

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 10:10 AM
To: Will, Jordan HLTH:EX
Subject: RE: Voice Mail (37 seconds)

Good morning Jordan:

I hope this finds you well. When can we expect to receive an update from the program Exec Dir? Can you advise who that is?

Thank you very much,

Lucinda

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Will, Jordan HLTH:EX
Sent: Tuesday, October 31, 2017 4:54 PM
To: Yeung, Lucinda HLTH:EX
Subject: Re: Voice Mail (37 seconds)

Hi Lucinda.

I apologize for not being able to get back to you sooner. We were down at the Minister's office this afternoon to meet with Amanda and during that time ^{s.22}

I was able to raise your concerns with the program Exec Dir and they are exploring what other options may be available. I recognize the urgency and I will get information to you as soon as I have an update

Thanks,

Jordan Will
Sent from my iPhone

On Oct 31, 2017, at 4:47 PM, Yeung, Lucinda HLTH:EX <Lucinda.Yeung@gov.bc.ca> wrote:

You received a voice mail from Lucinda Yeung (Home) at ^{s.22}

Caller-Id: ^{s.22}
Job Title: Executive Assistant
Company: Legislative Precinct
Home: ^{s.22}
Email: Lucinda.Yeung@gov.bc.ca

^{s.22}

(37 seconds) Voice Mail.mp3>

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 11:39 AM
To: Burnham, Lindsey HLTH:EX
Cc: Dycke, Kassandra HLTH:EX
Subject: RE: MLA JDarcy re MSP coverage and Interim Federal Health Program

Thank you, Lindsey! I am bringing Kassandra into the thread as she has been in touch with Minister Darcy's CAs about this case.

Warm regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Burnham, Lindsey HLTH:EX
Sent: Wednesday, November 1, 2017 10:17 AM
To: Yeung, Lucinda HLTH:EX
Subject: FW: MLA JDarcy re MSP coverage and Interim Federal Health Program

Hi Lucinda,

Please advise if anything further is required of the Ministry or if we can consider this one now closed? Let me know if you would like to discuss.

😊

From: HLTH Corporate Operations HLTH:EX
Sent: Wednesday, November 1, 2017 9:05 AM
To: Burnham, Lindsey HLTH:EX
Cc: HLTH Corporate Operations HLTH:EX; Will, Jordan HLTH:EX; Andrachuk, Andrea HLTH:EX
Subject: MLA JDarcy re MSP coverage and Interim Federal Health Program

It appears that the issue that the MLA has brought forward was addressed in a letter dated August 2nd, sent directly to the constituent. As no further detail appears to be provided, I'm not sure what further information program area can offer.

Please advise how or if you would like us to proceed.

Thanks so much,

Kathy Simonson
Documents Lead / Corporate Operations / DMO / Ministry of Health
5-3 1515 Blanshard St, Victoria BC V8W 3C8
Telephone 250 952-0998

kathy.simonson@gov.bc.ca

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From: Burnham, Lindsey HLTH:EX
Sent: Monday, October 30, 2017 1:16 PM
To: HLTH Corporate Operations HLTH:EX
Cc: Will, Jordan HLTH:EX; Andrachuk, Andrea HLTH:EX
Subject: FW: MLA JDarcy re MSP coverage and Interim Federal Health Program

Good afternoon Corporate Ops,

Please see below for case details and attached for signed consent.

This looks like a case for WPCBS (Stephanie Power's group) but I will let your team determine which program area is most appropriate to assign.

Can we look in to providing MLA bullets for this?

And please advise if you require any additional information in order to proceed.

Thank you!

Lindsey Burnham

Ministerial Liaison | Executive Operations |
Office of the Deputy Minister | Ministry of Health |
Lindsey.Burnham@gov.bc.ca | wk: 250-952-2690 |

From: Yeung, Lucinda HLTH:EX
Sent: Monday, October 30, 2017 12:51 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: MLA JDarcy re MSP coverage and Interim Federal Health Program

Hi Lindsey,

Can you bring this case to the team and advise if my assistance is needed to confirm details with constituency office?

Many thanks,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Darcy, MLA, Judy [<mailto:Judy.Darcy.MLA@leg.bc.ca>]
Sent: Friday, October 27, 2017 2:31 PM
To: Yeung, Lucinda HLTH:EX
Subject: constituent assistance

Hi Lucinda!

I'm wondering if you're the correct person to connect with re: case work for a constituent of ours.

Details:
s.22

Best,
Nadine

Nadine Nakagawa

Constituency Assistant

Judy Darcy, MLA New Westminster

737 Sixth St, New Westminster

Phone: 1-604-775-2101 | Fax: 1 -604-775-2121



Receive community updates from Judy Darcy, MLA

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 12:12 PM
To: Singh, Jasmyrn HLTH:EX
Subject: RE: 1090180 Details for s.22

Hi Jas,

I spoke with MLA Bowinn Ma's CA through which this request came, and confirmed that s.22 is meeting with MLA Ma and others as part of the Better Pharmacare group this afternoon, at 4 pm.

Hope this is helpful,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Burnham, Lindsey HLTH:EX
Sent: Wednesday, October 25, 2017 12:54 PM
To: Yeung, Lucinda HLTH:EX
Subject: FW: 1090180 Details for s.22

Hi Lucinda,

The Ministry drafted a Draft Min Sig (Letter) which is now with your office, printed for review (as per Erika M.) I think the CA (Shawn) is referring to a telephone response summary which may have been discussed earlier on. Can you let him know that we have a letter in response to s.22 case and it should be going out soon and maybe follow up with Jas? Please share your thoughts.

😊

Lindsey

From: Ma.MLA, Bowinn [<mailto:Bowinn.Ma.MLA@leg.bc.ca>]
Sent: Tuesday, October 24, 2017 5:14 PM
To: Burnham, Lindsey HLTH:EX
Subject: Details for s.22

Hi Lindsey,

s.22 has gotten back to our office regarding the response from the MOH regarding drugs s.22. Last time we spoke you offered to put together some of the details of the ministry response to him for me to send him by e-mail. Can I request that now?

Thanks,

In your service,

Shawn Vulliez

Constituency Assistant
Office of Bowinn Ma, MLA
North Vancouver-Lonsdale
Skwxwú7mesh-ulh Temíxw & səliłwətaʔt təməx^w
www.BowinnMaMLA.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 12:17 PM
To: Tyson, Jo HLTH:EX; Burnham, Lindsey HLTH:EX
Subject: RE: Insulin Pumps

Thank you, Jo, for your speedy response. This is very helpful and exactly what I needed!

Hope you are well,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Tyson, Jo HLTH:EX
Sent: Tuesday, October 24, 2017 3:34 PM
To: Yeung, Lucinda HLTH:EX; Burnham, Lindsey HLTH:EX
Subject: RE: Insulin Pumps

Hi Lucinda,

This is an issue that seems to ebb and flow every few months. We have a template response that we are currently using, stating that the issue of funding pumps for people over 25 is currently being re-examined by the ministry. We have rec'd a couple new incomings in the past week.

Here is what the template says:

The Honourable Adrian Dix, Minister of Health, has asked me to respond to your email of XXXXX XX, 2017, regarding the coverage of insulin pumps for all ages.

I would first like to recognize the difficulties diabetes presents. I appreciate the challenges this creates for families and recognize that the costs associated with this condition are a significant concern to British Columbians.

British Columbia PharmaCare is the Ministry of Health (the Ministry) program that helps BC residents to pay the eligible costs of many prescription drugs and certain medical supplies.

PharmaCare's current policy helps cover one pre-approved insulin pump every 5 years for patients 25 years of age or younger, who have Type 1 diabetes or another form of diabetes requiring insulin and who meet the medical criteria.

The Ministry's decision to cover insulin pumps for children was informed by evidence indicating that this vulnerable population would receive the greatest benefit from the initial funding available for the program. The extension of coverage to include people age 25 and younger ensures that young adults, who are transitioning into early adulthood, can focus their attention and resources on education and prepare for the next phase of their lives.

In addition, PharmaCare also provides British Columbians with diabetes coverage for:

- insulin and other diabetes medications;
- insulin pump supplies (infusion sets and reservoirs);
- blood glucose testing strips; and
- needles and syringes for insulin use.

It might interest you to know that coverage for insulin pump supplies is available whether or not the pump was covered by PharmaCare. Actual coverage will depend on the rules of your PharmaCare plan, including any deductible.

In the face of significant cost pressures on our PharmaCare program, the Ministry must make the most effective use of funding for the management of diabetes and all pharmaceutical products.

I am pleased to advise you that the Ministry is presently considering extending coverage to adults over the age of 25. However, at this time PharmaCare's policy on insulin pumps remains unchanged.

The concerns you have raised are well taken. I hope you find this information of interest.

Hope this helps,
Jo

From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, October 24, 2017 2:51 PM
To: Burnham, Lindsey HLTH:EX; Tyson, Jo HLTH:EX
Subject: FW: Insulin Pumps

Good afternoon Jo and Lindsey:

Can you confirm if we have received campaign emails regarding the expansion of coverage for insulin pumps over the age of 25?

I note that MD's constituency staff have seen them in the MLA inbox, as well as from MLA Thornthwaite below.

Many thanks,

Lucinda Yeung
 Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
 PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Hosseinzadeh, Nick [<mailto:Nick.Hosseinzadeh@leg.bc.ca>]
Sent: Tuesday, October 24, 2017 9:27 AM
To: Yeung, Lucinda HLTH:EX
Subject: Isulin Pumps

Hey Lucinda,

I was wondering if you could tell me on the status of expanding coverage for insulin pumps for individuals over the age of 25? Currently they are only available up to the age of 25.

Nick

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 12:28 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: Constituent Case File: s.22
Attachments: IMG_20171029_120217_resized_20171029_120504726.jpg; IMG_20171029_120239_resized_20171029_120505121.jpg; 20171031134403.pdf

Hi Lindsey,

Another one for you! My notes below:
s.22

Feel free to call if you wish to discuss or have further questions.

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Hosseinzadeh, Nick [<mailto:Nick.Hosseinzadeh@leg.bc.ca>]
Sent: Wednesday, November 1, 2017 12:03 PM
To: Yeung, Lucinda HLTH:EX
Subject: RE: Constituent Case File: s.22

From: Hosseinzadeh, Nick
Sent: October 31, 2017 1:46 PM
To: Yeung, Lucinda HLTH:EX <Lucinda.Yeung@gov.bc.ca>
Subject: Constituent Case File: s.22

Hev Lucinda,
s.22

Thanks!

Nick Hosseinzadeh | Constituency Assistant

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 5:46 PM
To: Hosseinzadeh, Nick LASS:EX
Subject: RE: Constituent Case File: s.22

Hi Nick,

I've submitted a request for s.22 to receive a phone call from Ministry of Health staff. Hopefully they are able to provide her with further information that will help assuage her stress during this difficult time.

Kind regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Hosseinzadeh, Nick
Sent: October 31, 2017 1:46 PM
To: Yeung, Lucinda HLTH:EX <Lucinda.Yeung@gov.bc.ca>
Subject: Constituent Case File: s.22

Hey Lucinda,
s.22

Thanks!

Nick Hosseinzadeh | Constituency Assistant
Jane Thornthwaite, MLA
North Vancouver – Seymour
#217-1233 Lynn Valley Road
North Vancouver, B.C.
P: 604.983.9852 | F: 604.983.9978
www.janethornthwaitemla.bc.ca

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: October 31, 2017 1:44 PM
To: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>
Subject: RicohScan

Jane Thornthwaite, MLA
North Vancouver – Seymour
#217-1233 Lynn Valley Road
North Vancouver, B.C.
P: 604.983.9852 | F: 604.983.9978
www.janethornthwaitemla.bc.ca

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]
Sent: October 31, 2017 1:44 PM
To: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>
Subject: RicohScan

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 2:16 PM
To: Burnham, Lindsey HLTH:EX
Subject: RE: Constituent^{s.22}

Hi Lindsey,

Can you see about doing a status update on this case?

Many thanks ☺

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Makarow, Kate [<mailto:Kate.Makarow@leg.bc.ca>]
Sent: Monday, October 16, 2017 3:03 PM
To: Yeung, Lucinda HLTH:EX
Subject: Constituent^{s.22}

Hi Lucinda,

s.22

Thanks,

Kate Makarow | Constituency Assistant | Lisa Beare, MLA Maple Ridge-Pitt Meadows
P: 604-465-9299 | 104-20130 Lougheed Highway, Maple Ridge, BC V2X 2P7

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 4:02 PM
To: Djonlic, Matt MAH:EX
Subject: VCH Mental Health Resources

Mental health & substance use housing

<http://www.vch.ca/your-care/mental-health-substance-use/mental-health-substance-use-housing>

Access and Assessment Centre for Community Mental Health Services

<http://www.vch.ca/your-care/mental-health-substance-use/vancouver-access-assessment-centre>

Lucinda Yeung

Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health

PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 5:43 PM
To: Djonlic, Matt MAH:EX
Subject: Update on pest and sanitary cases

Hi Matt,

I am told that both cases related to pest and sanitary issues on residential property fall within the purview of Municipal Affairs and Housing—however I did some cursory research in hopes of better understanding these cases:

1. The Standards of Maintenance bylaw is the mechanism that provides local government with the ability to meet the needs of tenants who live in unsafe and unhealthy accommodation due to poor building maintenance: http://www.housing.gov.bc.ca/pub/htmldocs/pub_guide.htm. As far as I can tell, it does not appear that the City of Abbotsford or Ashcroft have a specific Standards of Maintenance Bylaw.
2. As you already know, the Residential Tenancy Act has a provision regarding landlord obligations to repair and maintain the residential property in a manner that “complies with the health, safety and housing standards required by law.” A standards of maintenance bylaw can clearly deal with all living areas, but in some cases may not extend to the yard and buildings and parts of the building external to the actual living areas such as elevators, lobbies and hallways. In these cases local government can use the unsightly property provisions of the Municipal Act and sections of the Fire Services Act to deal with maintenance and safety issues on the property and the Health Act to deal with a range of sanitary and health issues related to the upkeep of the property.
3. The BC Building and Fire Codes This code establish minimum requirements for safety, health, accessibility, fire and structural protection of buildings and energy and water efficiency. I could not identify a readily available copy, but one strategy is to request the Legislative Librarians’ assistance in pulling out the relevant health-related provisions: <https://www2.gov.bc.ca/gov/content/industry/construction-industry/building-codes-standards/the-codes>

Perhaps you can get more clarity using the expertise within MMAH, and hope this is helpful in the process. Feel free to be in touch if you want to discuss further.

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 5:52 PM
To: Burnham, Lindsey HLTH:EX
Subject: RE: Plecas /s.22

Thank you, Lindsey! This is informative.

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Burnham, Lindsey HLTH:EX
Sent: Wednesday, November 1, 2017 4:45 PM
To: Yeung, Lucinda HLTH:EX
Subject: RE: Plecas /s.22

Hi Lucinda,

The program area has now confirmed that this should be redirected to Municipal Affairs and Housing.



From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, October 31, 2017 10:41 AM
To: Burnham, Lindsey HLTH:EX
Subject: FW: Plecas /s.22

Hi Lindsey,

Can we connect to discuss this case? The key information is in the body of the email from MLA Plecas' office, Amber Born.

Thanks a bundle,

Lucinda

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Yeung, Lucinda HLTH:EX
Sent: Monday, October 30, 2017 3:19 PM
To: Dycke, Kassandra HLTH:EX
Subject: FW: Plecas /s.22

Hi Kassandra,

Passing on this case from MLA Plecas' office. I did some cursory research this morning and include my findings below:

- I could not identify if the City of Abbotsford has a Public Health Bylaw, but the Good Neighbour Bylaw requires that *"Every owner of Residential Premises or Residential Property subject to a Tenancy Agreement shall: (a) maintain the physical condition and structural repair of the Residential Premises or Residential Property to the health, life safety and fire protection standards of the British Columbia Building Code and the City of Abbotsford Fire Prevention Bylaw"*
- This may possibly fall within the purview of Fraser Health's Health Protection Office:
<http://www.fraserhealth.ca/health-info/health-topics/pest-management/> and http://www.fraserhealth.ca/find-us/services/our-services?program_id=9443

Hope this is helpful!

Warm regards,

Lucinda Yeung

Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Born, Amber [<mailto:Amber.Born@leg.bc.ca>]

Sent: Friday, October 27, 2017 2:25 PM

To: Yeung, Lucinda HLTH:EX

Subject: Plecas s.22

Hi there,

Matt Djonlic in Minister Robinson's office suggested I contact you regarding a constituent concern. He thinks there may be some health code violation in regards to this case and though I should check with you s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 7:22 PM
To: 'Vanderheyden, Aletta'
Cc: 'Macdonald, Rod'
Subject: Urgent: Confirming information for constituent

Importance: High

Hi Aletta,

It is a pleasure to be connected and thank you for your prompt and caring attention to casework.

We discussed the value for the Minister's Office to have direct contact with Fraser Health staff, and to this purpose I write to you and Rod regarding an urgent case that been brought to our attention.

Rod, can we confirm ^{s.22}
from ^{s.2} to our office and noted that ^{s.22}
determines the amount of time we have to work with.

I reviewed the original incoming letter
I wish to confirm this important detail as it

With appreciation and warm regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | W: 250-953-3547 |^{s.22}

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 1, 2017 7:49 PM
To: Hill, Robert EMPR:EX
Subject: RE: Letter from s.22 re: Seniors At-Home Funding

Hi Rob,

Can you call me tomorrow to discuss this case?

Thank you,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Hill, Robert EMPR:EX
Sent: Monday, October 23, 2017 9:16 AM
To: Yeung, Lucinda HLTH:EX
Subject: Letter from s.22 re: Seniors At-Home Funding
Importance: High

Hi Lucinda,

Hope you are well.

As discussed, here is the letter that was given to me by s.22

Thanks

Robert Hill | Executive Assistant to the Honourable Michelle Mungall | Minister of Energy, Mines and Petroleum
Resources | C: 250-208-7363 | E: Robert.Hill@gov.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 10:10 AM
To: Talbot, Sarena MCF:EX; Brown, Edena MCF:EX
Cc: Gunn, Paula MCF:EX
Subject: RE: URGENT - constituent case
Attachments: Consent -s.22

Thank you so much Edena, Sarena, and Paula. This case was received at MLA Jinny Sims' office, the certificate of authority is attached.

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Talbot, Sarena MCF:EX
Sent: Thursday, November 2, 2017 8:59 AM
To: Brown, Edena MCF:EX; Yeung, Lucinda HLTH:EX
Cc: Gunn, Paula MCF:EX
Subject: RE: URGENT - constituent case

Hi Lucinda,

Thanks for bringing this to our attention. If you can send the consent form, then I will send your email and the form right away to Ministry staff and tell them a RUSH RESPONSE is required.

I'll keep an eye on my email.

Thanks,
Sarena

From: Brown, Edena MCF:EX
Sent: Wednesday, November 1, 2017 8:52 PM
To: Yeung, Lucinda HLTH:EX
Cc: Talbot, Sarena MCF:EX; Gunn, Paula MCF:EX
Subject: Re: URGENT - constituent case

Hello Lucinda,

Very sorry to hear about this case.

Do you have a consent form signed by s.22 ' We will need one to make enquiries about his case. If you can get it signed and scanned to me that would be helpful. Please send to all of us , Sarena and Paula as well,s.22
s.22 I will be limited in my ability to use my phone as I will be in and out of cell service.

Chat soon,
Edena

Sent from my iPhone

On Nov 1, 2017, at 7:47 PM, Yeung, Lucinda HLTH:EX <Lucinda.Yeung@gov.bc.ca> wrote:

Hi Edena,

I hope this finds you well. I write to enlist your help in an **urgent** case that I have been working on – in
s.22

s.22 I am working with the Ministry on this request, but **given the urgency of the timeline, can we work together to identify interim support through MCFD that will aid this constituent in this transition planning process?**

With utmost appreciation for your attention,

Lucinda

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 2:25 PM
To: Burnham, Lindsey HLTH:EX
Cc: Dycke, Kassandra HLTH:EX
Subject: FW: MLA John Martin constituent case Premium Assistance Appeal
Attachments: 20171102140546.pdf

Hi Lindsey,

Please find the COA and summary of the case attached ☺

Kassandra, I received a call from Hank of MLA John Martin's office this afternoon and am redirecting to you as per our process.

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Pilotte, Hank [<mailto:Hank.Pilotte@leg.bc.ca>]
Sent: Thursday, November 2, 2017 2:10 PM
To: Yeung, Lucinda HLTH:EX
Subject: Stella Moutafis

Hi Lucinda;

As per our phone discussion, I hope the attached CA provides an appropriate summary for your needs. If you require any further information, feel free to contact me.

Thanks



Hank Pilotte

Constituency Assistant to
MLA John Martin
Chilliwack
1-45953 Airport Road
Chilliwack, BC V2P 1A3
Phone: (604) 702-5214
Fax: (604) 702-5223
Toll Free Phone: 1-866-424-8350
Email : Hank.Pilotte@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 2:55 PM
To: Andrachuk, Andrea HLTH:EX
Subject: RE: Welcome - Andrea Andrachuk

Hello Andrea,

What a delight to be acquainted, albeit by email for now. I look forward to meeting you soon – I anticipate that I'll be relying on your knowledge and expertise in the future!

Warmest regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | W: 250-953-3547 | ^{s.22}

From: Will, Jordan HLTH:EX
Sent: Tuesday, October 31, 2017 12:14 PM
To: Singh, Jasmyrn HLTH:EX; van Baarsen, Amanda HLTH:EX; Dycke, Kassandra HLTH:EX; Yeung, Lucinda HLTH:EX; McCormick, Erika HLTH:EX; Giuliano, Angela HLTH:EX; Fullaway, Elijah HLTH:EX
Cc: Andrachuk, Andrea HLTH:EX; Burnham, Lindsey HLTH:EX; Stearn, Anne HLTH:EX; Fougere, Brianna HLTH:EX
Subject: Welcome - Andrea Andrachuk

Good afternoon,

I am very pleased to welcome back Andrea Andrachuk, ^{s.22}
here in the Deputy Minister's Office. Andrea will resume her role as the Manager, Executive Program Operations, providing a primary point of contact for your office, particularly in regard to the coordination of briefings and meetings.

Andrea brings a wealth of experience and is a pleasure to work with. We are very happy to welcome Andrea back and excited for the great things she will bring to our team. Her presence will certainly improve our operations. She is already working diligently to get up to speed, so please include Andrea on any emails you would send to me.

Andrea will join us on our trip down this afternoon to meet everyone and put faces to names. Please let us know if you have any questions.

Thank you!

JORDAN WILL
Director, Executive Operations
Office of the Deputy Minister
Ministry of Health

P: 250.952.1908 | Jordan.Will@gov.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 2:58 PM
To: Will, Jordan HLTH:EX
Cc: Andrachuk, Andrea HLTH:EX
Subject: FW: MLA John Martin constituent case Premium Assistance Appeal

Hi Jordan,

I hope this finds you well.^{s.22}

I am directing this case to you for follow up.

Please do not hesitate to reach out should any questions arise or should you wish to discuss this in more detail.

Thank you,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 2:25 PM
To: Burnham, Lindsey HLTH:EX
Cc: Dycke, Kassandra HLTH:EX
Subject: FW: MLA John Martin constituent case Premium Assistance Appeal

Hi Lindsey,

Please find the COA and summary of the case attached ☺

Kassandra, I received a call from Hank of MLA John Martin's office this afternoon and am redirecting to you as per our process.

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Pilotte, Hank [<mailto:Hank.Pilotte@leg.bc.ca>]
Sent: Thursday, November 2, 2017 2:10 PM
To: Yeung, Lucinda HLTH:EX
Subject: ^{s.22}

Hi Lucinda;

As per our phone discussion, I hope the attached CA provides an appropriate summary for your needs. If you require any further information, feel free to contact me.

Thanks

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 3:05 PM
To: Pilotte, Hank LASS:EX
Cc: Dycke, Kassandra HLTH:EX
Subject: RE: s.22

Hello Hank,

It was a pleasure to speak with you this afternoon and thank you for the succinct summary. As discussed in our conversation I am copying my colleague, Kassandra, as your point of contact for casework-related inquiries. She may also be reached at 250-953-3584. Please do not hesitate to be in touch should further questions arise, or should there be further information helpful to this case.

Kind regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | W: 250-953-3547 | s.22

From: Pilotte, Hank [<mailto:Hank.Pilotte@leg.bc.ca>]
Sent: Thursday, November 2, 2017 2:10 PM
To: Yeung, Lucinda HLTH:EX
Subject: s.22

Hi Lucinda;

As per our phone discussion, I hope the attached CA provides an appropriate summary for your needs. If you require any further information, feel free to contact me.

Thanks



Hank Pilotte

Constituency Assistant to
MLA John Martin
Chilliwack
1-45953 Airport Road
Chilliwack, BC V2P 1A3
Phone: (604) 702-5214
Fax: (604) 702-5223
Toll Free Phone: 1-866-424-8350
Email : Hank.Pilotte@leg.bc.ca



Hank Pilotte

Constituency Assistant to
MLA John Martin
Chilliwack
1-45953 Airport Road
Chilliwack, BC V2P 1A3
Phone: (604) 702-5214
Fax: (604) 702-5223
Toll Free Phone: 1-866-424-8350
Email : Hank.Pilotte@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 4:43 PM
To: Burnham, Lindsey HLTH:EX; Andrachuk, Andrea HLTH:EX
Cc: van Baarsen, Amanda HLTH:EX; Will, Jordan HLTH:EX
Subject: FW: MLA Peter Milobar Constituent Case - Request to waive MSP Wait Period
Attachments: Consent .s.22

Importance: High

Hi Andrea,

Your enthusiasm is infectious! I look forward to working with you as well.

Please find enclosed a case I received from MLA Peter Milobar's office. I spoke with Kirsty, the CA, and while the details is elucidated in her correspondence I provide here a summary of our conversation for the staff's reference:
s.22

Your input is welcomed, and I am available to discuss this further if helpful.

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Morris, Kirsty [<mailto:Kirsty.Morris@leg.bc.ca>]
Sent: Thursday, November 2, 2017 3:10 PM
To: Yeung, Lucinda HLTH:EX
Subject: Constituent .s.22
Importance: High

Hi Lucinda

Thank you for taking the time to speak to me today on the case regarding the constituent wishing to apply to have the wait period waived.

I have attached her consent form to this email.

Page 29

Withheld pursuant to/removed as

s.22

**Kirsty Morris**

Constituency Assistant
Peter Milobar, MLA
Kamloops – North Thompson
618B Tranquille Road
Kamloops, BC V2B 3H6
Office 250-554-5413 Toll Free 1-888-299-0805
Email kirsty.morris@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 4:49 PM
To: Andrachuk, Andrea HLTH:EX
Subject: RE: s.22

Andrea, what is your phone number?

As the constituent is inquiring about the status of the appeal, I am considering if it makes the most sense to respond with a phone call. Would love to hear your thoughts on this one.

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Andrachuk, Andrea HLTH:EX
Sent: Thursday, November 2, 2017 4:30 PM
To: Yeung, Lucinda HLTH:EX
Cc: Burnham, Lindsey HLTH:EX
Subject: RE: s.22

Thanks Lucinda,
I will send this through to the appropriate staff to look into. Would you like MLA bullets back?

Thanks,

Andrea Andrachuk | Manager, Executive Program Operations
Office of the Deputy Minister
Ministry of Health

|email: andrea.andrachuk@gov.bc.ca

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 4:26 PM
To: Andrachuk, Andrea HLTH:EX
Subject: FW: s.22

Of course! Here they are.

Warm regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Pilotte, Hank [<mailto:Hank.Pilotte@leg.bc.ca>]
Sent: Thursday, November 2, 2017 2:10 PM

To: Yeung, Lucinda HLTH:EX
Subject: s.22

Hi Lucinda;

As per our phone discussion, I hope the attached CA provides an appropriate summary for your needs. If you require any further information, feel free to contact me.

Thanks



Hank Pilotte

Constituency Assistant to
MLA John Martin
Chilliwack
1-45953 Airport Road
Chilliwack, BC V2P 1A3
Phone: (604) 702-5214
Fax: (604) 702-5223
Toll Free Phone: 1-866-424-8350
Email : Hank.Pilotte@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 4:50 PM
To: Fullaway, Elijah HLTH:EX
Subject: RE: Business Card Proof

Hi Elijah,

Can we wait until Erika returns for her input? I understand she is an expert 😊

Thank you,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Fullaway, Elijah HLTH:EX
Sent: Thursday, November 2, 2017 3:18 PM
To: Yeung, Lucinda HLTH:EX
Subject: Business Card Proof

Hi Lucinda,

Does the attached business card proof work for you?

Elijah Fullaway
Administrative Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 5:10 PM
To: McCormick, Erika HLTH:EX
Subject: RE: Quick question

Hi Erika,

Kirsty and I connected by phone this afternoon and I was able to provide assistance with this case.

Thank you!

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Morris, Kirsty [<mailto:Kirsty.Morris@leg.bc.ca>]
Sent: Thursday, November 2, 2017 1:49 PM
To: Yeung, Lucinda HLTH:EX
Subject: FW: Quick question
Importance: High



Kirsty Morris

Constituency Assistant
Peter Milobar, MLA
Kamloops – North Thompson
618B Tranquille Road
Kamloops, BC V2B 3H6
Office 250-554-5413 Toll Free 1-888-299-0805
Email kirsty.morris@leg.bc.ca

From: Morris, Kirsty
Sent: Thursday, November 2, 2017 1:28 PM
To: McCormick, Erika HLTH:EX <Erika.McCormick@gov.bc.ca>
Subject: Quick question
Importance: High

Hi Erika

Just tried to call Lucinda...but not getting an answer.....hoping you might be able to assist me.

Page 35

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 6:32 PM
To: van Baarsen, Amanda HLTH:EX
Subject: s.22
Attachments:

I have a couple of questions about this one, when you're available to discuss :)

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | [250-953-3547](tel:250-953-3547)

Begin forwarded message:

From: "Burnham, Lindsey HLTH:EX" <Lindsey.Burnham@gov.bc.ca>
Date: October 25, 2017 at 8:37:32 AM PDT
To: "Yeung, Lucinda HLTH:EX" <Lucinda.Yeung@gov.bc.ca>
Subject: FW: constituent s.22

Good morning Lucinda,

Hope you are having a good week so far.

I have been advised that this one will need to be redirected to Social Development & Poverty Reduction (SDPR). I will leave it to you to contact MLA Tegart's office – unless you would like me to ☺

Take care and talk soon!

Lindsey Burnham

Ministerial Liaison | Executive Operations |
Office of the Deputy Minister | Ministry of Health |
Lindsey.Burnham@gov.bc.ca | wk: 250-952-2690 |

From: HLTH Corporate Operations HLTH:EX
Sent: Tuesday, October 24, 2017 3:41 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: constituent s.22

Hi Lindsey:

Funding s.22 would most likely fall under Social Development & Poverty Reduction (SDPR).
Please advise MLA Tegart's Constit Office.

Danielle Desjardins

Corporate Operations
Ministry of Health
PO Box 9639 STN PROV GOVT

Page 37

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 2, 2017 6:46 PM
To: Tegart.MLA, Jackie LASS:EX
Cc: van Baarsen, Amanda HLTH:EX
Subject: Re: Medical in Clinton

Hi Lori,

Of course-it's a pleasure to be of assistance! As well, I am conving my colleague, Amanda, as your point of contact for casework-related inquiries. She is aware of^{s.22} ; and she may be reached at^{s.17}
s.17

Please do not hesitate to be in touch should further questions arise.

Warm regards,

Lucinda

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | W: 250-953-3547 | ^{s.22}

On Nov 2, 2017, at 6:31 PM, Tegart.MLA, Jackie <Jackie.Tegart.MLA@leg.bc.ca> wrote:

Hi Lucinda,

No I don't have one, but will get one. Thanks for the reminder!

Cheers,
Lori

From: Yeung, Lucinda HLTH:EX [<mailto:Lucinda.Yeung@gov.bc.ca>]
Sent: Thursday, November 2, 2017 5:40 PM
To: Tegart.MLA, Jackie <Jackie.Tegart.MLA@leg.bc.ca>
Cc: Pecora, Talea PSSG:EX <Talea.Pecora@gov.bc.ca>
Subject: RE: Medical in Clinton

Hello Lori,

Thank you for your email and I hope this finds you well. We can certainly submit an inquiry for this case. To begin, can you advise if there is a Certificate of Authority for^{s.22}

Thank you and kind regards,

Page 39

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Friday, November 3, 2017 4:08 PM
To: Burnham, Lindsey HLTH:EX
Subject: RE: Plecas s.22

Hi Lindsey,

I spoke with MLA Plecas', CA, Amber, this afternoon and provided further information about the Abbotsford Environmental Health Protection Office: http://www.fraserhealth.ca/find-us/services/our-services?program_id=9434 for future reference.

s.22

, the office can provide further information on how to protect their health. I understand that the Municipal Affairs and Housing have received this case.

Can you please update the log with this final bit of information?

Thank you so much,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Burnham, Lindsey HLTH:EX
Sent: Wednesday, November 1, 2017 4:45 PM
To: Yeung, Lucinda HLTH:EX
Subject: RE: Plecas / s.22

Hi Lucinda,

The program area has now confirmed that this should be redirected to Municipal Affairs and Housing.



From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, October 31, 2017 10:41 AM
To: Burnham, Lindsey HLTH:EX
Subject: FW: Plecas s.22

Hi Lindsey,

Can we connect to discuss this case? The key information is in the body of the email from MLA Plecas' office, Amber Born.

Thanks a bundle,

Lucinda

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health

From: Yeung, Lucinda HLTH:EX
Sent: Monday, October 30, 2017 3:19 PM
To: Dycke, Kassandra HLTH:EX
Subject: FW: Plecas / s.22

Hi Kassandra,

Passing on this case from MLA Plecas' office. I did some cursory research this morning and include my findings below:

- I could not identify if the City of Abbotsford has a Public Health Bylaw, but the Good Neighbour Bylaw requires that *"Every owner of Residential Premises or Residential Property subject to a Tenancy Agreement shall: (a) maintain the physical condition and structural repair of the Residential Premises or Residential Property to the health, life safety and fire protection standards of the British Columbia Building Code and the City of Abbotsford Fire Prevention Bylaw"*
- This may possibly fall within the purview of Fraser Health's Health Protection Office:
s.22

Hope this is helpful!

Warm regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Born, Amber [mailto:Amber.Born@leg.bc.ca]
Sent: Friday, October 27, 2017 2:25 PM
To: Yeung, Lucinda HLTH:EX
Subject: Plecas / s.22

Hi there,

Matt Djonlic in Minister Robinson's office suggested I contact you regarding a constituent concern. He thinks there may be some health code violation in regards to this case and though I should check with you.^{s.22}
s.22

2

s.22 Is there anything this ministry can assist with in a situation like this?

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, November 7, 2017 12:13 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: constit case - home care after surgery
Attachments: s.22 consent form.pdf

Hi Lindsey,

Please find below my notes from a conversation with the CA. As always, your input is welcomed and appreciated.

s.22

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Stannard, Mack [<mailto:Mack.Stannard@leg.bc.ca>]
Sent: Wednesday, November 1, 2017 2:41 PM
To: Yeung, Lucinda HLTH:EX
Subject: constit case - home care after surgery

Hi Lucinda,

I have another constituent with an issue related to health.
s.22

t

Page 43

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, November 7, 2017 3:19 PM
To: van Baarsen, Amanda HLTH:EX
Subject: RE: Constituent Inquiry - MSP and temporary resident status
Attachments: s.22

Hi Amanda,

I have been advised by CO staff that case has been resolved, s.22
s.22

Thanks!

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Yeung, Lucinda HLTH:EX
Sent: Monday, November 6, 2017 3:26 PM
To: van Baarsen, Amanda HLTH:EX
Subject: FW: Constituent Inquiry - MSP and temporary resident status

Hi Amanda,

This came from MLA Bains' office – I spoke with Amber and as far as I can tell, s.22
s.22

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | W: 250-953-3547 |

From: Bains.MLA, Harry [<mailto:Harry.Bains.MLA@leg.bc.ca>]
Sent: Monday, November 6, 2017 1:38 PM
To: Yeung, Lucinda HLTH:EX
Subject: Constituent Inquiry

Good afternoon Lucinda,

Please see attached consent for s.22
s.22

Can you please look into this case?

Please let me know if you need anything further.

Thanks,

Amber Armstrong

Constituency Assistant to Hon. Harry Bains, MLA, Surrey-Newton

#102-7380 King George Blvd., Surrey, BC, V3W 5A5

P: (604) 597- 8248| E: amber.armstrong@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, November 7, 2017 4:45 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: constit case - home care after surgery

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Stannard, Mack [<mailto:Mack.Stannard@leg.bc.ca>]
Sent: Tuesday, November 7, 2017 4:12 PM
To: Yeung, Lucinda HLTH:EX
Subject: Re: constit case - home care after surgery

Hi Lucinda,

Her number is ^{s.22}

Thanks so much for your help on this!

Mackenzie

From: Stannard, Mack
Sent: Wednesday, November 1, 2017 2:40 PM
To: Yeung, Lucinda HLTH:EX
Subject: constit case - home care after surgery

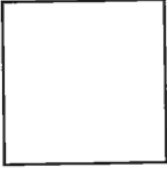
Hi Lucinda,

I have another constituent with an issue related to health. ^{s.22}
^{s.22}

Attached is a consent form

Thanks for all of your help!

Kindly,



Mackenzie Stannard

Constituency Assistant

Michael Lee, MLA

Vancouver-Langara

604-428-6383

Email Mack.Stannard@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, November 7, 2017 5:46 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: Rush Inquiry re: Surrey Fleetwood Constituent
Attachments: s.22 Consent Form.pdf

Hi Lindsey,

s.22 Another one for you ☺ I spoke with MLA Brar's CA this afternoon to clarify the constituent's request:

Thanks a bundle,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Bhandal, Ruby [mailto:Ruby.Bhandal@leg.bc.ca]
Sent: Friday, November 3, 2017 2:21 PM
To: Yeung, Lucinda HLTH:EX
Subject: Rush Inquiry re: Surrey Fleetwood Constituent

Good afternoon Lucinda,

I am contacting you on behalf of Surrey Fleetwood constituent^{s.22}
s.22

Please see her email below for the details with regards to her concerns.

As this matter is under the purview of the Ministry of Health, would you please respond^{s.22} with
a copy to our office?^{s.22}

Thanking you kindly,
Ruby

Ruby Bhandal | Constituency Assistant | Jagrup Brar, MLA Surrey Fleetwood

From: s.22

Sent: Tuesday, October 3, 2017 1:50 PM

To: Minister, HLTH L HLTH:EX <HLTH.Minister@gov.bc.ca>

Cc: Brar.MLA, Jagrup <Jagrup.Brar.MLA@leg.bc.ca>

Subject: Issues with Referral process with BCCH & Sunny Hill

Hello Honourable Adrian Dix,

s.22

Sincerely,

Page 50

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 8, 2017 2:24 PM
To: s.22
Subject: Consent for Ministry of Health inquiry

Good afternoon s.22

I hope this finds you well. I'm sorry to have missed you this afternoon—I must have been calling during your work.

I am writing to follow on the consent that will enable us to look into your case. I am advised that this means providing documents^{s.22}

s.22

s.22 Providing documentation of any one of the three will work. Feel free to be in touch if you wish to discuss this together.

Kind regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 9, 2017 10:22 AM
To: Burnham, Lindsey HLTH:EX
Subject: Fwd: Waive Wait Period Application Form
Attachments: Form (3).pdf; ATT00001.htm; Form (2).pdf; ATT00002.htm; Form (1).pdf; ATT00003.htm; Form.pdf; ATT00004.htm; Screenshot_2017-11-09-08-07-12.png; ATT00005.htm; Screenshot_2017-11-09-08-08-35.png; ATT00006.htm; Screenshot_2017-11-09-08-05-51.png; ATT00007.htm; Screenshot_2017-11-09-08-05-25.png; ATT00008.htm; Screenshot_2017-11-09-08-05-44.png; ATT00009.htm

Good morning Lindsey:

Please find attached supplementary documents that the constituents have provided in support of their application form.

Based on ^{s.22} it appears that MoH staff has already called them will look into their situation further. Can you confirm if that is the outcome of the conversation (if the phone log is pending); and follow up to ensure that the request for waiver is being put through?

Thank you so much,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

Begin forwarded message:

From: "Morris, Kirsty" <Kirsty.Morris@leg.bc.ca>
To: "Yeung, Lucinda HLTH:EX" <Lucinda.Yeung@gov.bc.ca>
Subject: FW: Waive Wait Period Application Form

Hi Lucinda

Please find below and attached additional information from ^{s.22} in relation to his application to waive the wait period.

Many thanks

Kirsty



Kirsty Morris
Constituency Assistant
Peter Milobar, MLA
Kamloops – North Thompson
618B Tranquille Road
Kamloops, BC V2B 3H6

Office 250-554-5413 Toll Free 1-888-299-0805
Email kirsty.morris@leg.bc.ca

From: s.22
Sent: Thursday, November 9, 2017 8:46 AM
To: Morris, Kirsty <Kirsty.Morris@leg.bc.ca>
Subject: Waive Wait Period Application Form

s.22

On Wednesday, 8 November 2017, Morris, Kirsty <Kirsty.Morris@leg.bc.ca> wrote:

s.22

I can confirm that the Ministry of Health are in receipt of the form that you completed last weel...they indicated to me today that someone from the Ministry would be connecting with you directly.

However, they have requested, that you supply some additional information.

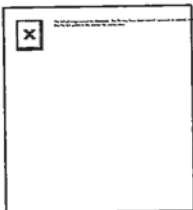
Namely,

- 1) Information in relation to page 1 of the application regarding monthly income – this section was left blank.
- 2) They require verification of any monthly income eg, paystubs, child tax benefits etc
- 3) Confirmation of all bank balances |
- 4) Verification of monthly household expenses.

These requirements are indicated on the first page of the application form that you completed and the Ministry will require this additional document to enable them to proceed with the review.

I look forward to hearing from you.

Kirsty



Kirsty Morris

Constituency Assistant
Peter Milobar, MLA
Kamloops – North Thompson
618B Tranquille Road
Kamloops, BC V2B 3H6

Office 250-554-5413 Toll Free 1-888-299-0805

Email kirsty.morris@leg.bc.ca

s.22
From: —
Sent: Friday, November 3, 2017 11:49 AM
To: Morris, Kirsty <Kirsty.Morris@leg.bc.ca>
Subject: Re: MLA Milobar's Office

perfect, thank you Kirsty. given the situation I hope they get to it today!

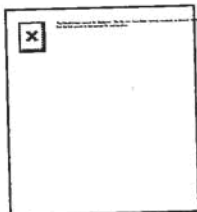
On Friday, 3 November 2017, Morris, Kirsty <Kirsty.Morris@leg.bc.ca> wrote:

Thank you ^{s.22} ...I will forward this to the Minister of Health's office.

I will be in touch as soon as I hear back from them.

Regards

Kirsty



Kirsty Morris

Constituency Assistant
Peter Milobar, MLA
Kamloops – North Thompson
618B Tranquille Road
Kamloops, BC V2B 3H6

Office 250-554-5413 Toll Free 1-888-299-0805

Email kirsty.morris@leg.bc.ca

s.22

From:

Sent: Thursday, November 2, 2017 3:50 PM

To: Morris, Kirsty <Kirsty.Morris@leg.bc.ca>

Subject: Re: MLA Milobar's Office

Below is an additional bit of information for review with the application to waive the wait period-

Dear Sir or Madam

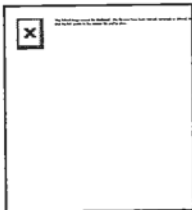
s.22

On Thu, Nov 2, 2017 at 3:07 PM, s.22

wrote:

s.22

On Thu, Nov 2, 2017 at 2:52 PM, Morris, Kirsty <Kirsty.Morris@leg.bc.ca> wrote:



Kirsty Morris

Constituency Assistant
Peter Milobar, MLA
Kamloops – North Thompson
618B Tranquille Road
Kamloops, BC V2B 3H6

Office 250-554-5413 Toll Free 1-888-299-0805

Email kirsty.morris@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 9, 2017 4:38 PM
To: Burnham, Lindsey HLTH:EX
Subject: Fwd: Request for assistance

Hi Lindsey,

I spoke with the CA today. As she describes below, the staff at the residential care facility advised s.22
s.22

- contact VCH or care facility to confirm whether medication will be reimbursed, as it was included in residential care fees
- find out if constituent is eligible for coverage under PharmaCare

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

Begin forwarded message:

From: "Gullickson, Sherrill LASS:EX" <Sherrill.Gullickson@leg.bc.ca>
Date: November 7, 2017 at 2:29:11 PM PST
To: "Yeung, Lucinda HLTH:EX" <Lucinda.Yeung@gov.bc.ca>
Subject: FW: Request for assistance

Hi Lucinda

Please see attached ROI .

s.22

s.22

Thank you for considering this request

Sincerely
Sherrill Gullickson
Constituency Assistant to Shane Simpson
604 775 2277

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 15, 2017 12:14 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: Constituent s.22
Attachments: s.22

Hi Lindsey,

Another piece of casework for the team. Can they verify and advise?

Warmly,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Armstrong, Amber [<mailto:Amber.Armstrong@leg.bc.ca>]
Sent: Wednesday, November 15, 2017 11:53 AM
To: Yeung, Lucinda HLTH:EX
Subject: Constituent s.22

Hi Lucinda,

I hope you are well!

I have another one for you. Please see attached consent form and letter^{s.22}
s.22

I called the MLA line but they were not able to help nor did they have access to the attached letter.

Thanks in advance,

Amber

Amber Armstrong

Constituency Assistant to Hon. Harry Bains, MLA, Surrey-Newton
#102-7380 King George Blvd., Surrey, BC, V3W 5A5
P: (604) 597- 8248 | E: amber.armstrong@leg.bc.ca

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 15, 2017 3:11 PM
To: Burnham, Lindsey HLTH:EX
Subject: FW: A fax has arrived from remote ID s.22

Hi Lindsey,

Please see below for a request for information from MLA Heyman's constituent. Are there any plans to introduce a care aide registry, legislation, and/or policy to protect vulnerable seniors from assault or mistreatment by care aides?

With thanks,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

From: Heyman.MLA, George [<mailto:George.Heyman.MLA@leg.bc.ca>]
Sent: Tuesday, November 7, 2017 12:39 PM
To: Yeung, Lucinda HLTH:EX
Subject: FW: A fax has arrived from remote ID s.22

Hi Lucinda,

Before the election a constituent spoke to us about setting up a care aide registry. According to them, MLA Robinson was going to raise the issue in the house but it never happened because of the election. Do you know if there are any plans right now to introduce this kind of legislation? Any information we can pass onto the constituent would be great.

Thanks,

Sean Phipps | Constituency Assistant | George Heyman, MLA Vancouver-Fairview
604-775-2453 | 642 West Broadway, Vancouver V5Z 1G1
<http://georgeheymanmla.ca/>

s.22

From:
Sent: Monday, November 6, 2017 10:05 PM
To: Heyman.MLA, George <George.Heyman.MLA@leg.bc.ca>
Subject: Fwd: A fax has arrived from remote ID s.22

To my MLA, George Heyman
Dear Mr Heyman

s.22

This is just to confirm that we have received your fax and I have now read it. I will share it with George when I see him next - please note that he is ^{s.22} for most of this month but when he returns I'll talk to him.

If it's okay I'd like to also pass your story on to our caucus spokespeople for Seniors and for Health, Selina Robinson and Judy Darcy respectively.

Thank you so much and we'll talk to you soon.

Warm regards,

Ashley Fehr | Constituency Assistant | George Heyman, MLA Vancouver-Fairview
642 W Broadway, Vancouver, BC, V5Z 1G1 | [604-775-2453](tel:604-775-2453)

CONFIDENTIALITY NOTICE: The above message contains confidential information intended for a specified

individual and purpose. The information is private and protected by law. Any copying or disclosure of this transmission by anyone other than the intended recipient is prohibited. If you are not the intended recipient, please notify the sender immediately and delete this message and any attachments from your system. Thank you.

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Thursday, November 16, 2017 10:32 AM
To: Robertson, Paige LASS:EX
Subject: RE: Constituent issue

Hello Paige,

I hope this finds you well. Yes, I had directed your constituent's inquiry to staff for review and expect that more information will be available shortly.

Please feel free to be in touch to follow up.

Warm regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 |^{s.22}

From: Robertson, Paige [<mailto:Paige.Robertson@leg.bc.ca>]
Sent: Thursday, November 16, 2017 10:17 AM
To: Yeung, Lucinda HLTH:EX
Cc: Ng, PoWah LASS:EX; Merrell, Trevor LASS:EX
Subject: Constituent issue

Lucinda-

I have located the information regarding MSP coverage for^{s.22}
^{s.22} Please provide the information regarding surgical waitlists for these types of surgery.

Paige Robertson

Lucinda,

Our constituent^{s.22}

Form" and have copied her concerns below.

Would you please provide our office with information regarding waitlists for this surgery, MSP coverage for this surgery and out-of-country coverage for this surgery.

Please let me know if more information is required.

^{s.22}

I have attached the signed "Authorization

Sincerely,
s.22



Paige Robertson
Constituency Assistant to
John Yap, MLA
Richmond-Steveston
P: 604-241-8452
F: 604-241-8493
Twitter: @john_yap
Facebook: johnyapsteveston

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Friday, November 17, 2017 11:02 AM
To: Schaap, Samantha LASS:EX
Subject: RE: Constituent Case, Johal/s.22
FW: help with licensing childcare space

Good morning Sam,

Pleasure to make your acquaintance, and certainly we can look into this for your constituent. To begin, can you provide ua Certificate of Authority, as well as the application number of the one in question?

Thank you,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | s.22

From: Schaap, Samantha [<mailto:Samantha.Schaap@leg.bc.ca>]
Sent: Friday, November 17, 2017 10:39 AM
To: Yeung, Lucinda HLTH:EX
Cc: Tsui, Regina Y LASS:EX
Subject: Constituent Case, Johal/s.22
FW: help with licensing childcare space

Good morning Lucinda,

This case has crossed my desk, and I'm not sure which branch of VCH to contact to help s.22 resolve the issue. Can you point me in the right direction?

Warmest Regards,



SAM SCHAAP
Constituency Assistant to
Jas Johal, MLA
Richmond-Queensborough
P: 778 792-7473
E: samantha.schaap@leg.bc.ca

From: s.22
Date: Wednesday, November 8, 2017 at 7:11 PM
To: "Johal.MLA, Jas" <Jas.Johal.MLA@leg.bc.ca>
Subject: help with licensing childcare space

Page 67

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Friday, November 17, 2017 11:08 AM
To: Schaap, Samantha LASS:EX
Subject: RE: Constituent Case, Johal^{s.22}
childcare space
FW: help with licensing

Terrific! I'm so glad to hear that it worked out for your constituent.

Warm regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | ^{s.22}

From: Schaap, Samantha [<mailto:Samantha.Schaap@leg.bc.ca>]
Sent: Friday, November 17, 2017 11:07 AM
To: Yeung, Lucinda HLTH:EX
Subject: Re: Constituent Case, Johal^{s.22}
FW: help with licensing childcare space

Hi Lucinda!

I just got a message from the constituent saying it was just resolved, so we're off the hook ☺

So nice to e-meet you,



SAM SCHAAP
Constituency Assistant to
Jas Johal, MLA
Richmond-Queensborough
P: 778 792-7473
E: samantha.schaap@leg.bc.ca

From: "Yeung, Lucinda HLTH:EX" <Lucinda.Yeung@gov.bc.ca>
Date: Friday, November 17, 2017 at 11:01 AM
To: Sam Schaap <Samantha.Schaap@leg.bc.ca>
Subject: RE: Constituent Case, Johal/^{s.22}
FW: help with licensing childcare space

Good morning^{s.22}

Pleasure to make your acquaintance, and certainly we can look into this for your constituent. To begin, can you provide ua Certificate of Authority, as well as the application number of the one in question?

Thank you,

Lucinda Yeung

Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | s.22

From: Schaap, Samantha [<mailto:Samantha.Schaap@leg.bc.ca>]

Sent: Friday, November 17, 2017 10:39 AM

To: Yeung, Lucinda HLTH:EX

Cc: Tsui, Regina Y LASS:EX

Subject: Constituent Case, Johal/ s.22

FW: help with licensing childcare space

Good morning Lucinda,

This case has crossed my desk, and I'm not sure which branch of VCH to contact to help s.22 resolve the issue. Can you point me in the right direction?

Warmest Regards,



SAM SCHAAP

Constituency Assistant to

Jas Johal, MLA

Richmond-Queensborough

P: 778 792-7473

E: samantha.schaap@leg.bc.ca

From: s.22

Date: Wednesday, November 8, 2017 at 7:11 PM

To: "Johal.MLA, Jas" <Jas.Johal.MLA@leg.bc.ca>

Subject: help with licensing childcare space

Hi Jas,

s.22

Page 70

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Monday, November 20, 2017 12:37 PM
To: Born, Amber LASS:EX
Subject: Influenza vaccine information

Hi Amber,

Please find below the links with more information that I hope will be useful to you and ^{s.22}

- <http://www.immunizebc.ca/diseases-vaccinations/influenza>
- <https://www.healthlinkbc.ca/healthlinkbc-files/inactivated-influenza-vaccine>

If ^{s.22} was provided a publicly funded vaccine, and was charged a fee, he may present this information to the pharmacist and seek reimbursement.

As always, please do not hesitate to be in touch if further questions arise.

Warm regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | ^{s.22}

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 22, 2017 7:26 PM
To: Burnham, Lindsey HLTH:EX
Subject: Fwd: RicohScan
Attachments: 20171122120522.pdf; ATT00001.htm

Hi Lindsey,

Please direct request.

Thank you!

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | 250-953-3547

Begin forwarded message:

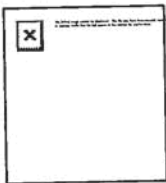
From: "Kendall, Kim" <Kim.Kendall@leg.bc.ca>
To: "Yeung, Lucinda HLTH:EX" <Lucinda.Yeung@gov.bc.ca>
Subject: FW: RicohScan

Dear Lucinda,

Would you kindly review the constituent correspondence attached and provide a direct response from the Ministry to our constituent in regards to this concern?

Our office would appreciate a copy of any further correspondence provided.

I appreciate your help and look forward to hearing from you, thanks!



Kim Kendall
Constituency Assistant
Rich Coleman, MLA
Langley East
Phone (604) 882-3151
Email Kim.Kendall@leg.bc.ca
#130 – 7888 200th Street, Langley, BC V2Y 3J4

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]
Sent: November 22, 2017 12:08 PM
To: Kendall, Kim <Kim.Kendall@leg.bc.ca>
Subject: RicohScan

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX on behalf of Minister, HLTH HLTH:EX
Sent: Tuesday, November 28, 2017 7:44 PM
To: Singh, Jasmyn HLTH:EX
Subject: FW: Chronic Pain Plan for the Province

FYI – re: Pain BC's meeting request CLIFF # 1098038

PainBC hosted summit February 2017, where MTL "pledged to 'lay the tracks' for [provincial pain strategy]" (Page 5); summary of his address can be found Page 8-9, s.22
s.22

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | s.22

From: s.22
Sent: Monday, November 20, 2017 9:51 AM
To: Minister, HLTH HLTH:EX
Subject: Chronic Pain Plan for the Province

HLTH MO to PCCP - jp

s.22

November 20, 2017

The Honorable Adrian Dix

Minister of Health

Dear Mr. Dix,

Did you know that **one in five** British Columbians, from children to seniors, live with chronic pain? Chronic pain (pain that lasts for more than 3 months after the expected time to heal from injury, surgery, or illness) is also one of the most significant causes of suffering and disability. s.22

Page 74 to/à Page 75

Withheld pursuant to/removed as

s.22

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 29, 2017 11:24 AM
To: McCormick, Erika HLTH:EX; HLTH FOI Operations HLTH:EX
Cc: van Baarsen, Amanda HLTH:EX
Subject: RE: Clarification Received: Call for Records HTH-2017-73658 - Due November 22
Attachments: Re: ^{s.22}
Categories: FOI

Hello Erika and Patty,

I did not receive this call, but it has since been brought to my attention. Please find attached my records that were responsive to this request.

Thank you!

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | ^{s.22}

From: van Baarsen, Amanda HLTH:EX
Sent: Monday, November 27, 2017 3:30 PM
To: Yeung, Lucinda HLTH:EX
Subject: FW: Clarification Received: Call for Records HTH-2017-73658 - Due November 22

From: HLTH FOI Operations HLTH:EX
Sent: Friday, November 10, 2017 10:44 AM
To: McCormick, Erika HLTH:EX
Cc: HLTH FOI Operations HLTH:EX
Subject: Clarification Received: Call for Records HTH-2017-73658 - Due November 22

Morning Erika,

Just so we are all on the same page, Corporate Operations had some clarification questions which were sent to IAO (and Marilyn responded). CO is currently pulling together records that they have.

Please note the clarification below when completing your search.

- 1) Correspondence received from NDP MLA and/or MLA office staff. *If it's from the Constituency Assistant alone (signed by them) it would not be responsive.*
- 2) If the original correspondence came in via email – they only want the email (not any attachments) and of course if the correspondence originally came in via mail/hard copy from the MLAs office, then that would be a responsive record as well.
- 3) All correspondence is to be included, doesn't matter what the topic/subject is.

I also just recvd another email from IAO, do you think this FOI request will generate a fee? Keep in mind the first 3 hours are free and we can't charge for that.

Hope all this makes sense! Patty

Patty Currie, FOI Operations
Ministry of Health, 250 952 3276

From: Vause, Marilyn FIN:EX
Sent: Friday, November 10, 2017 8:46 AM
To: HLTH FOI Operations HLTH:EX
Cc: Joyce, Sasha FIN:EX
Subject: RE: NEW FOI: Call for Records HTH-2017-73658 - Due November 22

Good Morning Patty,


Please see my response this time in green.

- 1) Most correspondence (letters/requests) comes in by email... does the applicant want all emails and the letters attached? Or just the letters/request?
Applicant is seeking letters and e-mail but the attachments are not to be included either. – quite often the email says “see attached letter” - do we include the email with attached letter OR are you talking about attachments with the letter ie consent forms etc. etc.
I confirmed with the applicant they are only wanting the e-mail. Not the attachment. So even if the e-mail just say..”please see attached” they are ok with that.
- 2) Correspondence includes ?? ie letters, mtg requests, information bullets... etc? what does the applicant mean by “correspondence” - anything and everything??
Letters and e-mails - however, everything comes in via email so do we include emails with a meeting request and emails with information bullets, etc
Yes please include meeting requests and e-mails with information bullets etc.

Any further questions let me know.

Thanks!

Marilyn Vause | FOI Analyst | Information Access Operations | Ministry of Citizens' Services
Ph: 250-356-1629 | **e:** marilyn.vause@gov.bc.ca | **m:** PO Box 9569, Stn Prov Gov, Victoria BC V8W 9K1

 **Please consider the environment before printing this e-mail**

From: HLTH FOI Operations HLTH:EX
Sent: Thursday, November 9, 2017 2:47 PM
To: Vause, Marilyn FIN:EX
Cc: FOI Health Education FIN:EX; HLTH FOI Operations HLTH:EX; Hartlen, Debra A HLTH:EX
Subject: RE: NEW FOI: Call for Records HTH-2017-73658 - Due November 22

Hi Marilyn
Some follow up questions... see below! Patty

Patty Currie, FOI Operations

From: Vause, Marilyn FIN:EX
Sent: Thursday, November 9, 2017 11:46 AM
To: HLTH FOI Operations HLTH:EX
Cc: Joyce, Sasha FIN:EX
Subject: RE: NEW FOI: Call for Records HTH-2017-73658 - Due November 22

Hi Patty,

Clarification noted in red. Let me know if there are any further questions.

- 1) Correspondence received from the 'MLA directly' or from the "MLA office"
It's correspondence both the MLA and MLA office staff. - perfect
- 2) Most correspondence (letters/requests) comes in by email... does the applicant want all emails and the letters attached? Or just the letters/request?
Applicant is seeking letters and e-mail but the attachments are not to be included either. - quite often the email says "see attached letter" - do we include the email with attached letter OR are you talking about attachments with the letter ie consent forms etc. etc.
- 3) Correspondence includes ?? ie letters, mtg requests, information bullets... etc? what does the applicant mean by "correspondence" - anything and everything??
Letters and e-mails - however, everything comes in via email so do we include emails with a meeting request and emails with information bullets, etc

Thanks,

Marilyn Vause | FOI Analyst | Information Access Operations | Ministry of Citizens' Services
Ph: 250-356-1629 | **e:** marilyn.vause@gov.bc.ca | **m:** PO Box 9569, Stn Prov Gov, Victoria BC V8W 9K1

 **Please consider the environment before printing this e-mail**

From: HLTH FOI Operations HLTH:EX
Sent: Wednesday, November 8, 2017 3:07 PM
To: FOI Health Education FIN:EX
Cc: HLTH FOI Operations HLTH:EX
Subject: RE: NEW FOI: Call for Records HTH-2017-73658 - Due November 22

Hi Sasha,

Corporate Operations staff are asking for clarification:

- 1) Correspondence received from the 'MLA directly' or from the "MLA office"
- 2) Most correspondence (letters/requests) comes in by email... does the applicant want all emails and the letters attached? Or just the letters/request?
- 3) Correspondence includes ?? ie letters, mtg requests, information bullets... etc? what does the applicant mean by "correspondence" - anything and everything??

Tks, Patty

Patty Currie, FOI Operations
Ministry of Health, 250 952 3276
HLTH.FOIOperations@gov.bc.ca

From: HLTH FOI Operations HLTH:EX
Sent: Wednesday, November 8, 2017 11:08 AM
To: McCormick, Erika HLTH:EX; HLTH Corporate Operations HLTH:EX
Cc: FOI Health Education FIN:EX; HLTH FOI Operations HLTH:EX
Subject: NEW FOI: Call for Records HTH-2017-73658 - Due November 22

Hi Erika, Kathy,

Please find attached the Call for Records for FOI request described below. Juliane Letawske is the IAO analyst.

Applicant type: Researcher

Request Details: Copies of all correspondence, excluding attachments, received by the Minister's Office from BC NDP MLA's, including cabinet Ministers/the Premier acting in their capacities as an NDP MLA.

Date Range for Record Search: From 07/18/2017 To 11/01/2017

Please provide Juliane at FOI.Health.Education@gov.bc.ca with one clean copy and one marked copy indicating specific harms recommendations – with a cc to the Health FOI Inbox HLTH.FOIOperations@gov.bc.ca.

Erika - completed CFR and records with harms are due to IAO by **November 22**

Kathy – records are due by **November 15**, so I can send out to appropriate staff for harms

Thanks, Patty
Patty Currie, FOI Operations
Ministry of Health, 250 952 3276
HLTH.FOIOperations@gov.bc.ca

From: Joyce, Sasha [<mailto:FOI.Health.Education@gov.bc.ca>]
Sent: Tuesday, November 7, 2017 11:07 AM
To: HLTH FOI Operations HLTH:EX
Subject: Call for Records HTH-2017-73658 Due November 22, 2017

Hello,

Please find attached a formal request made under the *Freedom of Information and Protection of Privacy Act* (FOIPPA). Your analyst for the attached request will be Marilyn Vause

Please send the records to FOI.Health.Education@gov.bc.ca by November 22, 2017.

You should be aware that FOIPPA obligates us to assist the applicant and to respond without delay, openly,

accurately, and completely. In the event that the ministry must defend the adequacy of its search to the Information and Privacy Commissioner at Inquiry, those involved in searching for records may be required to sign affidavits to prove that they have conducted an adequate search for relevant records.

Please do not hesitate to contact your analyst to discuss:

- whether the records may be routinely releasable;
- whether the information is being prepared for public release or is already publicly available;
- whether staff would be available to discuss the request with the applicant, if the applicant is agreeable;
- ways in which an applicant may want to narrow/focus their request to reduce potential fees; and/or
- any other questions or concerns relating to this request.

Thank you,

Sasha Joyce, FOI Analyst on behalf of Marilyn Vause
Health / Education Team
Information Access Operations

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 29, 2017 11:59 AM
To: Singh, Jasmyn HLTH:EX
Subject: RE: case from jordan sturdys office

Thank you, I left Sharon a message.

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | ^{s.22}

From: Singh, Jasmyn HLTH:EX
Sent: Wednesday, November 29, 2017 11:51 AM
To: Yeung, Lucinda HLTH:EX
Subject: case from jordan sturdys office

Sharon from MLA Sturdys office called, regarding a case involving a senior and the number of issues he/she can raise during a physicians visit.

604-922-1153

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 29, 2017 12:08 PM
To: Thompson, Sharon LASS:EX
Subject: My contact

Hi Sharon,

Pleased to make your acquaintance. I will make an inquiry with staff and look forward to providing you with an update.

Warmest regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | ^{s.22}

Yeung, Lucinda HLTH:EX

From: Yeung, Lucinda HLTH:EX
Sent: Wednesday, November 29, 2017 12:15 PM
To: Thompson, Sharon LASS:EX; Bentley, Nicola LASS:EX
Subject: FW: Health Ministry Resources

Hi Sharon and Nicola,

I hope this finds you well and look forward to working with you both. Please find below an email with general information that I hope will be useful to you – it was previously sent to MLA Sturdy's public inbox.

Kind regards,

Lucinda Yeung
Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | s.22

From: Yeung, Lucinda HLTH:EX
Sent: Tuesday, November 7, 2017 6:16 PM
Subject: Health Ministry Resources

Good morning Constituency Staff,

I write to introduce myself as your point of contact in the Health Minister's Office for casework-related inquiries. I am pleased to make your acquaintance, albeit by email for now.

Below I have provided a few resources that exist within the Ministry of Health for your information and use.

In situations where you may not be able to resolve a constituent's inquiry through use of the following resources, please get in touch and I will do my best to find out more information for your offices.

MSP, PHARMACARE, FAIRPHARMACARE

Health Insurance BC (HIBC) ^{s.17}

This unlisted number is provided to all MLA offices to allow a Constituency Assistants to get prompt answers to all questions related to MSP, Pharmacare, or FairPharmacare. This should assist you with queries related to:

- Eligibility
- Enrolment
- Premiums
- Premium Assistance
- Out of Country Requests
- Travel Assistance

**Please note we are currently looking into providing this number in a toll-free format for those offices outside of the 604 area*

PATIENT QUALITY CARE COMPLAINTS

Each health authority has a Patient Care Quality Office (PCQO) intended to receive and investigate care quality complaints. If a patient/family has contacted you prior to contacting the appropriate PCQO, please encourage them to do so:

Fraser Health (FHA)	1-877-880-8823	pcqoffice@fraserhealth.ca
Interior Health (IHA)	1-877-442-2001	patient.concerns@interiorhealth.ca
Northern Health (NHA)	1-877-677-7715	patientcarequalityoffice@northernhealth.ca
Pharmaceutical Society of Canada (PHSA)	1-888-875-3256	pcqo@phsa.ca
Vancouver Coastal Health (VCHA)	1-877-993-9199	pcqo@vch.ca
Vancouver Island Health (VIHA)	1-877-977-5797	patientcarequalityoffice@viha.ca

I hope this information is helpful for your work.

Kind regards,

Lucinda Yeung

Executive Assistant to the Honourable Minister Adrian Dix | Minister of Health
PO Box 9050 Stn Prov Gov, Victoria, BC, V8W 9E2 | s.22