

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 22, 2019 1:45 PM
To: MacMillan, Karen SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: casework
Attachments: s.22 l. - Letter of ; s.22

Categories: Waiting

Hi Karen. Please see the attached. s.22 is PWD and it looks like her surgery won't be covered by MSP – the CA has received confirmation of that from Health. Is there any way we can cover it? Let me know your thoughts. Thanks.

Brenda

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 9, 2019 3:37 PM
To: Fraser.MLA, Scott LASS:EX
Subject: FW: (Poverty Crisis in BC) Re: From the Office of MP Gord Johns
Attachments: 197147/197115 s.22 : SDPR Response

Hi Andrea. Looks like we did respond. I've attached it for you.

Brenda

From: Fraser.MLA, Scott [mailto:Scott.Fraser.MLA@leg.bc.ca]
Sent: Wednesday, January 9, 2019 2:57 PM
To: Tombs, Brenda SDPR:EX
Subject: FW: (Poverty Crisis in BC) Re: From the Office of MP Gord Johns

Hello Brenda,

Happy New Years! ☺

Are you able to let me know if the Ministry has responded to this constituent?

Cheers,

Andrea McDonald | Constituency Assistant
office of **Scott Fraser, MLA**
Mid Island-Pacific Rim
250-720-4515 | 1-866-870-4190



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.

From: s.22
Sent: Monday, December 10, 2018 3:22 PM
To: Gord.Johns.C1B@parl.gc.ca
Cc: SDPR.minister@gov.bc.ca; laura@cwpcsp.ca; OfficeofthePremier, Office PREM:EX ; Fraser.MLA, Scott ; darlene@cpj.ca; michele@cwpcsp.ca; justin.trudeau@parl.gc.ca
Subject: (Poverty Crisis in BC) Re: From the Office of MP Gord Johns

To Gord Johns office, Thank you for messaging me. So far, the minister, nor anyone else from the ministry has contacted me regarding this. I'm going to go back to the office tomorrow to make another attempt.

I had a more general reason for writing the minister. I'm wondering if you could take the time to hear me out. It would be appreciated.

Unlike a large number of people with a disability designation, I'm a person whose disability doesn't affect my ability to comprehend situations or articulate my ideas properly. So, I feel that I'm in a unique position and therefore have a duty to be vocal about the woefully insufficient care that poor PWD and general assistance recipients receive from the ministry and the Canadian government.

Let me start by saying that the move to make poor people pay the ministry back for assistance from their CPP is thoughtless and cruel. That's the opposite of how a social safety net is supposed to work. That among a host of other things is an indicator of how the ministry sees its recipients and treats them like burdens.

I'll illustrate some examples from my own experience:

s.22

There's a very real problem here. The cost of living keeps rising and the amount of disability and assistance barely moves. Poverty costs the province billions of dollars a year, and I don't see much in the way of anyone doing anything about it.

Living way below the poverty line with s.22 is like balancing on a razor blade between safety and madness. I wouldn't wish it on anyone. Me and people like me are left to contend with mental illness on our own. There are NO free therapists to talk to s.22

s.22

This perspective is something that most "well to do" people can't understand unless they've experienced it. Being poor isn't just a temporary inconvenience, it's absolutely life crushing. Times that by 10 for people with who have to navigate a lifelong mental illness. For us, the lack of proper nutrition, adequate shelter and clothing

and access to health professionals causes an already slippery slope into hopelessness become even more slippery. That's why the poor are often addicts, it's a temporary reprieve from an ugly reality.

I think that the lack of compassion and understanding is what keeps negative social stigmas alive, and prevents anything from actually being done.

There are millions of Canadians living below the poverty line, costing the province billions. it blows my mind that it's not the headline of every newspaper in the country every day. Some quick numbers I found:

"A recent inquiry in British Columbia reported that per year, it would cost the province \$3-4 billion to create and enact a poverty reduction strategy — a staggering amount until you consider that doing nothing to end poverty costs the province \$8.1-9.2 billion every year. Enacting policies to end poverty is the best step forward legally, morally and economically"

In conclusion ; the facts of my real life don't matter to the ministry or the people in a position to try to institute some change. This can be evidenced by the fact that you're the only one who wrote me back. That's the grim reality of the thing : the poor have no voice.

I've heard about the Poverty Reduction Act, but since it was announced I was asked(if eligible) to give the ministry my CPP. That doesn't look or sound anything like a "strategy". So at this point; the Act seems a lot more like a self-congratulatory PR stunt meant to pacify and distract from what's going on. I'm trying my best, but forgive me if I'm a little incredulous.

I understand that it's not as easy as snapping your fingers and that it's a complex issue that requires a complex plan. However, even from my inexperienced perspective, there are plenty of practical things that can be implemented to try to bring some balance to the lives of the poor. why aren't there? Why is the ministry only about damage control, without doing anything proactive to reduce poverty. Where's the plan? Why wouldn't the government want the poor and disabled to become functional members of society who can contribute to the economy? I can only come up with one answer. The province and the country as a whole doesn't care about their poor and disabled. I'm not looking for a free hand-out. I'm looking for a way out of the cycle of poverty.

Thanks for hearing me out. Could you share my concerns with Mr.Johns or whoever you think should read it?

Have a great day.

s.22

On Mon, Dec 10, 2018, 11:42 AM <Gord.Johns.C1B@parl.gc.ca> wrote:

?Dear^{s.22}, thank you for contacting the Office of MP Gord Johns regarding the issue you experienced proving your ineligibility about CPP. I'm really sorry you had to go through that. At this point, have you proven to the Ministry that you are ineligible (as per the attached document you sent) or would you like me to help you access this proof? Please don't hesitate to contact me if you need any further assistance.

best,

Dan Webb
Constituency Assistant | Adjoint de circonscription

Gord Johns | Bureau de Gord Johns
MP for Courtenay-Alberni | Député de Courtenay-Alberni

12-1209 East Island Highway, Parksville, BC, V9P 1R5
(TEL) 250-947-2140 | (FAX) 250-947-2144
gordjohns.ca <<http://gordjohns.ca/>> | ndp.ca <<http://ndp.ca/>>
Nuu-chah-nulth, Coast Salish, and K'omoks Territories

UFCW232

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 3, 2019 8:44 AM
To: MacMillan, Karen SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Attn: Hon. Shane Simpson-s.22 Wheelchair Funding
Attachments: PowerChairSS.pdf

Categories: Waiting

Hi Karen.s.22
anything we can do here? Let me know what you think. Thanks.

Below is the summary of her issue. Is there

Brenda

From:s.22
Sent: Wednesday, January 2, 2019 4:57 PM
To: Tombs, Brenda SDPR:EX
Subject: Attn: Hon. Shane Simpson-s.22 Wheelchair Funding

Dear Hon. Shane Simpson,

s.22

s.22 I appreciate all you do for the community and how much you help persons with disabilities such as myself.

My s.22 suggested that I should contact you regarding receiving the remaining funding for my new s.22 chair. I have received s.22 from my insurance and s.22 from the Ministry of Social Development and Poverty Reduction, but I still need s.22
s.22 A summary of costs is attached.

I've tried obtaining the remaining amount through BC Rehab and The Ministry of Social Development but with little success. The chair I have now is more than s.22 years old and has had multiple malfunctions in addition to the seating getting worn down. Some of these malfunctions have rendered the chair completely immobile in the past and have left me stranded at different locations. If I do not get a new chair soon, incidents may continue and become more frequent, preventing me from going to and from work. Also, The Ministry will no longer pay for my chair repairs since I am in the process of requesting a new one, but I cannot afford to pay for them myself.

s.22

s.22

Thank-you for considering my email. It would be greatly appreciated if you could please help me attain the remaining^{s.22} or change the decision that was made on the^{s.2} so that I can get a new chair to help me maintain my independence.

s.22

Sincerely,

s.22

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 16, 2019 8:33 AM
To: MacMillan, Karen SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Casework - child support money & assistance payments
Attachments: 190115s.22 COA.pdf

Categories: Waiting

Hi Karen. Casework for you to take a look at please. Thanks.

From: Vulliez, Shawn [<mailto:Shawn.Vulliez@leg.bc.ca>]
Sent: Tuesday, January 15, 2019 5:03 PM
To: Tombs, Brenda SDPR:EX
Subject: Casework - child support money & assistance payments

Hi Brenda,

Attached is a CoA. I've recently met with a constituent who has received a s.22 bill, apparently from having money taken back from social assistance she was receiving, because she received long-overdue child support payments from her ex partner. s.22 but it has been calculated against her income, s.22. This places her in a position of hardship, because she is low income.

I've asked her to provide more documentation, but she has insisted that the Ministry has all the information already. Is there anything we can do to assist our constituent with this case?

Warm regards,

Shawn Vulliez
Constituency Assistant
Bowinn Ma, MLA | North Vancouver-Lonsdale
604 981 0033 | 5-221 W Esplanade, North Vancouver, BC V7M 3J3
Sḵw̱xwú7mesh-ulh Temíxw & selilwetaʔ tēmexw

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 21, 2019 9:50 AM
To: MacMillan, Karen SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Casework; s.22
Attachments: s.22 .pdf

Categories: Waiting

More casework.... Sorry for the barrage.... I guess that's normal after being away a couple of days!

From: Fleming.MLA, Rob [<mailto:Rob.Fleming.MLA@leg.bc.ca>]
Sent: Friday, January 18, 2019 11:44 AM
To: Tombs, Brenda SDPR:EX
Subject: Casework; s.22

Hi Brenda,

I hope this email reaches you well in the New Year. I am emailing on behalf of s.22, consent form attached. s.22 claims a PWD cheque for June was incorrectly given for July leaving him missing one month of assistance for 2018. Could you look into this claim and let me know if this administrative error occurred or provide confirmation that the appropriate amount of cheques were received.

Thanks!

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

MLA Website and to Sign up for Rob's Newsletter: [Rob Fleming](#) | [Facebook](#) | [Twitter](#) | [Instagram](#)

The Victoria-Swan Lake Constituency Office recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 15, 2019 9:58 AM
To: Hosseinzadeh, Nick LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: casework

Hi Nick,

Please see the answers from staff on the two questions below.

Is there an appeal process for the CLBC denial of services - s.22
s.22 . If she hasn't done so already, we would suggest s.22 contact her local CLBC office to ensure that she has completed all the necessary steps in the eligibility process (required documentation etc.).

To receive CLBC services, an individual must meet eligibility criteria defined in the Community Living Authority Act and Regulation. The process includes an assessment using criteria of the Diagnostic and Statistical Manual for Mental Disorders. If an individual is determined to be ineligible for CLBC services, staff will refer them to any other community supports that may be available to them.

CLBC does not have an appeal process as eligibility is based on diagnosis and psychological assessments. Our local staff's role is to review these documents to ensure that the process was followed and to review the assessment to ensure proper practice was followed. If there is any question regarding an assessment, local staff would consult with the Policy and Practice department at CLBC Head Office. In some cases, an assessment is completed and a person is not eligible and they try again with another assessment. In this case our local staff would consult with the Policy and Practice department to see if the new assessment is valid. Eligibility staff will review any new information that may become available as it relates to criteria to inform a determination of eligibility.

Is it possible to have the couple's benefits split in half and each half deposited into 2 separate bank accounts -
Unfortunately we are unable to issue two separate direct deposit cheques.s.22
s.22

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

Brenda

From: Hosseinzadeh, Nick [<mailto:Nick.Hosseinzadeh@leg.bc.ca>]
Sent: Monday, January 7, 2019 10:33 AM
To: Tombs, Brenda SDPR:EX
Subject: FW: RicohScan

Hi Brenda,

Happy New Year. Hope you had some time over the holidays to rest and recharge.

I am coming to you today with some request for assistance for a constituent of ours, s.22 currently receives PWD benefits, s.22 . She applied for CLBC benefits to assist her with other needs, but was denied due s.22 The family and s.22 was a bit confused by this, and is requesting our assistance in getting more information to aid an appeal. Can you assist with providing some information? I am told that if you prove extraordinary circumstances, an appeal could be successful?

Also, s.22 : lives with a partner who also has PWD designation. They are listed as a couple and receive their benefits together. However, they were wondering if there is any case or way that their total monthly payment be split 50/50 into s.22 . If this is not possible, can you please provide some background on why.

And one more clarifying question. The \$24,000 earning exemption: is this for each person? And this is ON top of the benefits they receive, correct?

Thanks so much for looking into this?

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: Monday, January 7, 2019 10:29 AM

To: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>

Subject: RicohScan

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 21, 2019 12:14 PM
To: MacMillan, Karen SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Casework call

Categories: Waiting

Hi Karen. Could you look into this one for me please? There should be a COA already on file. Thanks.

Brenda

From: Bonner, Anne [<mailto:Anne.Bonner@leg.bc.ca>]
Sent: Monday, January 21, 2019 12:13 PM
To: Tombs, Brenda SDPR:EX
Cc: Psiharis, Efstathia LASS:EX
Subject: FW: Casework call

Hi Brenda,

Could you have a look at ^{s.22} PWD benefit? ^{s.22} called me this morning very upset that her PWD benefit had been cancelled? ^{s.22}
^{s.22}

She has now called our office to find out what has happened. She says that nothing has changed in regards to her income.

Could you or your staff have a quick look at her file and advise us?

Thanks
Anne



Anne R. Bonner
Constituency Assistant to
Tracy Redies, MLA
Surrey White Rock
Office: (604) 542-3930
Email Anne.Bonner@leg.bc.ca

From: Bonner, Anne
Sent: Wednesday, November 28, 2018 12:04 PM
To: 'Tombs, Brenda SDPR:EX'
Subject: RE: Casework call

Hi Brenda
This is great. Thank you so much.

Anne



Anne R. Bonner

Constituency Assistant to
Tracy Redies, MLA
Surrey White Rock
Office: (604) 542-3930
Email Anne.Bonner@leg.bc.ca

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

Sent: Tuesday, November 27, 2018 2:00 PM

To: Bonner, Anne <Anne.Bonner@leg.bc.ca>

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

Subject: RE: Casework call

Hi Anne,

s.22

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

Brenda

Brenda Tombs

Executive Assistant

Honourable Shane Simpson

Minister of Social Development and Poverty Reduction

C: 250.361.8147

From: Bonner, Anne [<mailto:Anne.Bonner@leg.bc.ca>]

Sent: Friday, November 23, 2018 12:44 PM

To: Tombs, Brenda SDPR:EX

Subject: RE: Casework call

Hi Brenda,

COA for s.22

is attached. She is not sure why she is not receiving her cheques from the Ministry. s.22

s.22

5th
day

Thanks

Anne



Anne R. Bonner

Constituency Assistant to
Tracy Redies, MLA
Surrey White Rock
Office: (604) 542-3930
Email Anne.Bonner@leg.bc.ca

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

Sent: Friday, November 23, 2018 11:08 AM

To: Bonner, Anne <Anne.Bonner@leg.bc.ca>

Subject: Casework call

Hi Anne,

I understand you called the minister's office this morning to get assistance for s.22. Could you please send me a certificate of authority/consent form for this case? We'll need that before we can look into the file. Thank you!

Brenda

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 23, 2019 1:21 PM
To: Pham, Thuy HLTH:EX
Subject: FW: casework

Categories: Waiting

Hi Thuy. Please see the thread below. I believe you were working with Nicolas on this case. SDPR has no authority to cover the procedure if it's not covered by MSP (see the highlighted piece below). It looks to us that if it's done in hospital though, that it would then be covered by MSP. Do you mind checking on that please? Thanks.

Brenda

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

From: MacMillan, Karen SDPR:EX
Sent: Wednesday, January 23, 2019 1:16 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: casework

That is our understanding. Health would need to confirm as it is their program.

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 23, 2019 1:03 PM
To: MacMillan, Karen SDPR:EX
Subject: RE: casework

Hi Karen. Thanks for this. I read it to mean that if she did have the procedure done in hospital that it would be covered by MSP – is that right?

From: MacMillan, Karen SDPR:EX
Sent: Wednesday, January 23, 2019 11:31 AM
To: Tombs, Brenda SDPR:EX
Subject: RE: casework

s.22

surgery, less MSP funding. The Doctor would like the ministry to pay for these fees, as the client is unable to contribute.

The ministry has no authority to meet the costs of medical services not covered by MSP, unless clearly specified in the Employment and Assistance Act or Regulation or the Employment and Assistance for Persons with Disabilities Act or Regulation. Specific extra fees for this type of surgery are not clearly specified, so the ministry is unable to cover those costs.

Let me know if you would like to discuss further.

Karen MacMillan
Director, Executive Operations
Deputy Minister's Office
Ministry of Social Development and
Poverty Reduction
778-698-7601

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 22, 2019 1:45 PM
To: MacMillan, Karen SDPR:EX <Karen.MacMillan@gov.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: casework

Hi Karen. Please see the attached. ^{s.22} is PWD and it looks like her surgery won't be covered by MSP – the CA has received confirmation of that from Health. Is there any way we can cover it? Let me know your thoughts. Thanks.

Brenda

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 3, 2019 10:00 AM
To: Frederiksen, Hans LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: CLBC/Collaborative Service Delivery

Hi Hans,

The best person for ^{s.22} to deal with directly is the local Integrated Services Manager in Victoria:

Lori Fasullo
Main: 250-952-4203
Direct: 778-698-4098
Lori.Fasullo@gov.bc.ca

^{s.22} has spoken with Lori previously and should be encouraged to continue to work with her as it is the best way to deal with the issues directly, instead of going through you and me. How does that sound?

Brenda

From: Frederiksen, Hans [<mailto:Hans.Frederiksen@leg.bc.ca>]
Sent: Monday, December 31, 2018 10:02 AM
To: Tombs, Brenda SDPR:EX
Subject: FW: CLBC/Collaborative Service Delivery

Hi Brenda further to my last email from ^{s.22} now have more questions . Our system has been down since the 19th ,just happen to be in office today for Shaw to fix . Can you please help to draft a response to ^{s.22} . Thanks . Happy New Year and hope you have had a good holiday . Our office will open on Wednesday . Cheers again .Hans

Hans Frederiksen | Constituency Assistant to John Horgan, MLA, Langford-Juan de Fuca
#122 - 2806 Jacklin Road Victoria BC V9B 5A4 | P: 250-391-2801 | F: 250-391-2804
E: hans.frederiksen@leg.bc.ca
Office Hours: Monday to Friday, 10 am to 4 pm

From: Horgan.MLA, John
Sent: Friday, December 14, 2018 11:33 AM
To: Frederiksen, Hans <Hans.Frederiksen@leg.bc.ca>
Subject: FW: CLBC/Collaborative Service Delivery

From: ^{s.22}
Sent: Thursday, December 13, 2018 3:05 PM
To: Horgan.MLA, John <John.Horgan.MLA@leg.bc.ca>
Subject: Re: CLBC/Collaborative Service Delivery

Hello Hans,

Sorry for the delay in getting this to you^{s.22}

Hello,

s.22

I have provided the details of my son's situation and need to stress this is a critical pervasive systemic issue that deserves full investigation and system reform as it is affecting many CLBC clients and their families.

Respectfully,

s.22

From: Davies, Lynn M CLBC:EX

Sent: Wednesday, October 10, 2018 5:31 PM

To: s.22 ; Fasullo, Lori CLBC:EX; Macrae, Seonag CLBC:EX

Subject: s.22

Dear s.22

s.22

Also we have clarified that when CLBC funded services are put into place, as per the Guidelines for Collaborative Service Delivery, notification to VIHA would occur so they could complete their assessment of s.22 needs for Added Care Funding. Added Care Funding would replace the CSIL arrangement for s.22 as the Guidelines specify when CLBC is providing services, the role of the health authority is to provide funding to augment CLBC services. We cannot speak to what amount the health authority would provide.

Regards,

Lynn Davies

Vice President, Regional Operations

Community Living British Columbia

700 - 1200 West 73rd Avenue

Vancouver, BC V6P 6G5

Phone 604 664 0107

Cell 604 329 8931

Lynn.Davies@gov.bc.ca

From: s.22

To: "john horgan mla" <john.horgan.mla@leg.bc.ca>

Sent: Monday, November 12, 2018 10:38:17 AM

Subject: Fwd: CLBC/Collaborative Service Delivery

Attention: Hans and Maureen

Hello Premier Horgan,

s.22 Your constituency office is familiar with s.22 situation and has assisted us in the past to make some gains in understanding the complexities within CLBC's implementation of the 2010 Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities that is still in effect as written.

<https://www.health.gov.bc.ca/library/publications/year/2010/Guidelines-collaborative-service-delivery-adults.pdf>

See pg. 13 Appendix 6 and Clinical Guideline for Appendix 6 High Intensity Needs Clients s.22 is considered in the s.22

s.22

s.22

I have gathered considerable documentation and would like to meet with whomever you assign to take leadership on correcting this overt systemic abuse of power, discrimination and intentional misapplication of the Guidelines for Collaborative Service Delivery. I can be reached at s.22 home number

Thank you,
s.22

From: s.22
To: "Nicholas Simons MLA" <Nicholas.Simons.MLA@gov.bc.ca>
Sent: Monday, March 13, 2017 4:44:41 PM
Subject: CLBC/Collaborative Service Delivery

Hello Nicholas,
s.22

Thank you,
s.22

Wednesday, April 30, 2014, Afternoon (Volume 11, Number 5)

<https://www.leg.bc.ca/documents-data/debate-transcripts/40th-parliament/2nd-session/20140430pm-Hansard-v11n5#3349>

Copyright

From: "Davies, Lynn M CLBC:EX" <Lynn.Davies@gov.bc.ca>
To: s.22
Sent: Friday, March 10, 2017 6:01:23 PM
Subject: RE: Collaborative Service Delivery

Hi s.22

Below are my responses to the questions posed in your email. I have included the original questions and my answers are in black ink to distinguish the two.

1. Since the introduction of the "Guidelines" January 2010 have any formal policies been developed between health and CLBC governing who is responsible for funding personal "health" care assistance for activities of daily living?

No, there have not been formal policies developed. The Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities has provided a framework to guide regional health authority staff and CLBC staff practise to meet the needs of adults with developmental disabilities in an integrated and sustainable manner.

At this time the Ministry of Health, regional Health Authorities and CLBC representatives are working together to advance the shared understanding of the guidelines and to develop practise guidance for staff of all organizations.

2. Ministry of Health publishes in their manual for Home and Community Care that the major responsibility lies with CLBC and that health will only contribute funding for an added care component. Is that correct?

For individuals with a developmental disability and high intensity health care needs, CLBC continues within its mandate and responsibility to respond to the disability related needs of the individual. Daily living supports required as a result of the individual's developmental disability and case coordination is the responsibility of CLBC.

The Ministry of Health through the regional Health Authorities works collaboratively with CLBC for those adults with a developmental disability assessed as having a high intensity health care need.

3. What is the collaborative process for determining the amount of personal "health" care assistance required by a CLBC client?

CLBC through individual support planning with the person, their family and/or support network utilizes personal information, assessments and other relevant information to complete the Guide to Support Allocation tool to clarify our understanding of the person's disability related needs and the potential support services that may be requested. If through this process it is identified that the individual has complex health care needs then a referral to the HSCL team of Home and Community Care is completed with the consent of the individual or their representative. This may result in the provision of additional support from an HSCL practitioner and may also lead to an assessment by the health authority of the person's need for Added Care Funding to augment the CLBC supports in place.

4. Is there a provincial policy that specifies how the funding contribution by health is determined for the added care component?

I am not aware of a policy specific to determination of added care funding contribution.

5. Once total required personal "health" care assistance for activities of daily living is determined for a CLBC client is that full amount always available for them or does CLBC consider access/funding for personal "health" care assistance a service that can be wait listed?

To the best of our ability we will provide funding for a person's care assistance if this is their preference of possible support services. However, budget availability may impact if an individual may have to wait or if they receive a portion of their request with the remainder noted as an outstanding request for service.

6. In what category on CLBC's catalogue of services is personal "health" care assistance provided to an individual living independently or within the family home?

Within our Catalogue of Services this type of support would be in the Support for Individual and Families – Homemaker.

I would like to add that the area of collaborative service delivery is extremely complex and attempting to answer the questions in written format may not capture the situation fully. If you wish to discuss this in a phone call so that I can possibly provide additional information you are seeking I would be pleased to set up a time.

Regards,

Lynn Davies

Vice President, Regional Operations

Community Living British Columbia

700 - 1200 West 73rd Avenue

Vancouver, BC V6P 6G5

Phone 604 664 0107

Cell 604 329 8931

Lynn.Davies@gov.bc.ca

Does your community include everyone?

CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

On Mar 7, 2017, at 2:19 PM,^{s.22}
wrote

Hello Lynn,

Your name was given to me as being the CLBC contact with a leadership role regarding Collaborative Service Delivery. I have some questions.

Since the introduction of the "Guidelines" January 2010 have any formal policies been developed between health and CLBC governing who is responsible for funding personal "health" care assistance for activities of daily living? Ministry of Health publishes in their manual for Home and Community Care that the major responsibility lies with CLBC and that health will only contribute funding for an added care component. Is that correct? What is the collaborative process for determining the amount of personal "health" care assistance required by a CLBC client? Is there a provincial policy that specifies how the funding contribution by health is determined for the added care component?

Once total required personal "health" care assistance for activities of daily living is determined for a CLBC client is that full amount always available for them or does CLBC consider access/funding for personal "health" care assistance a service that can be wait listed?

I've searched extensively on CLBC's website and could find nothing related to Collaborative Service Delivery nor details of funding for personal "health" care assistance. In what category on CLBC's catalogue of services is personal "health" care assistance provided to an individual living independently or within the family home? I spoke yesterday with a CLBC facilitator who had only a rudimentary understanding of these issues so hoping you will be able to answer my questions.

Thank you,
s.22

From: s.22

To: "sharon stewart" <sharon.stewart@gov.bc.ca>

Sent: Monday, March 6, 2017 6:43:29 PM

Subject: Interministry Collaborative Service Delivery

Hello Sharon, I.

My questions are regarding Collaborative Service Delivery between the health authorities and Community Living BC (CLBC). I am needing to know if any formal policies or agreements have been developed since the introduction of the "Guidelines for Collaborative Service Delivery" that specify what the funding responsibilities are for the health authorities for a CLBC client who has been assessed by a health authority as qualifying for the added care/funding component? What assessment tools must be used when the health authority determines the amount of funding they will contribute for the added care component? Is the added care/funding component standardized in a manner that ensures the CLBC client would access the same amount of funding throughout the province?

Is it mandatory in the province now for an individual suspected as having a developmental disability to be professionally assessed to determine if they qualify for CLBC services? CLBC is considered by government to be a voluntary service. Is the ministry of health's position now that an individual that could qualify for CLBC services must become a CLBC client? If an individual meets the requirements for the CSIL program does a suspected developmental disability disqualify them from becoming a CSIL client?

The reason for my questions is that a CSIL client is readily able to fully access through home and community care the personal health care support for activities of daily living that a health authority assesses them as requiring up to the Ministry of Health's maximum hours set at 420 hours per month. CSIL supports are considered health care supports. CLBC says that they do not provide services to adults specifically related to Cerebral Palsy, Epilepsy with sleep disorder, cortical vision impairment or Autism because those disabilities and conditions are not within CLBC's mandate. How then does an individual with both a developmental and high intensity needs physical disability get the funding for their personal health care support for activities of daily living? Health assessed 420 hours per month required and CLBC would only fund 20 hours per month. This results then in unequal access to health care and discrimination.

Your assistance will be greatly appreciated to sort out these systemic Collaborative Service Delivery issues.

Thank you,

s.22

Dears.22

Thank you for your email on March 6, 2017. The following is a response to your questions.

1. If any formal policies or agreements have been developed since the introduction of the "Guidelines for Collaborative Service Delivery" that specify what the funding responsibilities are for the health authorities for a CLBC client who has been assessed by a health authority as qualifying for the added care/funding component?

No formal policies or agreements have been developed since the introduction of "Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities".

Appendix 6: High Intensity Healthcare Need in Adults with a Developmental Disability is the current guideline. (See attached Guidelines)

2. What assessment tools must be used when the health authority determines the amount of funding they will contribute for the added care component?

The RAI assessment tool and the CSIL Time Task tool are the common tools utilized by Island Health.

3. Is the added care/funding component standardized in a manner that ensures the CLBC client would access the same amount of funding throughout the province? There are some variations across the province.

The Ministry of Health is reviewing the Added Care Funding component with the regional Health Authorities and CLBC.

4. Is it mandatory in the province now for an individual suspected as having a developmental disability to be professionally assessed to determine if they qualify for CLBC services?

CLBC is the best source to answer eligibility questions for their services. CLBC can be contacted directly at (1-877-660-2522) or information regarding criteria for eligibility can be found via www.communitylivingbc.ca/individuals-families/

5. Is the ministry of health's position now that an individual that could qualify for CLBC services must become a CLBC client?

CLBC is a voluntary service, however, it is expected that appropriate funding sources are utilized for clients based on assessed need.

6. If an individual meets the requirements for the CSIL program does a suspected developmental disability disqualify them from becoming a CSIL client?

According to Home and Community Policy Manual 4.C.1 – Clients who cannot direct their own care or who cannot always direct their own care may still be able to participate in CSIL through a client support group or a CSIL representative. www2.gov.bc.ca/assets/gov/health-safety/home-community-care/accountability/hccpolicy-manual/4_hcc_policy_manual_chapter-4.pdf

7. How does an individual with both a developmental and high intensity needs physical disability get the funding for their personal health care support for activities of daily living?

For individuals with a developmental disability and high intensity health care needs, CLBC, within its mandate and responsibility, will respond to the disability related needs of the individual. Daily living supports required as a result of the individual's developmental disability and case coordination is the responsibility of CLBC. The Ministry of Health through the regional Health Authorities works collaboratively with CLBC for those adults with a developmental disability assessed as having a high intensity health care need.

Thank you for the opportunity to respond to your questions.

Sincerely,

Sharon Stewart Executive Director, Seniors' Services Primary and Community Care Policy Division

note: Sharon's phone # [250 952-1274](tel:2509521274)

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 10, 2019 11:58 AM
To: Iley, Krystine LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent Concern;s.22

Hi Krystine,

More on this case for you. s.22

s.22

Policy states:

As per 6.13.1 Types of financial supports:

To be eligible for EI Benefits while attending training, an Apprentice must apply for EPBC Program Financial Supports for Apprentices no later than the date they start the course. Apprentice Clients who apply late or do not apply at all, are not eligible and will not be provided with the EI Reference Code required to apply for EI Benefits.

s.22

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

From: Iley, Krystine [<mailto:Krystine.Iley@leg.bc.ca>]
Sent: Thursday, December 20, 2018 9:05 AM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Concern;s.22

Good morning Brenda,

I have attached the consent of s.22
for s.22 financial support.

The consent outlines a concern with Work BC and his application

Please feel free to call or email me with any questions or concerns.
Happy Thursday! ☺

Kind Regards,
Krystine



Krystine Iley

Constituency Assistant
to Shirley Bond, MLA

Prince George-Valemount

Office: (250) 250-612-4181 Toll Free : 1 (866) 6012-7333

E-mail: krystine.iley@leg.bc.ca

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 16, 2019 10:28 AM
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent Inquiry -s.22

Hi Jared,

See below from staff on this s.22 has not been cut off her regular income assistance (IA). Let me know if you have any more questions. Thanks.

Brenda

s.22

s.22

From: Butcher, Jared [<mailto:Jared.Butcher1@leg.bc.ca>]
Sent: Thursday, January 10, 2019 9:47 AM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Inquiry -s.22

Hi Brenda,

Our office has been contacted by s.22 regarding her PWD status.

s.22

s.22 also told us that s.22 was removed from assistance s.22 because she couldn't pick-up her chequess.22

s.22 told us that she has been trying to return to assistance for s.22 unsuccessfully.

s.22 has asked our office to contact the Ministry to see what steps she can take to return to assistance.

Kind regards,
Jared

Jared Butcher | Constituency Assistant to Hon. Carole James, MLA | Victoria-Beacon Hill
1084 Fort Street, Victoria, BC, V8V 3K4
250.952.4211 | jared.butcher1@leg.bc.ca | www.carolejamesmla.ca

The Victoria-Beacon Hill Community Office recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 31, 2019 1:46 PM
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Constituent Inquiry -s.22

Hi Jared,

It looks like there was some confusion around the quote the ministry received from the supplier and the supplier did not respond to our calls. That has been sorted out now and the chair has been approved. The client is being contacted to let him know. He will also receive a letter with the same info from us.

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

From: Butcher, Jared [<mailto:Jared.Butcher1@leg.bc.ca>]
Sent: Monday, January 28, 2019 3:54 PM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Inquiry -s.22

Hi Brenda,

Our office has been contacted by s.22 a PWD client.

s.22 told us that he was assessed a electronic wheelchair by the Ministry in the fall of last year.

s.22 told us that he was told he would receive a decision by the end of 2018. So far s.22 has not received a decision.

s.22 has asked that we contact the Ministry on his behalf to determine that status of his request for an electronic wheelchair.

Many thanks,
Jared

Jared Butcher | Constituency Assistant to Hon. Carole James, MLA | Victoria-Beacon Hill
1084 Fort Street, Victoria, BC, V8V 3K4
250.952.4211 | jared.butcher1@leg.bc.ca | www.carolejamesmla.ca

The Victoria-Beacon Hill Community Office recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 29, 2019 12:45 PM
To: Grant, Taylor LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Crisis Supplement

Hi Taylor,

Here is the info on this case from the Health Assistance Branch (HAB) Supervisor:

s.22

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

From: Grant, Taylor [<mailto:Taylor.Grant@leg.bc.ca>]
Sent: Wednesday, January 23, 2019 3:59 PM
To: Tombs, Brenda SDPR:EX
Subject: Crisis Supplement

Hi Brenda,

s.22 has asked our office to forward this correspondence s.22 regarding being a recipient of the Crisis Supplement s.22

Could you please advise us if s.22 is eligible and if any other steps need to be taken for her to receive it?

Thank you again for all of your help.

Taylor Grant
Constituency Assistant to Ian Paton, MLA
Delta South Constituency Office
604-940-7930

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: Wednesday, January 23, 2019 3:51 PM

To: Grant, Taylor <Taylor.Grant@leg.bc.ca>

Subject: RicohScan

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Friday, January 25, 2019 8:13 AM
To: Harrington, Molly SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: s.22
Attachments:

Categories: Waiting

Hi Molly. Could you please let me know what's happening with this so that I can relay that back to Raymond? Thanks.

Brenda

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

From: Liens, Raymond MMHA:EX
Sent: Thursday, January 24, 2019 4:44 PM
To: Tombs, Brenda SDPR:EX
Subject: FW: Follow-Up: Inter-Ministry Dialogue on s.13

Hello Brenda,

I am attaching the proposal in this email for reference^{s.13} called today and was concerned about no traction from SDPR on their proposal. They did meet with Molly Harrington and she seemed positive about the this initiative. Could you please check and see where the proposal is at in your ministry? Please call if you have questions or need clarifications. Much thanks Brenda,

Raymond

^{s.13}
From:
Sent: January 10, 2019 6:13 PM
To: Stewart, Sharon A HLTH:EX ; Morris, Jonny MMHA:EX ; debbie.maglauchan@gov.bc.ca; Smith, Stephen HLTH:EX ; Bruce, Robert SDPR:EX ; Fisher, Kiersten D HLTH:EX ; Eve, Doni HLTH:EX ; Dominic Flanagan ; Liens, Raymond MMHA:EX ; Minister, MMHA MMHA:EX
Cc: s.13
Subject: Follow-Up: Inter-Ministry Dialogue on s.13

Happy New Year!

Page 036 of 163 to/à Page 037 of 163

Withheld pursuant to/removed as

s.13

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 16, 2019 10:25 AM
To: Pham, Thuy HLTH:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: s.22 attestation form

Hi Thuy,

Please see below from staff. I hope this helps. Thanks.

Brenda

The ministry's ability to assist eligible recipients and their families to access Ministry of Health premium-free medical coverage through the Medical Services Plan (MSP).

This medical coverage is provided to recipients of income assistance, hardship assistance, and disability assistance who meet the MSP residency criteria. Refugee Claimants in receipt of assistance must also have a valid work permit.

Effective: February 22, 2018

Recipients must meet all of the following Ministry of Health (MoH) criteria to be eligible for Medical Services Plan (MSP) coverage:

- have the legal right to reside in Canada
- make their home in BC
- have resided for three continuous months in BC (for example, if the arrival date is mid-June, the eligibility date is September 1)
- be physically present in BC for six months per calendar year

Note: s.22

If the recipient does not meet the MSP residency requirements outlined above, MSP coverage will be post-dated for three months. New residents from other parts of Canada should maintain coverage with their former medical plan during the three-month waiting period. [For information on eligibility for PharmaCare during this period, see Related Links – PharmaCare.] link below

<https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/pharmacare>

Also discussed, in order for the ministry to complete the attestation and process, the ministry needs to physically view primary id and complete the attestation form in office. The client and advocate will be advised to approach offices s.22 s.22 in order to complete the attestation process as relationship with MSDPR has met the required timelines.

The local office is aware of the client approaching to complete the form as well.

From: Pham, Thuy HLTH:EX
Sent: Friday, January 11, 2019 10:28 AM
To: Tombs, Brenda SDPR:EX
Subject: RE:s.22 attestation form

Hi Brenda,

It's my understanding that SDPR assists with MSP enrolment for their clients. Is this something that is available to s.22
s.22. Or is this where the attestation process s.22) also ties in, and therefore SDPR cannot
assist with MSP enrolment in s.22 case?

Thanks,

Thuy Pham

Executive Assistant to
Hon. Adrian Dix, Minister of Health
Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1
Direct: 1-778-974-6006 *note new number* | Cell: 250-880-5019
Thuy.Pham@gov.bc.ca

From: Pham, Thuy HLTH:EX
Sent: January 4, 2019 12:04 PM
To: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE:s.22 r attestation form

Thanks Brenda. So the attestation process cannot be done because of the Ministry does not have copies of his ID, as opposed to s.22

s.22

The clarification you provided is important in understanding some difficulties he's facing with this.

Thanks again for all your help,
Thuy

Thuy Pham

Executive Assistant to
Hon. Adrian Dix, Minister of Health
Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1
Direct: 1-778-974-6006 *note new number* | Cell: 250-880-5019
Thuy.Pham@gov.bc.ca

From: Tombs, Brenda SDPR:EX
Sent: January 4, 2019 11:50 AM
To: Pham, Thuy HLTH:EX <Thuy.Pham@gov.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE:s.22 attestation form

Hi Thuy,

Happy new year to you too! I hope you had a good break.

Based on the notes from staff below it looks like SDPR doesn't have copies of s.22 ID. If s.22 still doesn't
have ID after being a ministry client for s.22 then the ministry would still be in the same position. I'd recommend

s.22 pursue the options I've highlighted in yellow below for obtaining his ID. Let me know if you have any more questions. Thanks.

Brenda

From: Pham, Thuy HLTH:EX
Sent: Friday, January 4, 2019 10:56 AM
To: Tombs, Brenda SDPR:EX
Subject: RE:s.22, attestation form

Good morning Brenda,

Happy new year! Hope you had a joyous and restful holiday.

In regards to MSDPR unable to assist s.22 with the attestation process, can you clarify if it's because:

1. The Ministry does not have copies of his ID on hand; or
2. s.22

Thanks so much,
Thuy

Thuy Pham

Executive Assistant to
Hon. Adrian Dix, Minister of Health
Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1
Direct: 1-778-974-6006 *note new number* | Cell: 250-880-5019
Thuy.Pham@gov.bc.ca

From: Tombs, Brenda SDPR:EX
Sent: December 7, 2018 11:38 AM
To: Pham, Thuy HLTH:EX <Thuy.Pham@gov.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE:s.22 attestation form

Hi Thuy,

See below from staff on these two files. Let me know if there are more questions.

Brenda

s.22

s.22

s.22

The client is able to also attend ICBC Service Center and request a ICBC Attestation form which can be completed by a member of the community who known the client for more than 6 months. Alternatively the client can call Health Insurance BC at 604-683-7151 and request a non-photo services card and explain his situation as to why he cannot meet the ID requirements. <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents-contact-us>

From: Pham, Thuy HLTH:EX
Sent: Monday, December 3, 2018 2:42 PM
To: Tombs, Brenda SDPR:EX
Subject: RE:s.22 attestation form

Thanks Brenda!

Was just writing to you as I received your reply back. I'm wondering if I can request an urgent response for s.22 case. In my haste to sending you the forms, I forgot to mention that on Friday.

Thanks again,

Thuy Pham
Executive Assistant to
Hon. Adrian Dix, Minister of Health
Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1
Direct: 604-453-7518 | Cell: 250-880-5019
Thuy.Pham@gov.bc.ca

From: Tombs, Brenda SDPR:EX
Sent: Monday, December 3, 2018 2:40 PM
To: Pham, Thuy HLTH:EX
Subject: RE:s.22 attestation form

Thanks Thuy. I'll have staff look in to this and get back to you.

Brenda

From: Pham, Thuy HLTH:EX
Sent: Friday, November 30, 2018 4:36 PM
To: Tombs, Brenda SDPR:EX
Subject: Re:s.22 attestation form

Hi Brenda,

Thanks for clarifying. I've attached the consent form for s.22

s.22

requires a BC Services Card. To do so, he needs to complete a secondary identification attestation form in the absence of secondary id. I'm told that MSDPR cannot provide this to him as he is no longer a client of theirs. Can you please look into this, and see what else s.22 can do to get the attestation form completed?

s.22

I'm also working on another photo ID case that requires gathering info from MSDPR for s.22. I was told that MSDPR advised that they are waiting on s.22 from him. Can you let me know if the MSDPR has received the s.22

s.22

Thanks for your assistance with this. Please let me know if you have any questions.

Have a good weekend,

Thuy Pham

Executive Assistant to

Hon. Adrian Dix, Minister of Health

Direct: 604-453-7518 | Cell: 250-880-5019

From: Tombs, Brenda SDPR:EX

Sent: Friday, November 30, 2018 3:35 PM

To: Pham, Thuy HLTH:EX

Subject: RE:s.22 attestation form

Hi Thuy,

Could you just cross out where it says CA and put in EA? I just know the folks in our ministry will come back to me asking for an SDPR specific consent form if I don't get one. Thank you!

Brenda

From: Pham, Thuy HLTH:EX

Sent: Friday, November 30, 2018 3:28 PM

To: Tombs, Brenda SDPR:EX
Subject: Re:s.22 attestation form

Hi Brenda,

The form you sent is to be filled out by the CAs at the MLA's office. I want to confirm that that this is something I can fill out as well, or if there's another form I should be filling out instead.

Thank you!

Thuy Pham
Executive Assistant to
Hon. Adrian Dix, Minister of Health
Direct: 604-453-7518 | Cell: 250-880-5019

From: Tombs, Brenda SDPR:EX
Sent: Thursday, November 29, 2018 12:53 PM
To: Pham, Thuy HLTH:EX
Subject: RE:s.22 attestation form

Hi Thuy,

Could you please fill out the attached COA and send it back to me? I won't be able to inquire about s.22 file without one. Thank you.

Brenda

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

From: Pham, Thuy HLTH:EX
Sent: Thursday, November 29, 2018 12:40 PM
To: Tombs, Brenda SDPR:EX
Subject: s.22 attestation form
Importance: High

Hi Brenda,

s.22
Thanks for the quick phone chat. s.22 requires a BC Services Card. To do so, he needs to complete a secondary identification attestation form in the absence of secondary id. I'm told that MSDPR cannot provide this to him as he is s.22 Can you please look into this, and see what else s.22 can do to get the attestation form completed?

Thanks so much for your help,

Thuy Pham

Executive Assistant to

Hon. Adrian Dix, Minister of Health

Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1

Direct: 604-453-7518 | Cell: 250-880-5019

Thuy.Pham@gov.bc.ca

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 10, 2019 11:55 AM
To: Hill, Robert LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: Mtg Request Between MLA Simons and Minister Simpson and/or DM Galbraith
Attachments: PR_Letter re intent to contract.docx

Hi Rob,

Attached is a copy of the letter that was sent out yesterday to confirm funding for the Powell River Community Resource Centre in the amount of \$100,000 for the 19/20 fiscal year. Let me know if MLA Simons still requires a meeting with Minister Simpson. Thanks.

Brenda

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

From: Hill, Robert
[mailto:Robert.Hill@leg.bc.ca]
Sent: Wednesday, January 9, 2019
1:57 PM
To: Tombs, Brenda SDPR:EX
Subject: Mtg Request Between MLA
Simons and Minister Simpson and/or
DM Galbraith
Importance: High

Hi Brenda,

MLA Simons is requesting a meeting between himself and Minister Simpson or DM Galbraith.

He will be in Victoria next week on the 15th of January. He's also available by phone, but in person would be preferred.

The meeting is in regards to the Community Resource Centre in Powell River.

Please see the attached letter from the previous DM Sheila Taylor.

The matter is re: the CRC running out of funding options. The previous deputy indicated she would be looking at other funding avenues. As of March 31st of this year, the CRC will have no Provincial funding.

Nic is hoping to explore this more with the Minister or the DM ASAP.

Thanks kindly

Robert (Rob) Hill | Constituency
Assistant | Nicholas Simons, MLA for
Powell River-Sunshine Coast
604 485 1249 | #109 – 4675 Marine Ave,
Powell River, BC V8A 2L2

Confidentiality Notice: This e-mail and any attachments are confidential and protected by legal privilege. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please contact us immediately by return e-mail and delete this copy from your system. Thank you.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 10, 2019 11:54 AM
To: MacMillan, Karen SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: FW: PWD application denied...Need to have this one looked into
Attachments: 2019_01_10_11_40_58.pdf

Categories: Waiting

Hi Karen. Should I encourage the CA to have the constituent apply for reconsideration here or is there something else we can do? Let me know what you think. Thanks.

Brenda

From: Marks, Beverly [<mailto:Beverly.Marks@leg.bc.ca>]
Sent: Thursday, January 10, 2019 11:50 AM
To: Tombs, Brenda SDPR:EX
Subject: PWD application denied...Need to have this one looked into

Hi Brenda^{s.22} came to see the MLA today. He is obviously disabled,s.22
s.22 . I understand that there are protocols however this is unacceptable. I have attached the correspondence received. Please read this over and see if you think he should be denied.s.22 . He is as said in the paperwork, dying. Why can't he receive some help?? I am so appalled by this one...

Hope you can assist with this. Thanks

Call me anytime should you need anything further, all consents and info from constituent attached.



Beverly Marks , Constituency Assistant

MLA Donna Barnett

Cariboo-Chilcotin

PO Box 95

7-530 Horse Lake Road, 100 Mile House, BC V0K 2E0

Office: (250) 395-3916 **E-mail :** beverly.marks@leg.bc.ca

"Helping one person might not change the world, but it could change the world for one person"
Author unknown

****Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.****

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 2, 2019 8:16 AM
To: MacMillan, Karen SDPR:EX
Cc: Harrington, Molly SDPR:EX; Tombs, Brenda SDPR:EX
Subject: FW: Supplements for s.22

Hi Karen. Can we talk about this one please? s.22 had met the minister at a couple of public events and brought up this issue. I worked with the EA at Health and talked to MSS about the case and he believes that the matter is a Health one. We had sent it over to them to handle and I also let s.22 know that the matter lay with Health. Now it appears it's being sent back to us. Are there any avenues that we can help with this one? It appears to me that it could escalate. Please let me know what you think. Copying Molly too as she was cc'd on the email from s.22 as well. Thanks.

Brenda

From: s.22
Sent: Wednesday, January 2, 2019 5:24 AM
To: Minister, SDPR SDPR:EX
Cc: Tombs, Brenda SDPR:EX; Harrington, Molly SDPR:EX; Heyman.MLA, George LASS:EX; Tim Ames; aharbour
Subject: FW: Supplements for s.22

Dear Minister Simpson:

This letter is a follow-up to our previous written communications on s.22

It appears from the email we received (copied below) that the Ministry of Health was asked to determine if there were any avenues for assistance. Their finding is **"There was no definitive help found"**. We take this to mean that we are at the end of the road with the Ministry of Health, but are left wondering if that is also the case with the Ministry of Social Development and Poverty Reduction?

The email below indicates "There have been internal SDPR ministry discussions regarding adding a new claimant category for s.22 but that would require regulation changes and that is not an active option at this time."

In our last correspondence s.22 we noted "Our last hope is to take the story to the province's media outlets" and requested an opportunity to sit down with the Minister of Health to discuss the situation.

Are we really at this last step Minister Simpson or would you sit down with us face-to-face and explain why your Ministry is not pursuing what appears to be a viable option for policy change that would resolve this challenge of s.22

Sincerely,
s.22

From: "Ward, Donna HLTH:EX"
Date: Wednesday, December 5, 2018 at 11:19 AM
To: s.22
Subject: Supplements for s.22

Hello s.22

Thank you for speaking with me on the telephone this morning. I am writing to provide you with a written copy of the information I delivered to you with respect to the supplements^{s.22}. I do wish you and your family the best in your endeavour to keep^{s.22} happy, safe, and enjoying life.

Respectfully,

Donna Ward

Director
Patient and Client Relations
Corporate Issues & Client Relations
Ministry of Health
(778) 698-1273

INFORMATION BULLETS

Cliff# 1123650 – s.22

REQUEST:

- Follow up to letter and Minister's conversation with^{s.22}
s.22. The goal was to see if there were any other
avenues for assistance with coverage of these supplements.

BACKGROUND:

- s.22
-
-
-
-
-
-
-

FINDINGS: I spoke with a number of people to try to find a solution or help for this patient. There was no definitive help found. Information from the discussions is summarized below:

- s.22

s.22

-
-
-
-
-
-

Program ED/Branch/Division: Susan Bouma/PharmaCare Benefits Branch/Pharmaceuticals Services Division
Date: October 26, 2018

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 3, 2019 3:41 PM
To: s.22
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Attn: Hon. Shane Simpson-s.22 Wheelchair Funding

Hi Amelia,

Thank you for your email. I understand ministry staff have reached out to you to provide you with an application for the s.22, which may be able to help with this funding. I would encourage you to get that application filled out and submitted as soon as possible and once that's in, we can go from there.

Thanks again and happy new year to you.

Brenda

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

From: s.22
Sent: Wednesday, January 2, 2019 4:57 PM
To: Tombs, Brenda SDPR:EX
Subject: Attn: Hon. Shane Simpson-s.22 Wheelchair Funding

Dear Hon. Shane Simpson,

s.22

s.22 I appreciate all you do for the community and how much you help persons with disabilities such as myself.

My s.22 s.22 suggested that I should contact you regarding receiving the remaining funding for my new s.22. I have received s.22 from my insurance and s.22 from the Ministry of Social Development and Poverty Reduction, but I still need s.22 s.22 A summary of costs is attached.

I've tried obtaining the remaining amount through BC Rehab and The Ministry of Social Development but with little success. The chair I have now is more than s.22 years old and has had multiple malfunctions in addition to the seating getting worn down. Some of these malfunctions have rendered the chair completely immobile in the past and have left me stranded at different locations. If I do not get a new chair soon, incidents may continue and become more frequent, preventing me from going to and from work. Also, The Ministry will no longer pay for my chair repairs since I am in

the process of requesting a new one, but I cannot afford to pay for them myself.

s.22

Thank-you for considering my email. It would be greatly appreciated if you could please help me attain the remaining s.22 or change the decision that was made on the s.2 so that I can get a new chair to help me maintain my independence.

s.22

Sincerely,

s.22

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 31, 2019 1:59 PM
To: Dean.MLA, Mitzi LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Burial Costs

Hi Nubwa,

As I suspected, one of the eligibility requirements to have burial costs covered by the ministry is to show that you don't have the financial means to pay for the burial. The fact that your constituents.22 ; renders him ineligible. He might want to look at the death benefits from the federal govt if he hasn't already. It won't be for \$10,000, but if he is eligible it might be worth looking in to. I don't have details on that program but perhaps it might come up in a google search or your local MP's office may know more.

I hope that helps. Thanks.

Brenda

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

From: Dean.MLA, Mitzi [<mailto:Mitzi.Dean.MLA@leg.bc.ca>]
Sent: Wednesday, January 30, 2019 3:22 PM
To: Tombs, Brenda SDPR:EX
Subject: Burial Costs

Hello Brenda,

As requested, here is the consent form of the constituent in question.

Thank you for looking into supplement costs for burial costs. I will reach out to the Ministry of Children and Family Development regarding foster parents and financial support.

Once again, thank you for looking into this for me.

Kind regards,
Nubwa

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 22, 2019 12:57 PM
To: Popham.MLA, Lana LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE:s.22

Hi Maureen,

I did hear more from staff on this case. It seems that s.22 that she hasn't gone back to see s.22 to discuss the results of that assessment. We would encourage her to do that, and there s.22 will be able to address her concerns about the line of questioning. Once s.22 has done that, if there's anything still amiss, we'd be happy to hear back from her, through you, on that. How does that sound?

Brenda

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

From: Popham.MLA, Lana [mailto:Lana.Popham.MLA@leg.bc.ca]
Sent: Tuesday, January 22, 2019 12:07 PM
To: Tombs, Brenda SDPR:EX
Subject: RE:s.22

All good – I told constituent that it would be a month or so before we would hear back. I appreciate you letting me know that staff are looking into this.

Maureen

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]
Sent: Tuesday, January 22, 2019 10:33 AM
To: Popham.MLA, Lana
Subject: RE:s.22

Hi Maureen. Apologies for the delay on this one, staff are still looking in to it. I should have something more for you before too long. Thanks for your patience.

Brenda

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

From: Popham.MLA, Lana [<mailto:Lana.Popham.MLA@leg.bc.ca>]
Sent: Tuesday, January 8, 2019 2:57 PM
To: Tombs, Brenda SDPR:EX
Subject: RE s.22

Please find attached the consent form for s.22

Thanks again,

Maureen Rogers
250 479 4154

From: Popham.MLA, Lana
Sent: Tuesday, January 8, 2019 9:49 AM
To: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: s.22

Hi Brenda,

This constituent had a meeting with Min. Popham before Christmas. When s.22 explained the kind of questioning that was given to s.22 it appears that this type of questioning might not be appropriate for someone like s.22. We don't know if anything can or will be done, but s.22 is looking for some answers. Would you be able to have a look at the correspondence below and advise us if Infocus can change the way they do this testing?

Your assistance is always appreciated.

Sincerely,

Maureen Rogers
Constituent Assistant to
Hon. Lana Popham
250 479 4154

Begin forwarded message:

From: s.22
Date: December 13, 2018 at 3:23:44 PM PST
To: L.Mclaughlin@gthiringsolutions.ca
Subject: Follow up

Hi Lindsey I'm not clear on what you meant your previous email when you said that all clients get the same testing. Does that mean all clients that come through the door, or all mental health clients or all of the people who were in the

s.22

OF THE 100 PLUS QUESTIONS I WAS ASKED ARE AS FOLLOWS.

s.22

----- Forwarded message -----

From: s.22

Date: Thu, Dec 6, 2018 at 11:08 AM

Subject: Infocus Services

To: <info@gthiringsolutions.ca>

To whom it may concern,

I am writing to place a formal complaint regarding my negative experience with Infocus Services. My name is

s.22

s.22

Please respond to me at your soonest.

Sincerely,

s.22

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 7, 2019 11:25 AM
To: Rogers, Maureen LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: casework

Hi Maureen,

Here is the status of this case from staff. Let me know if you have any more questions.

- s.22
-
- The local manager will also follow up with the MLA's constituency assistant.
- We would suggest the family continue to try to resolve their concerns through the local office and the formal complaints resolution process.

Brenda

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

From: Rogers, Maureen [<mailto:Maureen.Rogers@leg.bc.ca>]
Sent: Monday, December 17, 2018 9:28 AM
To: Tombs, Brenda SDPR:EX
Subject: RE: casework

Hi Brenda,

Thank you very much for looking into this one. For further information on this case, the s.22
s.22 until he gets funding in BC. This means that he is receiving money
from s.22, but in the meantime, he cannot get a medical card for his daughter in BC. s.22
s.22

If you require more information, I will certainly do my best to get what you need.

If I don't talk to you before Christmas, I hope you get a chance to rest and enjoy the holiday season.

Our office is closed after this Thursday and will reopen on January 7th.

Thanks
Maureen Rogers

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Friday, December 14, 2018 1:01 PM
To: Rogers, Maureen
Subject: casework

Hi Maureen,

I just wanted to let you know that I have this file now and will check in with staff to see what can be done. Let me know if you have any questions in the meantime. Thanks.

Brenda

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

From: Dycke, Kassandra HLTH:EX
Sent: Friday, December 14, 2018 11:33 AM
To: Tombs, Brenda SDPR:EX
Subject: FW: Scan From

Hi Brenda,

As discussed, casework re CLBC funding from MLA Popham's office attached. CA contact is Maureen Rogers.

Cheers,
Kass

Kassandra Dycke
Ministerial Assistant to
Hon. Adrian Dix, Minister of Health
Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1
Office 250-953-3584 | Cell 778-678-3776
kassandra.dycke@gov.bc.ca

From: KASSDYCK <Kassandra.Dycke@gov.bc.ca>
Sent: December 14, 2018 11:28 AM
To: Dycke, Kassandra HLTH:EX <Kassandra.Dycke@gov.bc.ca>
Subject: Scan From

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 28, 2019 1:55 PM
To: Bonner, Anne LASS:EX
Cc: Psiharis, Efstathia LASS:EX; Tombs, Brenda SDPR:EX
Subject: RE: Casework call

Hi Anne. Please see the notes from staff below on this case. Let me know if you have any more questions. Thanks.

Brenda

- s.22
-
-
-
-

From: Bonner, Anne [<mailto:Anne.Bonner@leg.bc.ca>]
Sent: Monday, January 21, 2019 12:13 PM
To: Tombs, Brenda SDPR:EX
Cc: Psiharis, Efstathia LASS:EX
Subject: FW: Casework call

Hi Brenda,

Could you have a look at s.22 PWD benefit? s.22 called me this morning very upset that her PWD benefit had been cancelled s.22
s.22

Could you or your staff have a quick look at her file and advise us?

Thanks
Anne



Anne R. Bonner
Constituency Assistant to
Tracy Redies, MLA
Surrey White Rock
Office: (604) 542-3930
Email Anne.Bonner@leg.bc.ca

From: Bonner, Anne
Sent: Wednesday, November 28, 2018 12:04 PM
To: 'Tombs, Brenda SDPR:EX'
Subject: RE: Casework call

Hi Brenda
This is great. Thank you so much.
Anne



Anne R. Bonner
Constituency Assistant to
Tracy Redies, MLA
Surrey White Rock
Office: (604) 542-3930
Email Anne.Bonner@leg.bc.ca

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Tuesday, November 27, 2018 2:00 PM
To: Bonner, Anne <Anne.Bonner@leg.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE: Casework call

Hi Anne,

Staff have contacted s.22 and confirmed they have all the documents they need to release the cheque.s.22
s.22

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

Brenda

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

From: Bonner, Anne [<mailto:Anne.Bonner@leg.bc.ca>]
Sent: Friday, November 23, 2018 12:44 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: Casework call

Hi Brenda,
COA for s.22 is attached. She is not sure why she is not receiving her cheques from the Ministry. She told me that she has reported all income from s.22
s.22

which was the paperwork that the Ministry said was holding up her cheque. She will be evicted if she is unable to pay her rent due to the missing payments.

Thanks

Anne



Anne R. Bonner

Constituency Assistant to
Tracy Redies, MLA
Surrey White Rock
Office: (604) 542-3930
Email Anne.Bonner@leg.bc.ca

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

Sent: Friday, November 23, 2018 11:08 AM

To: Bonner, Anne <Anne.Bonner@leg.bc.ca>

Subject: Casework call

Hi Anne,

I understand you called the minister's office this morning to get assistance for s.22. Could you please send me a certificate of authority/consent form for this case? We'll need that before we can look into the file. Thank you!

Brenda

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 23, 2019 2:12 PM
To: Pham, Thuy HLTH:EX
Subject: RE: casework

Categories: Waiting

Hi Thuy,

I'm told that this case does not fit the criteria as it is not life threatening or there is no other way for the service to be done (like if someone was in a very remote location with no hospital). This service can be done in a hospital so there are avenues for MSP to cover it – hence it doesn't fit the criteria.^{s.22} , it doesn't seem that this case fits under any of the above categories.

Let me know what you find out from your end. Thanks.

Brenda

From: Pham, Thuy HLTH:EX
Sent: Wednesday, January 23, 2019 1:55 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: casework

Hi Brenda,

I will confirm that with staff and get back to you.

In the meantime, per my interpretation of Karen's statement (highlighted below) is SDPR able to look further into the possibility of covering if they were given more details of the extra fee?

s.22

Thanks,

Thuy Pham

Executive Assistant to
Hon. Adrian Dix, Minister of Health
Room 337 | Parliament Buildings, Victoria, BC | V8W 9V1
Direct: 1-778-974-6006 *note new number* | Cell: 250-880-5019
Thuy.Pham@gov.bc.ca

From: Tombs, Brenda SDPR:EX
Sent: January 23, 2019 1:21 PM
To: Pham, Thuy HLTH:EX
Subject: FW: casework

Hi Thuy. Please see the thread below. I believe you were working with Nicolas on this case. SDPR has no authority to cover the procedure if it's not covered by MSP (see the highlighted piece below). It looks to us that if it's done in hospital though, that it would then be covered by MSP. Do you mind checking on that please? Thanks.

Brenda

Brenda Tombs

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

From: MacMillan, Karen SDPR:EX
Sent: Wednesday, January 23, 2019 1:16 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: casework

That is our understanding. Health would need to confirm as it is their program.

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 23, 2019 1:03 PM
To: MacMillan, Karen SDPR:EX <Karen.MacMillan@gov.bc.ca>
Subject: RE: casework

Hi Karen. Thanks for this. I read it to mean that if she did have the procedure done in hospital that it would be covered by MSP – is that right?

From: MacMillan, Karen SDPR:EX
Sent: Wednesday, January 23, 2019 11:31 AM
To: Tombs, Brenda SDPR:EX
Subject: RE: casework

s.22

s.22

surgery, less MSP funding. The Doctor would like the ministry to pay for these fees, as the client is unable to contribute.

s.22

Let me know if you would like to discuss further.

Karen MacMillan
Director, Executive Operations
Deputy Minister's Office
Ministry of Social Development and
Poverty Reduction
778-698-7601

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 22, 2019 1:45 PM
To: MacMillan, Karen SDPR:EX <Karen.MacMillan@gov.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: casework

Hi Karen. Please see the attached^{s.22} is PWD and it looks like her surgery won't be covered by MSP – the CA has received confirmation of that from Health. Is there any way we can cover it? Let me know your thoughts. Thanks.

Brenda

Page 067 of 163 to/à Page 069 of 163

Withheld pursuant to/removed as

DUPLICATE

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 29, 2019 11:09 AM
To: Bragg, Nicolas LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE:s.22 - Letter of

Hi Nicolas,

I've heard back from the EA in Health and she will be dealing with this case going forward, so you can expect to hear from her soon. Thanks.

Brenda

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

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 28, 2019 5:13 PM
To: Bragg, Nicolas LASS:EX
Subject: RE: s.22 - Letter of

Hi Nicolas,

Sorry for the delay. Unfortunately SDPR has no authority to cover the procedure if it's not covered by MSP. It looks to us that if it's done in hospital though, that it would then be covered by MSP. I have a note in to the EA at the Ministry of Health, asking her to look into it, so I can let you know when I hear back. How does that sound?

Brenda

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

From: Bragg, Nicolas [<mailto:Nicolas.Bragg@leg.bc.ca>]
Sent: Monday, January 28, 2019 5:04 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: s.22 - Letter of

Hi Brenda,

I hope this quick note finds you well. I thought I would just quickly circle back and see if there was any progress on this case.

If not – no worry! I know it takes time.

Anyway, I hope you are having a great start to the week.

Best,

Nicolas

Nicolas Bragg Constituency Assistant | David Eby, MLA Vancouver-Point Grey P: 604-660-1297 | Nicolas.Bragg@leg.bc.ca | 2909 West Broadway Vancouver V6K 2G6 <http://davidbymla.ca/> | [Facebook](#) | [Newsletter Sign Up!](#)

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: January 22, 2019 1:46 PM
To: Bragg, Nicolas
Subject: RE: s.22 - Letter of

Ok, let me see what I can find out and I'll get back to you. Thanks.

Brenda

From: Bragg, Nicolas [<mailto:Nicolas.Bragg@leg.bc.ca>]
Sent: Tuesday, January 22, 2019 1:30 PM
To: Tombs, Brenda SDPR:EX
Subject: Re: s.22 - Letter of

Hi Brenda,

Thank you for the quick reply. I am waiting for the exact wording of the letter that will be sent this week to s.22. Sadly, it seems that MSP will not cover it. I spoke the the EA in Health and I am waiting official word, but my understanding is that they deemed that it is not covered.

Thank you for your assistance.

Kind regards,

Nicolas

Nicolas Bragg Constituency Assistant | David Eby, MLA Vancouver-Point Grey P: 604-660-1297 | Nicolas.Bragg@leg.bc.ca | 2909 West Broadway Vancouver V6K 2G6 <http://davidbymla.ca/>

From: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Sent: January 22, 2019 12:47 PM
To: Bragg, Nicolas
Subject: RE:s.22 - Letter of

Hi again. Has Health indicated that they will pay for some of this procedure? If so, how much? Thanks Nicolas.

Brenda

Brenda Tombs

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

From: Bragg, Nicolas [<mailto:Nicolas.Bragg@leg.bc.ca>]
Sent: Tuesday, January 22, 2019 12:26 PM
To: Tombs, Brenda SDPR:EX
Subject: s.22 - Letter of

Hello Brenda,

I hope this note finds you well. Thank you once again for taking my call today. Please see the attached documents – s.22 MOH consent as well as the letter from her doctor indicating her need for this s.22

s.22 has met with me here at our Constituency Office a number of times and I would be more than happy to discuss her current predicament with you further should you require more details.

I thank you in advance for your assistance with s.22 request.

Kind regards,

Nicolas

Nicolas Bragg Constituency Assistant | David Eby, MLA Vancouver-Point Grey P: 604-660-1297 | Nicolas.Bragg@leg.bc.ca | 2909 West Broadway Vancouver V6K 2G6 <http://davidbymla.ca/>

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 16, 2019 10:49 AM
To: Frederiksen, Hans LASS:EX
Subject: RE: CLBC Collaborative Service Delivery?'s

Thanks Hans. I don't believe we have anything further to add for s.22 . She will need to follow the direction laid out by Seonag Macrae (complete the assessment) in order to proceed.

Brenda

From: Frederiksen, Hans [mailto:Hans.Frederiksen@leg.bc.ca]
Sent: Wednesday, January 16, 2019 10:44 AM
To: Tombs, Brenda SDPR:EX
Subject: FW: CLBC Collaborative Service Delivery?'s

Hi Brenda just FYI follow up . Cheers .Hans

Hans Frederiksen | Constituency Assistant to John Horgan, MLA, Langford-Juan de Fuca
#122 - 2806 Jacklin Road Victoria BC V9B 5A4 | P: 250-391-2801 | F: 250-391-2804
E: hans.frederiksen@leg.bc.ca
Office Hours: Monday to Friday, 10 am to 4 pm

From: s.22
Sent: Wednesday, January 16, 2019 5:16 AM
To: Frederiksen, Hans
Subject: CLBC Collaborative Service Delivery?'s

Hello Hans,

Here is the latest correspondence from CLBC. I informed Seonag Macrae, CLBC CEO that the Ministry of Social Development said that it was CLBC who should be answering questions regarding Collaborative Service Delivery and as shown in the attached correspondence CLBC will **NOT** answer the questions. Please forward this to your contact at Ministry of Social Development asking them to provide me with answers to the questions I have asked. It should not take years (5) to have direct straight forward questions answered. Sure makes one wonder/question what the motive is for not answering.

Thanks so much,

s.22

From: s.22
To: "Rebecca CLBC Lim" <Rebecca.Lim@gov.bc.ca>
Sent: Monday, January 14, 2019 5:09:28 PM
Subject: Re: Letter to s.22

Hello Seonag,

Thank you for your response to my email of January 4, 2019 that contained several questions that you did not answer. To simplify, for you, my main question is:

Why is CLBC funding for meeting the disability related needs of their clients, in the area of assistance with the activities of daily living (personal care), significantly lower than the funding that would be available for them from the Ministry of Health's Home and Community Care program, if they did not have a developmental disability.

This is a straight forward question and I would greatly appreciate a straight forward response.

In addition, I had asked you for a copy of the most recent CLBC Catalogue of Services, Resource Allocation Schedule (RAS) or whatever CLBC is currently calling the guide CLBC uses that lists the standard ranges of costs for the geographic region and services typically provided in relation to an individual's disability-related needs. Also, I had asked for the current Home Share Provider Rate Table. Are those documents requested available to the public? How can they be accessed? If not, why not? Again, please respond using email.

Thank you,

s.22

January 14, 2019 note: copy of attachment

s.22

Dear ^{s.22} Thank you for your email of January 4, 2019, with several questions arising from your correspondence with Lynn Davies, CLBC VP Regional Operations. I understand Lynn has responded to many of your questions previously. ^{s.22}

s.22

^{s.22} |. If you would like to proceed, we would need to complete the assessment process to establish eligibility and conduct personal support planning to identify specific support for your son. As per Lynn's letter, once eligibility is established and CLBC is providing supports, notification to VIHA would occur so they can complete their assessment of your son's needs for determination of Added Care Funding from Health. Sincerely, Seonag Macrae Chief Executive Officer CC: MLA John Horgan

From: "Rebecca CLBC Lim" <Rebecca.Lim@gov.bc.ca>

To ^{s.22}

Cc: "Horgan.MLA, John LASS:EX" <John.Horgan.MLA@leg.bc.ca>, "Macrae, Seonag CLBC:EX"

<Seonag.Macrae@gov.bc.ca>

Sent: Monday, January 14, 2019 11:07:55 AM

Subject: Letter to s.22

Dear ^{s.22}

Please find attached a letter from our CEO Seonag Macrae in response to your email dated January 4th, 2019. Thank you.

Best regards,

Rebecca Lim

Executive Assistant to CEO Seonag Macrae

Community Living British Columbia

7th Floor - 1200 West 73rd Ave

Vancouver, BC V6P 6G5

P: (604) 713-0325 / F: (604) 664-0765

E: Rebecca.Lim@gov.bc.ca

www.communitylivingbc.ca

Lives filled with possibilities in welcoming communities

Confidentiality Notice: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

From: ^{s.22}

To: "seonag macrae" <seonag.macrae@gov.bc.ca>

Sent: Friday, January 11, 2019 2:16:43 PM

Subject: Re: CLBC Collaborative Service Delivery ?'s

Hello again Seonag,

Please let me know, approximately, when I would be receiving a response to the attached email sent to you January 4th, 2019.

Thank you,

^{s.22}

From: ^{s.22}

To: "seonag macrae" <seonag.macrae@gov.bc.ca>

Cc: "john horgan mla" <john.horgan.mla@leg.bc.ca>

Sent: Friday, January 4, 2019 12:43:13 PM

Subject: CLBC Collaborative Service Delivery ?'s

Hello Seonag,

Ministry of Social Development, Shane Simpson's office has informed our MLA's office, John Horgan that CLBC should be speaking to CLBC's implementation of the 2010 Guidelines for Collaborative Service Delivery. I have attached a string of emails for your information on the issue and ask that you reply by email with the answers to the following questions.

1. Individuals with a developmental disability are not being funded for personal health care needs/activities of daily living at the same funding level/rate as individuals with no developmental disability. Why? Please explain this inequity.

2. CLBC has the responsibility to provide support/funding for the personal care disability related needs of their clients, however, CLBC is NOT funding the personal care needs of CLBC clients that live with their family in the same manner/amount that all other adults WITHOUT A DEVELOPMENTALLY DISABILITY have their personal care needs funded by the health authorities. This results in a significantly LOWER amount of support available for the adult with a developmental disability and discriminatingly forces them out of their homes and into facility/residential government care far sooner than an individual with no developmental disability who has their personal health care needs appropriately funded by health. Why? Please explain why this would be allowed to occur.

3. s.22

s.22

s.22

Same individual with

the same disability related needs so how can CLBC support funding vary so greatly when supports are supposed to be objectively based on assessed disability related need as identified through CLBC's GSA assessment tool? Please explain how this discrepancy in funding levels is being justified by CLBC especially in light of the fact CLBC is responsible to provide funding/service for their client's personal health care support needs/activities of daily living.

4. Health clients are not wait listed for required Home and Community Care personal health care support/assistance with activities of daily living, they are provided with the support and assistance needed to remain in the community and living in their chosen housing arrangement. Knowing that government services available to the public must be distributed on an equal basis what justification does CLBC have for not meeting CLBC's responsibility of providing supports/funding for ANY CLBC clients assessed as requiring assistance with the activities of daily living/personal care needs?

5. s.22

and need to know why families

would be presented with home share funding rates as we are not home share providers? Often, as you are aware, individuals with complex care/high intensity personal health care needs are not suitable for home share care. Shouldn't our adult children's funding be directly related to what their unique disability related needs are inclusive of the cost associated with the provision of high intensity personal health care support/activities of daily living and not simply on a generalized rate table for paid adult foster care? Additionally, it had been a CLBC standard that supports to home share were based on the number of flags attached to an individual at a rate of \$1,000 per flag per month. Has CLBC changed that formula? If so, why?

s.22

I would also appreciate receiving a copy of the most recent CLBC Catalogue of Services, Resource Allocation Schedule and the Home Share Provider Rate Table including funding information regarding supports to home share which should all be available to the public. Is that possible?

I have provided the details of my son's situation and need to stress this is a critical, pervasive and systemic issue that deserves full investigation by you with system reforms established to prevent risk and harm, as it is negatively affecting many CLBC clients and their families.

Thank you,

s.22

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 22, 2019 12:12 PM
To: Marks, Beverly LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: COA for constituent^{s.22} re: Emergency Social Service Payment

Hi Bev,

s.22 should apply for assistance and eligibility for hardship assistance will be determined, pending his EI assistance. We cannot do anything until he applies. When he does apply, and if he has immediate needs, he should be sure to note that (there is a spot in the application to do that) and staff will look at the immediate need within 24 hrs.

<https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/apply-for-assistance>

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

From: Marks, Beverly [<mailto:Beverly.Marks@leg.bc.ca>]
Sent: Tuesday, January 22, 2019 11:57 AM
To: Tombs, Brenda SDPR:EX
Subject: COA for constituent s.22 re: Emergency Social Service Payment

Hi Brenda, please see attached COA and our office consent form for this file as requested. Thanks



Beverly Marks , Constituency Assistant

MLA Donna Barnett

Cariboo-Chilcotin

PO Box 95

7-530 Horse Lake Road, 100 Mile House, BC V0K 2E0

Office: (250) 395-3916 **E-mail :** beverly.marks@leg.bc.ca

"Helping one person might not change the world, but it could change the world for one person"

Author unknown

Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 21, 2019 3:02 PM
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituency Inquiry -s.22

Hi Jared,

Here is the update from staff on this file. Let me know if you have any more questions. Thanks.

Brenda

- s.22

-
-
-
-

From: Butcher, Jared [<mailto:Jared.Butcher1@leg.bc.ca>]
Sent: Thursday, January 17, 2019 12:07 PM
To: Tombs, Brenda SDPR:EX
Subject: Constituency Inquiry -s.22

Hi Brenda,

Our office has been contacted by our constituent^{s.22}

s.22

s.22 is a PWD client of the Ministry and was told that he would be reimbursed for the costs of the s.22 visit. s.22 told us that his doctor has submitted the necessary paperwork but he has yet to receive a refund.

A CoA is attached.

Many thanks,

Jared Butcher | Constituency Assistant to Hon. Carole James, MLA | Victoria-Beacon Hill
1084 Fort Street, Victoria, BC, V8V 3K4
250.952.4211 | jared.butcher1@leg.bc.ca | www.carolejamesmla.ca

The Victoria-Beacon Hill Community Office recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 24, 2019 9:56 AM
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituency Inquiry - s.22

Hi Jared,

Notes from staff on this decision are below:

s.22

s.22 ' was happy with the contact made and the resolution. He is aware that it is legislated fee schedule. Staff also let him know we would reconnect with the MLA's office and close that loop.

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: Tombs, Brenda SDPR:EX
Sent: Monday, January 21, 2019 3:02 PM
To: Butcher, Jared A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituency Inquiry - s.22

Hi Jared,

Here is the update from staff on this file. Let me know if you have any more questions. Thanks.

Brenda

- s.22

-
-

- s.22
-

From: Butcher, Jared [<mailto:Jared.Butcher1@leg.bc.ca>]
Sent: Thursday, January 17, 2019 12:07 PM
To: Tombs, Brenda SDPR:EX
Subject: Constituency Inquiry - s.22

Hi Brenda,

Our office has been contacted by our constituent s.22

s.22

s.22 is a PWD client of the Ministry and was told that he would be reimbursed for the costs of the s.22 visit. s.22 told us that his doctor has submitted the necessary paperwork but he has yet to receive a refund.

A CoA is attached.

Many thanks,

Jared Butcher | Constituency Assistant to Hon. Carole James, MLA | Victoria-Beacon Hill
1084 Fort Street, Victoria, BC, V8V 3K4
250.952.4211 | jared.butcher1@leg.bc.ca | www.carolejamesmla.ca

The Victoria-Beacon Hill Community Office recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Page 083 of 163 to/à Page 094 of 163

Withheld pursuant to/removed as

DUPLICATE

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 29, 2019 10:39 AM
To: Hosseinzadeh, Nick LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent:s.22

Hi Nick,

Staff have advised that the client needs to contact the ministry to ask for a reconsideration and provide the evidence of why the approved device is not appropriate. The pictures aren't sufficient I'm afraid. Is the s.22 working on the reconsideration?

Brenda

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

From: Hosseinzadeh, Nick [mailto:Nick.Hosseinzadeh@leg.bc.ca]
Sent: Monday, January 28, 2019 9:10 AM
To: Tombs, Brenda SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent:s.22

Hi Brenda,

Thanks for getting back to me. Hope you had a nice weekend.

s.22 dropped off some documents at our office Friday, as well as some pictures s.22
s.22 I've attached both the photos and documents. She told me Friday at her s.22 is working on submitting an appeal.

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]
Sent: Monday, January 28, 2019 8:59 AM
To: Hosseinzadeh, Nick
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent:s.22

Hi Nick,

s.22
s.22
s.22 The ministry can't do anything more without further information – to date they don't have that information. Could you please relay that information to s.22 and ask that she or her s.22 contact the ministry to discuss? Thanks.

Brenda

From: Hosseinzadeh, Nick [<mailto:Nick.Hosseinzadeh@leg.bc.ca>]
Sent: Thursday, January 24, 2019 9:26 AM
To: Tombs, Brenda SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent:s.22

Hi Brenda,

s.22

What is the Ministry proposing we do going forward in this situation? Can the Ministry work with this individual to come to an agreeable solution that a lift that works is found?

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Wednesday, January 23, 2019 3:43 PM
To: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE: Constituent:s.22

Hi Nick,

That's correct. The cost of the equipment cannot exceed \$4200. If there are exceptional circumstances with the cost of installation then that would need to be looked at. It would be dependent on what the exceptional circumstances are.

Brenda

From: Hosseinzadeh, Nick [<mailto:Nick.Hosseinzadeh@leg.bc.ca>]
Sent: Wednesday, January 23, 2019 3:26 PM
To: Tombs, Brenda SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent:s.22

Thanks Brenda, so my reading of this is the only way there is an exception to the \$4,200 is at the installation part of the process, not the cost of the actual equipment?

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Wednesday, January 23, 2019 3:22 PM
To: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE: Constituent:s.22

Hi Nick,

The information you requested is below. Let me know if you have any more questions.

Brenda

<https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-equipment-and-devices>

Medical equipment and devices — floor or ceiling lift devices

3.8 (1) In this section, "**floor or ceiling lift device**" means a device that stands on the floor or is attached to the ceiling and that uses a sling system to transfer a person.

(2) A floor or ceiling lift device is a health supplement for the purposes of section 3 of this Schedule if the following requirements are met:

- (a) the minister is satisfied that the floor or ceiling lift device is medically essential to facilitate transfers of a person in a bedroom or a bathroom;
- (b) the cost of the floor or ceiling lift device does not exceed \$4 200 or, if the cost of the floor or ceiling lift device does exceed \$4 200, the minister is satisfied that the excess cost is a result of unusual installation expenses.

(3) The period of time referred to in section 3 (3) (b) of this Schedule with respect to replacement of an item described in subsection (2) of this section is 5 years from the date on which the minister provided the item being replaced.

From: Hosseinzadeh, Nick [<mailto:Nick.Hosseinzadeh@leg.bc.ca>]
Sent: Tuesday, January 22, 2019 10:33 AM
To: Tombs, Brenda SDPR:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent:s.22

Hi Brenda,

Thanks for the prompt response. So there is no extraordinary situation in which a lift for over the \$4,200 amount is considered, since there is a legislated maximum? Can you point me in the direction of where this is in writing, to help support that point?

Thanks so much!

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Tuesday, January 22, 2019 10:30 AM
To: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE: Constituent:s.22

Hi Nick,

Here is the update from staff on this case:

The legislated funding maximum for a floor to ceiling lift is \$4200 which is why an alternate quote was requested, as we could not fund the original requested lift for s.22 Here is the follow up from the HAB adjudicator:

s.22

indicated he will research other options to meet this criteria

s.22

- *Client can still request a reconsideration if not satisfied*

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: Hosseinzadeh, Nick [<mailto:Nick.Hosseinzadeh@leg.bc.ca>]

Sent: Monday, January 21, 2019 1:53 PM

To: Tombs, Brenda SDPR:EX

Subject: FW: Constituent s.22

Hi Brenda,

I hope you are doing well and had a nice weekend.

I am reaching out on behalf of s.22
portable lift. s.22

is in a wheelchair, and recently applied for a new sit-to-stand

s.22 that doesn't meet some of the requirements she has, and
s.22 Can you look into this and help us determine the best route?

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

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 29, 2019 12:38 PM
To: Miller, Sarah A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent Concern

Hi Sarah,

Staff have advised that we do not have a request for moving from this client. She should contact her local SDPR office and apply for a moving supplement. s.22
s.22

Brenda

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

From: Miller, Sarah M. [mailto:Sarah.M.Miller@leg.bc.ca]
Sent: Monday, January 28, 2019 2:14 PM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Concern

Hi Brenda,

Please find attached a consent form for as.22 I am looking for clarification on the Ministry policy for out of province move coverage and I will explain the situation below.

s.22
They have
been unable to find housing here they can afford, s.22 has made it impossible for s.22 to find
work. s.22
s.22

The constituent first contacted me a few weeks ago concerned about the time it was taking to process their out of province move request. s.22
s.22

So I am looking for guidance on how to best direct/assist the constituent at this time. In your opinion would her situation possibly fall into the guidelines for consideration for out of province move funding- or would it be best to just tell her that she would not qualify? Any guidance you could provide would be much appreciated.

Sarah M Miller

Constituency Assistant to

Doug Routley, MLA for Nanaimo~North Cowichan

bcgeu

Nanaimo

Unit 112- 50 Tenth Street | Telephone: 250.716.5221 | Fax: 250.716.5222

Ladysmith

1-16 High Street | PO Box 269 | Telephone: 250.245.9375 | Fax: 250.245.8164

www.dougroutley.ca

IMPORTANT NOTICE

This message contains confidential and/or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, forward, disclose or take any action based on this message or any information herein. If you receive this message in error, please advise the sender immediately by reply e-mail and delete this message.

Page 102 of 163 to/à Page 103 of 163

Withheld pursuant to/removed as

DUPLICATE

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 16, 2019 2:13 PM
To: Patchett, Sheila LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent Denied Social Assistance

Hi Sheila,

Here's some clarification on this. When staff spoke with the client on Monday they let her know she would be hearing from the Employment Planning Supervisor after the end of her course as we can't do anything on that front until she is finished. Sound good?

Brenda

From: Patchett, Sheila [<mailto:Sheila.Patchett@leg.bc.ca>]
Sent: Wednesday, January 16, 2019 11:31 AM
To: Tombs, Brenda SDPR:EX
Subject: RE: Constituent Denied Social Assistance

Good morning Brenda,

Thank you for looking into this for me. Greatly appreciated. A planning supervisor will be contacting s.22 after her course is completed then?

Sheila

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Wednesday, January 16, 2019 10:35 AM
To: Patchett, Sheila
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent Denied Social Assistance

Hi Sheila,

Here is the info on this case:

- The Application for s.22 is still open and pending.
- s.22
- Once the client's classes are over, then the period covered by the student loan is over also, and eligibility for assistance could be assessed at that point.
- s.22
- Below is the policy related to student loans.
Note: Students who exhaust their loans, grants, and bursaries during the course of a semester where a student loan has been provided remain ineligible for assistance, and may be directed to contact their school's student financial aid office or student loan program.

- Client Relations and Service Quality (CRSQ) will arrange for an Employment Planning Supervisor to give her a call to discuss.

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

From: Patchett, Sheila [<mailto:Sheila.Patchett@leg.bc.ca>]
Sent: Thursday, January 10, 2019 2:44 PM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Denied Social Assistance

Hello Brenda,

Thank you for helping me with our constituent, s.22
s.22

s.22
s.22 would like to move into low-income assisted housing and receive social assistance until she can finish her schooling and get a job, s.22
s.22

I just spoke with her today and the amount left from her student loan that she had received is s.22 and her schooling is finished s.22

She has been refused on the grounds of her student loan. As you can see there is no way she can afford to pay rent and bills s.22 How can s.22 be helped? Does she need to reapply after her course finishes?

I greatly appreciate you looking into her file and look forward to your response.

Kind regards,

Sheila Patchett



Sheila Patchett
Administrative Assistant
Coralee Oakes, MLA
Cariboo North
#401 – 410 Kinchant Street,
Quesnel, British Columbia V2J 7J5
Office: (250) 991- 0296
Email Sheila.Patchett@leg.bc.ca

Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Friday, January 11, 2019 2:23 PM
To: MacMillan, Karen SDPR:EX
Subject: RE: Constituent Inquiry - s.22

Categories: Waiting

Ok, great. So her benefits have not been cut off then?

From: MacMillan, Karen SDPR:EX
Sent: Friday, January 11, 2019 2:11 PM
To: Tombs, Brenda SDPR:EX
Subject: Re: Constituent Inquiry - s.22

Here is the update on this issue:

Supervisor called the client, it was a non-issue. She was just worried about her PWD application she just submitted. Supervisor noted the case and left a message for Jared (MLA) to call Supervisor back to advise him of the outcome.

s.22

Sent from my iPhone

On Jan 10, 2019, at 9:49 AM, Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca> wrote:

Hi Karen. Could you take a look at this one please and let me know your thoughts? Thanks.

From: Butcher, Jared [<mailto:Jared.Butcher1@leg.bc.ca>]
Sent: Thursday, January 10, 2019 9:47 AM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Inquiry -s.22

Hi Brenda,

Our office has been contacted by s.22 regarding her PWD status.

s.22

s.22 also told us that s.22 was removed from assistance s.22
s.2 because she couldn't pick-up her cheques s.22
9

s.22

told us that she has been trying to return to assistance for a year unsuccessfully.

has asked our office to contact the Ministry to see what steps she can take to return to assistance.

Kind regards,
Jared

Jared Butcher | Constituency Assistant to Hon. Carole James, MLA | Victoria-Beacon Hill
1084 Fort Street, Victoria, BC, V8V 3K4
250.952.4211 | jared.butcher1@leg.bc.ca | www.carolejamesmla.ca

The Victoria-Beacon Hill Community Office recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 31, 2019 1:50 PM
To: James.MLA, Carole A LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent Inquiry - s.22

Hi Jared,

Here is the update from staff on this file:

- The Third Party Administered client's Electronic Fund Transfer is currently active on file.
- s.22
-
-
-
-

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

Brenda

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

From: James.MLA, Carole [<mailto:Carole.James.MLA@leg.bc.ca>]
Sent: Monday, January 28, 2019 3:41 PM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Inquiry - s.22

Hi Brenda,

Our office has been contacted by s.22 who is PWD client of the Ministry.

s.22 told us that he was recently removed from electronic transfer payments from the Ministry and told us he was not informed of this in advance. s.22 has since received a cheque, but would like to return to electronic payments.

s.22 also received a notice (attached) that he had to submit further information to confirm his eligibility. s.22 no change in his circumstances and has asked the we inquire about what information he needs to submit.

s.22 generally contacts the Ministry through a third party. s.22 told us that the third party has not been able to assist him with these issues.

Many thanks,
Jared

Jared Butcher | Constituency Assistant to Hon. Carole James, MLA | Victoria-Beacon Hill
1084 Fort Street, Victoria, BC, V8V 3K4
250.952.4211 | jared.butcher1@leg.bc.ca | www.carolejamesmla.ca

The Victoria-Beacon Hill Community Office recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 16, 2019 10:40 AM
To: Shah, Amna LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Constituent Inquiry

Hi Amna,

Here is the updated information from staff on this file:

- s.22
- Clients have been advised they are not eligible as single persons and advised they must apply as a couple, as per ministry policy
- s.22
-
- Reapplication completed, eligibility as a couple determined and JAN19 income assistance as a couple was issued under s.22 name. As a couple they only receive one payment not the two they previously received as singles.
- MLA's CA was contacted and advised of the outcome

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

From: Shah, Amna [<mailto:Amna.Shah@leg.bc.ca>]
Sent: Thursday, January 10, 2019 1:37 PM
To: Tombs, Brenda SDPR:EX
Subject: Constituent Inquiry

Hi Brenda,

I have two constituents, s.22 who receive regular benefits from Social Services. They were asked to merge their files as they are living together and facilitate a common-law relationship. s.22 has told me that she did not receive her January social assistance cheque, whereas s.22 did receive his. She is wondering why that is the case.
She has attempted to contact Social assistance workers to receive an explanation, however has not gotten any so far.
s.22

Could you please look into this for me? Attached above is both s.22 consent forms.

With much appreciation,



Amna Shah

Constituency Assistant to Garry Begg, MLA for Surrey-Guildford

P: 604-586-3747 | F: 604-584-4741 | #201 – 15135 101 Ave, Surrey BC V3R 7Z1

Garry.Begg.MLA@leg.bc.ca | www.garrybeggmla.ca

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 15, 2019 10:25 AM
To: s.22
Cc: Leung, Idy LASS:EX; Tombs, Brenda SDPR:EX
Subject: RE: CPAP COVERAGE AVAILABLE -- Fwd: Ministry of Health Response - 1110062

Hi s.22

Unfortunately the requirement for life threatening equipment does not include eye glasses. Sleep apnea can be considered life threatening but the need for glasses doesn't fall under the same category, I'm afraid. I would encourage you to follow up with your parent's MP for possible federal programs. You may also want to see if the seniors advocate can assist: <https://www.seniorsadvocatebc.ca/>

Good luck.

Brenda

From: s.22
Sent: Friday, January 11, 2019 4:46 PM
To: Tombs, Brenda SDPR:EX; Minister, SDPR SDPR:EX
Cc: Minister, HLTH HLTH:EX; Simpson.MLA, Shane L LASS:EX; Dix.MLA, Adrian LASS:EX; s.22
Subject: CPAP COVERAGE AVAILABLE -- Fwd: Ministry of Health Response - 1110062

Attn: Brenda Toombs, Exec Asst - Shane Simpson Minister
Attn: Idy Leung, Constit Asst - Adrian Dix Minister

Hi Brenda and Idy,

See below and per prior discussion.

I found the email that had noted that the minister of poverty reduction does fund life threatening equipment for low income seniors or disabled who are on msp premium assistance. I wonder if a case can be made for eye glasses for seniors (eye glasses as emergency hardship supplies). Or whether pharmacare may provide coverage in cases such as this. Just wondering is all - anyway - this shows Shane's ministry does fund other clients.

Thank you and please advise.

Sincerely,
s.22

Begin forwarded message:

From: "Gullickson, Sherrill" <Sherrill.Gullickson@leg.bc.ca>
Subject: RE: Ministry of Health Response - 1110062
Date: April 5, 2018 at 9:40:20 AM PDT
To: s.22

Good Morning s.22

Please see attached documents. I have sent information based on our telephone conversation, so if the details are different or I missed something in our call please let me know.

Thanks

Sherrill Gullickson

604 775 2277

From: s.22
Sent: Wednesday, April 4, 2018 3:19 PM
To: Gullickson, Sherrill <Sherrill.Gullickson@leg.bc.ca>
Subject: Fwd: Ministry of Health Response - 1110062

Per discussion.

Sent from my iPhone

Begin forwarded message:

From: "hlth Pharmaceutical Services Correspondence Unit HLTH:EX" <HLTHPSDCORR@gov.bc.ca>
Date: April 4, 2018 at 1:58:01 PM PDT
To: s.22
Subject: Ministry of Health Response - 1110062

1110062

s.22

Dear s.22

The Honourable Adrian Dix, Minister of Health, has asked me to respond to your email of March 10, 2018, regarding coverage for continuous positive airway pressure (CPAP) machines in British Columbia. I am pleased to answer on his behalf.

I would first like to recognize the difficulties Obstructive Sleep Apnea presents. I also recognize that the cost of the machine required for treatment is a major concern to you and other members of your family.

As you may know, the Ministry of Health (the Ministry)'s Medical Services Plan (MSP) and PharmaCare are two separate programs. MSP covers physician and hospital services. PharmaCare provides assistance to residents with the cost of eligible prescription drugs and a limited selection of designated medical supplies.

Because prescription drug and medical device coverage is not included in the *Canada Health Act* or funded by the federal government, it varies from province to province. Each province funds its own drug and device coverage program, and coverage varies according to the budget and priorities of each province.

While other provinces may cover drugs or devices that PharmaCare does not, PharmaCare also covers drugs and devices that are not covered by other provinces. In keeping with the health needs of British Columbians and available resources, PharmaCare has expanded the number of benefits covered since its establishment. However, PharmaCare is unable to provide reimbursement for all types of supplies and devices available to assist individuals with their health needs.

Regrettably, CPAP breathing machines are not eligible for coverage under PharmaCare. This is not a reflection of the value of CPAP machines, but rather a reflection of PharmaCare's ability to cover such items within the limits of available funding.

You will be interested to know that the Ministry of Social Development and Poverty Reduction's Life-Threatening Health Needs program assists eligible BC residents with the purchase of certain medical devices, including CPAP machines. You must qualify for MSP Premium Assistance in order to be eligible for assistance. More information is available online at: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/life-threatening-health-needs-new.

Thank you for the opportunity to respond. I realize this is not the response you were seeking; however, I trust it serves to clarify PharmaCare's position.

Sincerely,

John Capelli
Executive Director
Pharmaceutical Services Division

pc: Honourable Adrian Dix

WARNING - CONFIDENTIALITY NOTICE: This email is intended only for the use of the individual or organization to which it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this email in error, please telephone or email the sender immediately and delete the message without making any copies.

Page 115 of 163 to/à Page 118 of 163

Withheld pursuant to/removed as

DUPLICATE

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 28, 2019 12:32 PM
To: Pellatt, Nan LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Documentation Retention and Retrieval

Hi Nan,

Megan Tardif at CLBC will be happy to assist s.22 with any and all of her requests. Please have her follow up with Megan directly, or you can contact her yourself, if s.22 would prefer that. Megan's contact information is listed below. Thank you.

Brenda

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

From: Nan Pellatt [mailto:Nan.Pellatt@leg.bc.ca]
Sent: Monday, January 28, 2019 12:26 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: Documentation Retention and Retrieval

Hi Brenda:

s.22 respectfully requests that CLBC provide her with the information that she has requested. I believe she is particularly interested in knowing the retention of transition plans, budgets, contracts and assessments (if they have been provided to CLBC by various health authorities).
Thanks Nan

Nan Pellatt
Constituency Assistant to



Steve Thomson, MLA
Kelowna Mission
102 2121 Ethel Street
Kelowna, British Columbia V1Y 2Z6
Office: (250) 712-3620
E-mail: Steve.Thomson.MLA@leg.bc.ca

Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.

-----Original Message-----

From: Tombs, Brenda SDPR:EX
Sent: January 21, 2019 12:12 PM
To: Pellatt, Nan ;
Cc: Tombs, Brenda SDPR:EX ;
Subject: RE: Documentation Retention and Retrieval

Hi Nan. I've tried to find out that information for you but it's not as simple as it would seem. I've been advised that s.22
s.22 may want to speak directly to Megan Tardif, who is the Director of Quality Assurance with CLBC. Megan is also
the Privacy Information Officer with CLBC and can assist s.22 with her FOI request (dates, etc). She's happy to
hear from s.22 as she helps families with these types of requests frequently.

Megan's direct line is 604-603-6060. Will that help? Thanks.

Brenda

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

From: Nan Pellatt [mailto:Nan.Pellatt@leg.bc.ca]
Sent: Friday, January 18, 2019 12:08 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: Documentation Retention and Retrieval

Hi Brenda: Thanks for your work on this file. Our constituent has come back and asked what is the
government's standards for document retention and I am not aware of what that is. For example I can find a
standards sheet outlining document retention for IHA and for hospitals but I can't find what it is for an agency
like CLBC. s.22

s.22

s.22

s.22 would like to know
what CLBC's retention policy is for the documents in their possession.

On your advice, I have suggested to her that she should FOI her Paris file to find out exactly what CLBC has on
file s.22
s.22

Thanks again. Nan

Nan Pellatt
Constituency Assistant to



Steve Thomson, MLA
Kelowna Mission
102 2121 Ethel Street
Kelowna, British Columbia V1Y 2Z6
Office: (250) 712-3620
E-mail: Steve.Thomson.MLA@leg.bc.ca

Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.

-----Original Message-----

From: Tombs, Brenda SDPR:EX
Sent: December 19, 2018 10:53 AM
To: Pellatt, Nan ;
Cc: Tombs, Brenda SDPR:EX ;
Subject: RE: Documentation Retention and Retrieval

Hi Nan,

CLBC follows the same guidelines for document retention as the rest of government but the assessment isn't CLBC's, it's from Northern Health. CLBC would only retain the documents that are relevant to s.22 file. The Northern Health assessment was likely used as CLBC relies on the assessments of experts to determine levels of funding. If s.22 wants a copy of the health assessment Northern Health will have it. If she FOIs her PARIS file it would show what CLBC has.

Does that help?

Brenda

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

From: Pellatt, Nan [mailto:Nan.Pellatt@leg.bc.ca]
Sent: Monday, December 17, 2018 4:17 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: Documentation Retention and Retrieval

Thanks – I know it was a NHA Assessment – but s.22 believes it was used to determine funding when s.22 s.22

Brenda is there anywhere a document retention policy for CLBC?

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]
Sent: Monday, December 17, 2018 3:12 PM
To: Pellatt, Nan
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Documentation Retention and Retrieval

Hi Nan,

s.22 can submit an FOI request for her CLBC file, and because it would be a personal submission there would be no fees attached to it. |s.22

s.22

because CLBC won't have it. Does that help? Let me know if you have any more questions.

Brenda

Brenda Tombs

Executive Assistant

Honourable Shane Simpson

Minister of Social Development and Poverty Reduction

C: 250.361.8147

From: Pellatt, Nan [<mailto:Nan.Pellatt@leg.bc.ca>]
Sent: Friday, December 14, 2018 1:47 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: Documentation Retention and Retrieval

Thank you Brenda. Nan

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Friday, December 14, 2018 1:46 PM
To: Pellatt, Nan <Nan.Pellatt@leg.bc.ca>
Subject: RE: Documentation Retention and Retrieval

Let me find that out and get back to you. Thanks.

Brenda

From: Pellatt, Nan [<mailto:Nan.Pellatt@leg.bc.ca>]
Sent: Friday, December 14, 2018 11:43 AM
To: Tombs, Brenda SDPR:EX
Subject: RE: Documentation Retention and Retrieval

I believe the question is how does one initiate an investigation as to why information is not on the file? The FIPPA investigator had already informed her that neither NHA nor CLBC had the document in question.

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Friday, December 14, 2018 11:41 AM
To: Pellatt, Nan <Nan.Pellatt@leg.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE: Documentation Retention and Retrieval

Hi Nan,

Here is the information on this inquiry from CLBC:

- s.22 request was processed as an FOI request through our privacy officer, and our staff's search of s.22 Paris file did not find the documents s.2 is requesting.
- The documents s.22 is referring to are Northern Health documents so Northern Health is ultimately the owner of them and further inquiries should be directed to Northern Health.
- s.2 still has the option to do a new health assessment through the Health authority to determine her current support needs.

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

From: Pellatt, Nan [<mailto:Nan.Pellatt@leg.bc.ca>]
Sent: Wednesday, December 12, 2018 3:21 PM
To: Yeung, Lucinda HLTH:EX; Tombs, Brenda SDPR:EX
Subject: Documentation Retention and Retrieval

MLA Thomson's constituent^{s.22} has asked us to find out how an investigation of "missing documentation"
from^{s.22} Health File and CLBC file can be initiated. s.22
s.22

s.22

She has been working with FOIPA^{s.22}
s.22

FOIPA informed her today that neither NHA nor CLBC has this December 15 document and as "no one has custody or control of the letter (since neither CLBC or NHA have a copy)" he will have to remove it from his Inquiry Report.

Also Brenda - ^{s.22}
s.22

still exists and if so – who is the custodian of it? ^{Is.22}
s.22

. Can you please provide some confirmation if such a File
s.22

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 15, 2019 2:46 PM
To: Sarginson, Jackie LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE:s.22

Hi Jackie,

Here is the info from staff on 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: Sarginson, Jackie [<mailto:Jackie.Sarginson@leg.bc.ca>]
Sent: Tuesday, January 15, 2019 9:45 AM
To: Tombs, Brenda SDPR:EX
Subject: s.22
Importance: High

Hi Brenda I have attached the consent form for s.22 here for you.

s.2 is on PWD and s.22

He called the 1-866 # and was told that he could pick up a cheque if s.22

s.22

When s.22 went to pick up the cheque he was denied and they would not give him anything.

Thank you for your time in this matter.



Jackie Sarginson

Constituency Assistant

Coralee Oakes, MLA

Cariboo North

#401 – 410 Kinchant Street,

Quesnel, British Columbia V2J 7J5

Office: (250) 991- 0296

Email : jackie.sarginson@leg.bc.ca

Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 16, 2019 4:20 PM
To: Datene, Tricia LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Lack of Accommodation for Client with Mental Illness

Hi Tricia,

Here is the update from staff on this case:

- Client's file has been closed since s.22 due to the following reasons:
s.22
- s.22
- s.22
-
-
-
-
-
- s.22 - File closed due to no contact.
- s.22

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

From: Datene, Tricia [<mailto:Tricia.Datene@leg.bc.ca>]
Sent: Wednesday, January 16, 2019 1:14 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: Lack of Accommodation for Client with Mental Illness

s.22

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Wednesday, January 16, 2019 11:15 AM
To: Datene, Tricia
Subject: RE: Lack of Accommodation for Client with Mental Illness

Hi Tricia,

A DOB, PHN or SIN is needed to identify s.22 as there are many s.22 who are or have been ministry clients and we need to make sure we have the right person. A phone number isn't enough to identify him. Please send me that information when you are able to get it, or if you have it. Thanks.

Brenda

From: Datene, Tricia [<mailto:Tricia.Datene@leg.bc.ca>]
Sent: Wednesday, January 16, 2019 10:16 AM
To: Tombs, Brenda SDPR:EX
Subject: RE: Lack of Accommodation for Client with Mental Illness

He said that he is s. years old.

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Wednesday, January 16, 2019 8:37 AM
To: Datene, Tricia <Tricia.Datene@leg.bc.ca>
Subject: RE: Lack of Accommodation for Client with Mental Illness

Hi Tricia,

I will have staff take a look at this file and get back to you with some answers. One question I have: how old is s.22
s.22 ' If he is over 65 he will not be eligible for PWD alone, as the ministry requires people to transition to full CPP once they turn 65 (a ministry top-up is ok though).

Brenda

Brenda Tombs

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

From: Datene, Tricia [<mailto:Tricia.Datene@leg.bc.ca>]
Sent: Tuesday, January 15, 2019 4:42 PM
To: Tombs, Brenda SDPR:EX
Subject: Lack of Accommodation for Client with Mental Illness

Hi Brenda,
I am writing about s.22

s.22

s.22 . He is getting top-up to his CPP on regular benefits through MSDPR but he would like to apply for PMB or PWD benefits but does not know how to do it. When he asked at the MSDPR for help they "blew him off". I have attached a consent form so that I can help him.

My questions are:

1. If s.22 . how can he reapply for benefits?
2. What is the process to apply for Persons with Multiple Barriers or Persons with Disabilities?

I have seen this situation more than once in the Duncan office where the front line staff do not seem to have an understanding of mental illness. They seem to be lacking in compassion. In fact, this amounts to lack of accommodation for a person with a disability. The Canadian Human Rights Act prohibits an individual or organization from discriminating against an employee, tenant or service on the basis of a disability.

I would recommend that the Ministry provide training to front-line staff in communicating with persons with mental health disorders. Behaviour which seems rude, demanding or aggressive, may in fact be signs of mental illness.

Tricia Datené / Constituency Assistant
Constituency Office of Sonia Furstenau, MLA
164 Station St, Duncan, BC V9L 1M7
Phone: 250-715-2793 | Fax: (778) 698-8934
Website | Facebook | Twitter

IMPORTANT NOTICE

This message contains confidential and/or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, forward, disclose or take any action based on this message or any information herein. If you receive this message in error, please advise the sender immediately by reply e-mail and delete this message

Page 129 of 163 to/à Page 133 of 163

Withheld pursuant to/removed as

DUPLICATE

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Thursday, January 31, 2019 2:09 PM
To: Gillie, Kate LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: s.22 - Surrey Panorama Constituent needing assistance

Hi Kate,

Here are some links that I hope will answer your questions:

- 1) Regarding childcare support, check here for more info: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children>
- 2) The only way to know if s.22 is eligible for Persons with Disability (PWD) status is for her to apply. The way the process works is folks need to apply for regular income assistance (IA) first, then apply for PWD. However, s.22 may not be eligible depending on what her husband earns, but she should apply to find out. Here is more info on that process: <https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/apply-for-assistance>
- 3) WorkBC facilities are located all around BC to help people with their work search. Here is the link to that information: <https://www.workbc.ca/>

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: Gillie, Kate [<mailto:Kate.Gillie@leg.bc.ca>]
Sent: Thursday, January 31, 2019 1:46 PM
To: Tombs, Brenda SDPR:EX
Subject: s.22 - Surrey Panorama Constituent needing assistance

Hi Brenda

s.22 visited the office today and asked us if we could help her. I have attached your form and ours.

s.22

- s.22 has been suffering from s.22 function unable to
- They do not have family support
- s.22 would like to return to work, and would like to retrain as a s.22
She worked as a s.22

s.22

s.22 asks:

1. Can we access childcare support for her
2. Can we assist in finding out if she is eligible for a disability status
3. Can we support her in re-training so she can return to work

Hoping you are a good place to start on this. Please could you advise?

Thank you.

Kind regards

Kate

Kate Gillie
Constituency Assistant
Hon. Jinny Sims, MLA Surrey Panorama
#204 14360 64th Avenue, Surrey, BC V3W 1Z1
Phone: 778-593-2262 | Fax: 604-574-5691



Page 136 of 163 to/à Page 137 of 163

Withheld pursuant to/removed as

DUPLICATE

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 23, 2019 1:07 PM
To: Marks, Beverly LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Need your advice re: Timeline for reconsideration s.22
s.22

Hi Bev,

Please see below for an update on this case:

HAB Supervisor was finally able to connect with the doctor on this file:

s.22

- Based on the new information provided – We are reversing the original decision. He will be approved for PWD effective JANUARY 1 (we are backdating). s.22

s.22

Brenda

From: Marks, Beverly [mailto:Beverly.Marks@leg.bc.ca]
Sent: Friday, January 11, 2019 1:37 PM
To: Tombs, Brenda SDPR:EX
Subject: RE: Need your advice re: Timeline for reconsideration s.22
s.22

Brenda, you have made my weekend. s.22

My MLA went down to service BC to get the forms and even they were amazed he had been denied. THANK YOU. BIG BOUQUET OF FLOWERS FOR YOU.



Beverly Marks , *Constituency Assistant*

MLA Donna Barnett

Cariboo-Chilcotin

PO Box 95

7-530 Horse Lake Road, 100 Mile House, BC V0K 2E0

Office: (250) 395-3916 E-mail : beverly.marks@leg.bc.ca

"Helping one person might not change the world, but it could change the world for one person"

Author unknown

Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.

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

Sent: Friday, January 11, 2019 1:30 PM

To: Marks, Beverly

Cc: Tombs, Brenda SDPR:EX

Subject: RE: Need your advice re: Timeline for reconsideration ^{s.22}

s.22

Hi Bev. I've heard back from staff and here's what they advised:

s.22

So, ^{s.22} does not need to apply for reconsideration. Staff are hoping to get what they need by contacting the doctor and assessor directly. I'll let you know when I have an update, ok?

Brenda

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

Sent: Friday, January 11, 2019 12:11 PM

To: Tombs, Brenda SDPR:EX

Subject: Need your advice re: Timeline for reconsideration ^{s.22}

Hi Brenda, Just crossing my T's and dotting my I's here.

s.22

the text of the letter states it must be responded to within 20 days of receipt of the letter. So when does the time start....If you go from the written date, there was a major holiday break there. What does the Ministry think the end date is?? Just trying to make sure this is done in the right time frame. Contacted ^{s.22} by message so not sure when he will be able to go to get forms and come in to me for assistance with filing....

Hope you can give me some assistance

Thanks



Beverly Marks , Constituency Assistant

MLA Donna Barnett

Cariboo-Chilcotin

PO Box 95

7-530 Horse Lake Road, 100 Mile House, BC V0K 2E0

Office: (250) 395-3916 **E-mail :** beverly.marks@leg.bc.ca

"Helping one person might not change the world, but it could change the world for one person"

Author unknown

****Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies. ****

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Friday, January 11, 2019 10:13 AM
To: s.22
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Question - Medical Coverage - eye glasses / cpap

Hi s.2

Our ministry services are only available for ministry clients, s.22

s.22

s.22

I would encourage you to follow up with their Member of Parliament's office, for help with federal matters. If you're not sure who their MP is you can find it here:
<http://www.ourcommons.ca/Parliamentarians/en/constituencies/FindMP>

I hope that's helpful. Good luck!

Brenda

Brenda Tombs

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

From: s.22

Sent: Thursday, January 10, 2019 15:20

To: "Dix.MLA, Adrian" ,"Dix, Adrian" ,"Simpson, Shane" ,"Simpson.MLA, Shane"

CC: s.22 Don Davies

Subject: Question - Medical Coverage - eye glasses / cpap

Hi Adrian/Shane,

A bit urgent request for coverage of eye glasses.

s.22

I am wondering is there any program through ministry of health or social development that provides coverage?

s.22

s.22

I would really appreciate help or info, otherwise, I would to have pay for this myself. Is there any federal program available too?

Please let me know as soon as possible.

Thank you.

s.22

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Friday, January 11, 2019 11:16 AM
To: s.22
Subject: RE: Question - Medical Coverage - eye glasses / cpap

Hi s.22

I've asked the Executive Assistant for the Ministry of Health to follow up with you directly to see if there's anything there that could be of assistance, since our programs and services are for our ministry clients only, I'm afraid.

The Ministry of Health is also responsible for BC seniors, so perhaps there is a program there that I'm not aware of that could help.

Hopefully Don Davies' office will also have some helpful federal resources too.

Thanks and good luck.

Brenda

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

From: s.22
Sent: Friday, January 11, 2019 10:43 AM
To: Tombs, Brenda SDPR:EX; don.davies@parl.gc.ca; Minister, HLTH HLTH:EX; Minister, SDPR SDPR:EX
Cc: Dix.MLA, Adrian LASS:EX; Simpson.MLA, Shane L LASS:EX; s.22 Minister, HLTH HLTH:EX
Subject: Re: Question - Medical Coverage - eye glasses / cpap

Hi Brenda

From a past enquiry — There is a program that funds low income seniors regardless of their Income stream.
s.22

s.22 I'm pretty sure there is a stop gap measures that ensures seniors are not left without coverage. Maybe have a policy expert at Ministry look into? Please. Thanks. I can later ask B.C. ombudsman to look into if need be.

Maybe the ministry can create a program to find low income seniors? Or ministry of health. But I'm sure a program Does exist.

I have cc mp don Davies office for help too.

Anyone please assist and advise. Thanks.

s.22

Sent from my iPhone

On Jan 11, 2019, at 10:13 AM, Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca> wrote:

Hi s.22

Our ministry services are only available for ministry clients, s.22

s.22

s.22

I would encourage you to follow up with their Member of Parliament's office, for help with federal matters. If you're not sure who their MP is you can find it here: <http://www.ourcommons.ca/Parliamentarians/en/constituencies/FindMP>

I hope that's helpful. Good luck!

Brenda

Brenda Tombs

Executive Assistant

Honourable Shane Simpson

Minister of Social Development and Poverty Reduction

C: 250.361.8147

From: s.22

Sent: Thursday, January 10, 2019 15:20

To: "Dix.MLA, Adrian" <Adrian.Dix.MLA@leg.bc.ca>, "Dix, Adrian" <A.Dix@leg.bc.ca>, "Simpson, Shane" <S.Simpson@leg.bc.ca>, "Simpson.MLA, Shane" <Shane.Simpson.MLA@leg.bc.ca>

CC: s.22

s.22 Don Davies <don.davies@parl.gc.ca>

Subject: Question - Medical Coverage - eye glasses / cpap

Hi Adrian/Shane,

A bit urgent request for coverage of eye glasses.

s.22

s.22

I would really appreciate help or info, otherwise, I would to have pay for this myself. Is there any federal program available too?

Please let me know as soon as possible.

Thank you.

s.22

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 29, 2019 11:32 AM
To: Beare.MLA, Lisa LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Question on housing relocation payments for income assistance recipients

Categories: Waiting

Hi Paul. I've heard back from staff on this and unfortunately we can't give you a definitive answer without more details. The ministry does sometimes provide exemptions for payments like this, but it depends on the particulars. Are you able to get more information? We need to know:

- 1) More information about the situation, like why are they being evicted? Any more details around the eviction that you can find out? Any other extenuating circumstances?
- 2) A list of ministry clients affected. The ministry would consider each client's file and circumstances and make an assessment based on that.
- 3) This only applies to our ministry's clients – the SAFER supplement for seniors falls under the Ministry of Health's scope of responsibility so any impacts on those folks would need a follow up with that ministry.

Let me know if you're able to get this information and we can go from there. Thanks.

Brenda

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

From: Beare.MLA, Lisa [<mailto:Lisa.Beare.MLA@leg.bc.ca>]
Sent: Tuesday, January 29, 2019 9:39 AM
To: Tombs, Brenda SDPR:EX
Subject: Question on housing relocation payments for income assistance recipients
Importance: High

Hi Brenda,

We have a number of constituents receiving income assistance who have been offered a payment as part of mutual agreements to end their tenancies. Some are on SAFER or rent through a mental health third party. No eviction notice has been provided.

Our question is: if they accept the payment would this be deducted from their income assistance?

If we could get answer quickly it would help as we intend to speak with these constituents later this morning.

Thanks, Paul

Paul Dayson | Constituency Assistant | Lisa Beare, MLA Maple Ridge-Pitt Meadows
104-20130 Lougheed Highway, Maple Ridge, BC V2X 2P7
P: 604-465-9299 | F: 604-465-9294

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.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Wednesday, January 30, 2019 10:32 AM
To: Loganberg, Rachel LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Questions: CLBC financing s.22

Hi Rachel,

Our local manager in Cranbrook spoke to s.22 yesterday because she also filed a formal complaint. She indicated on the call that she was satisfied with the outcome. The local manager will send her a follow-up letter to summarize their discussion.

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

Brenda

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

From: Loganberg, Rachel [<mailto:Rachel.Loganberg@leg.bc.ca>]
Sent: Tuesday, January 29, 2019 2:32 PM
To: Tombs, Brenda SDPR:EX
Subject: Re: Questions: CLBC financing s.22

Hi Brenda,
Please find attached the contact info and consent form for the Constituent s.22
Thank you,



Rachel Loganberg
Constituency Assistant
Doug Clovechok, MLA
Columbia River - Revelstoke
Toll-Free : 1-844-432-2300
Kimberley: 362 Wallinger Ave.
Revelstoke: 107 First St. East
www.dougclovechokmla.ca

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 15, 2019 9:53 AM
To: Dowler, Thea LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: School Bus Support for 10 year old with disabilities

Hi Thea,

I'm afraid our ministry only assists adult clients with disabilities. You'll want to connect with the Ministry of Children and Families to see if they can assist. Here's the contact information for their Client Relations Branch:

General MCFD Client Relations Branch Toll Free Number at 1 877 387-7027
Within Greater Victoria, clients and the public can reach MCFD at 250-387-7027

Good luck!

Brenda

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

From: Dowler, Thea [<mailto:Thea.Dowler@leg.bc.ca>]
Sent: Monday, January 14, 2019 3:15 PM
To: Tombs, Brenda SDPR:EX
Subject: School Bus Support for 10 year old with disabilities

Hello Brenda,

We met with a constituent who has just lost their school bus support s.22
s.22

They are desperate to be able to continue the service and I am wondering if there is any services from the Ministry of SDPR that might help them to fill this gap.

Please feel free to call me at 604.781.7998 to discuss further.

Thank you,



Théa Dowler | Constituency Assistant

MLA David Eby | Vancouver Point Grey

thea.dowler@leg.bc.ca | 604-660-1297 | 2909 W. Broadway

<http://davidbymla.ca/> | [Facebook](#) | [Newsletter](#)

Confidentiality Notice: This e-mail and any attachments are confidential and protected by legal privilege. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please contact us immediately by return e-mail and delete this copy from your system. Thank you.

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Tuesday, January 22, 2019 12:03 PM
To: Robertson, Paige LASS:EX
Cc: Ng, PoWah LASS:EX; Tombs, Brenda SDPR:EX
Subject: RE: s.22

Categories: Casework, Waiting

Hi Paige,

This reconsideration is still under review. I should have something more for you by next week. Thanks.

Brenda

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

From: Robertson, Paige [mailto:Paige.Robertson@leg.bc.ca]
Sent: Friday, January 18, 2019 8:59 AM
To: Tombs, Brenda SDPR:EX
Cc: Ng, PoWah LASS:EX
Subject: RE: s.22

Happy New Year, Brenda.
Please let me know the status of this possible reconsideration.
Many thanks.
Paige

From: Tombs, Brenda SDPR:EX [mailto:Brenda.Tombs@gov.bc.ca]
Sent: Friday, December 21, 2018 2:47 PM
To: Robertson, Paige
Cc: Ng, PoWah ; Tombs, Brenda SDPR:EX
Subject: RE: s.22

Hi Paige,

With this new information staff will be able to do another reconsideration s.22
They will contact the client to let her know.

Brenda

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

From: Robertson, Paige [<mailto:Paige.Robertson@leg.bc.ca>]
Sent: Monday, December 17, 2018 3:46 PM
To: Tombs, Brenda SDPR:EX
Cc: Ng, PoWah LASS:EX
Subject: RE:s.22

Brenda

I found the following note in my s.22

Hello Paige

s.15,s.22

Thank you Paige.

Kind regards
s.22

On Fri, Sep 1, 2017 at 1:57 PM, Robertson, Paige <Paige.Robertson@leg.bc.ca> wrote:
s.15,s.22

Paige

From: Tombs, Brenda SDPR:EX [<mailto:Brenda.Tombs@gov.bc.ca>]
Sent: Monday, December 17, 2018 2:33 PM
To: Robertson, Paige <Paige.Robertson@leg.bc.ca>

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

Subject: RE: s.22

Hi Paige, Below is an update from staff on this file. In addition to the below information I also spoke with staff and the
s.15,s.22

s.15,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

Brenda

. I hope that this is clear.

s.15,s.22

From: Robertson, Paige [<mailto:Paige.Robertson@leg.bc.ca>]
Sent: Monday, December 3, 2018 11:30 AM
To: Tombs, Brenda SDPR:EX
Cc: Ng, PoWah LASS:EX; Yao, Angell LASS:EX
Subject: FW:s.22

Hello Brenda

Please look into s.22 ; situation and see if there is anything we can do to assist her.



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

From: Sather, Kelly FIN:EX [<mailto:Kelly.Sather@gov.bc.ca>]
Sent: Monday, December 3, 2018 11:12 AM
To: Robertson, Paige <Paige.Robertson@leg.bc.ca>
Cc: Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Subject: RE: s.22

That would be Brenda Tombs – 250-361-8147 Brenda.Tombs@gov.bc.ca

From: Robertson, Paige [<mailto:Paige.Robertson@leg.bc.ca>]
Sent: December 3, 2018 11:11 AM
To: Sather, Kelly FIN:EX
Subject: RE: s.22

Who is the EA at MSD?

From: Sather, Kelly FIN:EX [<mailto:Kelly.Sather@gov.bc.ca>]
Sent: Monday, December 3, 2018 11:10 AM
To: Robertson, Paige <Paige.Robertson@leg.bc.ca>
Cc: Ng, PoWah <PoWah.Ng@leg.bc.ca>
Subject: RE: s.22

Hi Paige –

s.15,s.22

s.15,s.22

Thank you,
Kelly

Kelly Sather
Executive Assistant
Office of the Minister of Finance and Deputy Premier
250-888-5930

From: Robertson, Paige [<mailto:Paige.Robertson@leg.bc.ca>]
Sent: December 3, 2018 11:06 AM
To: Sather, Kelly FIN:EX
Cc: Ng, PoWah LASS:EX
Subject: RE: s.22

s.15,s.22

From: Sather, Kelly FIN:EX [<mailto:Kelly.Sather@gov.bc.ca>]
Sent: Friday, November 30, 2018 3:33 PM
To: Robertson, Paige <Paige.Robertson@leg.bc.ca>
Subject: RE:s.22

Hi Paige –

s.15,s.22

s.15,s.22

Thank you,
Kelly

Kelly Sather
Executive Assistant
Office of the Minister of Finance and Deputy Premier
250-888-5930

From: Robertson, Paige [<mailto:Paige.Robertson@leg.bc.ca>]
Sent: November 30, 2018 2:44 PM
To: Sather, Kelly FIN:EX
Cc: Ng, PoWah LASS:EX; Yao, Angell LASS:EX
Subject: RE: s.22

Kelly
Please provide an update on s.22 case.
Thank you.



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

Here you go, Kelly.

Paige

From: Sather, Kelly FIN:EX [<mailto:Kelly.Sather@gov.bc.ca>]
Sent: Friday, November 2, 2018 3:48 PM
To: Robertson, Paige <Paige.Robertson@leg.bc.ca>
Subject: RE: s.22

Hi Paige,

Could you please have your constituent sign the attached consent form? I believe due to the nature of the inquiry they are asking for this instead of your office's standard form.

Thank you,
Kelly

Kelly Sather
Executive Assistant
Office of the Minister of Finance and Deputy Premier

From: Robertson, Paige [<mailto:Paige.Robertson@leg.bc.ca>]
Sent: October 30, 2018 11:21 AM
To: Sather, Kelly FIN:EX
Cc: Ng, PoWah LASS:EX; Yao, Angell LASS:EX
Subject: s.22

Kelly

I am wondering if you have any update on s.22 situation.

Paige

Kelly

s.15,s.22

January 10, 2018

s.22

s.15,s.22

t

Paige

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 7, 2019 3:15 PM
To: s.22
Cc: s.22
Subject: RE: Supplements for s.22

Hi s.22

s.22

I hope this solution works out and that there are no more problems for you with this. I'm sorry it's taken some time to get it all sorted out. Please let me know if you run into any more challenges and I'll see what I can do to assist.

Thanks and happy new year to you all!

Brenda

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

From: s.22
Sent: Friday, January 4, 2019 5:08 AM
To: Tombs, Brenda SDPR:EX
Cc: s.22
Subject: Re: Supplements for s.22

Brenda:

Thank you very much for your quick response to my latest email.

We will wait to hear from you again after the meeting next week.

Sincerely,

s.22

From: "Tombs, Brenda SDPR:EX"
Date: Thursday, January 3, 2019 at 3:52 PM
To: s.22
Cc: "Tombs, Brenda SDPR:EX"
Subject: RE: Supplements for s.22

Hi s.22

I'm sorry to hear that this matter still isn't resolved. I've sent this email in to staff in our ministry I've been told that senior officials from our ministry and Health will be meeting next week to discuss s.22 case and determine next steps. Apologies for the delay this week but with the holidays we have quite a few people away still.

Thanks for your patience with us and we hope to be able to circle back to you very soon.

Brenda

Brenda Tombs

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

From: s.22
Sent: Wednesday, January 2, 2019 5:24 AM
To: Minister, SDPR SDPR:EX
Cc: Tombs, Brenda SDPR:EX; Harrington, Molly SDPR:EX; Heyman.MLA, George LASS:EX; s.22 s.22
Subject: FW: Supplements for s.22

Dear Minister Simpson:

This letter is a follow-up to our previous written communications on s.22

It appears from the email we received (copied below) that the Ministry of Health was asked to determine if there were any avenues for assistance. Their finding is **"There was no definitive help found"**. We take this to mean that we are at the end of the road with the Ministry of Health, but are left wondering if that is also the case with the Ministry of Social Development and Poverty Reduction?

The email below indicates 's.22
s.22 but that would require regulation
changes and that is not an active option at this time."

In our last correspondence s.22 we noted "Our last hope is to take the story to the province's media outlets" and requested an opportunity to sit down with the Minister of Health to discuss the situation.

Are we really at this last step Minister Simpson or would you sit down with us face-to-face and explain why your Ministry is not pursuing what appears to be a viable option for policy change that would resolve this challenge of s.22

Sincerely,
s.22

From: "Ward, Donna HLTH:EX"
Date: Wednesday, December 5, 2018 at 11:19 AM
To: s.22
Subject: Supplements for s.22

Hello s.22

Thank you for speaking with me on the telephone this morning. I am writing to provide you with a written copy of the information I delivered to you with respect to the supplements s.22 s. I do wish you and your family the best in your endeavour to keep s.2 happy, safe, and enjoying life.

Respectfully,

Donna Ward

Director
Patient and Client Relations
Corporate Issues & Client Relations
Ministry of Health
(778) 698-1273

INFORMATION BULLETS

Cliff# 1123650 – s.22

REQUEST:

- Follow up to letter and Minister's conversation with s.22 s.22 The goal was to see if there were any other avenues for assistance with coverage of these supplements.

BACKGROUND:

- s.22
-
-
-
-
-
-
-

FINDINGS: I spoke with a number of people to try to find a solution or help for this patient. There was no definitive help found. Information from the discussions is summarized below:

- s.22

-

Program ED/Branch/Division: Susan Bouma/PharmaCare Benefits Branch/Pharmaceuticals Services Division
Date: October 26, 2018

Tombs, Brenda SDPR:EX

From: Tombs, Brenda SDPR:EX
Sent: Monday, January 21, 2019 11:42 AM
To: Grant, Taylor LASS:EX
Cc: Tombs, Brenda SDPR:EX
Subject: RE: Transition from PWD to OAS

Hi Taylor,

The Ministry data matches with the federal system and continues to pay PWD until the client is in receipt of OAS/GIS. We do ask that s.22 provide a copy of her bank statements to show that she has started receiving OAS/GIC, just so she won't be in an overpayment situation if she starts receiving OAS after the data match occurs on the 5th of the month. Staff will connect with the client to let her know this information as well.

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

Brenda

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

From: Grant, Taylor [<mailto:Taylor.Grant@leg.bc.ca>]
Sent: Thursday, January 17, 2019 2:49 PM
To: Tombs, Brenda SDPR:EX
Subject: Transition from PWD to OAS

Hi Brenda,

s.22 in the process of getting her Old Age Security benefits approved.

s.22 is concerned that the approval process could take some time and that her PWD benefit will be suspended after this month (which is her only source of income). s.22 is worried that without her PWD she will not be able to afford any food, medicine, or clothing in the coming months.

Our question is if s.22 is able to be extended on PWD until the approval of her Old Age Security is finalized?

s.22 also requested we ask how her bus pass will be covered during this transition?

Looking forward to hearing back from you.

Taylor Grant
Constituency Assistant to Ian Paton, MLA
Delta South Constituency Office
604-940-7930

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: Thursday, January 17, 2019 2:33 PM

To: Grant, Taylor

Subject: RicohScan