

From: Blandford, Mark [PH] (mblandford@providencehealth.bc.ca)
To: Cook, Heather G HLTH:EX (Heather.G.Cook@gov.bc.ca)
Cc: XT:Scott, Janet HLTH:IN (jscott@providencehealth.bc.ca)
Subject: RE: s.22 concerns
Sent: 02/12/2022 00:16:12
Attachments: image001.png
Message Body:

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi Heather,

s.22

On this complaint: Our initial investigation revealed that the complainant hadn't notified the manager of s.22 concerns s.22
s.22 the complaint was quite concerning so our director for PCQO and Privacy, Janet Silver, is working on it and we will hopefully get to the bottom of it shortly.

s.22

Regardless Heather, we will make sure we copy you on the PCQO response when it's complete and ready.

Mark

Mark Blandford

Vice President, Seniors Care, Clinical & Operations

Mobile 236-668-2817

Phone 604 806-9448

Email mblandford@providencehealth.bc.ca

I acknowledge with humility that my place of work lies on the unceded traditional homelands of the Musqueam, Squamish, Komoks and Tsleil-Waututh Nations.

Providence Health Care | www.providencehealthcare.org

Providence Living | <http://prcc.providencehealthcare.org/>

Executive Assistant: Perminder Sihota | psihota@providencehealth.bc.ca

P Please think Green before printing this email

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From: Cook, Heather G HLTH:EX <Heather.G.Cook@gov.bc.ca>

Sent: Friday, February 11, 2022 10:07 AM

To: Blandford, Mark [PH] <mblandford@providencehealth.bc.ca>

Subject: re: s.22 concerns

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

Hello Mark,

I trust you and yours are well, s.22

s.22

And on to business...I've just received a copy of the concerns expressed by

s.22

experience at s.22

I understand

that PHC will be undertaking a review of s.22

concerns, and communicating with s.22

following the review. As Ministry is in receipt of s.22

concern, could you please share

the outcomes of the review and the actions PHC will be undertaking in response with me?

Many thanks! And wishing you a restful weekend!

Heather C

Heather Cook, RN, MScN

Director, Long-term Care and Assisted Living

Seniors Services Branch

Ministry of Health

Province of BC

778-698-9132

I acknowledge that my place of work is within the ancestral, traditional and unceded territory of the Qualicum First Nation, a Coast Salish People. Honouring all of the First Nations, Métis, and Inuit who have lived, travel and gathered on these lands for centuries.

From: Bedford, Sue HLTH:EX (Sue.Bedford@gov.bc.ca)

To: Williams, Courtney L HLTH:EX (Courtney.Williams@gov.bc.ca); Cook, Heather G HLTH:EX (Heather.G.Cook@gov.bc.ca)

Subject: RE: s.22

Sent: 02/11/2022 17:16:03

Message Body:

Thanks for the opportunity to review. s.13

s.13

Sue Bedford (she/her)

Director

Community Care Facility Licensing and Assisted Living Registry

Community Care Support Services

Health Services Division

Ministry of Health

Phone: 250.952.1442

Fax: 250.952.1282

Sue.bedford@gov.bc.ca

Acknowledging the ləkʷəŋən People of the Esquimalt and Songhees Nations, traditional keepers of this land.

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From: Williams, Courtney L HLTH:EX <Courtney.Williams@gov.bc.ca>

Sent: February 11, 2022 9:04 AM

To: Bedford, Sue HLTH:EX <Sue.Bedford@gov.bc.ca>; Cook, Heather G HLTH:EX <Heather.G.Cook@gov.bc.ca>

Subject: FW: s.22

Hello.

Flagging the complaint, and response from Providence below. Please also see attached PCR's proposed response. s.13
s.13

Thank you.

Courtney Williams (she/her)

Senior Project Management Analyst | Strategic Initiatives and Results Management

Hospital and Provincial Health Services | Ministry of Health

Courtney.Williams@gov.bc.ca | 778 974-6114

I acknowledge with gratitude that I live, work, and learn on the traditional territory of the WSÁNEĆ and Lekwungen-speaking peoples.

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From: Dalton, Fiona [PH] <fdalton@providencehealth.bc.ca>

Sent: January 4, 2022 8:14 AM

To: s.22

; Seniors Advocate HLTH:EX

<info@seniorsadvocatebc.ca>; VCH COMMUNITY CARE FACILITIES LICENSING <communitycare.licensing@vch.ca>;

Minister, HLTH HLTH:EX <HLTH.Minister@gov.bc.ca>; Blandford, Mark [PH] <mblandford@providencehealth.bc.ca>;

Office of the CEO [PH] <officeofthceo@providencehealth.bc.ca>; PHC Patient Care Quality Office

<phcpcqo@providencehealth.bc.ca>; Ciarniello, Camille [PH] <CCiarniello@providencehealth.bc.ca>; Silver, Janet

[PH] [Patient Relations] <JSilver@providencehealth.bc.ca>

Cc: Kelly, Erin [PH] <ekelly@providencehealth.bc.ca>; Hung, Winnie [PH] <whung@providencehealth.bc.ca>;

Bouchard, Bruce [PH] <bbouchard@providencehealth.bc.ca>

Subject: RE: s.22

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HLTH MO fyi to HSD – CV – Upload as 2nd Incoming to Assign log once created (original incoming received Mon 2022-01-03 10:37 AM)

Dear s.22

Thank you for your email and I am so sorry that you had such a poor experience s.22

s.22 I am accountable for the care across Providence facilities and I take this very seriously. I will ensure that a full investigation is done into the issues that you raise and we will respond to you properly as soon as we can.

With best wishes and thank you for taking the time to contact me,

Fiona

Fiona Dalton
President & CEO
Providence Health Care

fdalton@providencehealth.bc.ca

604.806.8020

Executive Assistant: Colleen Narang

officeofthceo@providencehealth.bc.ca

604.806.8020

c/o St. Paul's Hospital | 1081 Burrard Street | Vancouver, BC | V6Z 1Y6

I acknowledge with gratitude that I live and work on the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətał (Tsleil-Waututh) Nations.

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From: s.22

Sent: Monday, January 03, 2022 10:37 AM

To: info@seniorsadvocatebc.ca; VCH COMMUNITY CARE FACILITIES LICENSING <communitycare.licensing@vch.ca>;

HLTH.Minister@gov.bc.ca; Blandford, Mark [PH] <mblandford@providencehealth.bc.ca>; Office of the CEO [PH]

<officeofthceo@providencehealth.bc.ca>; PHC Patient Care Quality Office <phcpcqo@providencehealth.bc.ca>

Cc: Kelly, Erin [PH] <ekelly@providencehealth.bc.ca>; Hung, Winnie [PH] <whung@providencehealth.bc.ca>;

Bouchard, Bruce [PH] <bbouchard@providencehealth.bc.ca>

Subject: s.22

To Whom It May Concern,

I debated whether to write this e-mail but finally decided that I have a moral obligation to express my deep-rooted concerns regarding s.22 I also feel that many families don't realize how bad things are at s.22 and have accepted the status quo and, now, the excuses that COVID has given everyone.

s.22 during the COVID crisis which continues today. I was unable to enter the building and see the room and situation that s.22 had been placed in for over a year. I believed that s.22 was well taken care of and that s.22 was living in a reasonable place, but I was sadly mistaken. When I did finally get the chance to enter the building and go to s.22 room, it was horrible. s.22

s.22

s.22 To say I was upset would be an understatement. I took photos ready to go to the news, but in the end, only made a verbal complaint to the Site Administrator and Clinical Nurse Leader.

I witnessed many situations and interactions between staff and residents at s.22 that I would really care to forget. When I would raise any issues or question things I would always get the same answers: "Please give us another chance. Everyone is tired because of COVID. I am just trying to get through my shift. I don't normally work here. I am not looking after s.22 today. We are trying to change things. We will discuss it at our next meeting. We will put a sign-up." I realize that COVID has had a huge effect on everyone, but as COVID drags on it has become yet another excuse for bad care. I could go on about the care model and resulting lack of coordinated communication and care, but the bottom line is nobody takes any responsibility for anything and the residents clearly suffer. The site administration is completely out of touch and s.22 just bounces from one crisis to the next continuing to provide sub-standard and often unsafe and undignified care in a sub-standard facility.

I have had experience with long-term care facilities, both in the private and public systems, and there is no excuse for what is happening at s.22

s.22

s.22 We should all be ashamed that our loved ones and family members might be in facilities like s.22 when other facilities like s.22 are able to provide such superior care in such a superior facility.

Our family has always been supportive of our "public health care system" and I want to remain positive and supportive as much as possible. I also hope that something positive can come from s.22 experience at s.22. I feel a sense of guilt that s.22 is now in a better place so that is partly why I am writing this - for the residents that have no voice or advocates. COVID has highlighted serious issues in long-term care in this country that we can't ignore any longer. Serious efforts need to be made to change the current situation at s.22. A complete re-thinking of the care model and physical infrastructure is needed now s.22

s.22

Yours sincerely,

s.22

From: HLTH Health Issues HLTH:EX (HealthIssues@gov.bc.ca)
To: Fisher, Kiersten D HLTH:EX (Kiersten.Fisher@gov.bc.ca); Cook, Heather G HLTH:EX (Heather.G.Cook@gov.bc.ca); Prpich, Danielle HLTH:EX (Danielle.Prpich@gov.bc.ca); Bedford, Sue HLTH:EX (Sue.Bedford@gov.bc.ca)
Cc: Williams, Courtney L HLTH:EX (Courtney.Williams@gov.bc.ca); Barbero, Rachel HLTH:EX (Rachel.Barbero@gov.bc.ca); Will, Meghan HOUS:EX (Meghan.Will@gov.bc.ca); HLTH Health Issues HLTH:EX (HealthIssues@gov.bc.ca); Heinze, Laura R HLTH:EX (Laura.Heinze@gov.bc.ca); Law, Kelvin HLTH:EX (Kelvin.Law@gov.bc.ca)
Subject: FYI: IN re:s.22
Sent: 03/01/2022 18:12:09
Attachments:s.22 IN_s.22 docx
Message Body:

Good morning,

Please see the attached IN from VCH re: a care aide at ^{s.22} in North Vancouver,
s.22

Please let us know if any questions / comments.

Thank you,

Amy

Amy Clucas

A/ Risk and Issues Analyst| Corporate Issues and Client Relations Branch

Ministry of Health

Phone 778-698-3013

CONFIDENTIAL ISSUES NOTE

Last updated: February 23, 2022



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From: Williams, Courtney L HLTH:EX (Courtney.Williams@gov.bc.ca)
To: Bedford, Sue HLTH:EX (Sue.Bedford@gov.bc.ca); Cook, Heather G HLTH:EX (Heather.G.Cook@gov.bc.ca)
Subject: FW: s.22
Sent: 02/11/2022 17:04:03
Attachments: s.22 Providence^{s.22} PCQO (PCR DRAFT).docx
Message Body:

Hello.

Flagging the complaint, and response from Providence below. Please also see attached PCR's proposed response. Let me know if you feel their response is adequate, or feel any additional information should be provided.^{s.13}

Thank you.

Courtney Williams (she/her)

Senior Project Management Analyst | Strategic Initiatives and Results Management
Hospital and Provincial Health Services | Ministry of Health

Courtney.Williams@gov.bc.ca | 778 974-6114

I acknowledge with gratitude that I live, work, and learn on the traditional territory of the WSÁNEĆ and Lekwungen-speaking peoples.

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From: Dalton, Fiona [PH] <fdalton@providencehealth.bc.ca>
Sent: January 4, 2022 8:14 AM
To: s.22 Seniors Advocate
HLTH:EX <info@seniorsadvocatebc.ca>; VCH COMMUNITY CARE FACILITIES LICENSING <communitycare.licensing@vch.ca>; Minister, HLTH HLTH:EX <HLTH.Minister@gov.bc.ca>; Blandford, Mark [PH] <mblandford@providencehealth.bc.ca>; Office of the CEO [PH]

<officeoftheceo@providencehealth.bc.ca>; PHC Patient Care Quality Office
<phcpcqo@providencehealth.bc.ca>; Ciarniello, Camille [PH]
<CCiarniello@providencehealth.bc.ca>; Silver, Janet [PH] [Patient Relations]
<JSilver@providencehealth.bc.ca>
Cc: Kelly, Erin [PH] <ekelly@providencehealth.bc.ca>; Hung, Winnie [PH]
<whung@providencehealth.bc.ca>; Bouchard, Bruce [PH]
<bbouchard@providencehealth.bc.ca>
Subject: RE: s.22

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HLTH MO fyi to HSD – CV – Upload as 2nd Incoming to Assign log once created
(original incoming received Mon 2022-01-03 10:37 AM)

Dear ^{s.22}

Thank you for your email and I am so sorry that you had such a poor experience of
^{s.22} at ^{s.22} I am accountable for the care across
Providence facilities and I take this very seriously. I will ensure that a full investigation
is done into the issues that you raise and we will respond to you properly as soon as
we can.

With best wishes and thank you for taking the time to contact me,

Fiona

Fiona Dalton

President & CEO

Providence Health Care

fdalton@providencehealth.bc.ca

604.806.8020

Executive Assistant: Colleen Narang

officeofthceo@providencehealth.bc.ca

604.806.8020

c/o St. Paul's Hospital | 1081 Burrard Street | Vancouver, BC | V6Z 1Y6

I acknowledge with gratitude that I live and work on the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətał (Tsleil-Waututh) Nations.

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From: ^{s.22}

Sent: Monday, January 03, 2022 10:37 AM

To: info@seniorsadvocatebc.ca; VCH COMMUNITY CARE FACILITIES LICENSING <communitycare.licensing@vch.ca>; HLTH.Minister@gov.bc.ca; Blandford, Mark [PH] <mblandford@providencehealth.bc.ca>; Office of the CEO [PH] <officeofthceo@providencehealth.bc.ca>; PHC Patient Care Quality Office <phcpcqo@providencehealth.bc.ca>

Cc: Kelly, Erin [PH] <ekelly@providencehealth.bc.ca>; Hung, Winnie [PH] <whung@providencehealth.bc.ca>; Bouchard, Bruce [PH] <bbouchard@providencehealth.bc.ca>

Subject: ^{s.22}

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To Whom It May Concern,

I debated whether to write this e-mail but finally decided that I have a moral obligation to express my deep-rooted concerns regarding ^{s.22} I also feel that many families don't realize how bad things are at ^{s.22} and have accepted the status quo and, now, the excuses that COVID has given everyone.

Yours sincerely,

s.22

EMAIL RESPONSE

s.22

s.22

Thank you for your email of January 3, 2022, regarding ^{s.22} experience at ^{s.22}. I am responding on behalf of the Honourable Adrian Dix, Minister of Health. I apologize for the delay in communication.

I appreciate the time you have taken to share your concerns with the Ministry of Health (the Ministry). Please be assured that both the Ministry and the health authorities are committed to achieving a healthcare system that is culturally safe, appropriate, and patient centered for all who access care in British Columbia.

I was pleased to read that you have reached out to Providence Health Care and can confirm this is the correct avenue to pursue. I would like to encourage you to continue to work with Fiona Dalton going forward. Compliments, complaints, and feedback are welcome through Providence Health's website: <https://www.providencehealthcare.org/compliments-or-complaints>.

In the event that Providence Health Care's response does not resolve your concerns, you may then wish to request a review by the Patient Care Quality Review Board (PCQRB). The PCQRB is an independent body tasked to review and report on patient care complaints. They are under the purview of the Ministry of Health. To request a review of your complaint by the PCQRB you may visit their website: <http://www.patientcarequalityreviewboard.ca>.

Thank you again for sharing your experience. Please be assured we are committed to working toward achieving a sustainable health care system that best supports the needs of all British Columbians and look forward to making progress, and providing better, faster access to the everyday health care people need. I appreciate the opportunity to respond and hope you find this information helpful.

Sincerely,

Noah Treacher
Director

From: Silver, Janet [PH] [Patient Relations] (JSilver@providencehealth.bc.ca)
To: Cook, Heather G HLTH:EX (Heather.G.Cook@gov.bc.ca)
Subject: Response letter from PHC pcqo - complaint about^{s.22}
Sent: 03/01/2022 21:15:02
Attachments: Letter for^{s.22} .pdf
Message Body:

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Good Afternoon

Mark Blandford asked that I send you a copy of this letter.

I sent it to ^{s.22} earlier today as an attachment to an email, as ^{s.2}₂ requested.

Please be in contact with me if you have any questions or require further information.

Best regards

Janet Silver | Director
Patient Care Quality Office | Providence Health Care
604 806-8284

This email may be privileged or confidential. Any use of this email by an unintended recipient is prohibited. If you received this email in error, please contact me immediately.

March 1 2022

Dear s.22

I am writing in response to the email you sent me and the concerns and complaints you had about the care s.22 received and the physical environment at our long term care facility, s.22 s.22

In your email you explained that due to COVID you had not been able to visit with s.22 for some time and that when you went there for the first time, you were upset by how s.22 room looked and the presence of mouse droppings in the vicinity of s.22 bed.

You informed that you brought your concerns to the attention of the site administrator and the clinical nurse leader, but didn't receive an adequate response. You had subsequent conversations with other staff on s.22 floor, but thought that their responses were dismissive and that the stressors associated with COVID were offered as an excuse.

I sent your email forward to the Vice President of the organization's Seniors Care program who asked the resident care manager to review your concerns. s.22 s.22

s.22

s.22

s.22

It was thought at the time that you were satisfied with how your concerns were addressed.

We agree that the mouse situation is concerning and many ongoing efforts are made to combat it. A regular routine of rodent reduction is part of our overall response. Staff report new sightings and problems in a logbook that is checked by the contracted company that goes to the site two times per week to complete an inspection and make required repairs. Additionally, the issue is discussed at staff meetings and staff are continually asked to be vigilant and ensure that all food is either thrown out or properly stored in plastic containers provided by the facility, as well as to remove clutter and garbage that might attract rodents.

Notwithstanding our best efforts to control this problem, it continues, and I am asked by the Vice President for Seniors Care to express our sincere apologies to you for the distress caused when you saw mouse droppings in the vicinity of s.22 living space.

We were sorry to learn that when you raised your concerns with staff you felt that they were not adequately addressed nor taken seriously. While it is true that COVID did have implications for how health care staff fared, we always wanted to provide high quality care for our patients and residents. We recognize that feedback is important and were taken aback to learn that you felt staff were not receptive and were dismissive and not helpful to you. We would always expect that concerns such as these be addressed respectfully and diligently by any member of our care team. We are disappointed to hear that this did not apparently occur in this case.

We agree with you that the physical environment is important to maintain. Some projects that needed to be postponed are now underway, s.22

s.22

Thank you for bringing your concerns forward to the CEO and the Long Term Care program. Your feedback has been taken seriously in doubling our environmental safety efforts and also in reminding our staff that regardless of how fatigued and strained they may be feeling, respectfully addressing the concerns of residents and families is our primary duty.

Please be back in contact with me as you wish.

Sincerely

Janet Silver | Director | Patient Care Quality Office | Providence Health Care

We hope this addresses your concern and that you are satisfied with our response. If you are not satisfied with this response and wish an independent review you have the option to contact:
Patient Care Quality Review Board | PO Box 9643 Victoria, BC V8W 9P1 | Tel: 1-866-952-2448 | Fax: 250-952-2428 |

Email: contact@patientcarequalityreviewboard.ca | Web: www.patientcarequalityreviewboard.ca

From: HLTH Health Issues HLTH:EX (HealthIssues@gov.bc.ca)
To: Cook, Heather G HLTH:EX (Heather.G.Cook@gov.bc.ca); Fisher, Kiersten D HLTH:EX (Kiersten.Fisher@gov.bc.ca); Bedford, Sue HLTH:EX (Sue.Bedford@gov.bc.ca)
Cc: Williams, Courtney L HLTH:EX (Courtney.Williams@gov.bc.ca); Will, Meghan HLTH:EX (Meghan.Will@gov.bc.ca); Barbero, Rachel HLTH:EX (Rachel.Barbero@gov.bc.ca); Smith, Leah M HLTH:EX (Leah.Smith@gov.bc.ca); Butler, Janice HLTH:EX (Janice.Butler@gov.bc.ca); HLTH Health Issues HLTH:EX (HealthIssues@gov.bc.ca); Heinze, Laura R HLTH:EX (Laura.Heinze@gov.bc.ca)
Subject: FYI: IN -- Emergency Transfer of Client s.22
Sent: 02/17/2022 23:04:58
Attachments: 16 02 22 IN_Emergency^{s.22} Client Transfer^{s.22}.pdf

Message Body:

Hi,

Sharing the attached IN as an FYI. On Feb. 16, 2022, a resident^{s.22} will be transferred on an emergency basis^{s.22} to ensure adequate care is available. The client's family has filed formal complaints against^{s.22} nurses^{s.22}, who cannot provide care to the client while these complaints are being investigated, which renders^{s.22} unable to meet the patient's care needs.

Thank you,
Amy

Amy Clucas
A/ Risk and Issues Analyst| Corporate Issues and Client Relations Branch
Ministry of Health
Phone 778-698-3013

CONFIDENTIAL ISSUES NOTE

Latest Update: February 16, 2022

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Telephone Response Log

Cliff: s.22

Date / Time of Call: December 16, 2021 @ 1:55pm

Name & Number of Person Contacted: s.22

ISSUE: Potential elder abuse at care home.

BACKGROUND INFORMATION: Client left a voicemail with Patient and Client Relations (PCR) on November 19, 2021, with concerns regarding alleged abuse received at s.22 in Vancouver.

RESEARCH INFORMATION:

Seniors Abuse and Information Line (SAIL)

The Seniors Abuse and Information Line (SAIL) is a safe, confidential place for older adults and those who care about them to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention.

- Toll-free: 1-866-437-1940 or 604-437-1940 in the Lower Mainland.
- Available 8:00 am – 8:00 pm daily (excluding holidays).
- Website: Seniors Abuse and Information Line

Assisted Living Registrar

If you believe someone is being abused or neglected in an assisted living facility, contact the Assisted Living Registrar (ALR). The ALR investigates complaints about the health and safety of assisted living residents.

- Call toll-free at 1 866 714-3378 or 250 952-1369 in Victoria.
- Fax: 250-952-1119

DETAILS OF CONVERSATION:

- Staff introduced themselves as a Patient and Client Relations Officer with the Ministry of Health/Mental Health and Addictions.
- Staff confirmed client's concerns addressed in the background information.
- Client informed staff that the alleged abuse is still ongoing.
- Staff discussed and provided client with the resources located in the research information above.
- Client appreciated the information and the call ended amicably.

Follow up correspondence requested by complainant: No



Name of staff member who contacted the individual: Gordon Marshall

Telephone: 250 952-2197

Date: December 16, 2021

Additional review required: NO