From: Tombs, Brenda SDPR:EX
To: Jones, Cate LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Bus Pass case

Date: Tuesday, January 16, 2018 11:14:11 AM

Hi Cate. Please see the response below from ministry staff. Let me know if you have any more questions, ok?

Brenda

Client: \$.22

Seniors Bus Pass Case \$.22

s.22

From: "Jones, Cate LASS:EX" < Cate.Jones@leg.bc.ca>

Date: January 11, 2018 at 12:00:54 PM PST

To: "Tombs, Brenda SDPR:EX" < Brenda.Tombs@gov.bc.ca>

Subject: Bus Pass case

Hello Brenda,

Please find attached the Consent to Release of Personal Information form for s.22 s.22

Cate Jones | Constituency Assistant | Janet Routledge, MLA Burnaby North P: 604-775-0778 | F: 604-775-0833 | 1833 Willingdon Ave. Burnaby, BC V5C 5R3

From:s.17

Sent: Thursday, January 11, 2018 11:57 AM **To:** Jones, Cate < <u>Cate.Jones@leg.bc.ca</u>>

Subject: RicohScan

From: Tombs, Brenda SDPR:EX

To: Jones, Cate LASS:EX

Cc: Tombs, Brenda SDPR:EX

Subject: FW: Casework assistance please

Date: Tuesday, January 23, 2018 10:01:54 AM

Hi Cate. Further details from ministry staff below. It looks like you have this one handled already. Let me know if you have any more questions, ok?

Brenda

s.22

From: Jones, Cate [mailto:Cate.Jones@leg.bc.ca] Sent: Monday, January 15, 2018 3:59 PM

To: Tombs, Brenda SDPR:EX

Subject: Casework assistance please

Hello, I need your assistance with this case please.

s.22

Thank you for looking into this.

Cate Jones | Constituency Assistant | Janet Routledge, MLA Burnaby North P: 604-775-0778 | F: 604-775-0833 | 1833 Willingdon Ave. Burnaby, BC V5C 5R3

From: s.17

Sent: Monday, January 15, 2018 3:53 PM **To:** Jones, Cate < <u>Cate.Jones@leg.bc.ca</u>>

Subject: RicohScan

From: Tombs, Brenda SDPR:EX
To: Sims.MLA, Jinny LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent Case

Date: Tuesday, January 23, 2018 10:21:52 AM

Attachments: <u>image001.png</u>

Hi Preet. The reply from ministry staff is below. Let me know if you have any more questions, ok?

Brenda

RE: Case \$.22 Client: \$.22 s.22 From: Sims.MLA, Jinny [mailto:Jinny.Sims.MLA@leg.bc.ca]

Sent: Friday, January 19, 2018 1:20 PM

To: Tombs, Brenda SDPR:EX Subject: RE: Constituent Case

Hi Brenda.

I'm sorry about the confusion. I've attached the form above.

Best,

Preet Sangha

| Constituency Assistant for Hon.Jinny Sims, MLA for Surrey-Panorama| |#204 14360 64th Ave Surrey, V3W 1Z1| |**Ph**:778-593-2262|**E**: Preet.Sanaha@lea.bc.ca



From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]

Sent: Wednesday, January 17, 2018 4:20 PM **To:** Sims.MLA, Jinny < <u>Jinny.Sims.MLA@leg.bc.ca</u>>

Subject: RE: Constituent Case

Hi Preet. We don't need the constituent to sign a form, we need you to sign one. I've attached it for you. Please fill it out and send it back to me. Thanks.

Brenda

From: Sims.MLA, Jinny [mailto:Jinny.Sims.MLA@leg.bc.ca]

Sent: Wednesday, January 17, 2018 4:02 PM

To: Tombs, Brenda SDPR:EX Subject: RE: Constituent Case

Hello Brenda,

I had sent him a consent form to sign but he is unable to due to his deteriorating health. He has sent me written consent which I've pasted below.

s.22

Preet Sangha

| Constituency Assistant for Hon.Jinny Sims, MLA for Surrey-Panorama | #204 14360 64th Ave Surrey, V3W 1Z1 | Ph:778-593-2262 |



From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]

Sent: Wednesday, January 17, 2018 3:23 PM

To: Ducker, Jayne SDPR:EX < <u>Jayne.Ducker@gov.bc.ca</u>>; Sims.MLA, Jinny

<<u>Jinny.Sims.MLA@leg.bc.ca</u>>

Subject: RE: Constituent Case

Hi Preet,

I'd be happy to help you with this case. Could you send me a signed Certificate of Authority first? And what specifically is his issue? Once I have that information then I can follow up with ministry staff. Thanks.

Brenda

Brenda Tombs

Executive Assistant
Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
C: 250.361.8147

From: Ducker, Jayne SDPR:EX

Sent: Wednesday, January 17, 2018 3:18 PM

To: Sims.MLA, Jinny LASS:EX Cc: Tombs, Brenda SDPR:EX Subject: RE: Constituent Case

Hi Preet,

Thanks for your email. Our wonderful Executive Assistant, Brenda Tombs, handles casework related questions. I have copied her on this message as she is the best person to help you and your constituent.

Cheers,

Jayne

Jayne Ducker, Ministerial Assistant
Honourable Shane Simpson - Minister of Social Development & Poverty Reduction
m. 250-886-4585 w. 250-387-1499 e. <u>jayne.ducker@gov.bc.ca</u>

From: Sims.MLA, Jinny [mailto:Jinny.Sims.MLA@leg.bc.ca]

Sent: Wednesday, January 17, 2018 3:12 PM

To: Ducker, Jayne SDPR:EX Subject: Constituent Case Importance: High

Hello Jane,

We recently had a constituent reach out to our office regarding his case. His name is \$.22 s.22

Thanks.

Preet Sangha

| Constituency Assistant for Hon.Jinny Sims, MLA for Surrey-Panorama | #204 14360 64th Ave Surrey, V3W 1Z1 | | Ph:778-593-2262 |



From: Tombs, Brenda SDPR:EX

To: Chow.MLA, George LASS:EX; Yeung, Lucinda HLTH:EX

Cc: <u>Tombs, Brenda SDPR:EX</u>

Subject: FW: Constituent in need of dental procedure Date: Friday, January 26, 2018 3:48:13 PM

Hi Gabe. Please see the reply from ministry staff below. Let me know if you have any more questions, ok?

Brenda

s.22

From: Chow.MLA, George [mailto:George.Chow.MLA@leg.bc.ca]

Sent: Thursday, January 25, 2018 4:37 PM

To: Yeung, Lucinda HLTH:EX; Tombs, Brenda SDPR:EX Subject: RE: Constituent in need of dental procedure

Hi Lucinda and Brenda,

Attached is the relevant consent form, as per my conversation with Lucinda earlier.

Gabe

From: Chow.MLA, George

Sent: Thursday, January 25, 2018 1:41 PM

To: 'Yeung, Lucinda HLTH:EX' < Lucinda. Yeung@gov.bc.ca>

Cc: 'Chow MLA, George (George.Chow.MLA@leg.bc.ca)' < George.Chow.MLA@leg.bc.ca>

Subject: Constituent in need of dental procedure

Hello,

I hope you will be able to provide me some guidance on this case.

s.22

My main inquiries are whether she is eligible for either denture coverage or emergency dental procedures. As per https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/dental-and-orthodontic-services emergency dental is provided to those on disability for the relief of pain. How is that eligibility determined?

Dentures are stated to be available for those who meet specific eligibility criteria. As far as I can tell, the criteria is described here on page 113 in schedule C here https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/policies-for-government/bc-employment-assistance-policy-procedure-manual/additional-resources/ear_20160711.pdf. However, I am unsure whether denture costs are covered only under the supplement or not. If alternate to the supplement, are the fees relating to dentures (i.e. teeth extractions) covered as denture fees or supplement fees?

s.22

I appreciate any help! Feel free to email or call in response.

Regards,

Gabe Senecal | Constituency Assistant to George Chow, MLA for Vancouver-Fraserview (604) 660-2035 | #112 - 2609 E 49th Ave, Vancouver BC V5S 1J9 | Gabe.Senecal@leg.bc.ca

From: Tombs, Brenda SDPR:EX
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent Inquiry - s.22
Date: Friday, January 26, 2018 11:09:29 AM

Hi again Jared. Please see below for more on this file from ministry staff. Let me know if you have any more questions, ok?

Brenda

s.22

From: Butcher, Jared A LASS:EX

Sent: Wednesday, January 24, 2018 9:34 AM

To: Tombs, Brenda SDPR:EX Subject: Constituent Inquiry - \$.22

Hi Brenda,

s.22

Many thanks,

From: Tombs, Brenda SDPR:EX
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent Inquiry - s.22
Date: Friday, January 26, 2018 11:05:02 AM

Hi Jared,

Please see the response from ministry staff below. Let me know if you have any more questions. Thanks.

Brenda

s.22

From: Butcher, Jared A LASS:EX

Sent: Wednesday, January 24, 2018 9:39 AM

To: Tombs, Brenda SDPR:EX

Subject: Constituent Inquiry - \$.22

Hello Robin,

s.22

Many thanks,

From: Tombs, Brenda SDPR:EX
To: Torres Bonet, Adriana SDPR:EX

Cc: MacMillan, Karen SDPR:EX; Tombs, Brenda SDPR:EX

Subject: FW: Constituent Issue -s.22

Date: Tuesday, January 30, 2018 1:05:20 PM

Attachments: \$.22

Hi Adriana. Is there anything we can do to assist this fellow? Let me know your thoughts. Thanks.

Brenda

From: Butcher, Jared [mailto:Jared.Butcher1@leg.bc.ca]

Sent: Tuesday, January 30, 2018 11:58 AM

To: Tombs, Brenda SDPR:EX Subject: Constituent Issue - \$.22

Hi Brenda,

s.22

A CoA is attached along with the letter Mr. Rankin's office wrote on his behalf.

From: Tombs, Brenda SDPR:EX
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent Issue - \$.22

Date: Monday, January 22, 2018 12:15:28 PM

Hi Jared,

s.22 Let me

know if there's anything more we can do on this file. Thanks.

Brenda

From: Butcher, Jared [mailto:Jared.Butcher1@leg.bc.ca]

Sent: Wednesday, January 10, 2018 9:08 AM

To: Tombs, Brenda SDPR:EX Subject: Constituent Issue - \$.22

Hi Brenda,

s.22

COA attached.

Thanks!

From: Tombs, Brenda SDPR:EX
To: Marks, Beverly LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent \$.22

Date: Monday, January 22, 2018 12:19:43 PM

Hi Beverly,

Please see the reply from ministry staff below and let me know if you have any more questions. Thanks.

Brenda

Brenda Tombs

Executive Assistant
Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
C: 250.361.8147

s.22

From: Marks, Beverly [mailto:Beverly.Marks@leg.bc.ca]

Sent: Thursday, January 18, 2018 3:13 PM

To: Minister, SDPR SDPR:EX Subject: Constituent \$.22

s.22

s.22 Thank you for your assistance with this matter.

Consent form attached.

Beverly Marks, CA Donna Barnett, MLA Cariboo Chilcotin 250-395-3916 Beverly.marks@leg.bc.ca From: Tombs, Brenda SDPR:EX
To: Pici, Michelle LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent \$.22

Date: Monday, January 22, 2018 12:21:34 PM

Hi Michelle,

Please see the response from ministry staff below and let me know if you have any more questions. Thanks.

Brenda

s.22

From: Tombs, Brenda SDPR:EX

Sent: Tuesday, January 16, 2018 9:52 AM

To: Pici, Michelle LASS:EX Subject: FW: Constituent \$.22

Hi Michelle,

Have you got a signed certificate of authority you could send me? Once I have that I can ask ministry staff to look into this case. Thanks.

Brenda

Brenda Tombs

Executive Assistant Honourable Shane Simpson Minister of Social Development and Poverty Reduction

C: 250.361.8147

From: Squance, Leah SDPR:EX

Sent: Tuesday, January 16, 2018 9:41 AM

To: Pici, Michelle LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent \$.22

Hi Michelle,

I'm copying Brenda here. Her last name only has one "o" in it.

Cheers Leah

From: Pici, Michelle [mailto:Michelle.Pici@leg.bc.ca]

Sent: Tuesday, January 16, 2018 9:24 AM

To: Squance, Leah SDPR:EX Subject: FW: Constituent \$.22

Hi Leah,

I attempted sending this to Brenda Toombs, but it failed to send. Is there a better address I can email this to?

We are trying to resolve the issue bellow for one of our constituents.

Thanks in advance for your help,

Michelle Pici Constituency Assistant Ian Paton, MLA Delta South 604-940-7930

From: Pici, Michelle

Sent: Monday, January 15, 2018 9:14 AM

To: 'brenda.toombs@gov.bc.ca' < brenda.toombs@gov.bc.ca >

Subject: FW: Constituent \$.22

From: Pici, Michelle

Sent: Friday, January 12, 2018 12:38 PM

To: 'brenda.toombs@gov.bc.ca' < brenda.toombs@gov.bc.ca >

Subject: Constituent s.22

Hi Brenda,

I have a case file for Delta South Constituent^{s.22}
I have had the run-around and it has now landed on your ministry.

s.22

I am seeking your help to resolve this issue for our constituent.

Her information:

s.22

Thanks in advance for any assistance you can provide.

Regards, Michelle Pici Constituency Assistant Ian Paton, MLA Delta South 604-940-7930 From: Tombs, Brenda SDPR:EX
To: Kang.MLA, Anne LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent \$.22

Date: Tuesday, January 23, 2018 10:12:25 AM

Hi Henry,

Please see the response below from ministry staff. Let me know if you have any more questions, ok?

Brenda

s.22

From: Kang.MLA, Anne [mailto:Anne.Kang.MLA@leg.bc.ca]

Sent: Wednesday, January 17, 2018 2:45 PM

To: Tombs, Brenda SDPR:EX Subject: Constituent \$.22

Hi Brenda,

Sorry to bother you again. s.22

s.22

s.22

Can you help me find out what is going on?

Thank you so much for your help

Henry Jiun-Hsien Yao, Constituency Assistant 姚君憲, 選區助理 | (E) henry.yao@leg.bc.ca

Anne Kang 康安禮

MLA Burnaby Deer Lake 本拿比 鹿湖區 省議員 (E) <u>anne.kang.mla@leg.bc.ca</u> | (P) 604.775.0565 | (F) 604.775.2550 (O) 105-6411 Nelson Ave, Burnaby, B.C. V5H 4H3 From: s.17

Sent: Wednesday, January 17, 2018 2:42 PM

To: Kang.MLA, Anne <<u>Anne.Kang.MLA@leg.bc.ca</u>>

Subject: RicohScan

 From:
 Tombs, Brenda SDPR:EX

 To:
 Makarow, Kate LASS:EX

 Cc:
 Tombs, Brenda SDPR:EX

Subject: FW: Poverty line across the province Date: Friday, January 26, 2018 10:56:47 AM

Hi Kate,

Here is the info as requested.

2015 Market Basket Measure Thresholds for BC, by Family Size and Community Size

Annual

	Family Size						
Community Size	1	2	3	4	5	6	7
British Columbia, rural	\$18,577	\$26,271	\$32,175	\$37,153	\$41,538	\$45,503	\$49,149
British Columbia, population under 30,000	\$18,585	\$26,282	\$32,189	\$37,169	\$41,556	\$45,523	\$49,170
British Columbia, population 30,000 to 99,999	\$17,522	\$24,780	\$30,349	\$35,044	\$39,180	\$42,920	\$46,359
British Columbia, population 100,000 to 499,999	\$19,455	\$27,514	\$33,697	\$38,910	\$43,503	\$47,655	\$51,473
Vancouver, British Columbia	\$19,976	\$28,250	\$34,599	\$39,951	\$44,667	\$48,930	\$52,850

Monthly

	Family Size						
Community Size	1	2	3	4	5	6	7
British Columbia, rural	\$1,548	\$2,189	\$2,681	\$3,096	\$3,462	\$3,792	\$4,096
British Columbia, population under 30,000	\$1,549	\$2,190	\$2,682	\$3,097	\$3,463	\$3,794	\$4,098
British Columbia, population 30,000 to 99,999	\$1,460	\$2,065	\$2,529	\$2,920	\$3,265	\$3,577	\$3,863
British Columbia, population 100,000 to 499,999	\$1,621	\$2,293	\$2,808	\$3,243	\$3,625	\$3,971	\$4,289
Vancouver, British Columbia	\$1,665	\$2,354	\$2,883	\$3,329	\$3,722	\$4,078	\$4,404

From: Makarow, Kate [mailto:Kate.Makarow@leg.bc.ca] Sent: Wednesday, December 20, 2017 11:36 AM

To: Tombs, Brenda SDPR:EX

Subject: Re: Poverty line across the province

Hi again Brenda,

I passed this information on to the food bank and got this response:

"What we got last time had a breakdown from a single person to a family with 7 people in it. So at that time which was in 2015 a single person was \$1,680.00 a month and went up from there. Is that possible?"

Is it possible to get this information? We are closed as of tomorrow until January 4th so no rush on our end – in the new year is fine!

Sincerely,

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

From: "Makarow, Kate" < kate.makarow@leg.bc.ca > on behalf of "Beare.MLA, Lisa" < Lisa.Beare.MLA@leg.bc.ca >

Date: Wednesday, November 22, 2017 at 3:57 PM

To: "Tombs, Brenda SDPR:EX" < Brenda.Tombs@gov.bc.ca>

Subject: Re: Poverty line across the province

Thanks Brenda. This looks great. I will pass this along the food bank and see if they get back to me with anything.

Sincerely,

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

From: "Tombs, Brenda SDPR:EX" < Brenda.Tombs@gov.bc.ca>

Date: Wednesday, November 22, 2017 at 3:55 PM **To:** "Beare.MLA, Lisa" < <u>Lisa.Beare.MLA@leg.bc.ca</u>> **Cc:** "Tombs, Brenda SDPR:EX" < <u>Brenda.Tombs@gov.bc.ca</u>>

Subject: RE: Poverty line across the province

Hi Kate,

Below is what ministry staff have sent me on this.

We use the Market Basket Measure to measure poverty. Here are the thresholds (poverty lines) for a <u>family of 4</u>. These amounts are disposable income (after-tax income less health care (optical, dental) and child care costs). Unfortunately, the latest thresholds are for 2015.

MBM Thresholds 2015 (disposable income)

	Family Size					
Community Size	1	2	3	4		
British Columbia, rural	\$18,577	\$26,271	\$32,175	\$37,153		
British Columbia, population under 30,000	\$18,585	\$26,282	\$32,189	\$37,169		
British Columbia, population 30,000 to 99,999	\$17,522	\$24,780	\$30,349	\$35,044		
British Columbia, population 100,000 to 499,999	\$19,455	\$27,514	\$33,697	\$38,910		
Vancouver, British Columbia	\$19,976	\$28,250	\$34,599	\$39,951		

Based on inflation for the last two years, we estimate that the average MBM threshold for BC will about \$40,000 for a family of four (\$20,000 for a single).

The data is available from Statistics Canada: http://www5.statcan.gc.ca/cansim/a26?lang=eng&id=2060093

Is this what you were looking for? Let me know if you need any further information. Thanks.

Brenda

Brenda Tombs

Executive Assistant
Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
C: 250.361.8147 W: 604.775.2277

From: Beare.MLA, Lisa [mailto:Lisa.Beare.MLA@leg.bc.ca]

Sent: Tuesday, November 21, 2017 3:59 PM

To: Tombs, Brenda SDPR:EX

Subject: Poverty line across the province

Hello,

The Friends In Need Food Bank here in Maple Ridge has contacted us with a request. They are looking for the latest data about income levels and what is considered the poverty line by population for regions across the province. They mentioned to me that the previous government produced a report for them with 2014 data but as they serve clients based on their incomes they are hoping to get more up to date data so that they can update their own guidelines. They have asked for the data from across the province because they distribute it through the network of food banks so that other food banks can use it as well for their own regions.

I asked for a copy of the report they received in the past but they no longer have it. Is this information that we would be able to get for them? If you need more information or have any questions please give me a call.

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

From: Tombs, Brenda SDPR:EX
To: Djonlic, Matt MAH:EX
Subject: Fwd: Bus Pass Question

Date: Friday, January 12, 2018 1:18:48 PM

Hi Matt. See below for the response from staff on this. Does this help?

Brenda

Begin forwarded message:

From: "MacMillan, Karen SDPR:EX" < Karen.MacMillan@gov.bc.ca>

Date: January 11, 2018 at 9:33:01 AM PST

To: "Tombs, Brenda SDPR:EX" < Brenda.Tombs@gov.bc.ca>

Subject: RE: Bus Pass Question

This is the same question that MLA Thornthwaite asked us in Estimates and we referred her to MAH because it was a handy dart question, which is the responsibility of MAH/TransLink. This would be why the MA referred them to MAH.

The only additional information we could pass along is that we realize the \$52 may not cover all transportation-related costs for all disability clients (whether the client is a Handy Dart user, owns/operates their own vehicle or has to rely on taxi service). TransLink is responsible for the Handy Dart system, including setting the prices. TransLink would have to determine what the impact on their revenue and funding requirements would be of reducing the cost of Handy Dart to \$52 per month. SDPR does not have the ability to determine what the cost to do this would be.

From: Tombs, Brenda SDPR:EX

Sent: Wednesday, January 10, 2018 9:42 AM

To: MacMillan, Karen SDPR:EX Subject: FW: Bus Pass Question

Hi Karen. Wondering if you can address this one?

From: Djonlic, Matt MAH:EX

Sent: Tuesday, January 9, 2018 1:52 PM

To: Tombs, Brenda SDPR:EX Subject: Bus Pass Question

Hi Brenda,

Per our discussion the below is what the CA from Jane Thornthwaite's office sent me. He said he had contacted Social Development and spoke to one of the MA's that then

directed him to MAH. Do you think you'd be able to flip this to your DM contact and see if there's any information they can provide?

So as it stands right now, the Ministry of Social Development administers the BC Buss Pass Program – which PWD can apply for and get - and it gives them unlimited travel across the network EXCEPT Handy Dart. I guess the question is there is a disparity between the two, as a monthly pass for Handy Dart costs \$93 and a book of 10 \$22 (if you apply that over a month \$88). These numbers are both far short of the \$52 transportation supplement. So I guess my question in a round-a-bout way would be — what would the cost be to extend the BC Buss Pass Program to Handy Dart?

Thanks,

Matt Djonlic

Executive Assistant to
Hon. Selina Robinson
Minister of Municipal Affairs and Housing
and Minister responsible for TransLink
C: 778-584-4398 | E: Matt.Djonlic@gov.bc.ca

 From:
 Tombs, Brenda SDPR:EX

 To:
 Gillese, Thyra LASS:EX

 Cc:
 Tombs, Brenda SDPR:EX

 Subject:
 Fwd: COA - \$.22

Date: Thursday, January 18, 2018 6:58:39 PM

Hi Thyra,

Please see the reply from ministry staff below. Let me know if you have any more questions. Thanks.

Brenda

Response from the program area Case \$.22

s.22

- CA/MLA considers the complaint resolved

----Original Message----

From: Gillese, Thyra [mailto:Thyra.Gillese@leg.bc.ca]

Sent: Tuesday, January 16, 2018 12:10 PM

To: Tombs, Brenda SDPR:EX

Subject: COA -s.22 Importance: High

Hi Brenda,

Thank you for speaking with me. Please find attached the COA and supporting documents for \$.22

Your assistance is much appreciated! Thyra

Thyra Gillese | Constituency Assistant | Lisa Beare, MLA Maple Ridge-Pitt Meadows

P: 604-465-9299 | 104-20130 Lougheed Highway, Maple Ridge, BC V2X 2P7

On 2018-01-16, 11:43 AM, "Manton, Kim FIN:EX" < Kim.Manton@gov.bc.ca> wrote:

Hi Thyra,

Thank you for taking my call this morning. As you can see below the response from staff is that this falls under the Ministry of Social Development and Poverty Reduction's purview. I would recommend that you give Brenda Toombs a call as she is the EA for SDPR (her number is 250 361 8147).

If you have any further concerns or questions don't hesitate to get in touch.

Kind regards,

Kim Manton Executive Assistant to Hon. Carole James Deputy Premier and Minister of Finance Cell: 250-888-5930

Email: Kim.Manton@gov.bc.ca

----Original Message----From: FIN OFFICE FIN:EX

Sent: Friday, January 12, 2018 12:41 PM

To: Manton, Kim FIN:EX; Henry, Molly FIN:EX Subject: Advice to redirect to SDPR MO: \$.22

Importance: High

Kim/Molly - As per Finance staff in RD-RSB, please advise the MLA's office that the constituent's concerns fall under SDPR's purview.

Advice is that they redirect to SDPR's MO for action.

Thanks,

Chantal Gibbs
Correspondence Unit | Deputy Minister's Office Ministry of Finance
Correspondence intranet page
(778) 698-3882

-----Original Message----From: Gillese, Thyra [mailto:Thyra.Gillese@leg.bc.ca]
Sent: Tuesday, January 9, 2018 1:45 PM
To: Manton, Kim FIN:EX
Subject: COA - \$.22
Importance: High
Hi Kim,
Thanks for speaking with me earlier. \$.22

Any assistance you can offer would be greatly appreciated in this time sensitive case.

Sincerely, Thyra

Thyra Gillese | Constituency Assistant | Lisa Beare, MLA Maple Ridge-Pitt Meadows

P: 604-465-9299 | 104-20130 Lougheed Highway, Maple Ridge, BC V2X 2P7

 From:
 Tombs, Brenda SDPR:EX

 To:
 Fleming.MLA, Rob LASS:EX

 Cc:
 Tombs, Brenda SDPR:EX

Subject: RE: Constituent being granted Special Authority - \$.22 Rush

Date: Tuesday, January 30, 2018 1:25:22 PM

Hi Christine,

Staff have advised that \$.22 does not have a case file with SDPR. Nutritional supplements are available under certain circumstances as per legislation to clients of SDPR, but special authority falls under Pharmacare. Have you followed up with the Ministry of Health on this?

Brenda

Brenda Tombs

Executive Assistant
Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
C: 250.361.8147

From: Fleming.MLA, Rob [mailto:Rob.Fleming.MLA@leg.bc.ca]

Sent: Monday, January 29, 2018 12:11 PM

To: Tombs, Brenda SDPR:EX

Subject: Constituent being granted Special Authority - s.22 - Rush

Good Afternoon Brenda,

I hope this email finds you well. s.22

s.22

Could you direct me on if this is possible and how I would go about helping her receive special authority. $^{\rm s.22}$

s.22

Thanks,

Christine Rousseau | Constituency Assistant | The Hon. Rob Fleming | MLA for Victoria-Swan Lake | 250-356-5022 | Christine.rousseau@leg.bc.ca

From: Tombs, Brenda SDPR:EX
To: Tegart.MLA, Jackie LASS:EX

Subject: RE: email from Ministry staff to you, dated Dec 5 2017

Date: Tuesday, January 9, 2018 8:57:00 AM

Hi Monika,

It's not a problem. Ministry staff have been trying to reach \$.22

s.22

Thanks.

Brenda

From: Tegart.MLA, Jackie [mailto:Jackie.Tegart.MLA@leg.bc.ca]

Sent: Monday, January 8, 2018 2:37 PM

To: Tombs, Brenda SDPR:EX

Subject: RE: email from Ministry staff to you, dated Dec 5 2017

Hi Brenda,

Thank you for reaching out to \$.22 directly, via email. Of course our office is more than happy to help make a phone call if necessary. Happy New Year!

Cheers,

Monika Walker Constituency Assistant 405 Railway Ave Box 279 Ashcroft, B.C. VOK 1A0 (250)453-9726

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]

Sent: Wednesday, January 3, 2018 12:25 PM

To: \$.22

Cc: Tegart.MLA, Jackie < <u>Jackie.Tegart.MLA@leg.bc.ca</u>>
Subject: email from Ministry staff to you, dated Dec 5 2017

Dear s.22

Ministry staff sent you an email on Dec 5th, 2017 with the information you need to complete the could it be that the email landed in your junk folder and you haven't seen it? In any case, I have attached it again for your reference. I have also pasted it below, with highlights in the places that require action from you. s.22

poses a difficulty for you, may I suggest that the staff in your local MLA's office (copied here) could assist you with that.

Brenda

Brenda Tombs

Executive Assistant
Honourable Shane Simpson
Minister of Social Development and Poverty Reduction

From: Collins, Alison J SDPR:EX on behalf of SDPR Executive Correspondence Services SDPR:EX

To: s.22

Subject: SDPR Response

Date: Tuesday, December 5, 2017 2:37:00 PM

Ref: s.22 s.22

Dear s.22

Thank you for your email of October 28, 2017, addressed to Maryann Anderson, Communications Director for the Ministry of Social Development and Poverty Reduction, regarding \$.22 . We appreciate receiving your comments and we apologize for the delay.

Unfortunately, staff have been unable to connect with you via telephone.

s.22

Thank you again for writing.

Sincerely,

Ministry of Social Development and Poverty Reduction

From: s.22

Sent: Thursday, December 28, 2017 9:50 AM To: Tombs, Brenda SDPR:EX Subject: \$.22

s.22

Sent from Windows Mail

 From:
 Tombs, Brenda SDPR:EX

 To:
 Pilotte, Hank LASS:EX

 Cc:
 Tombs, Brenda SDPR:EX

Subject: RE: Fax WRT Increase in Monthly Social Assistance

Date: Friday, January 5, 2018 11:39:13 AM

Attachments: <u>image001.png</u>

Hi Hank and happy new year to you. The ministry has provided a response to your query below. Let me know if you have any further questions, ok? Thanks.

Brenda

Government raised income assistance and disability assistance rates \$100 immediately after taking office. The increase does not apply for people in assisted living facilities. The ministry provides a per diem to assisted living, mental health and substance use facilities, including supportive recovery homes. The per diems help facilities cover the costs of food and shelter for people on income and disability assistance.

Individuals on assistance living in an assisted living facility receive a comforts allowance for personal needs. As of January 1, 2018, the comforts allowance for those on disability assistance increased to \$222 per month. Also starting January 1, 2018, people with disabilities designation who are eligible for the comforts allowance get the new transportation supplement—either a bus pass or an extra \$52 per month. For individuals receiving income assistance they will continue to receive a comforts allowance of \$95.

From: Pilotte, Hank [mailto:Hank.Pilotte@leg.bc.ca]

Sent: Monday, December 11, 2017 3:16 PM

To: Tombs, Brenda SDPR:EX

Subject: FW: Fax WRT Increase in Monthly Social Assistance

Good afternoon Brenda:

I trust all is well with you over in beautiful Victoria.

I am attaching a fax we just received and it deals with residents in a local facility not receiving the \$100 monthly increase in their Social Assistance.

Apparently they had sent the Honorable Shane Simpson a letter on October 27th and they are looking for a response.

If Mr. Simpson has responded, would it be possible to receive a copy of his response, or if he has yet to respond, would it be possible to be cc'd when he does respond to the residents.

Thank you and enjoy this wonderful afternoon.



Kank 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

From: Tombs, Brenda SDPR:EX
To: Kahlon, Navneet LASS:EX
Cc: Tombs, Brenda SDPR:EX

Subject: Re: Inquiry about BC Disability for a constituent

Date: Friday, January 12, 2018 1:12:39 PM

Hi Navneet,

Below is the information provided to me by ministry staff. Let me know if you have anymore questions, ok?

Brenda

On Jan 11, 2018, at 1:56 PM, Kahlon, Navneet < Navneet.Kahlon@leg.bc.ca > wrote:

Yes that will be great. Thanks

Navneet Kahlon | Constituency Assistant | Jagrup Brar, MLA Surrey Fleetwood P: 604.501.3227 | F: 604.501.3232 | #301A - 15930 Fraser Hwy, Surrey, BC V5R 4G6 Email: Navneet.Kahlon@leg.bc.ca

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]

Sent: Thursday, January 11, 2018 12:46 PM

To: Kahlon, Navneet < Navneet.Kahlon@leg.bc.ca >

Subject: Re: Inquiry about BC Disability for a constituent

Hi Nanveet. Thanks for this. I'm on the road with the Minister currently so I can't give you a call just yet but I'll forward your note to ministry staff and see if we can find out the status of this case. Does that sound ok?

Brenda

On Jan 11, 2018, at 11:44 AM, Kahlon, Navneet < Navneet.Kahlon@leg.bc.ca > wrote:

Hi Brenda,

Our office has been contacted by one of our constituent \$.22 s.22

Could you please look into this matter and call me to discuss about this case.

Thanks

Navneet Kahlon | Constituency Assistant | Jagrup Brar, MLA Surrey Fleetwood

P: 604.501.3227 | F: 604.501.3232 | #301A - 15930 Fraser Hwy, Surrey, BC

V5R 4G6

Email: Navneet.Kahlon@leg.bc.ca

From: Tombs, Brenda SDPR:EX
To: Fasciani, Deanna LASS:EX
Cc: Tombs, Brenda SDPR:EX

Subject: RE: MSDPR PWD investigation RES.22
Date: Tuesday, January 30, 2018 1:17:16 PM

Hi Deanna. Staff have advised that \$.22

s.22

Does that answer your questions?

Brenda

From: Fasciani, Deanna [mailto:Deanna.Fasciani@leg.bc.ca]

Sent: Friday, January 26, 2018 3:02 PM

To: Tombs, Brenda SDPR:EX

Subject: RE: MSDPR PWD investigation REs.22

Thank you, Brenda s.13,s.22

s.13.s.22

I look forward to your reply.

Best,

Deanna Fasciani | Constituency Assistant

Garry Begg, MLA Surrey-Guildford

P: 604.586.3747 | F: 604.584.4741 | #201 - 15135 101 Ave, Surrey, BC V3R 7Z1

Email: garry.begg.mla@leg.bc.ca

Jagrup Brar, MLA Surrey-Fleetwood

P: 604.501.3227 | F: 604.501.3232 | #301A - 15930 Fraser Hwy, Surrey, BC V4N OX8

Email: jagrup.brar.mla@leg.bc.ca

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]

Sent: Friday, January 26, 2018 2:34 PM

To: Fasciani, Deanna < <u>Deanna.Fasciani@leg.bc.ca</u>> **Subject:** RE: MSDPR PWD investigation RE ^{5.22}

Hi Deanna,

I've sent your note along to staff and asked them to expedite their reply to this. I'll get back to you as soon as possible.

Brenda

From: Fasciani, Deanna [mailto:Deanna.Fasciani@leg.bc.ca]

Sent: Friday, January 26, 2018 1:38 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: MSDPR PWD investigation RE^{S.22}

Hello Brenda,

In this email, I'm following up with my previous email, providing additional updates, and requesting PWD case s.22 your assistance with the s.22

I will be contacting your today to discuss this case.

Thank you for your time,

Deanna Fasciani | Constituency Assistant

Garry Begg, MLA Surrey-Guildford

P: 604.586.3747 | F: 604.584.4741 | #201 - 15135 101 Ave, Surrey, BC V3R 7Z1

Email: garry.begg.mla@leg.bc.ca

Jagrup Brar, MLA Surrey-Fleetwood

P: 604.501.3227 | F: 604.501.3232 | #301A - 15930 Fraser Hwy, Surrey, BC V4N OX8

Email: <u>iagrup.brar.mla@leg.bc.ca</u>

From: Fasciani, Deanna

Sent: Thursday, January 11, 2018 1:55 PM

To: 'Tombs, Brenda SDPR:EX' < Brenda.Tombs@gov.bc.ca>

Subject: RE: MSDPR PWD investigation RE \$.22

Good afternoon, Brenda,

Thank you for your update. \$.22

Thank you!

Deanna Fasciani | Constituency Assistant

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Garry Begg, MLA Surrey-Guildford
P: 604.586.3747 | F: 604.584.4741 | #201 - 15135 101 Ave, Surrey, BC V3R 7Z1
Email: garry.begg.mla@leg.bc.ca

Jagrup Brar, MLA Surrey-Fleetwood
P: 604.501.3227 | F: 604.501.3232 | #301A - 15930 Fraser Hwy, Surrey, BC V4N OX8
Email: jagrup.brar.mla@leg.bc.ca
```

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]

Sent: Wednesday, January 10, 2018 9:53 AM

To: Fasciani, Deanna < <u>Deanna.Fasciani@leg.bc.ca</u>>

Cc: Tombs, Brenda SDPR:EX < Brenda.Tombs@gov.bc.ca>

Subject: RE: MSDPR PWD investigation RE s.22

Hi Deanna,

Apologies for the delay on this, it's not a simple case it appears. Below is the current status as of Jan 8th. It seems that more documentation is required and the ministry has sent the constituents a notice about this twice with no response. If you can assist in getting them to submit the required documents, that would be helpful. Thanks.

Brenda

s.22

From: Fasciani, Deanna [mailto:Deanna.Fasciani@leg.bc.ca]

Sent: Wednesday, November 29, 2017 1:42 PM

To: Tombs, Brenda SDPR:EX

Subject: MSDPR PWD investigation RE^{\$.22}

Hello Brenda,

I kindly await your reply. Thank you for your time.

Deanna Fasciani | Constituency Assistant

Garry Begg, MLA Surrey-Guildford
P: 604.586.3747 | F: 604.584.4741 | #201 - 15135 101 Ave, Surrey, BC V3R 7Z1
Email: garry.begg.mla@leg.bc.ca

<u>Jagrup Brar, MLA Surrey-Fleetwood</u>
P: 604.501.3227 | F: 604.501.3232 | #301A – 15930 Fraser Hwy, Surrey, BC V4N OX8
Email: <u>jagrup.brar.mla@leg.bc.ca</u>

From: Tombs, Brenda SDPR:EX
To: Fasciani, Deanna LASS:EX
Cc: Tombs, Brenda SDPR:EX

Subject: Re: MSDPR PWD investigation RE \$.22
Date: Monday, January 29, 2018 1:15:20 PM

Hi Deanna,

s.22

Let me know if you have any more questions, ok?

Brenda

On Jan 11, 2018, at 1:55 PM, Fasciani, Deanna < Deanna. Fasciani@leg.bc.ca > wrote:

Good afternoon, Brenda,

Thank you!

Deanna Fasciani | Constituency Assistant

Garry Begg, MLA Surrey-Guildford

P: 604.586.3747 | F: 604.584.4741 | #201 – 15135 101 Ave, Surrey, BC V3R 7Z1

Email: garry.begg.mla@leg.bc.ca

Jagrup Brar, MLA Surrey-Fleetwood

P: 604.501.3227 | F: 604.501.3232 | #301A - 15930 Fraser Hwy, Surrey, BC V4N OX8

Email: jagrup.brar.mla@leg.bc.ca

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]

Sent: Wednesday, January 10, 2018 9:53 AM

To: Fasciani, Deanna < <u>Deanna.Fasciani@leg.bc.ca</u>>

Cc: Tombs, Brenda SDPR:EX < Brenda.Tombs@gov.bc.ca>

Subject: RE: MSDPR PWD investigation RE \$.22

Hi Deanna,

Apologies for the delay on this, it's not a simple case it appears. Below is the current status as of Jan 8th. It seems that more documentation is required and the ministry has sent the constituents a notice about this twice with no response. If you can assist in getting them to submit the required documents, that would be helpful. Thanks.

s.22

From: Fasciani, Deanna [mailto:Deanna.Fasciani@leg.bc.ca]
Sent: Wednesday, November 29, 2017 1:42 PM
To: Tombs, Brenda SDPR:EX
Subject: MSDPR PWD investigation RE^{s.22}

Hello Brenda,

I hope this email finds you well \$.22 \$.22

I kindly await your reply. Thank you for your time.

Deanna Fasciani | Constituency Assistant

Garry Begg, MLA Surrey-Guildford
P: 604.586.3747 | F: 604.584.4741 | #201 - 15135 101 Ave, Surrey, BC V3R 7Z1

Email: garry.begg.mla@leg.bc.ca

Jagrup Brar, MLA Surrey-Fleetwood

P: 604.501.3227 | F: 604.501.3232 | #301A - 15930 Fraser Hwy, Surrey, BC V4N OX8

Email: jagrup.brar.mla@leg.bc.ca

 From:
 Tombs, Brenda SDPR:EX

 To:
 Gibson.MLA, Simon LASS:EX

 Cc:
 Tombs, Brenda SDPR:EX

Subject: RE: Request from Simon Gibson"s office Date: Friday, January 26, 2018 10:50:20 AM

Attachments: <u>image001.png</u>

Hi Jean,

Please see below for the reply from ministry staff. Let me know if you have any more questions. Thanks.

Brenda

- The BC Employment and Assistance (BCEA) program provides British
 Columbians in need with a system of supports to help them achieve their social
 and economic potential.
- Eligibility for assistance is based on a number of factors, including income from employment or other sources. Certain forms of income may be partially or fully exempt. For example:
 - Income from employment is exempt up to a monthly maximum for people on income assistance, and a yearly maximum for people on disability assistance.
 - BC fully exempts all payments intended for children, including child support payments and child benefits.
- Certain forms of income are not exempt, including income replacement programs such as the Canada Pension Plan (CPP) and Canada Pension Plan Disability Benefit (CPPD), or Employment Insurance (EI). People are expected to use these forms of income before accessing assistance. This framework is common to income and disability assistance programs across Canada.
- The BCEA is an income and asset tested program. This means that the program
 is for people who do not have access to income from other programs such as
 CPP, CPPD, or EI.

From: Gibson.MLA, Simon LASS:EX

Sent: Tuesday, January 23, 2018 10:52 AM

To: Tombs, Brenda SDPR:EX

Subject: Request from Simon Gibson's office

Minister of Social Development,

Please send me a response that I can forward to \$.22 regarding her questions.

Thank you,



Jean Hooge Constituency Assistant Simon Gibson, MLA Abbotsford Mission 33058 First Ave., Mission, British Columbia V2V 1G3

Office: (604) 820-6203 Email Jean.Hooge@leg.bc.ca

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From: Tombs, Brenda SDPR:EX
To: Whitehead, Elaine LASS:EX
Cc: Tombs, Brenda SDPR:EX

Subject: RE: RicohScan

Date: Monday, January 8, 2018 10:42:00 AM

Attachments: <u>image001.png</u>

Hi Elaine and happy new year. I hope you had a great break!

Ministry staff have responded to your email below. Let me know if you need anything further on this, ok? Thanks.

Brenda

s.22

From: Whitehead, Elaine [mailto:Elaine.Whitehead@leg.bc.ca]

Sent: Thursday, December 21, 2017 11:34 AM To: Tombs, Brenda SDPR:EX

To: Tombs, Brenda SDPR:EX Subject: FW: RicohScan

Good morning, Brenda:

s.22

So here I am, adding to your workload. s.22

s.22

there is no rush on this. I did send him an email telling him I am forwarding this on and he will take a few weeks to respond so hopefully when I get back we can work on this.

I wish you all the best and hope you get some time off for R & R during the holidays.

Cheers,



Elaine Whitehead

Constituency Assistant to Hon. Katrine Conroy, MLA Kootenay West #2-1006 3rd Street, Castlegar, BC V1N 3X6 | Phone: 250-304-2783 | Facsimile: 250 304-2655 Toll Free: 1-888-755-0556 | elaine.whitehead@leg.bc.ca | www.katrineconroy.ca

----Original Message----

From: s.22

Sent: Monday, December 18, 2017 11:27 AM

To: Whitehead, Elaine < Elaine. Whitehead @leg.bc.ca >

Subject: clarification of my last email

good afternoon

Page 57 to/à Page 59

Withheld pursuant to/removed as

From:Tombs, Brenda SDPR:EXTo:Tegart.MLA, Jackie LASS:EXCc:Tombs, Brenda SDPR:EX

Subject: RE: s.22

Date: Tuesday, January 30, 2018 1:10:25 PM

Attachments: <u>image001.png</u>

Hi Lori. Here's what staff had to say about this case:

s.22

Let me know if you have any more questions ok? Thanks.

Brenda

Brenda Tombs

Executive Assistant
Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
C: 250.361.8147

From: Tegart.MLA, Jackie [mailto:Jackie.Tegart.MLA@leg.bc.ca]

Sent: Tuesday, January 30, 2018 10:09 AM

To: Tombs, Brenda SDPR:EX

Subject: \$.22

Hi Brenda,

s.22

Thank you so much!

Cheers, Lori



Lori Pilon

Constituency Assistant to MLA Jackie Tegart Fraser Nicola 405 Railway Avenue, PO Box 279 Ashcroft, British Columbia VOK 1A0

Office: (250) 453-9726 Toll Free: 1 (877) 378-4802

From: s.22

Sent: Tuesday, January 30, 2018 9:56 AM

To: Tegart.MLA, Jackie < Jackie.Tegart.MLA@leg.bc.ca

Subject: RE: consent form received

s.22

Hope to hear back soon. Thank you again for your time. s.22

Get Outlook for Android

From: Tegart.MLA, Jackie < <u>Jackie.Tegart.MLA@leg.bc.ca</u>>

Sent: Friday, January 26, 2018 12:13:04 PM

To \$.22

Subject: RE: consent form received

Our pleasure, s.22 that is what we are here for. I hope you will receive assistance asap!

From: s.22

Sent: Friday, January 26, 2018 12:12 PM

To: Tegart.MLA, Jackie < <u>Jackie.Tegart.MLA@leg.bc.ca</u>>

Subject: Re: consent form received

Thank you so much for your time on this and for helping ... It is greatly appreciated.

Get Outlook for Android

From: Tegart.MLA, Jackie < <u>Jackie.Tegart.MLA@leg.bc.ca</u>>

Sent: Friday, January 26, 2018 11:50:28 AM

To: s.22

Subject: consent form received

Hi s.22

I just wanted to drop you a note letting you know we have received your consent form and forwarded it with your concerns to the Ministry of Social Development and Poverty Reduction. The Ministry will either contact you directly or send a response to our office which we will forward to you.

Cheers,



Monika Walker

Constituency Assistant to MLA Jackie Tegart Fraser Nicola 405 Railway Avenue, PO Box 279 Ashcroft, British Columbia VOK 1A0

Office: (250) 453-9726 Toll Free : 1 (877) 378-4802