
- Could disclosure of the information reasonably be expected to harm the competitive position or interfere with negotiating position of the third party?

(Section 22) **Disclosure Harmful to Personal Privacy:**
It is mandatory that government ensures the protection of personal privacy of individuals whose personal information resides with a public body. It is mandatory for the ministry to refuse to disclose information that constitutes an unreasonable invasion of a third party's personal privacy.

Releasing names of individuals that are conducting business with government is not a personal privacy harm. We are able to redact confidential private information such as when staff or executive took vacations, their personal activities, diagnoses, social supports, educational history, personal finances, home address, family information, and more.

Program Area FOI Contacts and Approvers for Freedom of Information Files

BRITISH COLUMBIA | Ministry of Housing

Note: *At the branch level, "approvers" approve only the harms assessment stage.*
Higher offices approve redline packages for executive sign off.
Consultations are approved by ADMs/ELs unless they delegate EDs

Minister's Office (MO):

Contact: Caitlin Warbeck
Approvers: Mark Hosak (proactive ministerial calendars)
Molly Wilkins (parliamentary secretary calendars)

Deputy Minister's Office (DMO):

Contact: Laura Sampson with Jana Sexton as backup
Approver: DM Teri Collins

Strategy, Governance, and Accountability (SGA):

Contact: Cassidy Harbottle
Approver: EL Francois Bertrand

Governance and Accountability (GAB):
- Contact: Cassidy Harbottle
- *(FOI Unit): Cole Johnston and Catherine Palendat at HOUS.FOI@gov.bc.ca*
- Approver: Anna Wren —> ED Melia Walker

Strategic and Results Management Branch (SRMB):
- Contact: Cassidy Harbottle
- Approver: ED Sandra Maxson

Data and Analytics [coming soon]:
- Contact: TBD
- Approver: TBD

Housing and Land Use Policy Division (HLUP):

Contact: Lori Willms with Indiana King
Approver: ADM Bindi Sawchuk (harms AND consultation approver)

Housing Policy Branch (HPB):
- Contact: Lori Willms with Indiana King
- Approver: ED Jade Ashbourne

Housing Targets Branch (HTB):
- Contact: Lori Willms with Indiana King
- Approver: ED Matthew Pawlow

Short-Term Rental (STR):
- Contact: Lori Willms with Indiana King
- Approver: A/ED Richard Rogers

Planning and Land Use Management Branch (PLUM):
- Contact: Lori Willms with Indiana King
- Approver: ED Jessica Brooks

Updated July 18th, 2024

Homelessness, Partnerships, and Housing Supports Division (HPHS):

Contact: Rowan Monteiro with Jennifer Moran as backup

Approver: ADM Meghan Will

Homelessness and Supportive Housing Policy Branch:

Contact: Jenna Pollack

Approver: Director Annik Foreman —> ED Melanie Hope

Engagement and Encampment Response Branch:

Contact: Jenna Pollack

Approver: ED Erin Oscienny

Residential Tenancy Branch:

Contact: Ellen Graham with Andrew Prosser as backup

Approver: Director Tyann Blewett —> ED Jess Gunnarson

Housing Innovations (HI):

Contact: Amy Christensen **and** Sima Rahimnejadyazdi

Approver: EL John Thomson

Building and Safety Standards Branch (BSSB):

Contact: Lori Willms with Indiana King

Approver: ED Aman Gill

Building and Safety Standards Branch (BSSB):

Contact: Lori Willms with Indiana King

Approver: ED Bonnie Ruscheinski

Corporate Management Service Branch (CMSB-AG):

Contact: Barbera Pearson

Approver: ADM Tracy Campbell

Corporate Housing Finance:

Contact: Barbera Pearson with Lorna Hay as backup

Approver: CFO Caryn Fischer —> ADM Tracy Campbell (for harms assessments) intranet.gov.bc.ca

Freedom of Information (FOI) Requests

11–14 minutes

On this page:

- Stages of an FOI Request
- Consultations
- Proactive Disclosures
- Resources
- Contacts

The Ministry of Housing, as with other ministries, receives freedom of information (FOI) requests as well as notices to proactively publish information online.

It is useful to understand that the Ministry of Housing continues to receive support from the Ministry of Attorney General's Corporate FOI team in the coordination of requests. This team's involvement is reflected in the process maps and steps seen below.

See and expand the below sections for more information on FOI process and resources.

Stages of an FOI Request

An applicant, such as a law firm, other government, political party, or individual will make a request through Information Access Operations (IAO) in the Ministry of Citizens' Services. IAO works with the applicant to confirm what information they are seeking and to secure a nominal processing fee.

IAO serves as the intermediary between applicant and public body. The public body does not typically know exactly who the applicant is, though their applicant "type" is revealed (e.g. law firm, political party, media, etc.) When an applicant directly contacts ministry staff for records, these requests should be forwarded to the FOI unit at HOUS.FOI@gov.bc.ca. The Ministry FOI coordinator will redirect applicants to the online request submission page or to the FOI intake inbox at IAO, FOI.Requests@gov.bc.ca.

IAO processes the initial request, confirming the scope and date range with the applicant before relaying this request to the appropriate ministry or ministries. IAO sends the request to the Ministry of Attorney General Corporate FOI Unit to relay over to the Ministry of Housing FOI Unit.

The Ministry receives a specific "scope" description of records needed within a particular date range, as well as a set of due dates to secure a fee estimate, record collection, harms assessment, and final approval.

The FOI coordinator will be able to confirm if the request has also been sent to other ministries.

Before records are searched for in program areas and subsequently compiled, the FOI coordinator will reach out to appropriate divisions that may hold records to seek confirmation on a fee estimate. Staff should not collect or prepare records until a request to do so is received by the division. The searching in this stage is cursory and for the purpose of providing an estimate of records possessed and time required for collection.

A proportional fee is charged to applicants whose request is anticipated to result in a digital or physical page count over 200 or a search period taking over 3 hours. If four staff would each take one hour to search, even if done concurrently, the hours are combined for a total of four hours.

Divisions will receive an email from the FOI coordinator asking for a fee estimate as the first step in a request. This stage's due date will be listed in the email's subject line. The division/branch contact will forward the email to program areas that may have records and then compile the fee estimate from each area, combining it for a response back to the FOI coordinator.

Each canvassed division's estimate will be merged by the FOI coordinator to result in the full fee estimate that will be provided to AG Corporate FOI and to IAO for processing to the applicant, as explained in the next paragraph. In this time, the request is considered on hold, and staff should not proceed with any action until hearing otherwise.

In coordination with IAO, applicants may choose to narrow the request scope to remove or lower the fee estimate, abandon the request, or pay the fee for the request to proceed as-is. The FOI coordinator will email division contacts with the results of the fee estimate action.

For more information on fees, see the Freedom of Information Requests webpage.

Once the fee estimate stage is complete, the FOI coordinator will email all canvassed divisions a "call for records" email with a new due date in the subject line. The division/branch FOI contact should forward this email to all program area staff or contacts for those staff who may be in possession of records responsive to the request's scope (description and date range).

Staff collecting their records are to actively take care to ensure that what is being collected is clearly within the description and date range, applying a quality control filter. Records are not collected simply for containing a key word found in the scope. For example, for a request seeking “briefing notes about housing availability in Victoria”, staff should not collect every briefing note with the word “Victoria”. Records should be looked at and considered with the scope in mind.

It is detrimental for non-responsive records to be provided. FOI analysts, ADMs, ELs, and the DM perform full reviews of record packages. When non-responsive records are provided, this causes delays and unnecessary reviews at multiple stages. **Please only provide what is clearly within the description and date range.**

Staff then copy collected records into a LAN link provided in the call for records email, and they ensure their division/branch FOI contact is aware that their search is complete. A request’s LAN folder should have sub-folders for each division and branch canvassed, ensuring they are not mixed.

When the division contact confirms that all applicable division/branch staff have provided records, they will respond by email to the FOI coordinator at HOUS.FOI@gov.bc.ca, indicating that the division’s records are ready in the LAN.

At this point, the FOI coordinator, through AG Corporate FOI, has the records de-duplicated and processed into PDF packages for each division that provided records. In PDF packages, emails have their attachments shown directly adjacent to the parent email. These PDF packages are what will be reviewed by the FOI coordinator, branch executive, division executive, Corporate Management Services Branch (CMSB) executive, IAO analysts and team leads, and the Ministry of

Housing Deputy Minister.

The FOI coordinator places the PDF packages into a shared LAN for each division that provided records. An email is sent out to division/branch FOI contacts, with a link to the LAN folder, to conduct harms assessments on their packages, and a LAN link is shared in this email.

FOI contacts route the email and link to the appropriate subject matter experts who will thoroughly review the division's package, highlighting content to be redacted, and inserting PDF comments on why specific information is harmful or not harmful to release. See "Harms Cheat Sheet" linked below in the resources section for detail on what can and cannot be severed.

Each division will only assess their divisional package. If multiple branches in a division provided records and must review for harms, a branch may create a copy of the divisional package to apply their branch assessment in if the primary package is currently in use. If multiple assessments are made for the divisional package, the FOI coordinator will merge them into one document prior to the next step of redlining.

When the division contact indicates to the FOI coordinator that the package is confidently reviewed and approved by the branch approver (as listed in the FOI Contacts and Approvers list found below), the FOI coordinator will provide divisional reviews as separate PDFs to AG Corporate FOI to send to IAO for redline processing.

IAO reviews the records as divisional PDFs and the Ministry's recommended redactions (harms) therein through a peer review process. IAO provides new "redline" versions of each divisional package to the Ministry via AG Corporate FOI. These "redline" packages are returned as new PDFs meant to show the final determination of the harms assessment.

The Ministry FOI coordinator receives the redline package(s) through AG Corporate FOI after IAO's assessment and peer review. The coordinator creates an eApproval for each division that provided records. Each division FOI contact receives one eApproval with a redline of what their division provided in the collection and harms assessment phases.

The division's ADM or EL (or delegated approval authority) reviews the package, confirms agreement with the redactions applied by IAO, and returns this package to the divisional contact who forwards it to the FOI coordinator. If the ADM or EL would like edits to the redline (additional redactions, fewer redactions, or non-responsive page removals), this will route back through the division contact to FOI coordinator to AG Corporate FOI and finally to IAO before returning as a revised redline for that executive's approval and onward.

Once the FOI coordinator receives ADM or EL approval from all included divisions, the FOI coordinator creates one combined eApprovals for CMSB ADM and DM sign off. This new eApproval contains all divisional packages and eApproval histories for these packages.

Following sign off, the eApproval is routed to the FOI coordinator, AG Corporate FOI, IAO, and then IAO sends the final copy to the applicant. The records may be openly published at a later date if they are not personal-request records.

Consultations

FOI consultations are requests for the Ministry of Housing to provide input on records collected by another public body (such as a ministry or local authority). This may occur where another public body's records include communications to/from the Ministry of Housing, or where the subject matter overlaps.

FOI consultations are with the Ministry of Housing for only one phase — review and approval. There is no fee estimate or collection step.

If the Ministry receives a consultation package containing records pertaining to the Deputy Minister's Office, the Minister's Office, or the Office of the Premier, the final approval level will be escalated to the Deputy Minister's Office. Otherwise, the final approval authority on consultation packages will be the divisional executive (ADM or EL) for the subject matter seen in the records.

Proactive Disclosures

A set of proactive disclosure mandates establishes a process routine for public bodies to release specific information without the need for a traditional FOI request.

The Deputy Minister's Office, on a regular monthly basis, prepares a summary list of descriptions, CLIFF numbers, and dates for any briefing note prepared either for the Deputy Minister or the Minister. The Deputy Minister's Office also releases the Deputy Minister's monthly calendar, while the Minister's Office releases the calendars of the Minister and the Parliamentary Secretary.

Some financial-related proactive disclosures are handled for the Ministry by CMSB.

Resources

- FOI Request Process Map (PDF, 340.1 KB)
- FOI Consultation Process Map (PDF, 282.4 KB)
- Harms Cheat Sheet (PDF, 192.2 KB)

- Provincial FOIPPA Policy and Procedures Manual
- Records Depository LAN location:
- s. 15
- Published Records Web Page
- FOI Contacts and Approvers

Contacts

- Correspondence/FOI Team Lead: Cole Johnston
- FOI Coordinator: Catherine Palendat
- General Inquiries: HOUS.FOI@gov.bc.ca