#### Personal Freedom of Information Requests (FOI's)

- DMO will receive an email from Information Access Office (IAO) to the shared email address <u>SDPR.FOI@gov.bc.ca</u>
- Create Folder on LAN s. 15 \FOI\2023-Personals
- Naming Convention: MSD-2023--####
- Save the Call for Records (CFR) in the folder. It will have two attachments Rename to: CFR from IAO Call for Records MSD-2023-####
- Send CFR to the divisions. Remove the applicant attachment, only forward the CFR
- Go to your sent folder and save the CFR to the folder on the LAN
- Rename to: CFR sent to divisions Call for Records MSD-2023-####
- Open up the FOI Tracking Sheet: s. 15 \FOI\ FOI Tracking Logs.
- Add a new line in the Tracking log at the bottom. You can fill in most of the information in each column from the information within the CFR and the email from IAO.
- When the divisions gather records staff will move records a shared drive that we have with IAO. Staff will also email IAO with a cc to us with the completed CFR
- Move each CFR to the folder and rename with the division name first (SDD, PLMS, FASB, ELMSD)
- Tack all responses on the FOI tracker as they are received by date
- Once the FOI is complete, go the shared drive and copy the folder to our LAN
- Move the FOI from the open tab in the tracker to the completed tab
- Move the folder on the LAN to the completed folder

#### **Types of Requests**

Under the <u>Freedom of Information and Protection of Privacy Act</u> (FOIPPA), citizens have the right to request access to their personal information held by B.C. government ministries or their service providers, free of charge.

#### Personal FOI's

Personal information is recorded information about an identifiable individual. Some types of personal information include, a person's home address and telephone number, marital or family status, health care information, or employment history. Business contact information is not considered Personal information. The most common request from clients is:

- Income Assistance records
- Disability Assistance records
- Health Assistance Branch records
- Lawyers requesting the clients file for motor vehicle accidents (MVA)

#### **General FOI's**

A General FOI request is intended to provide access to general records, which could be briefing notes, contracts, or records about a specific activity of a non-personal nature. A General FOI is intended to provide access to government records rather than answers to specific questions or general information. IAO can charge additional processing fees to General FOI requests, depending on the size and complexity of the request description

When you receive General requests, you forward them to:

Jeff.Keene@gov.bc.ca

#### **Proactively shared information**

Government is committed to expanding the public availability of government information and data through the disclosure of information without a formal

Freedom of Information (FOI) request. Whenever possible, information is released to the public as permitted under the legislation and policies that apply to government or public sector organizations. This is information the Ministry releases each month. The open data is posted to a website where citizens can access the information.

- Details from B.C.'s catalogue of public information
- Documents related to information releases
- Government travel expenses
- Current and previous FOI requests

#### **Routine Release**

This is a link to the Standard Operating Process (SOP) for the field staff for Routine Release. You must understand this process because sometimes these requests come via an FOI request.

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If the applicant is an inmate, IAO cannot follow their process because they have to assume that personal records that would normally be full disclosure could still require severing for the safety of the applicant if they are incarcerated because they have to assume they won't be able to keep the records from landing in other inmates' hands.

If you receive a FOI request that is a routine release, email IAO and indicate that the request is a routine release.

Then email <u>SDSI.OPS.Support.RecordsManagement@gov.bc.ca</u> and ask the team to create a service request (SR). They will email you the SR # and you forward that to IAO. IAO will send a letter to the client explaining that the FOI request is closed and to call the Ministry and reference the SR # to receive the records.

Sometimes the FOI request are sent to the field office in error, and staff will forward to our inbox. If that happens forward the request to: <a href="mailto:foi.requests@gov.bc.ca">foi.requests@gov.bc.ca</a>.

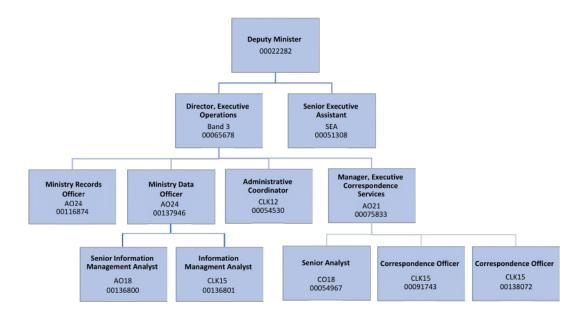
When IAO forward section 96 requests from MCFD forward to the below email for action. These do not wait, as soon as we receive them they need to be actioned. **SDSI.IssuesSupport.CommunityRelationsandServiceQuality@gov.bc.ca** 

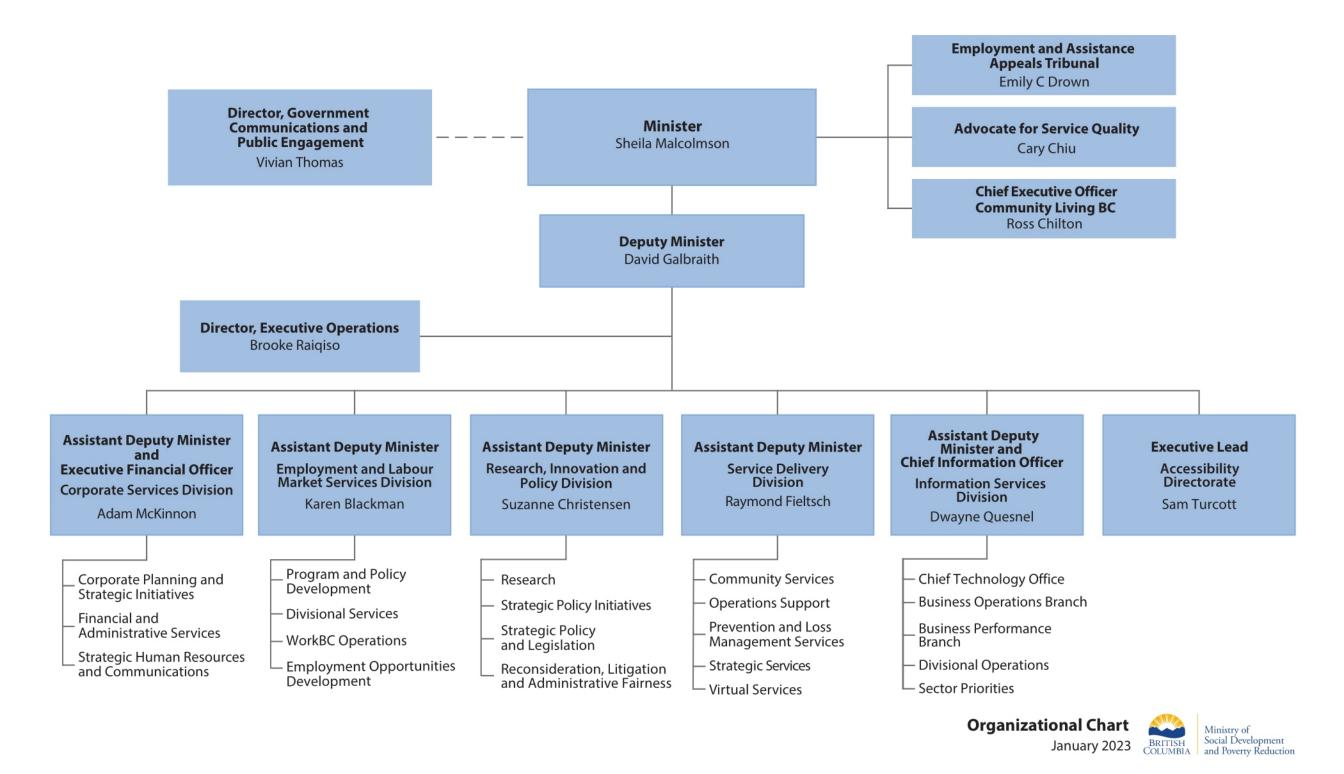
Any interactions with RCMP go through this email at PLMS: policerequests@gov.bc.ca



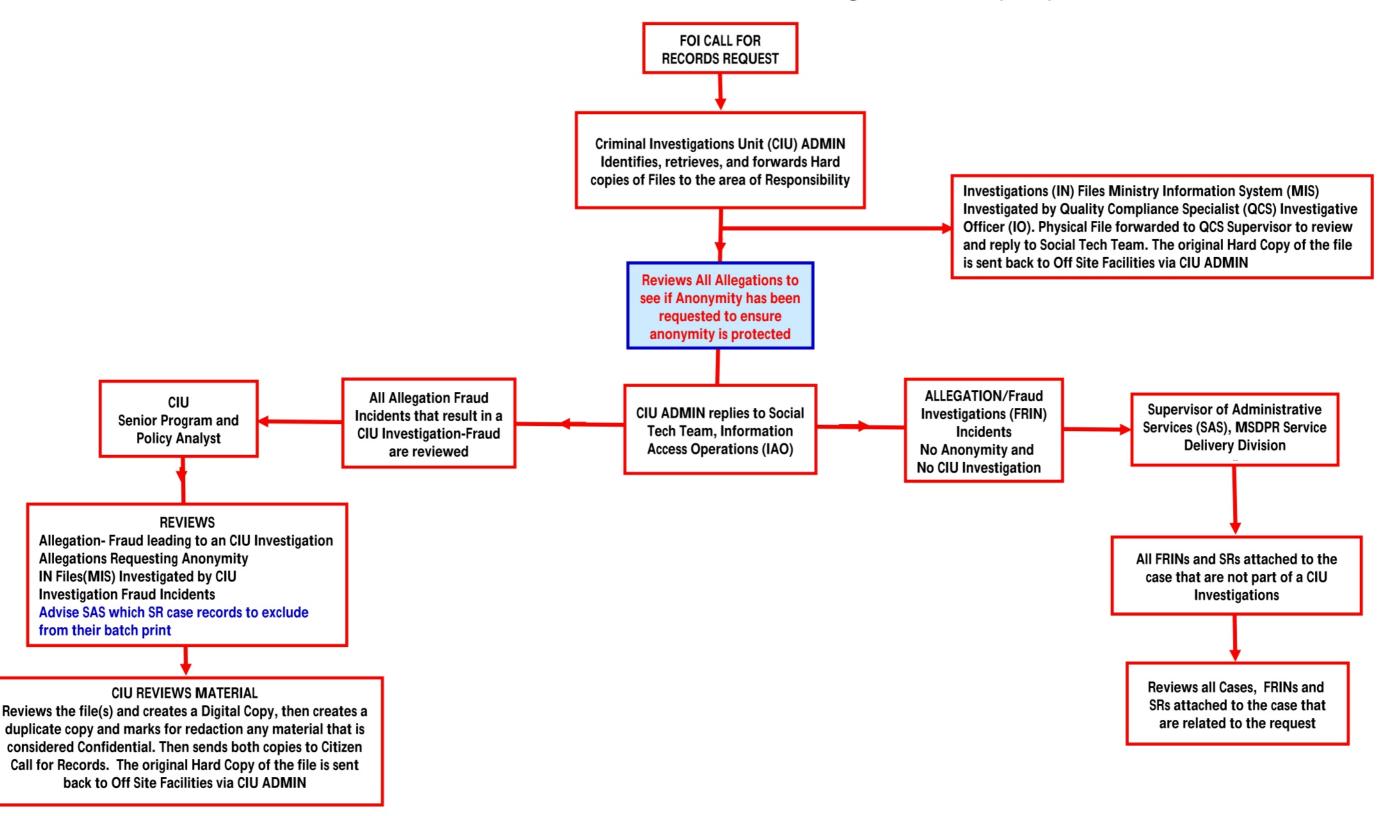
#### **SDPR Executive Committee FOI Report**

- 1.) Total Received Fiscal 2023/2024: 464
- 2.) Currently Overdue: Nothing Overdue.
- 3.) Average Processing Days by Ministry: 20 days (tied for 3rd place).
- 4.) Closed by Ministry: 359 (2<sup>nd</sup> after MCFD).
- 5.) On-Time by Ministry: 99% (7 ministries have 100%).





#### FOI FILE REVIEWS FOR Criminal Investigations Unit (CIU)



Revised: 2022-Jan-19 Page 1 of 1

 From:
 Carere, Denver SDPR:EX

 To:
 Raiqiso, Brooke SDPR:EX

 Cc:
 Dumont, Jill SDPR:EX

**Subject:** FOI Report for Executive Meeting October 30, 2023

**Date:** October 26, 2023 8:45:00 AM

Hi Brooke,

Here is the written report, same as last week, but with interpretation added if you want it.

1.) Total received – Generals: 28

Personals: 505

- 2.) Total closed 510 (2<sup>nd</sup> most after MCFD)
- 3.) Percentage On-Time (99%, 4<sup>th</sup> place) **Interpretation:** 3 ministries have 100% but they have processed less than 50 requests each this fiscal year. SDRP has processed over 500.

  MCFD, Finance, and PSSG have each received a comparable volume of requests to SDPR, and their on-time percentages are 80, 87 and 91% respectively.
- 4.) Average Process Days  $(25 2^{nd} \text{ place to Labour})$  **Interpretation:** Labour has processed 38 requests this fiscal year, SDPR has processed 533.

The average process days of PSSG, Finance, and MCFD are 29, 49, and 97 days respectively.

5.) Overdue: N/A

Thanks,

Denver

From: Carere, Denver SDPR:EX

To: Raiqiso, Brooke SDPR:EX

Subject: FOI Report

**Date:** October 16, 2023 10:03:00 AM

1.) Total Received: General – 27 Personal - 478

2.) Total Closed: 475 (2<sup>nd</sup> most)

3.) Percentage On-Time (99% - 3 ministries have 100%)

4.) Average Processing Days – 25 days (We are now in first place!)

Denver

# Procedure Manual Manager, Divisional Operations

### Information Services Division Social Development & Poverty Reduction

Updated: April 2022

BRITISH COLUMBIA BC Public Service

Where ideas work

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#### **Territorial Acknowledgement**



I would like to acknowledge the Lekwungen territory of the Songhees & Esquimalt Nations, and acknowledge the Metis, Inuit and all Indigenous people on whose territories we live, learn and work. We honour their connection to the land and respect the importance of the diverse teachings, traditions, and practices within these territories.

#### **Office Contacts**



#### **Mailing Address**

Information Services Division ADM Office PO Box 9436 Stn Prov Govt Victoria, BC V8W 9V3

#### **Physical Location**

7th Fl, 614 Humboldt St. Victoria, BC V8W 9R2

#### **ADMO Staff**

Dwayne Quesnel, A/ADM
Keith Parker, A/ADM
Kylie Peters, A/Executive Administrative Assistant
VACANT, Manager, Divisional Operations
Megan Solheim, Administrative Assistant
Rebecca Rowe, Administrative Assistant

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Overview	企
Job Profile	<u> </u>

Position #: 00112908

Title: Manager, Divisional Operations Classification: Band 1

Ministry: Social Development and Poverty Reduction Work Unit: Assistant Deputy Minister's Office

Supervisor title: Assistant Deputy Minister & Chief Information Officer

Supervisor Position #: 00100225

#### MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

The Ministry of Social Development and Poverty Reduction is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The Ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

#### DIVISION

The Information Services Division are technology leaders, planning and delivering successful solutions with information management and information technology (IM/IT) services to both the Ministry of Social Development and Poverty Reduction and the Ministry of Children and Family Development. The division also provides IM/IT resources planning, decision-making, project and issues management, security and privacy functions, and desktop support. Our guiding principle is to promote a service delivery culture that is respectful, fosters positive relationships, and promotes creative problem solving with all our staff and partners in the Social Sector.

#### JOB OVERVIEW

The Manager, Divisional Operations supports the development of the service plan, coordinates issues management, leads projects and manages Executive communications and finances. The Manager is responsible for maintaining strong partnerships with the Minister's Office, Deputy Minister's Office and Government Communications and Public Engagement.

#### **ACCOUNTABILITIES**

- Coordinates the development of the Service Plan for the division and identifies and resolves conflicting priorities; develops performance standards and measures, and monitors and tracks outcomes.
- Manages issues, identifies critical and emerging issues and consults with senior
  officials on approaches and alternatives; anticipates political and sensitive issues,
  researches information, gathers facts, identifies resource requirements, develops
  alternatives and coordinates a timely response.
- Attends meetings on behalf of the ADM to gather information, identify issues and to report out on goals, priorities and funding implications.
- Coordinates communications functions, identifies, researches and responds to Page 4 of 35

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external and internal enquiries involving highly sensitive and confidential issues, and writes responses for signature of the Minister, Deputy Minister or ADM.

- Leads cross program projects, plans the approach, selects members, sets
  milestones, monitors and reports on outcomes and identifies linkages with other
  projects within the ministry or in government (i.e., business transformation
  projects, business process review, and best practice studies).
- Develops and implements new or amended operational policies in conjunction with senior managers and executives.
- Manages the flow of information such as briefing notes, treasury board submissions, speaking notes and correspondence, and provides advice on written amendments.
- Coordinates the finances for the division by preparing the budget, analyzes variances, monitors expenditures, manages contracts, recommends changes to meet fiscal priorities, and develops trend analysis for reports on potential solutions to financial issues.
- Coordinates materials for Question Period and Estimates debate, and ensures materials are aligned with government and ministry priorities, strategies, and plans.
- Coordinates and manages activities relating to human resource management such as staffing, on-boarding, performance plans, grievances, classification reviews and organizational changes.
- Organizes and maintains office facilities, space planning, telecommunication, furniture and asset management, equipment maintenance, security and vehicle utilization.
- Supervises administrative and/or technical staff.

#### JOB REQUIREMENTS

#### Required Education and Experience

- Degree in business administration, social sciences, humanities, English, communications or a related field and 2 years of related experience OR
- Diploma in business administration, social sciences, humanities, English, communications or a related field and 4 years of related experience OR
- An equivalent combination of education and experience may be considered.

#### Related Experience:

- Coordinating issues management and communications in a senior management or executive office.
- Leading administrative services including establishing policies, procedures and standards and overseeing performance.
- Leading projects (e.g. business process improvements) and events (e.g. organization-wide retreats, etc.).
- Coordinating, creating, proofreading and editing a variety of documents (e.g. briefing materials, reports, plans and communications).
- Supervising employees in a union environment.

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#### Preferences:

- Experience with collaboration tools (Pigeonhole, Menti, Mural etc).
- Completion of relevant post secondary training (e.g. office/business administration) or equivalent

#### KNOWLEDGE OF:

- Ministry, division and branch mandate, priorities and service/business plans.
- Issues management and communications principles, standards and strategies.
- Office administration management policies, procedures and standards.
- Project management, financial management and supervision.
- · Business English.

#### SKILLS/ABILITIES

- Excellent written and oral communication skills, presentation skills and attention to detail when communicating.
- Excellent Excel skills
- Excellent Power Point skills
- Analytical, problem solving and judgement skills.
- Ability to manage multiple priorities and produce results within deadlines
- Ability to proactively lead the coordination and resolution of sensitive issues
- Ability to use office software

#### **BEHAVIOURAL COMPETENCIES**

- Business Acumen
- Problem Solving/Judgement
- Planning, Organizing and Coordinating
- Teamwork and Cooperation
- Organizational Awareness
- Cultural Agility

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#### **Divisional Overview**

Supporting both our ministry and the Ministry of Children and Family Development, the information Services Division (ISD) provides information management and information technology (IM/IT) services.

ISD also provides IM/IT resource planning, decision making, project and issues management, security and privacy functions, and desktop support. The division was created to serve the social sector's current and future needs.

#### Our Vision

Keeping people at the center of digital by supporting service delivery, making technology easier to use, embracing diversity and inclusion and contributing to the important work of reconciliation.

#### Our Mission

Technology leaders that plan and deliver modern solutions for MCFD and SDPR.

#### Our Branches

Along with the Assistant Deputy Minister's office, ISD operates through four branches.

#### Business Performance Branch (BPB)

A/Executive Director: Jeremy Ferguson

The Business Performance Branch oversees the development and maintenance of an integrated business, capital and workforce planning framework. This includes developing collaborative relationships with stakeholders to ensure the successful implementation of strategic and operations activities. Programs include:

- Application Modernization Project (AMP)
- Finance and Administrative Supports Team
- Governance, Strategic Planning and Engagement
- Project Management Office
- Service Management Operations

#### **Business Operations Branch (BOB)**

A/Executive Director: Olga Jubran

The Business Operations Branch facilitates positive relations with our vendors, provides oversight of the division's financial services and provides day to day systems support. The branch includes the:

· Business Alignment Team

#### Chief Technology Office (CTO)

Executive Dir: Trevor Hurst (236-478-3799)

The Chief Technology Office supports three data warehouses and ensures the effective and efficient management of over 100 applications, 200 servers and nearly 100 TB of data. They also plan applications and user technology to make sure we get our work

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done in a secure and privacy-respectful manner. The office includes:

- Business Intelligence and Data Quality team
- Product and Service Management team
- Security, Privacy and Compliance Management team

#### Sector Priorities (SP)

Executive Director: Yongmei Chen (250-360-6671) & Nadine Criddle (250-356-1328)

The Sector Priorities Branch provides contracting and procurement support to the two ministries for their information management and information technology (IM/IT) needs. It facilitates positive relationships with vendors, ministry program areas and provincial partners to provide consistent and timely support for all contracting activities. It ensures contracts and service-level agreements are viable and comply with strategic vision, government policy and legislation. This branch includes:

Alliance Management Office

#### **Accessibility**

Items being produced by the Division need to meet accessibility standards set by <u>central government</u>. Top tips for completing this:

- Ensure staff are writing in plain language
- Make sure text is legible (Arial, 12 pt., 1.5 line space)
- Add alternative text to visual content
- Run the Accessibility Checker on documents

#### Specific guides are available here:

- Creating accessible digital content
- Hosting inclusive meetings and events
- Creating accessible documents

#### **DRIPA**



The <u>B.C. Declaration on the Rights of Indigenous Peoples Act</u> (Declaration Act) is the legislative framework for reconciliation in B.C. It acknowledges the constitutional and human rights of Indigenous Peoples and provides a framework to align B.C.'s laws with the <u>U.N. Declaration</u>, as called for by the <u>Truth and Reconciliation Commission</u>.

Central government has developed a <u>list of resources</u> to ensure that all content developed by government respects the cultural integrity of Indigenous peoples and on creates a positive and sustainable impact on the lives of Indigenous Peoples.

#### GBA+



Items being produced by the Division need to have used a Gender-Based Analysis Plus (GBA+) lens during development.

GBA+ is a tool developed by the Status of Women Canada and is used to guide the Page 8 of 35

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policy analysis and development process through the assessment of how diverse groups of women/girls, men/boys and gender-diverse people may experience policies, programs, and initiatives.

Ensure that documents are written with a GBA+ Lens:

- Ensure staff are writing in plain language
- · Ensure staff are writing in gender neutral language
- Ensure that staff have considered issues from diverse perspectives
- Ensure that staff include options that reflect the diversity of people

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#### **Deputy Minister's Office**

The Manager, Divisional Operations and the Director of Operations work closely together to advise the Minister's Office, Deputy Minister, and ADM on issues, concerns, and opportunities.

Fostering a good working relationship with the Director of Operations is critical.

#### **Daily Issues Meetings & Email to SMT**



Every morning review both the SDPR and MCFD clippings. Scan the articles for any issues that may involve ISD.

Send an email to SMT with any topics they should be aware of, and also flag anything that could come up in Question Period (QP) or the Hallway for the Minister. Additionally, flag any articles that generate follow up media requests and bring it up at the Daily Issues Meeting.

Examples of emails can be found on the LAN here: I:\ISD\_ADM\_CIO\Manager, Divisional Operations\Issues Management\Media Clippings

Each morning, the Deputy Minister's Office (DMO) hosts a 30 minute meeting at 9:00 am. The Director of Operations, Communications Manager, Correspondence Manager, and Issues Managers from around the Ministry meet to discuss the morning media summary ("clips") from GCPE.

The Director of Operations will also use this meeting as an opportunity to update the Divisions on major projects (e.g., Estimates) or pass along announcements to the Division.

#### **Monthly Issues Meetings**



Once a month, the DMO hosts a 60 minute meeting with the Director of Operations, Correspondence Manager, and the Issues Managers from around the Ministry to discuss upcoming initiatives.

An agenda will be circulated ahead of time by the Director of Operations.

#### **Executive Updates**



Prepared every week on Thursdays/Fridays

The Executive Updates are prepared every week by the Manager of Divisional Operations for the ADM. The ADM uses the updates to help provide an ADM update during the SDPR or MCFD Executive Meetings with the DM and other ADM's.

A calendar invite comes from the MDO's calendar for Thursdays at 9:00am called 'HOLD: Submission Due – Executive Updates' and is sent to all Directors + Release Manager (Keely Brandt). Each team is to provide their project updates, and the MDO combines all the weekly updates into one document. The MDO then posts the

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document to the MS Teams ED Group Chat for any edits. Once edits are complete the MDO sends the document to the ADM & EAA on Friday afternoon at 3pm. And then uploads the final version of the document to the SharePoint below.

The executive updates are transitory documents so need to be deleted every month from the LAN and Sharepoint.

You can find the link to the Executive Updates Sharepoint here.

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#### **Meeting with the Minister's Office**



Turnaround Time: 2-3 days

If the Minister's office would like to meet with the ADM or vice versa, the EAA or MDO needs to work with the Deputy Minister's office to schedule a time (Christie Kerr - SDPR or Krista Cain/Jennifer Benn - MCFD).

If there are materials, let the DMO know. The ED's and their branch are responsible for providing you materials by a specific date. Then needs to go to the ADM for approval.

\*\*You never work directly with the Minister's office; you always go through the DMO.

#### **ADMOs in Other Divisions**



Each Division and ADMO is structured differently. Not every Division has a specific Issues Manager, and many Executive Administrative Assistants act as their Division's Issue Manager.

RIPD and the Service Delivery Division (SDD) work closely on many items and projects. SDD has an Issues Manager and fostering a good working relationship with that Division is vital.

Division	Issue Manager
Deputy Minister's Office	Karen Milne (Director of Operations)
Accessibility Directorate	Jayne Ducker (A/Director)
Corporate Services	Jeff Keene (Executive Admin Assistant)
Employment & Labour Market Services	Rose Lund (Executive Admin Assistant)
RIPD	Jen Zacher (Issues Manager)
Service Delivery	Pardip Bandechha (Mgr., Strat Issues)

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#### **Government Communications & Public Engagement (GCPE)**

GCPE's primary role is to inform the public about government programs, services, policies and priorities through traditional communication practices and, increasingly, through direct engagement and online services.

Each ministry is assigned a communications office by GCPE that provides support and services such as strategic communications advice and planning, media relations, issues management, event planning, news releases and speech writing.

Name	GCPE Position
Vivian Thomas	Communications Director
Jennifer Fernandes	Communications Manager
Lindsey Affleck	Public Affairs Officer

#### **Question Period**



The Legislative Assembly of British Columbia typically sits two times a year: Spring Session (February to June) and Fall Session (October to November). The parliamentary calendar is available here.

When the Legislative Assembly is in session, Question Period (QP) happens once a day for 30 minutes and is streamed by Hansard Broadcasting Services <a href="here">here</a>. General broadcast times are:

Monday and Wednesday: 1:30 pm Tuesday and Thursday: 10:00 am

The official start time of QP will vary from day to day as it won't begin until after Prayers and Reflections, Introduction of Guests, Introduction of Bills, and the six Two-Minute Statements. It can take anywhere from 15 to 30 minutes from the start of proceedings for QP to start.

#### Correspondence



The MDO is the main point of contact for the Ministry' Correspondence Unit(CU). The CU produces a manual that specifies correspondence standards and is available on the <u>eApprovals Resource</u> page or by emailing <u>ExecutiveCorrespondenceServices@gov.bc.ca</u>.

Templates and additional resources can be found on the <u>eApprovals Resource</u> page, the <u>Canadian Oxford Dictionary</u>, and the <u>Gregg Reference Style Manual</u>.

The CU maintains approved standard messaging in a <u>Wording Library</u> via OneNote and uses this information to draft responses to emails when appropriate.

When you receive correspondence, send it to the admin team for processing.

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The admin will send the incoming correspondence to the ED's for review and confirm if a response is needed.

If yes, the ED's or someone on their team need to draft a response. This will get sent to you and you will need to forward the draft response to Executive Correspondence services. Admin are to update cliff log and save eApps history or email approval, and the incoming letter/email, and the draft response on the LAN.

If no, update and close the cliff log, and save copies of the correspondence to the LAN.

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#### Approvals <u>@</u>

Anything that requires approval should come to the ADMO via eApprovals or via email. The document or email that comes for approval should include 'For Approval:...' in the subject line of the email, so it's clear approval is needed.

The Issues Manager is responsible for monitoring eApprovals and making sure the ADM reviews documents in a timely manner and that documents don't get stuck, with an ED or with the ADM. When in doubt, follow up!

The Executive Administrative Assistant is responsible for creating eApprovals for the ADMO. If the ADM requests that a document be uploaded into eApprovals, below is the template to use in an email to the Executive Administrative Assistant.

The Ministry's Correspondence Unit is responsible for granting access and administrative privileges for both eApprovals and CLIFF.

#### <u>Document Storage</u>

Each Branch has a Local Area Network (LAN) where documents are stored in accordance with government records management procedures. Once a document is ready for approval, it should be loaded from the LAN into eApprovals.

Loading documents into eApprovals helps the Division maintain version control. eApprovals will store the document on a separate server and allows for staff to make and save changes, while keeping a record of the different versions (with the option to review previous copies to understand what was changed) in a secure location. Once the materials have been approved by the ADM or Deputy, the documents are downloaded from eApprovals and saved on the LAN. More details are available below.

#### Timelines

Materials are due to the ADMO two days before they are due to the DMO. Materials are due to the DMO two days before they are due to the MO.

Example: MO Due Date: September 1

DMO Due Date: August 30 ADMO Due Date: August 28

#### <u>General Approval Paths – Division</u>

Occasionally, there are eApprovals that all ADM's in SDPR have to approve. When it comes to ISD, send it to the ADM in eApps and follow up with the ADM that their approval is needed. Once approved, send it forward to the next Issues Manager that hasn't viewed the document yet. If all divisions have viewed it send it to the Karen Milne, Director of Operations in the DMO.

#### ISD Branches – eApprovals Approval Path

ADMIN > Director > ED > MDO > ADM

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#### **Template**

Below are the required fields for opening a new eApproval. When sending a request to the EAA to open a new log, this is the information they will require:

- Topic: Title of the eApproval; should be generic but allow folks on the approval chain to understand what they are about to review. (e.g., Minister Meeting Note Annotated PRAC Agenda)
- Category: Pre-set list to pick from; See Appendix A
- Final Sig: Pre-set list to pick from; See Appendix A
- Business Unit: The branch responsible for creating the eApproval
- Assigned to: The person responsible for drafting the initial documents
- Due Date: YYYY-MM-DD (There is an option to mark items as a "rush")
- Approval Route: See above for approval paths
- Docs: Templates for materials can be found on The Loop and in eApprovals.

#### CLIFF

CLIFF is a corporate correspondence tracking system used by Ministry offices to track documents used by Executive and the Minister's Office. Each Division has access to a specific CLIFF, with the Correspondence Unit having access to the entire Ministry.

For assistance with CLIFF, please contact the Correspondence Unit.

#### **CLIFF Exemptions**

There are a few documents that are not stored in CLIFF. These documents are confidential or are stored on a separate system. Please do not enter these items in CLIFF:

- Cabinet Submission
- Cabinet OIC
- Treasury Board Submission
- eStaffing
- FOI Request
- Expense Approval
- ADM Update
- Estimates Binders
- Transition Binders

#### **Template**

Below are the required fields for opening a new CLIFF. When sending a request to the EAA to open a new log, this is the information they will require:

- Office: ISD-ADM
- Log Type: Pre-set list to pick from
- Priority: No
- Name: The name the materials are for (e.g., David Galbraith)
- Type: Pre-set list to pick from
- Title: The title of the person the materials are for (e.g., Deputy Minister)
- Email: The email of the person the materials are for
- Company: The company the person works for (e.g., SDPR)

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• Branch Resp: The branch responsible for creating the materials

Due Date: YYYY-MM-DD
Action: Pre-set list to pick from
Issue: Pre-set list to pick from

Drafter: The person responsible for creating the materials
Subject: Generic overview of what the materials are for

Docs: Templates for materials can be found on <u>The Loop</u> and in <u>eApprovals</u>

#### **Notes**



The Ministry uses three types of documents to communicate information to the Executive and to the Minister's Office: Information Note, Meeting Note, and Decision Note.

These notes can be generated in either the Branch, ADMO, or Deputy Minister's Office (DMO) and should be logged into CLIFF and entered into eApprovals to ensure proper sign off is obtained, version control in maintained, and proper records are kept in accordance with records management principles.

Up to date templates for each note can be found on the Resources page in eApprovals.

#### **Information Note**



An <u>Information Note</u> (IN) is drafted to inform the Minister, Parliamentary Secretary, Deputy Minister, or ADM of an emerging issue or provide an update to an ongoing situation. INs can be initiated by either the DMO, ADMO, or by the Branch. INs include three key sections: Background, Discussion, Conclusion.

The Background section should be an objective overview of information needed to understand the meeting topic. It should include any relevant history, and what the impacts and effects are on clients.

The Discussion section should be subjective and outline the key considerations, risks, cost implications, results of consultation with Indigenous partners, and a GBA+ summary.

The Conclusion section should provide an outline of next steps and provide the Minister, Parliamentary Secretary, Deputy Minister, or ADM with a clear understanding of how the issue is likely going to unfold.

#### **Meeting Note**



A <u>Meeting Note</u> (MN) is drafted at the request of the Deputy Minister's Office for either the Minister, Parliamentary Secretary, or Deputy Minister. MNs for use by the ADM would be initiated by either the Branch responsible or the ADMO. MNs include three key sections: Background, Issues, and Recommended Response.

The Background section should be an objective overview of information needed to

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understand the meeting topic. It should include any relevant history, and what the impacts and effects are on clients.

The Issue section should outline any specific topics that will be discussed at the meeting or any potential issues that may come up. Each topic should have a summary that provides high level context, so the participants understand what the meeting is about.

The Recommended Response section should outline how the Minister, Parliamentary Secretary, or Deputy Minister should respond to each of the topics raised in the Issue section. This section should be bulleted.

#### **Decision Note**



Α

<u>Decision Note</u> (DN) is drafted for the Minister, Deputy Minister, or ADM when writtendirection is required for implementation. DNs include five key sections: Background, Discussion, Options, Recommendation, and Approval.

The Background section should be an objective overview of the nature and source of the issue, any relevant history, and what the impacts and effects are on clients.

The Discussion section should be subjective and outline the key considerations, risks, cost implications, results of consultation with Indigenous partners, and a GBA+ summary.

The Options section should include no more than three options. Typically, the first option is an outline of the status quo.

The Recommendation section will include the Option staff are recommending to the approver. The Recommended Option must appear on the same page as the signature.

The Approver should be clear: Is it the Minister, Deputy Minister, or ADM who will be signing off?

#### **Updates**



The Issues Manager acts as a point of contact for the Division to help get information into the Branches. At the direction of the ADM, information is shared with the Executive Directors (EDs) or with the entire Division to help ensure staff are getting up to date information from the Deputy Minister's Office (DMO), Strategic Human Resources, and central government.

#### 30-60-90



The Director of Operations in the DMO will circulate a 30-60-90 look ahead calendar near the middle of the month to be completed for Cabinet Operations (Cab Ops).

Once the document arrives, circulate to the EDs for input on new items as well as changes/updates on items already contained in the document. It is critical that this work Page 19 of 35

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be done with tracked changes turned on. Once the EDs have made their updates, merge the documents together and send to the ADM for approval. Once the ADM has approved, the document should go back to the DMO for submission to Cab Ops.

Here is an example of an email sent to the ED's: I:\ISD\_ADM\_CIO\Manager, Divisional Operations\SDPR and MCFD 30-60-90\For Action\_SDPR March 30-60-90

Governance Meetings	
Bi-Weekly ISD Roundtable	

This meeting is an opportunity for the ADM to talk with all staff in the division.

The MDO works with Jennifer Little on the content for the meeting. The MDO prepares the annotated agenda and updates the new staff section. Work with the admin team to find out who has started with ISD since the last ISD RT. Reach out to the supervisors of the new staff to ask for a sentence of what their new staff will be working on and include that in the annotated agenda.

In addition, update the observances section and you can use the following websites to choose what to include:

s. 15

https://www.canada.ca/en/canadian-heritage/services/important-commemorative-days.html

Jennifer Little will help to prepare the content for the rest of the meeting and will attend the first part of the ADMO meeting to confirm future content.

Once the annotated agenda and content are ready to go, prepare the basic agenda for the admin staff to go out to all staff.

ISD Roundtable Past Annotated Agendas: I:\ISD\_ADM\_CIO\ADM\Meeting Materials\ISD Roundtable\Annotated Agendas

ISD Roundtable Past Agendas sent to all staff: I:\ISD\_ADM\_CIO\ADM\Meeting Materials\ISD Roundtable\All Staff Agendas

For Management Meeting and QLC work with Forrest a month in advance of the meetings to build the agenda with the Executive Directors and coordinate the meetings.

Draft Agendas for the management meeting and QLC can be found here

SMT

Every week on Monday's and Tuesdays the Senior Management Team meets for 2-3 hours. The time is adjusted based on when the ADM is needed to attend

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SDPR/MCFD Executive or Portfolio Board.

At the meeting the MDO's role is provide an update during the roundtable of any divisional priorities the executive team should be aware of:

For example: MyPerformance deadlines, facilities updates, hiring The MDO also provides technical support during the meeting, so a 10-15 minutes before a guest is supposed to join the meeting, the MDO IM's the guest and lets them know if SMT is running late/early/on time and lets them know when to join the meeting.

Minutes are not taken for this meeting, but the MDO records any action items or decisions that were made during the meeting and inputs it into the logs on the SMT sharepoint site. The MDO can also take notes for their own use, but is transitory and can be deleted.

The day after SMT, the MDO prepares the agenda for the next week's SMT, by reviewing the backlog of items and preparing the draft agenda for the ADMO call for the ADM's review.

SMT Sharepoint SMT Agenda items list

Once the ADM approves the agenda, the EAA can send out the guest invites for anyone attending SMT as a guest. The SMT teams link needs to be the same as the teams link in the guest invites.

Major Projects	企
Estimates	

Typically, a new Budget is introduced in February each year. Following the introduction of the Budget, each Ministry will be called upon to complete a budgetary review by Committee of Supply, also known as Estimates.

In preparation for this debate, the Ministry produces a series of special notes, known as Estimates Notes, for the Minister, Deputy Minister, and ADMs to use in the Legislative Assembly during debate.

The Deputy Minister's Office (DMO) will coordinate the production of the Minister's Binder and each ADMO will coordinate production of their own notes.

#### **Timeline**

Beginning in January, a copy of the most recent Tables of Contents (TOC) for both the Minister Binder and the ADM Binder should be circulated to the Executive Directors (EDs) for consideration and feedback. It's easiest to be on the SMT agenda and go through the agenda with them to what is needed to be updated.

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The EDs should be asked to advise on if a note can be deleted, if a note should be updated, or if a new note is required. Once the TOCs have been updated by the EDs, the Issues Manager should forward the proposed changes to the ADM for approval.

By the last week in January, the ADM TOC should be approved and ADM Binder eApps should be created. The goal is to have the ADM Binder completed by Budget Day.

The Minister's Binder TOC will need to be approved by Ministry Executive. The Director of Operations in the DMO will coordinate the approval of the Minister Binder TOC, the distribution of the Minister's Binder eApprovals, and the production of the final binder. The Director of Operations will also set the timeline for completion of the Minister's Binder.

#### Process – ADM Binder

Once the TOC has been approved by the ADM, the Issues Manager should provide a list of note titles to the Executive Administrative Assistant so notes can be uploaded into eApprovals. The previous year's Estimates Note on the topic (if there is one) and an updated ADM template should be included in each eApproval.

After the ADM has reviewed and approved, the EAA will save all of the notes to the LAN and the Sharepoint and create an e-binder.

The e-binder copy ADM Binder should be uploaded to the Ministry SharePoint, so the DMO and other Divisions have access to the final binder.

Location of Estimates Notes: I:\ISD\_Estimates Location of Sharepoint

It's also important to find out when the Ministry of Citizen's Services, Ministry of Education (Childcare), and Ministry of Mental Health and Addictions (Pathways to Hope) are going up for estimates as our division will need to be paying attention. You can email the EAA's in the respective Ministries to get more information.

The SMO Team (Jeremy Ferguson's team) also supports both SDPR and MCFD with technology support on the day of Estimates. Send Jeremy an email with Estimates information and a reminder of their role, however, it is up to their team to come up with a plan and to brief you and their Executive Director (Keith).

Previous emails that were sent for estimates are in the Manager of Div Ops folder and can be re-used as templates for the years after.

#### <u>Approval Path – ADM Binder</u>

Branch Responsible/ Branch ED/ MDO / ADM / EAA

Process - Minister's Binder

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The Director of Operations in the DMO is the keeper of the Minister's Binder. The DMO will create and distribute the eApproval for each note to the Issues Manager in each Division. The Issues Manager is responsible for ensuring the Division's notes make it back to the DMO by the final due date.

Each note in the Minister's Binder is reviewed by FASB, the Corporate Services Division ADM, GCPE, the Director of Operations, and the Deputy Minister.

The DMO will produce an electronic copy of the Minister's Binder. If the ADMO wishes to produce a paper copy of the Minister's Binder for the ADM, it is *not* recommended that the electronic copy be printed. Instead, the DMO recommends printing each note individually from the SharePoint.

#### <u>Approval Path – Minister's Binder</u>

 Branch Responsible/ Branch ED/ MDO / ADM / MDO / SDPR Budgets/CSD ADM/ GCPE/ DMO/ DM

#### **Templates**

ADM Templates can be found on the LAN in the Estimates folder. Minister's Binder templates will be provided by the DMO.

#### Binder Storage & FOI

Once the ADM Estimates Binder is complete, a final copy will be uploaded to the Ministry SharePoint (hosted by the DMO).

Both Minister Estimates Binders and ADM Estimates Binders are proactively released under Freedom of Information (FOI)

#### Debate

Details on when and how the Estimates Debate will take place will come from the Director of Operations in the DMO. The Deputy Minister is typically in the same room

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with the Minister during debate and ADMs are expected to be either at the Legislature or in the designated area to support the Minister.

Each Ministry participates in the Estimates Debate and the schedule is determined by the Government House Leader in cooperation with the Opposition. The schedule changes every year and is often announced last minute. Once debate on the Budget has completed (typically six sitting days after the Budget is introduced), the Ministry can be called to begin debate on a moment's notice.

#### **Transition**



When there is a new government, Minister, Deputy Minister, or ADM appointed the Issues Manager is expected to coordinate production of a Transition Binder in order to brief the new Executive member on the Division.

#### **Process**

Similar to the Budget process, a Transition Binder will be a high level overview of the key areas of each Division. The Director of Operations in the Deputy Minister's Office (DMO) will coordinate binders for a new Premier, Minister, or Deputy Minister.

The DMO will create and distribute the eApproval for each note to the Issues Manager in each Division. The Issues Manager is responsible for ensuring the Division's notes make it back to the DMO by the final due date.

Once the Binders are finalized, the DMO will coordinate a series of briefings to go over the responsibilities of the Division and to highlight key areas of each note.

If there is a new ADM, the Issues Manager will work with the Executive Administrative Assistant to schedule briefings with the appropriate Executive Directors.

#### **Templates**

ADM Templates can be found on the ADMO LAN in the Estimates section. Minister's Binder templates will be provided by the DMO.

#### Binder Storage & FOI

Once the Transition Binder is complete, a final copy will be uploaded to the Ministry SharePoint (hosted by the DMO).

Transition Binders are proactively released under Freedom of Information (FOI)

#### **Business Plan**



The Division is required to produce an Annual Business Plan to the Corporate Services Division (CSD) by the end of the calendar year. The <u>Business Plan</u> lives on the Division's <u>Loop page</u> and the final document is produced by the Corporate Communications team with content from the Division. This work occurs with the Jennifer Little and Forrest Jacob in SP&E.

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#### Union of BC Municipalities Convention & First Nations Leadership Gathering

#### Union of BC Municipalities Convention

In September, the Union of BC Municipalities (UBCM) brings together its local government and First Nations members to identify key policy issues and engage with other orders of government. The Minister will receive meeting requests through a central portal organized by the Ministry of Municipal Affairs and coordinated by the DMO.

The Issues Manager is the lead coordinator for Meeting Notes and meeting attendance on behalf of the Division. The Issues Manager will also coordinate follow up and thank you letters after the convention has taken place with the Correspondence Unit.

Information and background on the convention can be found on the <u>UBCM convention</u> website.

No action is generally needed from ISD.

#### First Nations Leadership Gathering (FNLG)

In November, the First Nations Leadership Council (FNLC), which is composed of members from the Union of BC Indian Chiefs (UBCIC), BC Assembly of First Nations (BCAFN), and First Nations Summit, works with the Ministry of Indigenous Relations and Reconciliation to coordinate a gathering between First Nations leaders and Cabinet Ministers. The DMO is the Ministry coordinator for FNLG.

The Issues Manager is the lead coordinator for Meeting Notes and meeting attendance on behalf of the Division. The Issues Manager will also coordinate follow up and thank you letters after the convention has taken place with the Correspondence Unit.

No action is generally needed from ISD.

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Ongoing / Miscellaneous Items	命
Minister Letters	<u> </u>

Each month, the Minister sends a letter to staff from around the Ministry to thank them for their work. One staff person is nominated from each Division (with the exception of the Service Delivery Division, who may nominate up to five). The process is coordinated by the Manager of the Correspondence Unit.

The Issues Manager keeps a list of potential nominees for the ADM to consider. Once the request for nominations comes in, the MDO consults with those attending the ADMO meeting once a week. Once the name is confirmed, respond to the Executive Correspondence with the name ISD is nominating.

The draft letter will come to you in eApprovals. Draft the letter and then send it via eApps to the ED of the nominated person for review and any edits. Then send to the ADM for approval. Once approved it can be sent to the Executive Correspondence unit.

Previous letters and the tracking sheet can be found on the LAN here: I:\ISD\_ADM\_CIO\Manager, Divisional Operations\Minister Thank You Letters

#### Freedom of Information (FOI)



The Issues Manager coordinates all Freedom of Information requests on behalf of the Division. The Issues Manager works with the Director of Operations in the Deputy Minister's Office (DMO) to ensure that the Division produces accurate records in accordance with legislative due dates.

When an FOI request is received, reach out to the ED to confirm if there area would have any records. If yes they need to provide you with those records (could be a few days turnaround time).

#### **Website Maintenance**



The Issues Manager works with Corporate Communications to maintain the <u>Divisional Loop</u> page. If changes are required, an email should be sent to <u>SDPRCommunications@gov.bc.ca</u> to request a change and Corporate Communications staff will be in touch to begin the necessary process.

The Issues Manager works with GCPE to maintain the <u>SDPR public website</u>. If changes are required, an email should be sent to the Communications Director and Communications Manager.

### **Templates – Cabinet Operations**



The Director of Operations in the DMO is the Ministry contact for Cabinet Operations (Cab Ops). The Issues Manager will work with the Director of Operations to ensure a smooth flow of information between the Division and Cab Ops.

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Cab Ops has specific templates and strict guidelines when making a submission to a Cabinet Committee. Templates are available on the <u>Cab Ops intranet</u>. Any questions about which template to use should be directed to the Director of Operations in the DMO

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## Appendix A – eApprovals Categories

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#### eApprovals - Item Categories

[Correspondence] Email

[Correspondence] Letter

[Correspondence] Fax

[Correspondence] Phone Call

[FOI] Proactive Disclosure

[FOI] Request

[FOI] Other

[Briefing Note] Information Note

[Briefing Note] Meeting Note

[Briefing Note] Decision Note

[Other] STRA

[Other] PIA

[Other] Miscellaneous

[Other] Messaging

[Other] Publication

[Other] Expense Approval

[Cabinet] OIC

[Cabinet] Ministerial Order

[Cabinet] Proclamation

[Cabinet] Cabinet Submission

[Treasury Board] Treasury Board Submission

[eStaffing Requests] eStaffing Requests

#### eApprovals – Final Signature Level

Minister

Parl Sec

Deputy Minister

Assistant Deputy Minister

**Executive Director** 

Reply Direct

Reply by Phone

Other

Office of the Minister

Accessibility Executive Lead

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Appendix B -	Acronyms		
Α			
AANDC	Aboriginal Affairs and Northern Development Canada		
(ABCA) AL	Accessibility Legislation (Accessible British Columbia Act)		
ACA	Accessible Canada Act		
ACC	Accessibility Secretariat (Employment and Social Development Canada)		
ACoP	Accessibility Community of Practice		
ADMCEM	Assistant Deputy Ministers' Committee on Emergency Management		
ADMCSI	Assistant Deputy Ministers' Committees on Social Initiatives		
ADMCSSP	Assistant Deputy Ministers' Committees Sustainable Shared Prosperity		
ADMCHH	ADM Committee on Housing and Homelessness		
AEE	Annual Earnings Exemption		
AEST	Ministry of Advanced Education, Skills and Training		
AGRI	Ministry of Agriculture		
AHOP	Aboriginal Homeless Outreach program		
ALCAC	Accessibility Legislation Consultation Advisory Committee		
ALCAC	Accessibility Legislation & COVID Advisory Committee		
ALCAC/DWG	ALCAC/Disability Working Group		
AS	Accessibility Secretariat		
ATBC	Aboriginal Tourism of British Columbia		
ATF	Accessibility Task Force		
AWG	Accessibility Working Group Meeting		
В			
BC	British Columbia		
BCANDS	British Columbia Aboriginal Network on Disability Society		
BCAS	British Columbia Ambulance Service		
BCCDC	British Columbia Centre for Disease Control		
ВССОВ	BC Child Opportunity Benefit		
BCEA	BC Employment and Assistance		
BCEMS	British Columbia Emergency Management System		
BCEP	BC Employment Program		
BCFNJC	BC First Nations Justice Council		
BCM	Business Continuity Management		
BCPSA	British Columbia Public Service Agency		
BCPSI	BC Partners for Social Impact		
BI	Behavioural Insights		
BIB2	Behavioural Insights Beyond Borders		
BIG	Behavioural Insights Group		
BIP	Basic Income Panel		
BSDW	Band Social Development Worker (EAW equivalent)		
С			
C & E	Compliance & Enforcement		
CABRO	Crown Agencies and Board Resourcing Office		
	Community Assistance Program		

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CASA	Confidence and Supply Agreement Secretariat		
CASA	Child, Adolescent and Family Mental Health		
CASDO	Canadian Accessibility Standards Development Organization		
CAYA	Communication Assistance for Youth and Adults		
CCC	Corporate Consultation Committee		
CCSI	Cabinet Committee on Social Initiatives		
CCT	Canada Child Tax Benefit		
CDAC	Communication Disabilities Access Canada		
CDB	Canada Disability Benefit		
CDBA-BC	Canadian Deafblind Association – BC Chapter		
CDE	Communicable Disease Emergencies		
CEMP	Comprehensive Emergency Management Plan		
CEP	Community and Employer Partnership		
CERB	Canada Emergency Response Benefit		
CFO	Chief Financial Officer		
CIC	Citizenship & Immigration Canada		
CIHR	Child in the Home of a Relative		
CIO	Chief Information Officer		
CIRNAC	Crown-Indigenous Relations and Northern Affairs Canada		
CIS	Community Integration Specialist		
CLAA	Community Living Authority Act		
CLBC	Community Living BC		
CMHA	BC Canadian Mental Health Association		
CMHC	Canada Mortgage and Housing Corporation		
CNIB	Canadian National Institute for the Blind		
COSCO	Council of Senior Citizens' Organizations of British Columbia		
CoV	City of Vancouver		
CPB	Corporate Planning Branch		
CPP	Canada Pension Plan		
CPPD	Canada Pension Plan Disability		
CPP-D	Canadian Pension Plan Disability		
CRB	Canada Recovery Benefit		
CRPD	Convention on the Rights of Persons with Disabilities		
CRSQ	Community Relations and Service Quality Manager		
CRV	Community Relations and Service Quality Manager  Compliance Review		
CSD	Compliance Review  Corporate Services Division		
CSI	Committee on Social Initiatives		
CSSEA	Community Social Services Employer's Association		
CSW	Client Service Worker		
CTB	Child Tax Benefit (BC Child Opportunity Benefit)		
CVS	Community Volunteer Supplement		
CYSN	Child and Youth with Special Needs Social Worker		
D	China and Todan With Openial Needs Goolal Worker		
DA	Disability Assistance		
DABC	Disability Assistance  Disability Alliance BC		
סמאט	Disability Alliance Do		

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DBC	Doctination British Columbia		
DE&I	Destination British Columbia		
	Diversity, Equity, and Inclusion  Deaf and Hard of Hearing		
DHH	Disability Inclusion Action Plan		
DIAP	•		
DIS	Directors of Income Support		
DMCEM	Deputy Ministers' Committee on Emergency Management		
DMCSI	Deputy Ministers' Committee on Social Initiatives		
DMCSSP	Deputy Minister's Committees on Sustainable Shared Prosperity		
DRIPA	Declaration on the Rights of Indigenous Peoples Act		
DSD	Director of Service Delivery		
DTS	Desktop Terminal Services		
E			
EAAC	Employee Accessibility Advisory Council		
EAAT	Employment and Assistance Appeal Tribunal		
EAN	Employee Advisory Network		
EAO	Employment and Assistance Office		
EAPWD	Employment and Assistance for People with Disabilities		
EAW	Employment Assistance Worker		
ECDI	Executive Committee for Diversity and Inclusion		
EDRMS	Enterprise Document and Records Management System		
EDUC	Ministry of Education		
EFO	Executive Financial Officer		
EFT	Electronic Funds Transfer (direct deposit)		
EI	Employment Insurance		
EP	Employment Plan		
EPA	Emergency Program Act		
EPBC	Employment Program of British Columbia		
EPDP	Employee Performance Development Plan (old term but still used)		
EPPD	Employment Programs for Persons with Disabilities		
ETW	Expected to Work		
EWD	Engagement and Workforce Development		
F			
FASB	Financial and Administrative Services Branch		
FIN	Ministry of Finance		
FM	Family Maintenance		
FMEP	Family Maintenance Enforcement Program		
FMW	Family Maintenance Unforcement Frogram  Family Maintenance Worker		
FNHA	First Nations Health Authority		
FNLG	First Nations Leadership Gathering		
FOI	Freedom of Information		
FOIPPA	Freedom of Information and Protection of Privacy Act		
FPT	Federal-Provincial-Territorial		
FSIBC	Family Support Institute of BC		
G	. animy capport motitate of 50		
GA	Gain Assistance (number)		
<u> </u>	Gail / Ioolotanoo (namoor)		

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ODA	Conder Board Archiele Blue		
GBA+	Gender Based Analysis Plus		
GCPE	Government Communications and Public Engagement		
GEO	Gender Equity Office		
GIS	Guaranteed Income Supplement		
GNPI	Government Non-Profit Initiative		
GSB	Government Services Branch		
GVAD	Greater Vancouver Association for the Deaf		
GVAT	Greater Victoria Acting Together		
Н			
HAB	Health Assistance Branch		
HBT	Healthcare Benefit Trust		
HC	Health Canada		
HECC	Health Emergency Coordination Centre		
HIP	Homelessness Intervention Project		
HITT	Housing Integrated Task Team		
HLBC	Health Link BC		
HLTH	Ministry of Health		
HOP	Homelessness Outreach Program		
HRB	Health Reconsideration Branch		
HRDC	Human Resources and Skills Development Canada		
HSSBC	Health Shared Services BC		
1			
IA	Income Assistance		
171	Income Assistance		
IB IB	Information Bulletin		
IB	Information Bulletin		
IB ICM	Information Bulletin Integrated Case Management		
IB ICM IDPD	Information Bulletin Integrated Case Management International Day of Persons with Disabilities		
IB ICM IDPD IEP	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan		
IB ICM IDPD IEP IGR	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations		
IB ICM IDPD IEP IGR IJPLD	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch)		
IB ICM IDPD IEP IGR IJPLD ILBC	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program)		
IB ICM IDPD IEP IGR IJPLD ILBC IMB	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch		
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IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT ISC ISD	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division Indigenous Skills and Education Training		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT ISC ISD ISET	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT ISC ISD ISET ITR	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division Indigenous Skills and Education Training Intent to Rent (form)		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT ISC ISD ISET ITR J JEDC	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division Indigenous Skills and Education Training Intent to Rent (form) Ministry of Jobs, Economic Development and Competitiveness		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT ISC ISD ISET ITR J JEDC JTT	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division Indigenous Skills and Education Training Intent to Rent (form)		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT ISC ISD ISET ITR J JEDC	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division Indigenous Skills and Education Training Intent to Rent (form) Ministry of Jobs, Economic Development and Competitiveness		
IB ICM IDPD IEP IGR IJPLD ILBC IMB IO IPAC IRR IRT ISC ISD ISET ITR J JEDC JTT K	Information Bulletin Integrated Case Management International Day of Persons with Disabilities Individual Education Plan Intergovernmental Relations Indigenous Justice Policy and Legislation Division (Justice Services Branch) Independent Living BC (BC Housing program) Information Management Branch Investigative Officer Institute of Public Administration of Canada Ministry of Indigenous Relations and Reconciliation Incident Reporting and Tracking Indigenous Services Canada Information Services Division Indigenous Skills and Education Training Intent to Rent (form) Ministry of Jobs, Economic Development and Competitiveness		

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LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Questioning and "Plus,"		
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Questioning and "Plus,"  Lesbian, Gay, Bisexual, Transgender, Queer or Questioning and Two Spirit		
LGC	Lieutenant Governor in Council		
LICO	Low Income Cut Off (Market Basket Measure)		
LMA	Labour Market Agreement		
LMAPD	Labour Market Agreement for People with Disabilities		
LMDA	·		
LMTA	Labour Market Transfer Agreement		
LTHN	Labour Market Transfer Agreement		
	Life Threatening Health Needs		
M	Ministry of Municipal Affaire and Hausing		
MAH MARC / BATH	Ministry of Municipal Affairs and Housing		
MAPS / PATH	Making Action Plans / Planning Alternate Tomorrows with Hope		
MBM	Market Basket Measure		
MCCSS	Ministry of Children, Community and Social Services (Ontario)		
MCFD	Ministry of Children and Family Development		
M-DEC	Ministers-Deputies Emergency Committee		
MHO	Medical Health Officer		
MIS	Management Information System		
MMHA	Ministry of Mental Health and Addictions		
MMIWG	Missing and Murdered Indigenous Women and Girls		
MNS	Monthly Nutritional Supplement		
MOC	Ministry Operation Centre		
MRSS	Minsters Responsible for Social Services		
MSO	Medical Service Only		
MSP	Medical Services Plan		
MYAP	Multi-year Accessibility Plan		
MYSS	My Self Serve		
N			
NCB	National Child Benefit		
NDA	Non-disclosure agreement. Also known as a confidentiality agreement.		
NEO	No Employment Obligations		
NESS	National Emergency Stockpile System		
NFA	No Fixed Address		
0			
O/P	Overpayment		
OAG	Office of the Auditor General		
OAS	Old Age Security		
OHSR	Occupational Health and Safety Regulation		
OLR	Online Resource		
Р			
PACT	Policy Acceptance Tool		
PBC	Pacific Blue Cross		
PCOP	Policy Community of Practice		
PDAC	Persons with Disabilities Advisory Committee		
PDHHS	Provincial Deaf and Hard of Hearing Services		

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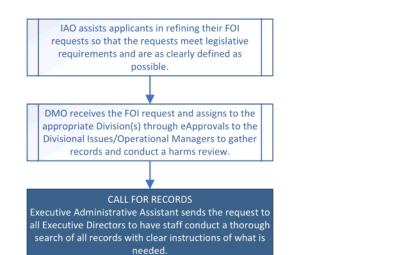
PECC	Provincial Emergency Coordination Centre		
PGT	Public Guardian and Trustee		
PHAC	Public Health Agency Canada		
PHO	Provincial Health Officer		
PIA	Privacy Impact Assessments		
PIAC	Public Interest Advocacy center		
PIB	Public Interest Advocacy center  Personal Information Bank		
PJH	Premier John Horgan		
PLMS	Prevention and Loss Management Services		
POPDB	Provincial Outreach Program for Students with Deaf blindness		
PPE	-		
	Personal Protective Equipment		
PPF	Public Policy Forum		
PPIM	Policy and Program Implementation Manager		
PPM	Policy and Procedures Manual		
PPMB	Persons with Persistent Multiple Barriers to Employment		
PRAC	Poverty Reduction Advisory Committee		
Praxis	Praxis Spinal Cord Institute, formerly known as the Rick Hansen Institute		
PREOC	Provincial Regional Emergency Operation Centre		
PS	Public Safety Canada		
PSA	Public Service Agency		
PSSG	Ministry of Public Safety and Solicitor General		
PWD	Persons with Disabilities		
PWDAC	Persons with Disabilities Advisory Committee		
PWDAC Q	Persons with Disabilities Advisory Committee		
PWDAC Q QCS			
PWDAC Q QCS R	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist		
PWDAC Q QCS R RAP	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program		
PWDAC Q QCS R RAP RCY	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth		
PWDAC Q QCS R RAP RCY RDSP	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan		
PWDAC Q QCS R RAP RCY RDSP RFL	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation		
PWDAC Q QCS R RAP RCY RDSP RFL RGS	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver		
PWDAC Q QCS R RAP RCY RDSP RFL RGS RIPD	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver  Research, Innovation & Policy Division		
PWDAC Q QCS R RAP RCY RDSP RFL RGS RIPD RO	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver  Research, Innovation & Policy Division  Reconsideration Officer		
PWDAC Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver  Research, Innovation & Policy Division  Reconsideration Officer  Regional Services Branch		
PWDAC  Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver  Research, Innovation & Policy Division  Reconsideration Officer  Regional Services Branch  The Residential Tenancy Act		
PWDAC Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver  Research, Innovation & Policy Division  Reconsideration Officer  Regional Services Branch		
PWDAC Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS S	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver  Research, Innovation & Policy Division  Reconsideration Officer  Regional Services Branch  The Residential Tenancy Act  Regional Transportation Strategy - TransLink		
PWDAC Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS S SA	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program Representative for Children and Youth Registered Disability Savings Plan Request for Legislation Regional Growth Strategy – Metro Vancouver Research, Innovation & Policy Division Reconsideration Officer Regional Services Branch The Residential Tenancy Act Regional Transportation Strategy - TransLink  Supplementary Assistance		
PWDAC  Q  QCS  R  RAP  RCY  RDSP  RFL  RGS  RIPD  RO  RSD  RTA  RTS  S  SA  SAC	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program Representative for Children and Youth Registered Disability Savings Plan Request for Legislation Regional Growth Strategy – Metro Vancouver Research, Innovation & Policy Division Reconsideration Officer Regional Services Branch The Residential Tenancy Act Regional Transportation Strategy - TransLink  Supplementary Assistance Seniors Advisory Council		
PWDAC  Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS S SA SAC SAFER	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program Representative for Children and Youth Registered Disability Savings Plan Request for Legislation Regional Growth Strategy – Metro Vancouver Research, Innovation & Policy Division Reconsideration Officer Regional Services Branch The Residential Tenancy Act Regional Transportation Strategy - TransLink  Supplementary Assistance Seniors Advisory Council BC Housing's Shelter Aid for Elderly Renters program		
PWDAC  Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS S SA SAC SAFER SAS	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program  Representative for Children and Youth  Registered Disability Savings Plan  Request for Legislation  Regional Growth Strategy – Metro Vancouver  Research, Innovation & Policy Division  Reconsideration Officer  Regional Services Branch  The Residential Tenancy Act  Regional Transportation Strategy - TransLink  Supplementary Assistance  Seniors Advisory Council  BC Housing's Shelter Aid for Elderly Renters program  Supervisor of Administrative Services		
PWDAC  Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS S SA SAC SAFER SAS SCAP	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program Representative for Children and Youth Registered Disability Savings Plan Request for Legislation Regional Growth Strategy – Metro Vancouver Research, Innovation & Policy Division Reconsideration Officer Regional Services Branch The Residential Tenancy Act Regional Transportation Strategy - TransLink  Supplementary Assistance Seniors Advisory Council BC Housing's Shelter Aid for Elderly Renters program Supervisor of Administrative Services Specialized Community Assistance Program		
PWDAC  Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS S SA SAC SAFER SAS SCAP SD	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program Representative for Children and Youth Registered Disability Savings Plan Request for Legislation Regional Growth Strategy – Metro Vancouver Research, Innovation & Policy Division Reconsideration Officer Regional Services Branch The Residential Tenancy Act Regional Transportation Strategy - TransLink  Supplementary Assistance Seniors Advisory Council BC Housing's Shelter Aid for Elderly Renters program Supervisor of Administrative Services Specialized Community Assistance Program Social Development		
PWDAC  Q QCS R RAP RCY RDSP RFL RGS RIPD RO RSD RTA RTS S SA SAC SAFER SAS SCAP	Persons with Disabilities Advisory Committee  Quality and Compliance Specialist  Rental Assistance Program Representative for Children and Youth Registered Disability Savings Plan Request for Legislation Regional Growth Strategy – Metro Vancouver Research, Innovation & Policy Division Reconsideration Officer Regional Services Branch The Residential Tenancy Act Regional Transportation Strategy - TransLink  Supplementary Assistance Seniors Advisory Council BC Housing's Shelter Aid for Elderly Renters program Supervisor of Administrative Services Specialized Community Assistance Program		

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SET	Self Employment Training		
SFTS	BC Secure File Transfer Service		
SIP	Supporting Increased Participation		
SME	Small and medium sized enterprises		
SN	Speaking Notes		
SPEI	Single Parent Employment Imitative		
SR	Service Request		
SRH	Supportive Recovery Home		
SRO	Single Room Occupancy		
SSAA	Self-Serve Assessment and Application		
SSISD	Social Sector Information Services Division		
STADD	Services to Adults with Developmental Disabilities		
STRA	Security Threat and Risk Assessments		
STS	Special Transportation Subsidy		
T	Special Transportation Subsidy		
TA	Temporary Assistance		
TAC	Ministry of Tourism, Arts and Culture		
TEAMS	Temporary Emergency Assignment Management System		
THS	Transitional Health Services		
TLAM	Time & Leave		
TOR	Terms of Reference		
TPA	Third Party Administered (Advocate)		
TRAN	Ministry of Transportation and Infrastructure		
TRR	Telephone Response Record		
U	Total principal transport of the sound		
UBCIC	Union of B.C. Indian Chiefs		
UBCM	Union of BC Municipalities		
UCCB	Universal Child Care Benefit		
UDI	Urban Development Institute		
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities		
UNDRIP	United Nations Declaration on the Rights of Indigenous Peoples		
٧			
VDRC	Victoria Disability Resource Centre		
VTS	Video Relay System – deaf people to communicate		
W			
WDA	Workforce Development Agreement		
WES	Work Environment Survey		
WHO	World Health Organization		
Х	Trong trough organization		
Υ			
YTP	Youth Transition Protocol		
Z			
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Updated: January 2022

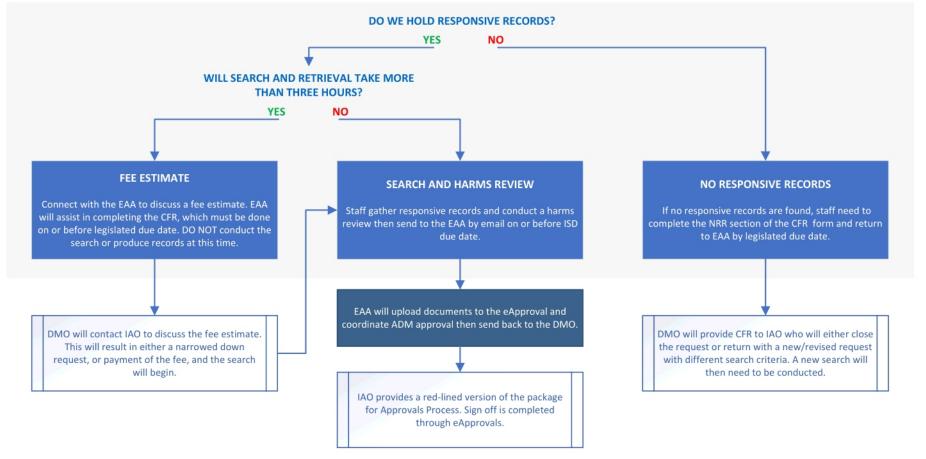
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**DMO** action

ADMO action

ISD Staff Action



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## STANDARD OPERATING PROCEDURE

To View Navigation - CTRL 'F', click 'Headings'

TITLE		
PURPOSE	To gather electronic and physical records related to a personal Freedom of Information (FOI) request or litigation request, including Employment and Assistance, Family Maintenance, Health Assistance, and Bus Pass case files.	
USED BY	Operations Support – Finance, Facilities and Assets FOI Coordinator	
POLICY	https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/foippa/information-privacy-and-security-foippa	
Legend	CFR = Call for Records FOI = Freedom of Information SR = Service Request BP = Batch Print IAO = Information Access Operations DMO = Deputy Minister's Office PFL = Physical File Location AHR = Adhoc (all) History Report TPA = Third Party Admin	
NOTES	To refer a client to the electronic FOI application: <a href="https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/submit-a-personal-freedom-of-information-request">https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information-request</a> Information/submit-a-personal-freedom-of-information-request	

## Initiate FOI / litigation process:

- Receive CFR request from the Deputy Minister's Office (<u>SDPR.FOl@gov.bc.ca</u>), sent to the centralized inbox: SDSI.OPS.Support.RecordsManagement@gov.bc.ca).
- Review CFR description to ensure clarity for gathering.
- Enter request details on the FOI case tracker.
- Assign to Records Clerk staff for processing based on current workload with other FOI
  requests and records projects. Forward for processing via email.
- Check in ICM to see if client has PwD status. If yes, notate on 'Bus Pass Requests' tab on spreadsheet, and see section below.
- Refer to Senior Records Management Analyst to liaise with Community Services staff to resolve "routine release" or information requests. Track details on FOI tracker.
- If the records gathering is specific to a litigation request, review the court order to identify what records are needed, and provide direction to the assigned Records Clerk.

#### **Initiate Routine Release:**

- Receive Routine Release request from DMO office.
- Review Routine Release description to ensure clarity.
- Enter Routine Release details on the FOI case tracker.
- Create an SR to request local office to provide requested documents to the client.
  - Type: Miscellaneous Sub-Type: ROI Release of Info
  - Service Office: Click magnifying glass search office of client and assign
  - Contact Method: Staff Initiated
  - Click into SR
  - Update Priority: Standard; Due Date: 5 business days
  - Notes: Click New -> Enter request description, include if the client has mentioned how they would like to receive the records.
  - Lock note
  - Update Memo: same as Note created
  - Owner: Remove your name
  - Status: Ready
  - Make note of SR # on FOI Tracker
- Using the Loop offices page, send Email to Supervisor of office assigned to notify them
  of the routine release.
  - EX: Subject Line "Client Request for Records Routine Release"
  - EX: Body of Email "RE s. 22 Hi Tara, A client has submitted an FOI request for information; however, the records are routine releasable. They are requesting (enter description of records, and where they are in ICM if known". An SR was created today, SR# 1-123456789 for an EAW from (office #) to resolve. We are hoping for a timely

completion of this request for the client. Please let me know once this request has been completed. Thanks.

- Send Reply Email to DMO letting them know an SR has been created, provide them with the SR # and let them know you will monitor for completion of the SR and you will notify them upon completion.
- Once Confirmation of completion has been received from the supervisor, update DMO with an Fmail
- Save all emails in 292-27 Routine Release Review Files 2023 Routine Release

#### Request AHR:

- Submit MIS AHR report
  - Report is used to review and resolve gaps in open and close details or data conflicts with ICM details.
  - Submit AHR request via MIS
    - Login to MIS
    - F10
    - Enter (on lower right of keyboard)
    - Enter username/password again
    - F10
  - o SYS: G SCR: AHR Action: A Key: Blank
  - Enter
  - Tab to key the File ID (legacy case number) and complete date range required for CFR Enter
  - o If screen message indicates "No errors press Enter to update
  - MIS will indicate that the file has been updated. Enter to add more requests.
  - Only 1 report can be requested per day (for a specific GA file), If a full report is required, submit a new request the next day
- AHR report will be available in your Report2Web folder the following day
- Access your Personal Report to Web History Reports s. 15
  - o If more than one report was submitted, click on **Show/Hide** filter pane.
  - Expand File ID to separate individual reports.
    - Select a file, click on the Print icon
  - Adjust settings
    - Page Range: All- Orientation: Portrait
    - Font: 7.5
    - Margins: Left 40 Right 40, Top 30 Bottom 30
  - Click Print. Printer should be set to Microsoft Print to PDF. (If unable to use search function, change printer to Adobe PDF)
  - Save AHR to the IAO shared folder. GA####### History Report.
    - Search the AHR (Ctrl F) using keywords: CRSQ / MCRSQ

o If keywords found, see CRSQ Involvement / Records section.

## Request Check for Records from Bus Pass Team:

- If check for additional bus pass records outside of ICM is required, email Bus Pass team once multiple FOI requests have accumulated.
- Copy/paste details from spreadsheet into email, asking Bus Pass contact if there are additional records outside ICM.
- When response received, file on the 292 LAN
- Forward email response, including any additional record to the Records Clerks processing the applicable requests.

#### If CRSQ Involvement / Records:

- If Records Clerk advises there is a CRSQ complaint in ICM, or if keywords 'CRSQ' or 'MCRSQ' are found on the AHR (Coordinator will need to check this) or centralized notes, email the CRSQ contact (Ann Evans Locker) to check for additional records outside ICM.
  - o Send FOI number, GA number, and Complaint Incident #.
  - EX: Subject line "Call for Records MSD-2023-12345 GA12345678 CRSQ Involvement"
  - EX: Body of email "Hi Ann, Our team is responding to the above Call for Records and there is a complain within our target date frame (1-1234567890). Can you please check for additional records outside of ICM. We will hold our response to IAO until we receive your response. Thanks"
- Hold Response for confirmation email from CRSQ.
- Save CRSQ response email in the 292-40 corresponding FOI folder.

#### If Client is TPA:

- If Records Clerk advises applicant is TPA, email Senior Records Management Analyst who will contact DMO to canvass.
- Advise Senior Records Management Analyst who TPA provider is.
- No need to hold FOI response. Records will be provided to IAO.

#### **If Restricted Case:**

- If Records Clerk advises there is a Restricted case, alert Senior Records Management Analyst with case details.
- Senior Records Management Analyst will retrieve records, as they have restricted case/SR access.

### If PLMS Allegation / Investigation Exists:

- If Records Clerk advises of PLMS Allegation or Investigation, notate on spreadsheet.
- Initiate Email request for CIU concerns to <a href="PLMSFOl@gov.bc.ca">PLMSFOl@gov.bc.ca</a>.
  - Include the FOI #, GA # and Incident # in the email.
  - EX: Subject line "FOI MSD-2023-12345 GA12345678"
  - EX: Body of email "Good Afternoon, Our Team is gathering records in response to the above noted request for records. There is a Fraud Allegation within our target date range. Please advise if there are any PLMS concerns regarding our records gathering. Incident # 1-1234567890. Thanks.
- Hold response until PLMS has provided a response to the shared inbox on whether there are CIU concerns. If CIU concerns, advise Records Clerk if records from our batch (due to overlap/concerns) need to be removed.
- If there is only an SR within date range that is specific to overpayment, no need to engage PLMS.
- If we do not hear back from PLMS within a reasonable amount of time before the due date, the FOI Coordinator will notify the Senior Records Management Analyst, who will follow up with PLMSFOI.

## If FOI Request from Applicant Sent Directly to Shared Inbox:

- Do not respond to client.
- Forward to FOI.Requests@gov.bc.ca and cc SDPR.FOI
- Review client file in ICM for notes indicating referral or conversation with the client regarding FOI.
- Advise Senior Records Management, who can follow up with worker's supervisor to advise of FOI process, and that inbox is for internal requests only.

# If No Responsive Records:

- Forward completed CFR to Senior Records Management Analyst who will respond to IAO/DMO
- Senior Records Management Analyst will copy shared inbox FOI Coordinator to file.

# Retrieve MySS Messages:

- o In ICM Messages screen, ensure all columns are present. Query ICM case number
- Sort by Sent/Received Date
- On Edit menu, Select All
- Menu Print

- All Visible Columns
- Export to CSV file
- o If date range specific FOI, use Sent/Received Date to exclude/include data
- Select all cells, Justify Top
- Review Excel sheet for text that does not fit within the cell. If it doesn't fit, add a row below, and merge cell plus cell below.
- Save the document

## **Error Tracking and URL Errors:**

- Review and provide information regarding ICM records errors. See additional information in the RM restricted folder.
  - Enter and update 791138 error tracking spreadsheet, including known unrecoverable or compressed.
  - Provide details for .URL errors s. 15

s. 15

## **Provide Response for FOI:**

- Update FOI case tracker
- Review response from Records Clerk
  - o CFR form
  - IAO shared folder
    - Review Centralized Notes files to ensure no text is cut-off, and that notes Created Date are within date range).
    - Ensure all gathered records from the Clerk's roll-up are present in IAO's shared folder.
  - Review to ensure correct cases were gathered, and appropriate checks completed by the Records Clerk: TPA, Alerts, Restricted, Incidents/Investigations.
- Save Records Clerk response email to FOI folder on 292 LAN
- Forward response (with any internal back/forth communication removed) to IAO
   (FOI.SocialEducationTeam@gov.bc.ca) and copy (SDPR.FOI@gov.bc.ca). Add special
   processing notes in the email body re TPA, extraordinary Harms, no AHR exists, or if
   physical files have been mailed to IAO.
  - Response wording is: "Per your request, the responsive records have been uploaded to the shared drive."
- Save original request in 292 LAN.
- Save copy of response email to the 292 LAN.

 Delete CFR / Records Clerk correspondence from shared mailbox, sent folders, deleted folders, etc.

### **Provide Response for Litigation:**

- Once all records are gathered, advise Senior Records Management Analyst that the gathering is complete, and identify any harms.
- Senior Records Management Analyst to provide response to DMO (SDPR.FOI), who will
  advise if any harms or physical records are being sent. Do not copy the Ministry of the
  Attorney General on the response email.
- Records Clerk to upload gathered records to shared SDPRAG drive
- Records clerk to mail physical files to Stephanie Malaison if over 25 pages, scan if less.
   Do not send physical files to the below address if the Province is a party on the litigation
- Advise Senior Records Management Analyst that physical files have been sent to include in response to litigation team. Provide the Purolator tracking number or let RM Analyst know files have been sent in house mail.

Attn: Stephanie Malaison Legal Services Branch Ministry of Attorney General 3rd FI - 1001 Douglas St. Victoria, BC V8W 2C5

# **Defining Terminology**

Acronym	Stands for	Description
AHR	Adhoc (All) History Report	Provides history of a file via searchable MIS notes. Use CTRL F to search the document using the terms: "box, closed, cls, open, opn, accession, rap" for clues re: existence of physical files related to a case. Report request is submitted by supervisors via MIS. AHR Review
Applicant (not an acronym)	The person(s) requesting the records	May be an individual, law firm or other interested party. Eligibility of an applicant's access to personal records is determined by IAO before RM
BP	Batch Print	staff receive the request  ICM tool used to gather all records on a case or service request into one document in preparation to submit to IAO
CFR	Call for Records	The form IAO forwards to request records -uses a 9 digit # pre-fixed by MSD e.g.: MSD-2021-12345
CTS	Client Transaction System	Document storage system used prior to ICM CTS  Documents
EDRMS – Content Manager	Enterprise (Electronic)Document & Records Management System	Records management system used for managing physical and electronic records. Used to search for Physical Health Records prior to CTS or ICM. Also used to manage off-siting physical records
FOI	Freedom of Information	Term related to requests Records Management (RM) staff process for clients under the authority of the Freedom of Information and Protection of Privacy Act- FOIPPA
FM	Family Maintenance	FM cases were once managed by SDPR. Cases were created through the client's Employment Assistance case and the client was referred to a Family Maintenance case worker. The program ended and all Family Maintenance records should be located off-site. These historical records still exist within the ICM system and must be provided to clients upon request.
GA	Employment & Assistance	Previously known as GAIN file. This is a legacy term used to identify Employment & Assistance cases.
GRS	Gov't Records Services	Responsible for appraising and scheduling government information; providing records management policy and practice advice, guidance, training; and managing offsite storage of government's physical records. Provides the All-Status report.

НА	Health Assistance	Health Assistance processes client requests for health services and equipment through the ICM Health case. Additional health records may be attached to the Employment & Assistance case (GA) Health Visual
IAO	Information Access Operations	The designated body responsible for processing FOI requests received from citizens in accordance with FOIPPA
ICM	Integrated Case Management	Database software used currently to manage client electronic records and cases. Use ICM to gather all attachment (records) related to FOI requests.
MIS	Management Information System	MIS is a legacy database used to record client interaction before CTS & ICM. The two databases (ICM & MIS) communicate with one another. MIS history can be requested through the AHR report. The AHR report is used to locate multiple accessions under which physical files are kept in offsite storage.
OFS	Off-site	Describes physical file location of records stored off-site in a Gov't contracted facility.
PLMS	Prevention & Loss Management Services	PLMS conducts compliance reviews & investigations on selected cases.
PWD	Persons with Disabilities	Clients designated by the ministry as persons with disabilities who are eligible for additional health related supports and services. Relates to ICM service request and health cases.
SR	Service Request	Initiated in ICM by Ministry Staff to process actions required on cases. Actioning SR's often results in documents being attached to a case in ICM. Consider the Case as the container and the SR as the action of putting something into the container to achieve a desired result.
TPA	Third Party Administration	Assigned to clients who require interaction with the ministry to be facilitated by a third party.

## **OTHER IMPORTANT TERMS**

Accession #		6 digit # - Assigned to records by GRS and applied when records are sent to off-site — essentially a tracking # you, RCS and the storage facility will use to identify and track a group of boxes off-sited together. i.e.: 97-0000. Identify box #'s within the Accession# i.e.: 97-0000-0123.
All Status Report	Generated by GRS and details all accessions that are at offsite storage that pertain to our Ministry. It tells us whether certain boxes are active, destroyed, where they are located, and the retention period.	Search (CTRL + F) input the first 6 digits of the accession#—without the dash. Look for the box number within that accession
ARS626	Retrieval/Return Form	Form used for requesting retrieval of files to the Hub(s) ARS626

CPF	Owner Office	Indicated in ICM when a physical file exists & is stored at a file hub or off- site facility. CPF is the ID, Owner office is the location. Request physical file(s) if required for date range.
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### **Batch Print Tips**

Use the 4 applets (ENTITIES, ENTITY ATTACHMENTS, PRINTABLE ATTACHMENTS, NON-PRINTABLE ATTACHMENTS) to sort and include or not, records (attachments) based on the FOI request i.e.: the type of records requested, and the date range requested.

These 4 applets are all connected. When you click on, add, or remove attachments, these actions will display different attachments in other applets.

### Applet breakdown

APPLET	CONTENTS	ACTION
ENTITIES	Includes all the Cases & Service Requests attached to the GA Key Player – the GA Case is automatically highlighted when a batch print is begun	-Sort the entities by created date oldest to newest -Disregard any entities that do not fall within the requested date range -Include records from GA, Bus Pass, and Health Cases (combined batch) -Use the arrows at the bottom of the applet to advance the pages as you go DO NOT INCLUDE: INCIDENT Entity records unless the incident type is a complaint (noted when reviewing Contact Summary). Check with FOI lead if unsure. INCLUDE: FRIN (sub-type records) indicates a PLMS review has been conducted. Include if authorized to do so (notice from FOI lead that CIU has no concerns)— if unsure check with leadFM or SPO case require separate batch prints.
ENTITY ATTACHMENTS	Shows all the attachments from the highlighted line of the ENTITIES applet (the selected SR or Case)	Select: Select All button, note all entity attachments are now highlighted. Select: Add Selected button, all entity attachments have been added and now appear in the PRINTABLE <u>or</u> NON-PRINTABLE ATTACHMENTS applets.
PRINTABLE ATTACHMENTS	All attachments within this applet will be included in the batch print	You have added these from the Entity Attachments – they may be removed or printed separately from this applet as required.
NON-PRINTABLE ATTACHMENTS	Records that may be required for the FOI request but must be saved to the IAO folder separately	Check non-printable status: PROFILED - Save COMPLETED - Save CANCELLED - Remove IN-PROGRESS - Remove

VOID – Remove
OPEN – Discuss with RM Lead
*ARCHIVED- Archived
Click on the N in the "Printed?" column
and check off the record to keep track of
the ones you have saved

## **Batch Print Status:**

BATCH PRINT STATUS (Result)	ACTION
Complete	Open document & save the .pdf to the appropriate MSD shared drive folder
Complete with Errors	Identify the error document(s) in the printable attachment applet (print status). Open & review the record, save separately to the appropriate MSD shared drive folder
	Document won't open:
Incomplete	Identify problematic documents (often bank statements) remove them save them separately as non-printables and re-create batch. If unable to remedy, submit a ticket (may include snip) and Support will identify which docs are preventing the batch from completing.
Remains at	ICM batch notification error. Identify problematic documents (often blank '81's or
Submitted	ITR's) remove them and re-create batch. If unable to remedy, submit a ticket (may
Stage	include snip) and Support will identify which docs are preventing the batch from completing.

# Saving records to IAO shared drive:

Create a sub-folder in the main FOI folder for each key player case - i.e.: FM######, GA###### (key player) GA###### (spouse or dependent)

### **NAMING CONVENTIONS**

RECORD	SAVE IN	NAME IT
GA Case Batch Print	GA folder	GA12121212-BP
Combined Case Batch	GA folder	GA12121212+HS+BusP-BP
Print		
SR Batch Print	GA folder	FOI#-BP (eg. 2022-21928-BP)
Spouse Case Batch Print	Spouse Case folder	GA12345678- BP
GA Non-Printable	GA folder	GA12121212-NP-Year-Month-Day
GA CTS Documents	GA folder	GA12121212-CTS-Year-Month-Day
GA CTS Notes	GA folder	GA12345678-CTS-Note
SR Notes	GA folder	SR-1-232323232323-Notes

Health Case Centralized Notes	GA folder	1-565656565656-Health Case Notes
Bus Pass Case Centralized	GA folder	1-454545454545-Bus Pass Notes
Notes		
GA Centralized Case Notes	GA Folder	GA12345678-Centralized Case Notes
Complaint Incidents	GA folder	GA12345678 Complaint Incident
		Notes
FM Case Batch Print	FM folder	FM12121212-BP
FM Non-Printable	FM folder	FM12121212-NP-Year-Month-Day
FM CTS Documents	FM folder	FM12121212-CTS-Year-Month-Day
PWD Application &	GA folder	GA12345678-BP
Approval Only		
PWD from HA	GA folder	GA12345678 PWD Application and
		Approval
Physical Record	Appropriate folder (FM/GA/SPO)	Scanned Physical File

#### Email Response to RM Mailbox (Roll Up)

Summarize what you've saved in the MSD shared drive CFR folder. Separate details by Case. Depending on the records you gathered, your roll up response may include <u>all</u> or <u>some</u> of the items below:

1 GA BP (Combined GA, Bus Pass case, Health case?) # of pages NP - # saved 1 FM BP # of pages NP - # saved Centralized Case Notes CTS - Yes/No EDRMS - Yes/No

 FOI contact has PWD status and the CFR date range begins after April 1, 2018 – EDRMS search is not required.

Unattached SRs Notes?
Bus Pass/HS/CTS Notes?
Physical file(s) recall to file hub. Forwarded to IAO? Scanned to Folder?

# How to complete CFR form

# Section 1: FOI Request Details

IAO will provide this information to the program area to identify responsive records

- If there isn't enough detail, contact FOI Lead to ask for clarification from IAO. Senior Records Analyst will request Deputy Minister Office (DMO) to review
- The wording in the **Description** in Section 1 provides clarification regarding the scope of records being requested. If the description asks for:
  - 1. Records "in your client's name" then we will not provide records from a spouse or dependent file.
  - 2. Records "related to your client" then we will provide records from a spouse or dependent file within date range. (see note 1 below)
  - 3. An adhoc history report (AHR) review may be required to confirm the association date if the FOI date range is prior to the advent of ICM records

### Section 2: Initial Records Assessment

- Answers demonstrate the program area exercised due diligence in determining its response
- Do you hold responsive records?
  - Answer NO if your program area doesn't have responsive records and provide an explanation, i.e., records were destroyed per retention schedules
  - Answer YES if your program are does have responsive records
- Are you aware of other records within your public body?
  - Answer YES if you are aware of Case records that may contain records in the date
     range requested. Identify records in the response box ELMSD, FASB, PLMS)
  - If the CFR missed a program area (ELMSD, SDPR Ops, PLMS) advise FOI lead so that DMO will route the CFR to the appropriate business area.
- Are you aware of other records held by another public body?
  - Answer NO if only MSD has responsive records
  - Answer YES if another public body may have records so that IAO knows to transfer part or all of the request. We shouldn't be able to see these records (ie MCF)
- Are there physical records your program area is sending to IAO?
  - Answer NO if your program area turns all physical records into electronic records
  - Answer YES if your program area is mailing physical records to IAO. Include details and separate by case.

# Section 3: Search Summary

- Each program area should establish a standardized search pattern for FOI requests and then adjust when program areas change, records holdings change, services change, etc.
- Here is a list of items that IAO would prompt a program area to consider but should not be limited to these areas as the program area is the "knowledgeable owner" of those records:
  - SDPR Ops Support
    - Are there responsive ICM/CTS (electronic) records?
    - Are there responsive ICM Health Case records (ICM HAB)?
    - Are there responsive physical files located at a district office or offsite?
    - Identify other existing cases that, per the request, we may not be gathering records from (ie FM). (& or Not within date range)
  - ELMSD

- Are there WorkBC/EPBC (Apr 1/12 onwards)?
- Are there provincial legacy program files (closed by Mar 31/12)?
- Are there federal legacy program files (closed by Mar 31/12)?
- Are there ICM & Case notes for all WorkBC/EPBC records?
- Are there responsive physical files located offsite?

#### PLMS

- PLMS has advised their response captures records visible in ICM by Criminal Investigations Unit (CIU) only
- Unless noted all other PLMS records reside electronically in the GAIN file and will be provided by SDPR OPS when canvassed

### Section 4: Harms Assessment

- Program areas are not being asked to sever records or to identify applicable sections of FOIPPA
- They are asked to identify issues that may impact severing and/or release such as active investigations, the client has an alert/caution or the client is TPA, etc.
- IAO is very familiar with what is released versus not; for most files, the program area does not need to indicate anything outside of the 'standard severing of third party personal and BC government employee IDIRs'

# Section 5: Program Area Contact Information

If IAO has any questions about the response/records, they will contact this person to discuss.

Simply Insert this email address: <u>SDSI.OPS.Support.RecordsManagement@gov.bc.ca</u> into the response section of Section 5.

# Helpful Tips:

- Service Request Tips:
  - Navigate to the Contact Summary page. Sort SR's by Created date. Within the SR applet, review any SRs listed not attached to a Case. Take note of these SR numbers or click the hyperlink to the SR and navigate to the SR Attachment tab to see if there are any attachments or notes-save notes to the appropriate IAO shared folder using consistent naming conventions
  - When reviewing Entities of a Batch Print add these service request numbers and ensure they are included in Printable Attachments, if within date range
- To find GA Case attachments that are not attached to a SR:
  - In the GA Case, Attachment tab click on the Query Attachment button. In the
    profiling applet below enter "IS NULL" in the SR Number field. Click Go. This will
    display all documents attached to the case and no SR assigned. Further sorting

can be done by **Contact Last Name**, **First Name**, **Category**, **Sub-Category**, etc. Do not include Cancelled or Void attachments

- If the Contact Summary shows two GA Cases one as a Key Player and another as a
  Spouse or Dependent drill into the GA Case in which the Contact is the Key Player.
  Use the Batch Print button within the GA Case Attachments tab to see all the SRs where
  the Contact is listed
- If the Contact is only a Spouse or Dependent on a GA case, this can be viewed on the **Contact Summary** page within the **Cases** applet.
  - Click on the SR hyperlink for an SR where the Contact is the only contact listed to review for attachments and begin the batch process. If there are attachments on the SR write down the SR number for later use
- Health Assistance records are Contact specific. Health related attachments may be located on a Health Case or on SRs within a GA Case
- To locate health related attachments for a contact within GA Case in SRs: Navigate to the Contact Summary screen and review the Service Request applet for SRs assigned to Service Office 070 and/or health related SR's
  - Health related SRs examples are not exclusive. Review "The Matrix" for additional SR types and sub-types:

Type: Health Supplement or Application or Reconsideration
Sub-Type: PWD/PPMB/Medical Equipment & Devices/Medical
Supplies/MNS/STNS/Diet Supplement/Medical Transportation

#### **Batch Filing**

After 2011 electronic records were consistently created by scanning & profiling documents to the appropriate case file in ICM. Hard copies of some documents were retained by offices (see document Matrix) and stored in the form of Batch Filing. The batch filing is then off sited per the protocol. Sometimes (rarely) it is necessary to retrieve a document from on or off-site batch filing. Note: batch filing has been approved for on-site destruction via the RSRS. Records may not be available for retrieval.

#### **Contact Search**

In some cases, IAO will only provide contact information about an applicant. In this case, we will perform a contact search to bring up the client's file.

Under the "Contact" tab in ICM populate the fields for which you have information. E.g., first name, last name, DOB, PHN#, etc. Click **Search ICM**. Also, if you are only provided with a first and last name, this could bring up other clients in ICM. With the information you are provided, determine which, in the list, is the contact you are looking for. Note: you can enter partial names and the birthdate to search. Contact FOI lead if additional clarification required to identify the correct client.

#### Locating Records when applicant is dependent or spouse on a case

If an applicant is requesting records, but they do not have their own case, we need to search for cases where they are a dependent or spouse.

Bring up the case in ICM (either through a contact search or with case information). Review Contact start and End dates. Drill into the last name of the Case Name (the Key Player on the case, not the applicant for the FOI). In the Service Requests applet, locate an SR that is attached to the applicant's name and drill into it. From the **Attachments** tab click **Batch Print**. A new BP will open and from here you can process the BP in the applicant's name.

#### Note 1:

Sometimes the start date of a client's association on another case (as a spouse or dependent) is not accurately reflected on the client's case.

Check the association history of the applicant on another case to determine the accurate start date:

From the list of cases on the client's contact summary drill into the spouse or parent case. On the case summary page use the HISTORY tab (may be in drop down), drill into the Association History link and review the list for your applicant and the date range indicated as start & end date.

An adhoc history report (AHR) review may be required to confirm the association date if the FOI date range is prior to the advent of ICM records

#### Note 2:

In the ENTITIES applet the column labelled "Entity" note if it is a Case or SR that we are gathering records from. This is the column where "Incident" will be displayed. Do not gather records from Incidents. We only gather records from SRs and Cases.

The column labelled "Entity Number" is the SR# or Case Number that the records have been attached to.

Not all attachments on a Case are attached to an SR and not all attachments on an SR are attached to a Case

# Saving:

Location	Save	Path
s. 15	Our LAN - FOI Record Gathering Details, Checklist, Emails, ARS626, AHR	Administration -100-499, Freedom of Information 292, 292-40, 2021 FOI Requests, CFR# folder
	IAO shared LAN - FOI Records-for IAO	Call for Records, CFR# folder, create sub-folder(s) for records for each case

# Finding:

Item	Location	Path
AHR- Adhoc (AII)	s. 15	Call for Records, R2W_RO_File Hist_M1212-01_Gathering,
History Report		Monthly Folder, Daily Folder, GA/FM#
FOI Training Resources		Administration -100-499, Freedom of Information 292, FOI
		Training Resources
HAB PWD files		Administration -100-499, Freedom of Information 292, 83-
spreadsheet		2986
Health Visual		Administration -100-499, Freedom of Information 292

### STANDARD OPERATING PROCEDURE

To View Navigation - CTRL 'F', click 'Headings'

TITLE			
PURPOSE	To gather electronic and physical records related to a personal Freedom of Information (FOI) request or litigation request, include Employment and Assistance, Family Maintenance, Health Assistance and Bus Pass case files.		
USED BY	Operations Support – Finance, Facilities and Assets Records Clerks		
POLICY	https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/foippa/information-privacy-and-security-foippa		
Legend	CFR = Call for Records FOI = Freedom of Information SR = Service Request BP = Batch Print IAO = Information Access Operations DMO = Deputy Minister's Office PFL = Physical File Location AHR = Adhoc (all) History Report TPA = Third Party Admin		
NOTES	To refer a client to the electronic FOI application: <a href="https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/submit-a-personal-freedom-of-information-request">https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-information/freedom-of-information-request</a> information/submit-a-personal-freedom-of-information-request		

#### Receive and Review Contact and CFR Details:

- If your FOI/litigation request is assigned to a 'work from home' day, review the below steps in advance where green highlighting applies. This ensures other partners and/or program areas can be given adequate notice for records gathering.
  - If assigned to WFH, review early-on to determine if physical files are needed to recall (review AHR for additional volumes).
- In ICM, query applicant details on Contact screen
- Ensure name and birth date match. If no match is found, or if different than provided, consult with FOI Coordinator
- Note scope and date range for request, as it will relate to your entire process
- Open FOI checklist and save a copy to the RM LAN FOI folder.



Populate checklist as you continue Case & Contact summary reviews

#### . Check to see if client is TPA'd

- This should be indicated in the Work Queue field, but if not, also check:
  - Caseload field for value 'TPA###' (# indicates office code) (visible from the Case)
  - Existence of an open or pending SR with the Type value as TPA (shown on Contact Summary)
  - A Health and Safety Alert that states client is TPA (shown on Contact Summary)
  - Advise FOI coordinator promptly if a TPA status exists. Include TPA provider. Hold response until FOI coordinator indicates if there are records outside of ICM.

#### Review Alerts

- Note any Alerts on the case that IAO may need to be alerted to with regards to harms.
  - Consult with FOI Coordinator if you are unsure whether the alert would pose 'harm.'

#### Review for Restricted Cases

- Flagged as restricted in case or contact header 'Restricted Case' or 'Restricted SR'
- Advise FOI Coordinator promptly if Restricted Case found
- Review Incidents for PLMS Allegations and/or Investigations
  - Note any incidents in Incident Applet.
  - Advise FOI Coordinator promptly if any Incidents/allegations exist in date range.
- Review SD More Info for PWD adjudication date
  - Note adjudication date if eligible (helpful for Health Assistance cases)

- If Adjudication date exists, FOI Coordinator will advise you if bus pass records exist outside ICM.
- Review Contact > Cases listed against scope of request
  - No date range indicated on CFR: Full date range will be gathered.
  - CFR specifies, 'in your client's name': Gather all records within scope where applicant is a key player and/or spouse. Else gather all key player, spouse, and non-key player cases (i.e. dependent).
  - CFR specifies Employment and Assistance case records (whether or not Health Assistance is specified): Gather all records including Health Assistance, Employment and Assistance, and Bus Pass.
  - CFR specifies Health Assistance case records only: Pull only Health cases, and/or health records contained on the electronic Employment and Assistance case file.
    - If physical Employment and Assistance records exist, and file is greater than 25 pages, send file in entirety to IAO.
    - Note: If there is no Health Assistance Legacy Case # in ICM or no Health Assistance Case exists, all Health-related documents should be attached to the GA case
  - Review Contact Summary for Health-related SR's not attached to a Case
  - Include information (Yes/No ICM Health Case) on the CFR response
- Conduct an additional search in EDRMS for any request that includes health records.
- For date range prior to 2015 September 1 requesting FM. If CFR requests Family
  Maintenance and case not found in ICM, refer to adhoc FM offsite lists for accession 918625 and 97-6900 Z:\Administration (100 499)\432 Records Management (RM)\432 10 File lists and indexes

# **Case Summary Review:**

- Drill into Case Name
  - Populate Checklist with Case Summary details
- Review CTS Documents (if FOI date range is from 2005-2012, this must be checked).
  - If any CTS in date range see CTS Documents section
- If needed, research physical file locations.
  - Review Case Notes and AHR if needed
  - Request physical file(s)
  - Save all related correspondence to our LAN in the FOI folder
- Review Incidents tab, in both Contact and Case Summary view
  - Within Case >Incidents look for Type "Complaints"
    - Advise FOI Coordinator promptly when complaint records exist within date range, who will check to see if additional records exist outside ICM. Hold response until confirmed.
    - Within the Complaint Incident, navigate to Incident Detail or Complaint
       Detail

- View Menu options and select Print Preview → Right-mouse click anywhere on the screen and select Print and "Print to .pdf" (may have to scroll over to locate)
- Navigate to Notes Tab, save notes.
- Save with consistent naming conventions

#### Gather Centralized Notes

- For Bus Pass, Employment & Assistance, Health Case Centralized Notes, review
   Centralized Notes sub-tab. Complete steps below Save Unassigned SR Notes, if notes exist
- Drill into Case or SR
- Within Notes tab
  - Select the hyperlink for 'Centralized Notes'
  - Sort by Created Date, newest to oldest
  - Select All (CTRL +A) Notes
  - Menu Export
    - Rows to Export: All Rows in Current Query
    - Columns to Export: All
    - Output Format: Tab Delimited Text File
  - In Export file, select upper arrow in between A column and Row 1 to highlight all text
  - Justify to Top
  - o Expand columns as needed, and wrap text in Notes/Comments column
  - Review rows for any text that is not included in the cell (Notes/Comments column).
    - If text is cut-off after wrapping text, either widen the column or add a row beneath, and then merge the cell below with the Notes/Comments cell where the text cuts off.
  - Delete rows if Created Date falls outside CFR date range
  - Save file as an Excel file and upload to the shared folder.

## **Unattached Service Requests:**

- Service Requests
  - Scroll through Service Request Applet
  - Note any service requests not attached to a case
    - Drill into SR# and review Attachments and Notes
      - When creating Batch Print, ensure this SR# is in Entities applet
    - Save unattached SR Notes, see above

#### CTS Documents:

- CTS documents may be located on GA, FM, or Health Cases. CTS was a previous document storage program prior to ICM.
- Navigate to the Case, More Info view tab, CTS Documents History sub tab
- Highlight the document, Open Document
- Save each document to the applicable FOI folder as per consistent naming conventions
- If specific documents are requested (e.g. date range, PWD Application), or if all records do not display, query for those:
  - Click Query, adjust parameters (usually a date range). Click Execute Query
  - Highlight document(s) required
    - Open
    - Save to shared folder using naming convention.
- If the "original received" box is ticked the CTS Document may also just be a note as per above review AHR & save note if needed
  - Select all applicable Notes
  - Within Menu dropdown → Print Preview
  - Preview will open in new tab → right-mouse click anywhere on the screen and select Print
  - Print to .pdf (may have to scroll over to locate) → Save with consistent naming conventions

#### **Batch Print:**

- Navigate to the Case Summary
  - Select Attachments view tab and click Batch Print
  - A newly created batch print request will be displayed with a Status of "In Progress"
- GA, HS Legacy and Bus Pass Cases FOI requests for Key Players' can be combined into one batch print.
  - Key player unassigned SR's can also be added to the same Batch Print
- Separate Batch Prints are required for Family Maintenance records and for each case requested with a different Key Player (spouse or dependent requests). Prepare batch for records within date range.
- FOI's requiring only HS Case records, it is helpful to know Health-related SR's before creating an HS Batch Print
- Note: Not all attachments on a Case are attached to an SR and not all attachments on an SR are attached to a Case. Entity review required to add required records.

# **Batch Print - Entities Applet:**

- In the **Entities** Applet, select the appropriate Case or Service Request. Related attachments within that specific Case or SR will display under the **Entity Attachments**
- When a BP is started, the Case will be highlighted under the Entities applet

- In Entities Applet, review date range of records and add any records that exist within the date range of request
  - Select each Entity. Any corresponding attachments will appear in Entity Attachments applet
  - Within the Entity Attachments applet, review attachments and add to BP if within date range
- Do not add attachments from Incidents
- Notify RM lead if there are SR's with a Sub-Type of FRIN records in the Entities and PLMS
  has not advised re CIU concerns

## **Batch Print - Entity Attachments Applet:**

- In Entity Attachments applet related documents of Cases/SR's are displayed
  - Sort Entities and Entity Attachments by date and add attachments within date range of request if not added during initial processing of case entities
  - Review the Entity Attachments
    - Use the arrows at the bottom of the applet to scroll by page (|</>|) or by individual entity (<</>>)
    - Select All to select all documents to Batch Print Request
    - Add Selected to add selected documents to the Batch Print Request
    - Add/Remove buttons to add/remove individual documents
      - See Printable Attachments and remove blocks of unnecessary records that are not within date range. This can save time as you can remove blocks of records from Printable Attachments more easily. See also Non-Printable attachments to remove documents not within the date range
  - To select a range of records: Select a record, hold SHIFT down and click to the bottom of the selection you want
    - All records in yellow have been selected
  - To select specific records: Hold CTRL down and click on the records you would like to select
    - All records in yellow have been selected
    - Click Add Selected to add selected records

# **Batch Print - Non-Printable Attachments Applet:**

- When adding attachments to your Batch Print some attachments will appear in the Non-Printable Attachments applet
- Check the Status of each Attachment:
- Void/Cancelled/ In Progress Remove
- Archived, Open Status, review Printable applet to determine if record is required for the FOI or if document is included in Printable Attachments

- Complete, Profiled. Review and Save, unless a signed copy exists in "Printable Attachments" applet
- Non-Printable guidelines:
- Do not save unsigned template forms and letters unless you are certain the record was provided to a client
- If today's date populates, the form is not a true record
- Save documents in the format they open in (msg, jpeg, img)
  - \*Temporary Issue\* convert any documents in the format JPEG to PDF using the print to PDF function.
- o .XML documents must be opened in InfoPath. Once opened, "Print to .pdf"
- Save to IAO Shared Drive in the specific CFR Folder using consistent naming conventions

# **Batch Print - Printable Attachments Applet:**

- Scroll through the Printable Attachments
  - Look for anything unusual and recheck dates
  - Look for blank 81 or blank shelter forms (Check "File Name," "Form Description," and/or "Comment" columns) Open and Save individually. Remove from batch

#### Batch Print - Submit:

- · Scroll up to the My Requests applet and click Submit
- When the Batch Print is processed a notification will appear (upper right notification box)
- Click on the notification and the Status will appear in the **My Requests** applet.
- Batch Print statuses:
  - o In Progress a new Batch Print request that has not been submitted
  - Submitted a Batch Print that has been submitted, ICM is processing
  - Complete Batch Print has processed and can be saved in IAO Shared Drive CFR Folder for FOI
  - Complete with Errors the Batch Print process is complete but there are Printable Error documents. ICM has identified a document in the Printable Attachments applet as containing an Error.
  - Incomplete the Batch print did not complete Revise the request and submit again until the status is Complete or Complete with Errors. If unable to resolve, submit ticket to social sector service desk for assistance.
  - Open the batch document.
  - Save the batch into the IAO shared LAN using the appropriate naming convention.

# **Batch Print - Error Documents:**

- Save Error documents individually with same conventions as non-printable attachments to IAO Shared Drive in specific CFR Folder.
- If Error document won't open, advise FOI lead to review. Review Batch Error document for additional information. <u>Z:\Administration (100 - 499)\292 - Freedom of</u> <u>Information\BATCH ERROR DOCUMENT INSTRUCTIONS - Aug 2021.docx</u> Submit a ticket to Ministry Service desk or email Social Sector Service Desk for assistance, if required

# **Requests for Physical Files**

- Request physical files from offsite if required (note in checklist)
- If Physical Files are missing check the following:
  - Request a full date range AHR for review
  - Review the Comments field under CPF Details in ICM
  - If no physical file is found, connect with FOI Coordinator
- Review physical files & scan if 25 pages or less.
- Save to IAO shared drive
- Send email to FOI lead if sending physical file to IAO
- If the Physical File was destroyed indicate on the CFR that the Physical file was " Destroyed as per information schedule"

# Completing the CFR Form

- Section 2 Do you hold responsive records
  - Select 'Yes' if you have gathered records. Select 'No' if the program area does not have records (i.e. contact not found, all records destroyed as per legislation, etc).
    - If there are no case attachments but there are case notes, SR's, or AHR, specify as still responsive.
- Section 2: Are you aware of other records within your public body
  - Select 'Yes' if cases exist for other program areas within the scope identified.
     Identify the type of case that exists.
  - Select 'No' if cases may or may not exist, and do not fall to the scope of the request.
- Section 2: Are you aware of records held by another public body?
  - Only select 'Yes' if you know another public body (i.e. Ministry) has records.
- Section 2: Are there physical records that will be sent to IAO that may be responsive?
  - Indicate 'Yes' if sending files to IAO (>25 pages, not scanned)
  - Indicate 'No' if no physical records, or if physical records <25 pages are scanned</li>
  - If No and physical records were scanned, indicate in Search Summary and rollup.

 If accessions destroyed, indicate accession/box 'destroyed as per information schedule'

# Section 3: Search Summary

- Describe where/how you searched for records.
- Identify other program area cases (for Employment and Assistance, Health Assistance, Bus Pass, Family Maintenance) here that were not within the scope, or if additional records for program area exist outside date range.

#### Section 4: Harms Assessment

- Identify if the records provided are from another individual's case (i.e. spouse/dependent) that would affect a third party's personal privacy
- Identify if there is any PLMS investigation, and the status on it.
- Identify if the client is TPA, and/or has another notable alert that may be of importance with harms (Check with Supervisor if unsure of alert/harms).

# Section 5: Program Area Contact

 Complete contact information: SDD records management / sdsi.ops.support.recordsmanagement@gov.bc.ca

# Save Records to IAO Shared Drive:

- Select your batch from the list in My Requests applet
- Open Document (this will open in a new window)
- Print
- Save as PDF file in the MSD shared drive using consistent naming conventions.
  - If the folder for your case is not yet created on the MSD shared drive, alert your supervisor.

# Send your Response

- Once you have gathered all records, uploaded to the folder, and received responses on bus pass (if PwD), send you response to the shared inbox:
  - sdsi.ops.support.recordsmanagement@gov.bc.ca
    - Include a listed summary of the records uploaded
    - Include the completed CFR form attached
    - Include whether any physical files were sent to IAO and when
    - Include whether the client is TPA
    - o Include any details pertinent to the applicant's contact information (i.e. different birthdate but PHN match; AKA's).

# **Litigation Records Uploading / Response**

- If you are gathering records for a litigation request, upload to the SDPR AG folder.
  - o If you are waiting to hear back on PLMS for CIU concerns, upload your records to the team's shared 292 folder as a holding place until you receive a response.

- Advise your Supervisor that records gathering is complete, and if any harms are identified.
- There is no CFR form to complete for litigation requests.

# Reference: Request Offsite Health Files from Health Assistance, if required:

- Link for SR SOP
- Create an SR to request retrieval from offsite if no record of PWD Application in ICM or CTS Records.
  - Type: Message Sub-Type: General
  - Service Office: Click magnifying glass search office 070 → Go → 070 Health Assistance
  - Contact Method: Worker Initiated
  - Click into SR
  - Update Priority: Standard; Due Date: 5 business days
  - Notes: Click New → FOI request received for PWD application and approval.
     Records offsite. SR created for Health Assistance to retrieve
  - Lock note
  - Owner: Remove your name
  - Status: Ready
  - Make note of SR # for personal use
- When the SR is Ready and has been attached to your IDIR it will appear in your Home tab of ICM
  - Drill into the SR# and review the attachments.
    - Save the attachments in the MSD shared folder, using consistent naming conventions
- To close the SR:
  - Resolution: Service Provided
  - Status: Closed

# Reference: Tax Reports – when required:

- Navigate to the Corporate Data Warehouse s. 15
  - s. 15
    - Copy ICM Case number (not Legacy Case Number) and paste into "Case Number" Field
- Tax Year Field Dropdown will display Applicable years of filed taxes
  - Select years of date range for FOI. Click Apply. (e.g. date range of request: 2017-Nov-01 to 2021-Nov-10, select 2017, 2018, 2019, 2020)
- Scroll to bottom of page. Click Print, then click Printable PDF. Save PDF to IAO Shared drive folder using consistent naming conventions
- s. 15
  - s. 15

# **Reference: Consistent Naming Conventions:**

RECORD	SAVE IN	NAME IT
GA Case Batch Print	GA folder	GA12121212-BP
Combined Case Batch	GA folder	GA12121212+HS+BusP-BP
Print		
SR Batch Print	GA folder	FOI#-BP (eg. 2022-21928-BP)
Spouse Case Batch Print	Spouse Case folder	GA12345678- BP
GA Non-Printable	GA folder	GA12121212-NP-Year-Month-Day
GA CTS Documents	GA folder	GA12121212-CTS-Year-Month-Day
GA CTS Notes	GA folder	GA12345678-CTS-Note
SR Notes	GA folder	SR-1-232323232323-Notes
Health Case Centralized	GA folder	1-565656565656-Health Case Notes
Notes		
Bus Pass Case Centralized	GA folder	1-454545454545-Bus Pass Notes
Notes		
GA Centralized Case Notes	GA Folder	GA12345678-Centralized Case Notes
Complaint Notes	GA folder	GA12345678 Complaint Incident
		Notes
Complaint Detail	GA folder	GA12345678 Complaint Detail
FM Case Batch Print	FM folder	FM12121212-BP
FM Non-Printable	FM folder	FM12121212-NP-Year-Month-Day
FM CTS Documents	FM folder	FM12121212-CTS-Year-Month-Day
PWD Application &	GA folder	GA12345678-BP
Approval Only		
PWD from HA	GA folder	GA12345678 PWD Application and
		Approval
Physical Record	Appropriate folder (FM/GA/SPO)	Scanned Physical File

# Call for Records - Workflow

#### **Update:**

The process for Personal FOI Requests in SDPR is being centralized in the SDPR-DMO. Personal CFR requests are now sent directly to SDPR-DMO (SDPR-FOI@gov.bc.ca) to assign instead of IAO/CITZ.

#### **Responsive Records:**

If the client case information exists, it is the ministry's obligation to gather what is requested. Responsive records include scanned physical records to ICM, emails, correspondence, and the case notes.

The Ministry confirms that all existing physical records for the EPBC and WORK BC employment program case records have been scanned to the ICM database.

Closed employment program case records, such as EPBC, will be in both digital and physical formats. Client closed case records created before 2012 have been returned to ministry custody and are now located in offsite storage.

The WorkBC employment program records covers all services:

- Employment Services (ES)
- Apprenticeship Services (AS)
- Assistive Technology Services (ATS)
- Community and Employer Partnerships (CEP).

#### **CALL FOR RECORD Workflow:**

Resp	Action
DMO-FOI	DMO-FOI assigns CFR from IAO/CITZ to divisions
ELMSD-FOI	<ul> <li>ELMSD-FOI:</li> <li>Searches for responsive records</li> <li>Creates the ELMSD subfolder</li> <li>Saves the completed P-MSD CFR # form on the IAO shared drive. CAPA has access to review CFR form.</li> <li>Sends CFR email request to TCL</li> </ul>
TCL/CAPA	Response time frame – 72 hours (3 working days) Contact ELMSD-FOI if extension is required
CAPA	CAPA will ensure all client case records are captured in ICM database, prior to pulling records from ICM. CAPA to connect with service provider and review all records are inputted to ICM.  CAPA completes a Batch Print request in ICM. See: ICM-User-Guide section 15.3 Batch Print  Note: When adding documents to a Batch Print request, do not include any service requests with the sub-type "Income Assistance".  Responsive records include scanned physical records to ICM, emails, correspondence, and the case notes  • Existing records that do not fall within the specified date range are not included in response.  • CAPA saves records (batch print/case notes) into MSD-P-CFR # = ELMSD subfolder on shared drive  • CAPA sends confirmation email once all the responsive records have been saved to shared drive to: SDPR.FOI@gov.bc.ca, ELMSDFOI@gov.bc.ca , FOI.SocialEducationTeam@gov.bc.ca and TCLs.

Update: Sept 2022

CHARED FOI	TCL to cond CARA information to RAMO FOL request
SHARED FOI	TCL to send CAPA information to DMO-FOI request access
FOLDER	CAPA full name, IDIR, email and telephone number.
ACCESS	SDPR-DMO will submit request to add/remove access to FOI shared folder
(Add/Remove)	This istore request and will take 10 days or more to process.
MAP SHARED	How to Map Network Drive (Shared FOI folder)
<b>Drive</b> / Quick	
Access	<ol> <li>Click on the File Explorer icon in your main task bar</li> <li>Click on This PC</li> </ol>
How to Map	3. In the top menu bar, click on the <b>Computer</b> tab
Network Drive	4. Click on the Map Network Drive icon in the options within the Computer tab
	5. <b>Drive:</b> Select an unused letter from the drop down
	6. Folder: Type in the following path s. 15
	7. Click <b>OK</b> then <b>Finish</b>
	It is a great idea to create a shortcut to this drive on your desktop or in your Quick Access list.
ICM USER GUIDE	WorkBC Extranet's ICM User Guide: : ICM-User-Guide
BATCH Print	Refer to section 15.3 on Batch Printing:
S15.3, ICM	at: Batch-Print
User Guide	
Export Case	All Case Notes exported from ICM into an excel document can now be simply formatted:
Notes from	There is a known limitation that we request your assistance with prior to loading to the Shared Drive:
ICM	• Excel files where the cells do not display the full text/numbers may not show the full text/numbers in
	the converted PDF.
	<ul> <li>What we are asking is for you to highlight the worksheet, click wrap text (this expands the cell to display all the text/numbers), save and then load to Shared Drive.</li> </ul>
	<b>Note:</b> Review documents to ensure the Centralized Note is fully captured and identified with client employment case number.
ELMSD Folder	Shared FOI Folder LAN Address:
on Shared LAN	s. 15 (Z:) MSD\Call for Records\ P-MSD-2022-CFR#-name\ELMSD
	These folders are sorted by all the ministry General FOIs without a prefix, followed by the <b>Personal</b> FOI requests by individuals. The <b>personal folder has the prefix "P".</b>
	Only load ELMSD records in the ELMSD-folder to existing request folder on shared drive. Records from other program areas will be in the main subfolder.
	• P-MSD-2020-01485 – "Name"/ELMSD
Contacts:	If you have any questions or concerns please contact: ELMSD-FOI
	FOI Social Tech Team (IAO): FOI.SocialEducationTeam@gov.bc.ca .  ELMSD-FOI: ELMSDFOI@gov.bc.ca  SDPR-DMO: SDPR.FOI@gov.bc.ca

From: Welch, Carol-Ann SDPR:EX (CarolAnn.Welch@gov.bc.ca)
To: SDPR ELMSD RM - FOI SDPR:EX (ELMSDFOI@gov.bc.ca)
Subject: Sept 2023 - CFR Instructions for TCL / CAPA's - Updated

Sent: 09/08/2023 20:17:52

Message Body:

**Updated process** posted on the CMW (Manage Stakeholder Issues and Requests / Freedom of Information Requests).

The document is divided into to two parts:

- · Call for Records steps TCL/CAPAs (and other teams) need to take to complete the response.
- Resources additional tips and links for the CAPAs
- · Direct link

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# **Key Points:**

- Response time frame 72 hours (3 working days) and if we need more time, I can request more time
- CAPA will ensure all client case records are captured in ICM database, prior to pulling records from ICM. CAPA to connect with service provider and review all records are inputted to ICM.
   CAPA completes a Batch Print request in ICM. See: ICM-User-Guide section 15.3 Batch Print"
- CAPAs will save the responsive records directly to the shared Lan folder.
- CAPA send the confirmation email once all the responsive records (Batch / Case Notes) have been saved to the shared Lan folder: <u>SDPR.FOl@gov.bc.ca</u>, <u>ELMSDFOl@gov.bc.ca</u> and TCLs. (*NOTE: no longer required to copy IAO*)

**NOTE:** The Ministry confirms that all existing physical records for the Employment programs: EPBC / WORKBC case records have been scanned to the ICM database.

Any questions, you can reach the FOI team at <a href="mailto:ELMSDFOI@gov.bc.ca">ELMSDFOI@gov.bc.ca</a>.

# Carol-Ann

Carol-Ann Welch, SDPR- ELMSD Records Coordinator

Belmont Building – Chief Emergency Warden / Belmont JOHS Employee Co-Chair

ELMSD Operations Branch PO Box 9989, Stn Prov Govt, 2<sup>nd</sup> FI 614 Humboldt Street Victoria BC V8W 9R2

E: CarolAnn.Welch@gov.bc.ca or SDPR ELMSD RM – FOI: ELMSDFOI@gov.bc.ca

Tel: 778-698-7559

# WORKBC CLIENT FOI PROCESS

	ACTION		
Ministry	Upon receipt of Call for Records request, Ministry Representation ALL record client are in the ICM file.		
	Note: Ministry Representative to ensure record date ran specified in email.	nge and response	timelines are
WorkBC Contractor	Jpon receipt of Ministry email, WorkBC Contractor verifies (via e-mail) that ALL lient information is available in the requested ICM Case or as otherwise noted in he Call for Records Response Table below.		
Ministry	Once confirmation is received from Contractor, Ministr documents found in Centralized Notes and Attachment For Reference:  Batch printing instruction for Attachments and Export i Notes:  a. Batch Print Instructions for Attachments (ICM Use b. Exporting Notes from the Centralized Notes App	s.  nstructions for Ce  ser Guide)	ntralized
Ministry	Once all applicable information is gathered and saved to as per instruction in originating email, and including a compact Call for Records Response Table as below.  Please indicate which of the following applies to Call for Records Response (submission): (Select one option) (Revised 2017-April-11)		drive,
	A copy of all existing records that are posted to the FOI Shared Drive  Physical file (copied to ICM) ICM attachments Centralized case notes Emails, correspondence etc.  The physical file and copies all existing records (All ICM and		
	any case notes, emails, correspondence etc.) have been sent via post or courier		
	There are no records (ICM, physical file or case notes)		
	Existing records do not fall within the specified date range		
	Note: As information is being shared within the BC Gove of document is not required.	ernment, passwor	d protection

#### CAPA PROCESS

#### NOTE:

The Ministry confirms that all existing physical records for the Employment programs: EPBC / WORKBC case records have been scanned to the ICM database.

#### **CFR Background / Reference for CAPA:**

- If the information exists on the ICM file, it is the ministry's obligation to gather what is required. This resulted in the need to revise the ministry's WorkBC Client FOI Process.
- The revised WorkBC Client FOI Process was established and is now available in the ICM User Guide.
- The Ministry representative assigned to the call for records is required to print documents found in the "Centralized Notes" and "Attachments" sections of the ICM file in question. Batch printing and export instructions are available in the ICM User Guide on the WorkBC Extranet.

#### Reminders:

- ELMSD has 72 hours to submit the response to Call for Records.
- CAPA to ensure that contractor <u>and their subcontractors</u> have added all records for requested date range captured in ICM.
- PDF all ICM attachments (<u>except</u> Centralized Notes) when submitting the client records to FOI.

#### Centralized Notes Excel formatting steps:

- Upload Centralized Notes as an Excel spreadsheet (Landscape/All text wrapped / And all columns on one the page for easy reading. See steps below).
- Formatting steps:
  - Under Page Layout select: "Landscape", "Narrow" margin, "1 page" Width
  - Highlight the entire page: Under Home select "All" borders and "Wrap text"
- Optional final formatting steps. Yes, it is a challenge to do the final step of making it fit onto a single width, landscape page and be at least 90%. If you want to do them the steps are:
  - Make all columns (except ones with comments in them) really (absurdly) narrow (words will be fragmented).
  - Highlight entire page and under Home (Format) select "Auto Fit Row Height"
  - Adjust width of the columns with comments until it's at 90%.
  - Check to make sure all text can be seen. Manually adjust row heights where necessary.
  - If text exceeds the allowable space in a cell, then create a new cell below and copy and paste the excess into it.

# NOTE: DO NOT USE the OLDER Excel with the old extension: XML as they are not compatible.

- Review document to ensure the Centralized Note is fully captured and identified with the Case Number related to WorkBC.
- Use CFR number in subject line
- Please CHECK your documents before uploading to make sure the document is correctly captured.

#### Submission of documents to FOI

- NEW Load the documents to the FOI Shared Drive as follows:
  - Navigate to the existing CFR folder for the request. MSD/Call for Records/P-MSD-[CFR #] –
    [FOI Analyst Name] (eg. P-MSD-2020-01788 April)
  - Create a folder named "ELMSD records" if one does not exist
  - Load records
  - Additional resources:
    - How to request access and upload Records to the FOI Shared Drive
  - If your access is still pending, it is acceptable to email the records directly to NEW FOI INBOX: FOI.SocialTechTeam@gov.bc.ca (Password Protection not required when CAPA sends to FOI.)
- Send reply email to <u>FOI.SocialTechTeam@gov.bc.ca</u> with a **CC response** to ELSMD Records Coordinator at <u>ELMSDFOI@gov.bc.ca</u> ton confirm all records are in shared drive and to close the request.
- REPLY ALL to regional contact(s) as per your Regional preferences to confirm response submitted.
- AVOID using FOI personal email as it may not be monitored and be aware that FOI doesn't confirm receipt of submissions due to volumes

Questions: For questions or comments please email <a href="mailto:ELMSDFOI@gov.bc.ca">ELMSDFOI@gov.bc.ca</a>

### **Records Description Box:**

Please indicate which of the following applies to Call for Records Response (submission): (Select one option) (Revised 2017-April-11)	Yes/No
A copy of all existing records that are posted to the FOI Shared Drive	
<ul> <li>Physical file (copied to ICM)</li> <li>ICM attachments</li> <li>Centralized case notes</li> <li>Emails, correspondence etc.</li> </ul>	
The physical file and copies all existing records (All ICM and any case notes, emails, correspondence etc.) have been sent via post or courier	
There are no records (ICM, physical file or case notes)	
Existing records do not fall within the specified date range	

Updated: June 15, 2020

# Requests for Access to Client Information

<u>FOIPPA</u> allows for the disclosure of certain types of information as a matter of course without the necessity of a formal <u>Freedom of Information (FOI)</u> request. For the purposes of administering WorkBC, WorkBC Contractors may routinely release directly to a Client two types of records containing that Client's personal information:

- A record submitted by the Client to the Service Provider
- A record that the WorkBC Contractor has previously provided to the Client

FOIPPA authorizes WorkBC Contractors to disclose Clients' personal information to ELMSD employees and to other WorkBC Contractors providing services under the same WorkBC umbrella in order to perform their duties under the WorkBC Contract.

All requests for access to Clients' personal information that the WorkBC Contractor receives from third parties must be referred to the Ministry. The following Requests for Access to Client Information procedures are to be followed to ensure WorkBC client information is obtained and protected properly.

NOTE: Routine requests received from SDPR Service Delivery Division (SDD) Employment and Assistance Workers (EAWs) where disclosure is authorized and directed by WorkBC policy are permitted and do not need to be referred to the Ministry.

For more information, refer to:

- WorkBC Employment Services Contract Template, Article 9.5 Confidentiality
- Request for Access to Information Policy

# Freedom of Information Requests

The CM CAPA is tasked as the Ministry Representative to gather and respond to a WorkBC client FOI – Call for Records request following the WorkBC Client FOI Process.

For more information, refer to:

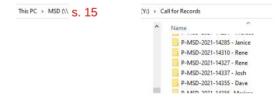
- Freedom of Information (FOI)
- Shared Drive Access and Uploads

### **ELMSD FOI – Steps to process requests**

IAO - send P-CFR to SDPR -FOI (DMO) (karen McArthur personal or generic mail) (karen Milne preference is generic id)

#### **ELMSD-FOI**

- 1. Open email / forward
- 2. Open CFR attachment, Enable CFR attachment
- 3. Completes CFR FORM:
  - Adds Contact info: TCL, name/email/tel and ELMSD FOI
- Search for Records
- 5. Create ELMSD subfolder on shared FOI drive in correct P-CFR folder: Y:\Call for Records
- 6. Once Search completed, save CFR-2022-#.docx to ELMDS subfolder P-MSD -YYYY-CFR #:



#### 7. Email to TCL

- Note that the completed form (all info added from search) is saved to the shared ELMSD folder
- Copy / Paste the Prefix "instructions" to TCL email (see below sample)
- Update "Date Range", changing the "MM/DD/YY to MON/DD/YY for CAPA clarity

Jan/01/2009 to AUG/23/2021

SAMPLE CALL FOR RECORD - to cut/paste into email to TCLs:

CFR: REQUEST: CFR Date Range: Reminders / Reference for CAPA: ELMSD-FOI CFR process: ne

- Personal (Client) CFR requests are now sent directly to SDPR-DMO (SDPR-FOI@gov.bc.ca) to assign instead of IAO.
- ELMSD -FOI researches the CALL for RECORDS: NRR (No Records Response) ROR (Records out Range) Retrieve Physical Records from Storage, determines Records in ICM database and sends MSD-P-CFR to TCLs/CAPAs
- Response time frame 72 hours (3 working days) and if we need more time, I can request more time
- Specific date range for records noted in MSD-P-CFR #
- ELMSD-FOI creates ELMSD subfolder and saves the completed P-MSD CFR # form on the IAO shared drive prior to sending the request to TCLs. All request details noted in CFR form.
- CAPA provides ICM (Batch print / Case notes) and saves to ELMSD sub-folder in the P-folder CRF# on the IAO shared drive
- CAPA send the confirmation email once all the responsive records (Batch / Case Notes) have been saved to the shared lan folder: SDPR.FOI@gov.bc.ca, ELMSDFOI@gov.bc.ca, FOI.SocialTechTeam@gov.bc.ca and TCLs.

NOTE: The Ministry confirms that all existing physical records for the Employment programs: EPBC / WORKBC case records have been scanned to the ICM database.

All Case Notes exported from ICM into an excel document can now be simply formatted

What we are asking is for you to highlight the worksheet, click wrap text (this expands the cell to display all the text/numbers), save and then load to Shared Drive.

#### Links to CAPA resources: (pending updates)

- Main job aid
  - ICM USER GUIDE

FOI Social Tech Team (IAO): FOI.SocialTechTeam@gov.bc.ca.

ELMSD-FOI: ELMSDFOI@gov.bc.ca SDPR-DMO: SDPR.FOI@gov.bc.ca

# Carere, Denver SDPR:EX

From: Raiqiso, Brooke SDPR:EX

Sent: February 9, 2023 2:15 PM

To: Cummings, Tammara SDPR:EX

Subject: FW: FOI Modernization Onboarding - Action Required

Hi Tammy, this is for us to discuss later and to review if there are any process changes needed in response to the centralization etc.

Talk soon.

Brooke

From: Babakaiff, Carolyn SDPR:EX <Carolyn.Babakaiff@gov.bc.ca>

Sent: February 9, 2023 2:13 PM

**To:** Raiqiso, Brooke SDPR:EX <Brooke.Raiqiso@gov.bc.ca> **Subject:** RE: FOI Modernization Onboarding - Action Required

Sounds good Brooke.

I wonder if you think I need to be involved in the personal requests now that you have the central team in the DMO? Perhaps we can discuss the pros and cons.

# Here's my process:

- I receive the personal CFR from IAO via email
- I confirm who would be the appropriate contact to coordinate the gathering of records (usually it's the first level excluded manager of the requesting individual. Sometimes it's clear in the request and other times I go to Crystal Percival on our team to get the information)
- I connect with the appropriate individual to confirm if they're the right person to coordinate
- I then forward them the CFR email with the details and add any additional helpful info (EG: return records to me for saving to the shared drive, pay attention to the date range; collect from all parties noted; reach out if any Q's, etc.)
- I update my internal tracking spreadsheet to show the date received, date due, and who's coordinating
- I receive the responsive records and save them to the FOI shared drive
- I reply to the FOI inbox and SDPR FOI inbox with the completed FOI form
- I update my internal tracking spreadsheet to show date submitted/completed
- IF FOI requests subsequent sign-off down the road I connect with the individual who
  completed the initial CFR to complete the sign off (usually done by email, but I recall a recent one
  that the DMO put into eApprovals for sign-off so this may need further discussion to determine
  the best process)
- I forward the sign-off record to FOI

Thanks, Carolyn. From: Raiqiso, Brooke SDPR:EX < Brooke.Raiqiso@gov.bc.ca >

Sent: February 7, 2023 11:18 AM

**To:** Babakaiff, Carolyn SDPR:EX < <u>Carolyn.Babakaiff@gov.bc.ca</u>> **Subject:** RE: FOI Modernization Onboarding - Action Required

Thanks Carolyn, that is correct. We had other priorities in DMO so had to request August but we don't know what the schedule will look like until we receive it. We will have to be flexible. Can you please send me a summary of the process when you have a moment. Just an outline.

Thanks,

Brooke Raiqiso, Director Executive Operations
Deputy Minister's Office | Ministry of Social Development and Poverty Reduction
(236) 468-3237 | Email: <a href="mailto:brooke.raiqiso@gov.bc.ca">brooke.raiqiso@gov.bc.ca</a>

Respectfully acknowledging the privilege of working and living on the traditional territory of the Shishalh, Squamish, and Tla'amin Nations

From: Babakaiff, Carolyn SDPR:EX < Carolyn.Babakaiff@gov.bc.ca>

Sent: February 7, 2023 10:20 AM

**To:** Raiqiso, Brooke SDPR:EX < <u>Brooke.Raiqiso@gov.bc.ca</u> > **Subject:** RE: FOI Modernization Onboarding - Action Required

Ok, great. So, you've let them know about our dates sounds like? (confirming there's nothing I need to do (c))

I don't have any SOPs etc. for the personal requests but am happy to summarize my process for you any time.

Thanks, Carolyn.

From: Raiqiso, Brooke SDPR:EX < Brooke.Raiqiso@gov.bc.ca>

Sent: February 6, 2023 4:58 PM

**To:** Babakaiff, Carolyn SDPR:EX < <u>Carolyn.Babakaiff@gov.bc.ca</u>> **Subject:** RE: FOI Modernization Onboarding - Action Required

Hi Carolyn, yes we will be August, but this may change because they will make the schedule once everyone provides their requested date. In order to streamline this as we shift into the new system are there any process documents that you use (SOP or Job Aid for example) you can send me to help prepare.

Talk soon,

**Brooke** 

From: Babakaiff, Carolyn SDPR:EX < <a href="mailto:carolyn.Babakaiff@gov.bc.ca">carolyn.Babakaiff@gov.bc.ca</a>

Sent: February 6, 2023 1:17 PM

**To:** Raiqiso, Brooke SDPR:EX < <u>Brooke.Raiqiso@gov.bc.ca</u>> **Subject:** FW: FOI Modernization Onboarding - Action Required

Importance: High

Hi Brooke,

Will your team be the one to identify our onboarding month for this? Is there anything you need from me?

Thanks, Carolyn.

From: Prodan, Matthew CITZ:EX < Matthew. Prodan@gov.bc.ca>

Sent: January 26, 2023 5:43 PM

To: Kober, Brianne FIN:EX <Brianne.Kober@gov.bc.ca>; Lyttle, Shawna AF:EX <Shawna.Lyttle@gov.bc.ca>; Joshi, Hemant S AF:EX <Hemant.Joshi@gov.bc.ca>; Jackson, Brittany MCF:EX <Brittany.Jackson@gov.bc.ca>; Best, Pearl MCF:EX < Pearl. Best@gov.bc.ca >; Bathea, Kenna MCF:EX < Kenna. Bathea@gov.bc.ca >; Biggs, Jackie CITZ:EX <Jackie.Biggs@gov.bc.ca>; Gibbs, Lisa IRR:EX <Lisa.Gibbs@gov.bc.ca>; Stirling, Debbie EAO:EX <<u>Debbie.Stirling@gov.bc.ca</u>>; Gobeil, Daniel EMLI:EX <<u>Daniel.Gobeil@gov.bc.ca</u>>; Crockett, Janine EMLI:EX <Janine.Crockett@gov.bc.ca>; Nault, Lisa EMLI:EX <Lisa.Nault@gov.bc.ca>; Michell, Jennifer FIN:EX <Jennifer.Michell@gov.bc.ca>; Morgan, Melissa FIN:EX <Melissa.Morgan@gov.bc.ca>; Oliphant, Michael FIN:EX <Michael.Oliphant@gov.bc.ca>; Woodcock, Danielle FOR:EX <Danielle.Woodcock@gov.bc.ca>; Balsom, Tami FOR:EX <Tami.Balsom@gov.bc.ca>; Kirkpatrick, Aidan FOR:EX <Aidan.Kirkpatrick@gov.bc.ca>; Lambert, Michael FOR:EX < Michael.Lambert@gov.bc.ca>; Mills, Morgan FOR: EX < Morgan.Mills@gov.bc.ca>; Shust, Susan D HLTH: EX <Susan.Shust@gov.bc.ca>; Grieve, Darlene E HLTH:EX <Darlene.Grieve@gov.bc.ca>; Currie, Patty L HLTH:EX <Patty.Currie@gov.bc.ca>; Ponchet, Kim IRR:EX <<u>Kim.Ponchet@gov.bc.ca</u>>; Fea, Gabriella IRR:EX <Gabriella.Fea@gov.bc.ca>; Fernyhough, Emily IRR:EX <Emily.Fernyhough@gov.bc.ca>; Poltorak, Brenna LDB:EX <brenna.poltorak@bcldb.com>; Hughes, Jordan LDB:EX <jordan.hughes@bcldb.com>; Roe, Sandra LWRS:EX <<u>Sandra.Roe@gov.bc.ca</u>>; Workman, Nicholas LWRS:EX <<u>Nicholas.Workman@gov.bc.ca</u>>; Ronda, Haley ENV:EX <Haley.Ronda@gov.bc.ca>; Ainsworth, Diana ENV:EX <Diana.Ainsworth@gov.bc.ca>; Holtz, Katherine ENV:EX

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Subject: FOI Modernization Onboarding - Action Required

Importance: High

Good afternoon,

Thanks to all that attended our onboarding meetings for FOI Modernization this week! If you were not able to make it, please know that we have recorded one of the sessions which you are encouraged to watch at a time that is convenient for you. A link to the recording can be found here:

FOI Modernization - Demo and Future Onboarding (Session 1)-20230124 110459-Meeting Recording.mp4

As you are aware, the Ministry of Citizens' Services has committed \$5.5M to modernize the Province's response to FOI requests, including building a new integrated FOI request management system to be used by both ministry clients and IAO staff. Seven ministries have already onboarded onto the new system.

As discussed, we closed the meetings with a call to action. Information Access Operations will onboard all the remaining core Ministries/public bodies to the new system by September 30<sup>th</sup> 2023. **Please email me by February 10<sup>th</sup> with your preferred onboarding month between March and September, 2023.** 

Once we have your preferred date, we will confirm an onboarding date, and plan training to ensure a smooth transition.

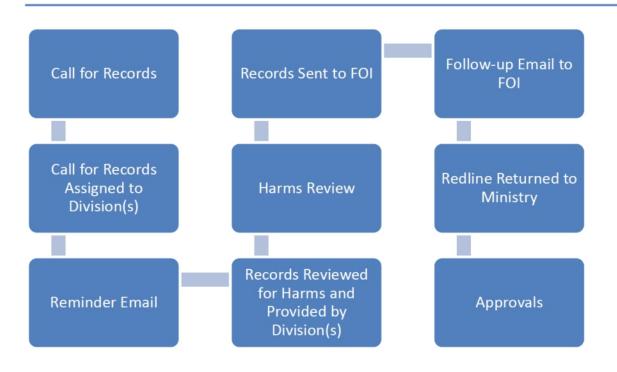
If you have any questions, or need assistance with communications or briefings, please contact me directly.

Thank you!

The FOI Modernization Team

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# SDPR Freedom of Information Procedure Manual



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# INTRODUCTION

# **Purpose**

These guidelines are meant to assist employees within the Ministry of Social Development and Poverty Reduction to gain an understanding of the common operational processes used in responding to Freedom of Information (FOI) requests.

# Background

The Freedom of Information and Protection of Privacy Act (FOIPPA) enables the public to request and obtain copies of records held by British Columbia government ministries or the Office of the Premier when those records are not routinely available. The principle behind the FOI process is that information should be released unless there is a good reason not to release. Requests for information made under FOIPPA are referred to as FOI requests. Public bodies have a legislated duty to assist anyone who submits an FOI request. FOIPPA requires public bodies to make every reasonable effort to assist applicants and to respond openly, accurately, completely and without delay. The public's right to access records is subject to limited exceptions to disclosure. Information accepted from disclosure is removed from records released through FOI, with the exceptions noted.

Information Access Operations (IAO) has a lead role in ensuring government meets its legislated responsibilities regarding FOI requests. IAO staff carry out the day-to day work of providing timely responses to FOI requests on behalf of ministries. This includes helping citizens through the request process, working with ministries to ensure consistency and compliance with FOI requirements, and managing associated complaints/reviews. IAO also publishes responses to general FOI requests and facilitates the proactive release of records to the <a href="Open Information website">Open Information website</a>.

#### Contact

For questions or comments regarding the applicability of these guidelines to specific files, or general questions about Ministry and IAO's processes, please work directly with the <a href="mailto:SDPR.FOI@qov.bc.ca">SDPR.FOI@qov.bc.ca</a> team at the DMO.

# HOW ARE REQUESTS PROCESSED

# The Five Stages of an FOI Request

The stages below illustrate the five steps that FOI requests go through.

### **INTAKE**

IAO assists applicants in refining their FOI requests so that the requests meet legislative requirement and are as clearly defined as possible.

#### **SEARCH**

The ministry performs and documents an adequate records search and harms assessment, requests transfer(s) and/or provides information necessary to support their fee estimation.

#### **REVIEW**

IAO conducts consultations, takes time extensions where required and permitted, and reviews and analyzes information to make disclosure recommendations.

## **APPROVE**

The ministry facilitates the approval of the disclosure recommendations. *Note that in some instances, ministries have delegated approval to IAO*, but the Ministry of Education does not.

### **RELEASE**

IAO releases the records package to the applicant and publishes to the Open Information website where appropriate.

# The Ministry's Role in the FOI Process

While all responsive records are submitted to IAO for processing, the Ministry approves the release of all requested records prior to their disclosure to the applicant where they have not delegated that approval to IAO. This is done according to the Ministry's own approval process for FOI. Communication with IAO is done through the Senior Information Management Analyst (Senior IM Analyst) and/or the Information Access Analyst (IAA) at the DMO. Communication with the applicant is done directly through IAO.

The Ministry is responsible for performing and documenting an adequate records search, including locating, retrieving, producing, and preparing records, as well as submitting them to IAO. The Ministry also provides a brief assessment of their views on the disclosure of the requested information and a harms assessment, as well as approval for consultations where their records or records otherwise of interest to their Ministry are responsive to a request directed to another ministry.

# IAO's Role in the FOI Process

IAO receives FOI requests made to all ministries on behalf of government. This involves clarifying and interpreting FOI requests, performing eligibility analysis, coordinating approaches to cross-government requests, and issuing the Call for Records (CFR) form(s) to the relevant ministries to perform a search. IAO facilitates communication with the applicant, including verifying authorizations or consents to disclose third-party personal information and working with the applicant to clarify or narrow the wording of their request to reduce or eliminate fee estimates. IAO coordinates, transfers, and facilitates consultations that are often required with other public bodies or third parties. IAO also takes time extensions where required and permitted and reviews and analyzes information to make disclosure recommendations.

Once disclosure recommendations have been made, IAO also facilitates the packaging and disclosure of the response to the applicant, as well as publication to the Open Information Catalogue where appropriate.

# Legislated Timelines Part One

A response must be provided to the applicant within 30 business days after the FOI request is received. This is the legislated amount of time for completing all five stages of an FOI request. Sometimes there may be grounds for an extension beyond the 30-business day timeline. IAO will facilitate any extensions to the timelines and communicate these timelines to the applicant. Requests may be extended in the following circumstances.

- The request must be clarified in order to adequately search for records.
- The request results in a large volume of responsive records.
- The responsive records require consultations with other public bodies.
- The applicant has consented to an extension.
- The commissioner otherwise considers that it is fair and reasonable to do so. Multiple extensions may be taken on a request. The first extension may be up to 30 additional business days and doesn't require approval from the Office of the Information Privacy Commissioner (OIPC). IAO, however, must be able to justify any extensions taken. IAO must apply for further time extensions to the OIPC. If you have any questions regarding the timelines of a specific request, connect with the DMO team at <a href="mailto:SDPR.FOI@gov.bc.ca">SDPR.FOI@gov.bc.ca</a>

# Legislated Timelines Part Two

For general requests, when fees are assessed, and a fee is issued to the applicant, the request will be put on hold. Additional business days will not be counted towards the timeline of the request. During this time, the request may be narrowed, which may require revising fee estimates. The request will be taken off hold when the applicant has either paid the fees due, narrowed the request until no fees are assessed, applied successfully for fees to be waived, or withdrawn their request. IAO will notify the DMO when the request is either taken off hold or closed. If the request is taken off hold, the remaining business days will again be counted towards the timeline of the request. A transfer, full or partial, must be concluded within a minimum of 20 days.

# HOW DO I CLARIFY AND INTERPRET REQUESTS?

# **Request Descriptions**

IAO assists applicants in making their requests as clearly defined and specific as possible before the requests are sent to ministries to perform a search.

A request may be unclear for a few reasons, for instance, due to the applicant's limited understanding the Ministry's record holdings and/or its business practices, or when information is technical and detailed in nature. Even after IAO has worked with an applicant to refine it, the description may still result in questions from and/or be subject to possible misinterpretation by the program area.

# **Interpreting Requests**

In some cases, a request can be interpreted in more than one way. If there are multiple reasonable ways to interpret the request, and it is not apparent through other available context what the applicant is requesting, a program area should seek further clarification from the applicant through the Senior IM Analyst and/or IAA at the DMO.

On occasion, the applicant may not be available, or may not wish to clarify the description. In such cases, the description should be interpreted in a way that is beneficial to the applicant. Requests must reasonably be interpreted in a way that a rational person would expect in good faith. This is to say that requests should not be interpreted in a way that limits the records to which an applicant may be entitled. FOIPPA requires ministries to make every reasonable effort to assist applicants by responding openly, accurately, completely and without delay.

# **Clarifying Requests**

Where it is unclear or where additional context may be required, program areas may need to clarify the request in a way that allows them to discern the intent or goal of the applicant. It is important to note that applicants are required to make a request clear enough to comply with FOIPPA but are not required to disclose their ultimate intent or goal.

A request may need clarification if it is:

- So broadly worded that it would return a substantially large amount of records and would warrant a significant fee.
- So vaguely worded that program area staff are finding it difficult to determine responsiveness of their records holdings and may be providing many non-responsive records as a result. An unclear request that covers a technically specific subject matter.

# **Connecting with Applicants**

IAO serves ministries by communicating directly with applicants regarding the processing of their FOI requests. If a request needs clarification or there are questions about its proper interpretation, connect via <a href="mailto:SDPR.FOI@gov.bc.ca">SDPR.FOI@gov.bc.ca</a> who will liaise with IAO and ensure that requests involving multiple program areas within the Ministry are coordinated.

In some cases, it will be determined that a formal FOI request is not necessary and that the applicant's information needs can be met through other avenues. If this is the case, the applicant can be directed to those records through regular channels, such as public websites or online databases. All clarifications should be confirmed in writing with the applicant by IAO.

# HOW DO I CONDUCT A SEARCH FOR RECORDS?

# Identifying Responsive Records

The Ministry is responsible for conducting an adequate search for records. The FOI request must be interpreted as a fair and rational person would expect. All responsive records in the possession of the canvassed program area must be located, retrieved, prepared, and sent to IAO through the DMO along with the Call for Records form containing the search summary and harms assessment, regardless of the author or sensitivity of the records in question.

A broadly defined request may require a large search for records and could potentially result in a large volume of responsive records. In such cases, the program area should assess search times, which will often lead to a fee estimate being issued and/or the request being narrowed.

# Conducting Searches for Responsive Records

Records searches are undertaken once a CFR form is received in the Ministry. When conducting a search, staff must consider all potential sources for locating responsive records. Records searches should also include the records of any positions, such as Executive Administrative Assistants, that may manage records on another's behalf. Depending on how each office organizes its records, searches could include, but are not limited to, the following sources:

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

# **Producing Responsive Records**

Several factors must be considered when determining if a record should be created. Although the access provisions in FOIPPA are intended to cover existing records in the custody or control of the ministry, there are specific circumstances under which FOIPPA requires the ministry to create a new record. For example, if the applicant is requesting names of briefing notes created within a specified date range, it may be appropriate to create that list rather than responding that no such list exists or proposing to prepare a large records package that includes each of the briefing notes themselves. Connect with the DMO prior to creating records in response to a request.

### Ministers' Offices

Records within a ministerial office relating to ministry business are subject to FOIPPA and must be

searched and produced where responsive to a request. This also extends to records of a Minister of State,

Parliamentary Secretary or other Member of the Legislative Assembly (MLA) where the record relates to

the business and/or mandate of the ministry and not to MLA constituency matters.

# Transitory Records

Transitory records are those of temporary usefulness that are only required for a limited period for the completion of a routine action or for preparation of a final record. For more information see the <u>Transitory Records Guide</u>. Transitory records are not required for financial, legal, audit or statutory purposes, are not regularly filed in the office recordkeeping system, and do not document substantive decisions or activities. Examples include rough working notes and calculations no longer needed for drafting a document; drafts whose content (aside from formatting differences, typos, etc.) is fully duplicated in a subsequent record; and unnecessary duplicates.

Records management best practice is to promptly delete transitory records after their usefulness has expired as this helps employees to identify and file key records where they can easily be found, and helps government avoid unnecessary costs for storing and processing transitory records. However, once a ministry or program area has received an FOI request, all responsive transitory records that exist at the time the request was received must be located, retrieved, and produced for IAO to process along with other responsive records.

# HOW DO I ASSESS FEES FOR REQUESTS?

Estimating Fees Part One

There are no fees for personal requests. For general requests, where fees may be applicable, the Ministry is responsible for estimating the amount of effort (in hours) required to locate, retrieve, and prepare records, as well as anticipated page counts. These estimates are submitted to IAO prior to the actual retrieval and preparation of the responsive records.

The first three hours of time spent locating and retrieving records are provided free to the applicant. The time it takes to complete the harms assessment is not included in the fee estimate. If the total locating and retrieving time is under the fee threshold, no fees can be charged, and the program area can begin retrieving responsive records.

If there is an enormous amount of search time estimated, or the program area is not able to estimate fees due to the significant breadth of the request, please contact the DMO to discuss clarifications or narrowing. Where an applicant wishes to engage, IAO may be able to clarify the request or assist the applicant in narrowing their scope.

# **Estimating Fees Part Two**

Where an applicant does not wish to engage in clarification or narrowing to reduce or eliminate a large fee, the fee will be assessed. Where fee estimates are issued, the applicant will receive an invoice from IAO, and the request will subsequently be put 'on-hold' until fees are resolved. With fees over \$200, applicants are asked to pay 50 percent of the total estimated charge, with the remainder due before the request can be released. Estimating search times and volume is not an exact science. Program areas should provide their best informed estimate to the DMO as soon as possible. Program areas should also record the actual time it takes to complete search activities so that the final fee correspondence reflects the actual amount of effort required. This should be included with the responsive records and CFR when submitting records.

# Recording Search Time

If a fee estimate was issued for an FOI request, the program area should record the actual search times and page counts. Once records have been prepared in response to an FOI request, add information on search times to the CFR form submitted with records. Search time can be estimated to the guarter hour. The applicant will be required to pay the actual cost whether it is higher or lower than the estimate. If it appears that the actual cost of processing the request will be different than the original fee estimate, IAO may issue a revised estimate.

# HOW DO I DOCUMENT A SEARCH FOR RECORDS?

# Search Summary

Ministries are responsible for properly documenting their search for records. This documentation will be relied upon should the adequacy of the search be challenged. The CFR form will ask for a description detailing what records were searched and who conducted the search. This description should list all potential sources of records that have been searched, as well as individuals or program areas that have been canvassed. While it is not necessary to include all search terms, any other relevant information about the search should also be included in the description.

# Responding with No Responsive Records

There are instances when no responsive records are located. This may be because the ministry is not responsible for the matters or issues related to the request and would therefore not hold responsive records. However, there may also be instances where it may be less obvious to the public why a ministry would not hold responsive records. The CFR form asks the program area if it holds responsive records. When no responsive records are located, a best practice is to provide the applicant with accurate and complete context for the reason(s) why records do not exist. The information is sent back to IAO on the CFR form should include:

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

# Transferring Requests

SDPR has 20 business days to complete transfers of FOI requests. To facilitate this, the CFR asks if the program area is aware of the existence of any other records in another ministry, or other public body, that are expected to be responsive to the request.

#### **Full Transfer**

If the Ministry does not have records but believes there are responsive records in another ministry or public body, notify the DMO and they will transfer the file as soon as possible, otherwise proceed to Respond with No Responsive Records.

#### Partial Transfer

If the Ministry does have records and has reason to believe there are also responsive records in another ministry or public body, notify the DMO as the file will need to be transferred as soon as possible, otherwise proceed to conducting a search.

# HOW DO I ASSESS HARMS TO DISCLOSURE?

## **Assessing Harms**

FOIPPA establishes the rights of the public to access government records; however, it also limits the disclosure of information based on certain types of information that may be harmful if released. The main purpose of the harm's assessment is to provide context about information that is particularly sensitive or would be harmful to release.

The principle behind the FOI process is that information should be released unless there is a good reason not to release. The harms assessment should document the rationale for why certain information may be considered harmful if released. A "harm" is a general explanation of why certain information may not be releasable and should include more context than merely identifying a potentially applicable FOIPPA exception. Applying FOIPPA exceptions can be complex as this relies on indepth knowledge of FOIPPA and its associated regulations and policies, previous OIPC orders, previous court decisions, other legislation, regulations, and policies, as well as the specific context of the information and, where necessary, input from third parties. It is the IAO Analyst's role to interpret and recommend the application of these exceptions.

While the content of the records is often quite informative, input from program areas is vital to IAO building a proper understanding of the nature and context of

the information contained within responsive records. The harms assessment allows IAO Analysts to recommend the application of appropriate redactions that are defensible under FOIPPA.

# **Understanding Exceptions**

The list below can be used as a quick reference for brief descriptions of FOIPPA exceptions. Information within a record may contain multiple harms. For a more detailed guide to FOIPPA exceptions, see the <u>FOIPPA</u> Policy & Procedures Manual.

# **SECTION 12 - Cabinet confidences:**

Information that would reveal the substance of deliberations of, or any advice or recommendations submitted or prepared for, the Executive Council or any of its committees.

• Does not include background explanations or analysis if the decision is either already public or implemented, or over five years have passed since the decision was considered.

# **SECTION 13 - Policy advice or recommendations:**

Information that would reveal advice or recommendations developed by or for a public body or a minister.

- Intended to allow open and frank discussion of policy issues which would not occur if the deliberate process were subject to excessive scrutiny.
- Does not apply to information in a record over ten years old.

# **SECTION 14 - Legal advice:**

Information that is subject to solicitor-client and litigation privilege.

• Applies to client-generated documents and opinions. May be as formal as a communication between lawyer and client or as simple as notes on the file made to assist the lawyer in litigation.

### SECTION 15 - Disclosure harmful to law enforcement:

Information that could reasonably be expected to harm a law enforcement matter.

• Not limited to police forces. Includes investigations and proceedings that lead or could lead to a penalty being imposed to enforce compliance or remedy non-compliance with standards, duties, and responsibilities under statutes and regulations.

# SECTION 16 - Disclosure harmful to intergovernmental relations or negotiations:

Information that could harm the conduct of relations between BC and another government, including a First Nation.

- Includes positions, options, instructions, and criteria to be used in negotiations.
- A fear that disclosure would hinder, impede, or minimally interfere with the conduct of intergovernmental relations or negotiations does not satisfy this exception.

# SECTION 17 - Disclosure harmful to the financial or economic interests of a public body:

Information could harm the financial, competitive, economic, or negotiating interests of a public body. Includes plans, programs, and negotiations that have not yet been implemented or made public.

• The harms must not be fanciful, imaginary, or contrived, but rather based on reason.

# SECTION 18 - Disclosure harmful to the conservation of heritage sites, etc.:

Information disclosure could result in damage to or interfere with the conservation of fossil sites, natural sites, valuable anthropological or heritage sites, or endangered, threatened, vulnerable or rare living resources.

• Includes the exact location of bear dens, First Nation cultural sites and endangered species habitats.

# SECTION 19 - Disclosure harmful to individual or public safety:

Information which could threaten a person's safety, mental or physical health, or interfere with public safety.

• There should be grounds to judge that a clear threat is present.

# **SECTION 20 – Information that will be published or released within 60 days:** may refuse to disclose to an applicant information that within 60 days after the applicant's request is received will be published or released to the public.

• If the information is not published or released within 60 days after the applicant's request is received, the public body must disclose the information to the applicant within 30 days, unless another exception applies.

# SECTION 21 - Disclosure harmful to business interests of a third party:

Valuable financial, commercial or scientific information about a third party's business that was supplied to the government in confidence. Application of this exception requires more than an assertion—there must be evidence of a "significant" potential harm to business interests. All three of the following must be true:

- The information contains trade secrets, technical, commercial, financial, or labour relations information; and
- The information was supplied to government "in confidence" (not simply marked by the third party as confidential); and

• Its disclosure could significantly harm the business interests of a third party. **SECTION 22 - Disclosure harmful to personal privacy:** 

Personal information disclosed in response to an FOI request that would constitute an unreasonable invasion of a third party's personal privacy.

• Does not include business contact information (i.e., the names and contact information of BC government staff or those of third parties communicating with government in a professional capacity).

# Providing a Harms Assessment

A detailed understanding of FOIPPA is not required to provide a useful harms assessment. While simply identifying a FOIPPA exception that may apply to the information may be appropriate in some cases where the context of the harms is evident from the actual records themselves, in other cases, harms can be less clear, especially when complex or technically specific subject matter is involved. Assessing harms should involve providing a background of why or how the information in a record could be harmful if disclosed. Harms can be documented in many ways depending on the complexity of the harms within the records. The CFR form, which is attached to the records package that is returned to IAO, includes a section for general explanations of the potential harms present along with any relevant page numbers in the records package.

In some cases, a harms copy is useful to provide the appropriate level of detail, but this is not required. Marking records with line-by-line "requested" severing is also not required. Please note that if you provide IAO with a marked-up version of the records, a clean copy of the same records will also be required. To ensure consistency of severing, IAO Analysts search for previously released FOI requests to compare severing. If you know that the records being submitted to IAO have been previously processed in response to an earlier FOI request, noting the file number is useful.

# Identifying Records for Consultation

Responsive records will often include records that, although in the program area's custody or control, were not authored by the ministry. A common occurrence would be email threads with communications between two or more ministries. In some cases, the content of a portion of the records may be of interest to another ministry or public body where that organization is the lead or otherwise heavily involved in a project. An example of this would be a briefing note that contains

another ministry's detailed recommendations. Where it is not clear to the program area whether there is a harm in releasing that information, a consultation should be considered.

While all responsive records captured by the FOI request must be included in the records package and should be assessed for harms, IAO will facilitate consultations to seek additional context and/or recommendations for disclosure from the appropriate third parties where warranted or required. Information regarding the records a program area believes may warrant consultation can be included in the CFR form. While helpful, this information is not necessary for IAO to identify and conduct consultations.

# HOW DO I RESPOND TO CONSULTATIONS BY OTHER PUBLIC BODIES?

#### What is a Consultation?

When a ministry receives a consultation request from another public body, that public body is seeking the ministry's views with respect to disclosure of the records responsive to their FOI request. IAO will forward the specific records identified for consultation, provide the description of the request received by the other public body (noting the applicant type if available) and provide a date by which the consultation is due. Sometimes, records responsive to an FOI request may be of interest to a ministry or public body that did not receive the request. Where it is not clear to the program area who received the request whether there is a harm in releasing information, other ministries or public bodies may be consulted.

# Responding to Consultations

This consultation process is similar to the FOI request process, although no additional records need to be searched or provided. The records sent for consultation should be reviewed to identify potential harms to their disclosure (i.e. a process substantially similar to the harms assessment process when you receive a request for records). On occasion, records sent for consultation may be premarked with red boxes indicating disclosure recommendations that have been provided by the public body that received the initial request.

Once the records have been assessed for harms, connect with the Senior IM Analyst and/or the IAA as consultations are not a legislated requirement, the

ministries' delegation instrument does not address what position has the authority to approve a consultation response. In practice, this varies across ministries. For SDPR, the Deputy Minister has the final review/sign-off. DMO will respond to IAO via the email used for the consultation request. When needed, IAO will send a redlined copy of the consultation records back to the public body who received the initial request to seek that public body's approval for disclosure.

#### HOW DO I RESPOND TO REQUESTS FOR RECORDS?

#### **Providing Records Packages**

Records packages can be organized by any means; however, it is helpful when they are organized in some logical manner where possible, such as by date, division, staff, records type, etc. The organization of records packages will often depend on the nature, amount and/or complexity of the information requested.

#### FOI RESPONSIVE RECORDS APPROVAL PROCESS

#### High Level FOI Approval Process

- IAO will take all the records in original format and run it through their program (called dedupe) it will remove all duplicates, place in chronological order and PDF the package. IAO will place the package on the IAO Lan and send DMO an email.
- DMO will take the PDF package and place on our LAN. The DMO/FOI staff will first assess for harms by making comments on the document. Then place the PDF package back in Eapps and request the divisions to assess for harms.
- DMO will place a "clean copy" and a "harms copy" on the IAO LAN
- IAO will send back a final email and place the final sign form along with final package in the IAO LAN (it will have red boxes around the sections of the documents that will be redacted along with the section of FOIPPA

 Put the final sign off form and final PDF package in eapps for the divisions to sign off first and then send the eapps to the Directory of Executive Operations and the Deputy Minister for final sign off.

# **Detailed Ministry Approval Process**

## RECORDS (CFR) TO DIVISIONS OR MO For General Requests: [Add Jeff/Jennifer]

- The Call for Records (CFR) and email will come from an IAO analyst. We try
  not to email big documents so they may add the attachments to a shared
  drive folder instead of including them in the email s. 15 MSD/Call for
  Records
- 2. Create Folder on **DMO LAN** s. 15 \Document Production\! Generals 2023 \(\(\begin{align\*} \(\text{292-30}\)\) Use naming convention: MSD-\(\text{2023-XXXXX}\)
- 3. Drag original email to the folder and rename it "CFR from IAO".
- Drag the CFR into the folder and re-title it to follow this naming convention:
   CFR MSD-2023-XXXXX
- 5. Open up the FOI Tracking Sheet: s. 15 \Document Production\! Personals Generals -Tracking Logs (292-02)\ \(\frac{USE THIS ONE updated FOI Requests SDPR Tracking Log.\)
- 6. Add a new line in the Tracking log at the bottom. You can fill in most of the information in each column from the information within the CFR and the email from IAO.
- 7. For the Generals and SHR personals Open eApprovals and create an FOI log
  - a. For the topic, use the format: Generals Request: MSD-2023-XXXXX
  - b. Category: FOI Request
  - c. Ignore the "Add a records Summary" section
  - d. Final Signature Level: Other
  - e. Business Unit: DMO
  - f. Approval Route: MO/Division you
  - g. Add the CFR
- 8. Add the eApprovals # to the tracking sheet

- Add the email from IAO, the CFR, the <u>Fee Estimate Tracker</u> document, which can be found <u>here</u>, AND the <u>Template of wording for Eapps</u> found <u>here</u> (Make sure to fill out the template for eApps doc)
- 10. [Add Jeff/Jennifer] You usually assign the log to the Division Issues
  Manager, but there are a few exceptions. Here is the current <u>list of contacts</u>.
  If needing to figure out who to send to, check out this <u>excel sheet</u> where?
  The LOOP!
- 11. For comments when submitting who to forward to: "Please gather responsive records. If there is a fee estimate, please have back to the DMO by fee estimate due date." Ask for the a fee estimate before the legislated due date (LDD)
- 12. Once you send it, update the tracking sheet with the eApprovals number, who it's currently with and notes.
- 13. Keep an eye on the due date in the tracker and follow up as needed **ESPECIALLY** if there is a fee estimate.
- 14.If you notice that the request is highly specific and would only go to one division (Correspondence, CLBC), use the <u>Template of wording for Eapps specific div</u> as that has the disclaimer.

#### WHEN YOU RECEIVE THE RECORDS FROM THE DIVISION/MO:

- 1. Download the records from eapprovals to the folder on our LAN.
- 2. Open the CFR document on the LAN and select these spots:



3. Copy the records and the CFR from the DMO LAN to the FOI LAN S77104/ MSD/ <u>Call for Records</u>. Sometimes there isn't a folder there for it, you can make one if needed.

- Compose an email to IAO or reply to their incoming CFR email to notify them
  the records are on the LAN <u>IAOFlexTeam@gov.bc.ca</u> CC Director of Exec Ops
  (see example below).
- 5. Drag the sent email to LAN and rename it "Records sent to IAO"
- 6. Update the tracking log add action you took into notes
- 7. Cancel the calendar/task reminder for follow up in your calendar.

The CFR and the records associated with MSD-2023-XXXXX have been placed on the FOI LAN in this folder: **{{{INSERT HYPERLINK TO FOLDER}}}}** 

\*

#### IF YOU RECEIVE A FEE ESTIMATE FROM THE DIVISION/MO:

- They MUST fill out the CFR with the details of the fee estimate. IAO needs these details
- Email the completed CFR fee estimate form to IAO with the comments 'Please see attached Fee Estimate for MSD-2023-xxxxx.
- 3. Open the tracking log and update the notes column to say that a fee estimate has been sent to the IAO.
- 4. Keep it on the tracker and **only** move to completed if IAO responds (and you save the email to the LAN) with client canceling the request.
- 5. \*If the applicant pays the fee, IAO will notify you and then you can re-open the line on the tracking sheet and notify the Division through eApps that the fee has been paid and they now need to collect the records.
- 6. If there are multiple divisions submitting a fee estimate DMO will consolidate into one CFR.
- 7. If one division submits a fee estimate and another division does not all divisions stop working until the fee is paid.



# IF YOU ARE TOLD THAT THE DIVISION/MO HAVE NO RESPONSIVE RECORDS (NRR) for a Generals request:

- 1. You may receive the eApprovals log back with a note that there are 'no records' found
- 2. Ensure that <u>they</u> fill out the CFR and indicate in it why there are NRR (IAO needs to know why).
- 3. Send the eApp to the Director of Exec Ops for their approval (update the tracking sheet)
- **4.** Once they approve, send it to the DM for approval with this message (update the tracking sheet):
  - The Division has indicated that they have no responsive records for this request. Do you approve a No Records Response being sent to FOI?
- 5. Once the DM approves:
- Email or reply to the CFR email from IAO: <u>IAOFlexTeam@gov.bc.ca</u> CC
   Director of Exec Ops (see example below). Don't forget to include the reason it is NRR.
- Drag sent email to the LAN folder and rename "NRR sent to IAO"
- Update the tracking log add action you took into notes, color the line grey and move it to the COMPLETED tab in the tracking sheet.
- Cancel the calendar/task reminder for follow up in your calendar.

\*

Good morning,

The Division has indicated that they have No Responsive Records for MSD-2023-xxxxx. The Deputy Minister has approved the attached CFR indicating NRR. No formal sign-off is required for this request.

Thanks,

Your email sig

SDPR has delegated sign off for all personal FOI requests to IAO. We have final sign off for all general requests and all personal requests received from staff or former staff.

#### FOI SIGN OFF: INITIATE PROCESS

- 1. The Sign Off email will come from an IAO analyst. We try not to email big documents so they will add the attachments to a shared drive folder instead of including them in the email: s. 15 /Call for Records
- 2. It should include 3 documents: Redline, Letter Response, Sign Off Sheet.
- 3. Go to the LAN and find the folder for that FOI: s. 15 \Document Production\ ! Generals 2023 (292-30)
- 4. Drag the email that came from IAO into the folder and rename: "Sign off from IAO"
- 5. Open up the <u>FOI Tracking Sheet</u>: s. 15 \Document Production\! Personals Generals -Tracking Logs (292-02).
- 6. Search for the FOI # in the tracker. You can check the eApp to see which Division you should send the sign off package to.
- 7. Add a new line in the Tracking log at the bottom of the OPEN tab. You can fill in most of the information in each column from the information in the email from IAO and what was on the CFR line.
- 8. For the "Request due in DMO" column you need to have a calendar handy. Look at the date that the sign off package is due to IAO. Let's say it's due to them on July 15th. If it needs to be sent to IAO by July 15th then we need to receive the sign off before then to give the DMO time to review and have the DM approve it. Set the due date back a 3-5 days if possible.
- Open eApprovals and either find the CFR log that was put on hold <u>or</u> create a new FOI log
  - a. For the topic, use the format: FOI Sign Off MSD-2023-XXXXX
  - b. Category: FOI Request
  - c. Final Signature Level: Deputy Minister
  - d. Business Unit: DMO

- e. Approval Route: Division (Send to Issues Manager) Director of Executive Operations - Deputy Minister
- f. Add the 3 attachments
- 10. Add the eApprovals # to the tracking sheet
- 11. Send the log to the Division/MO\* with a note "for approval"
- 12. Once you send it update the tracking sheet with the eApprovals number, who it's currently with and notes.
- 13. Set a task reminder or calendar reminder on the day that these records are due to the DMO so that if you haven't received them, you can follow up with the Division.

#### FOI SIGN OFF: COMPLETING THE PROCESS:

- 1. When you receive the eApprovals log from the DM approved...
- 2. Go to the LAN and find the folder for that FOI: s. 15 \Document Production\! Generals 2023 (292-30)
- 3. Apply the <u>DM's signature</u> to Sign Form in this spot with Name and Date and convert to pdf



- 4. Copy the 3 documents (the Redline, Letter Response and Sign Off Sheet-pdf'd as it has the DM's signature in it) to the FOI LAN folder:
  - s. 15 MSD/<u>Sign Off</u>
- Prepare email an to FOI at <u>foi.socialeducationteam@gov.bc.ca</u> or reply to their sign off email to notify them that the approved sign off package is on their LAN, CC Director of Exec Ops (see example below).
- 6. Drag the sent email into LAN folder and re name "Sign off sent to IAO"
- 7. Open the tracking log and update the notes column to say that the sign off has been approved and sent to the IAO.
- 8. Color the line grey and move it to the COMPLETED tab in the tracking sheet
- 9. Download the Approval Path from eApprovals and save it into LAN folder.
- 10. Complete the log in e-Approvals.
- 11. Move the FOI folder into Completed folder on our LAN

*****
Good <mark>afternoon</mark> ,
The DM has approved sign off MSD-2023-xxxxx. The approved documents have been placed on the FOI LAN in this folder: {{{INSERT HYPERLINK TO LAN FOLDER}}}}
Thanks,
Your email sig
*******************
Tammy (Tammara) is your best *friend* and if you are ever unsure about something, message her  PERSONAL FOI REQUESTS:
1. Personal FOI Requests will come to the inbox from
FOI.SocialEducationTeam@gov.bc.ca (It will rarely come from IAOFlexTeam@gov.bc.ca but process as normal)
2. Create Folder on <b>DMO LAN</b> - s. 15 \Document Production\ ! Personals 2023 (292-40). Use naming convention: MSD-2023-XXXXX
3.Drag original email to the folder and rename it "CFR from IAO".
4.Open up the FOI Tracking Sheet: s. 15 \Document Production\! Personals

12. Cancel the calendar/task reminder for follow up in your calendar.

Tracking Log.

5.Add a new line in the Tracking log at the bottom. You can fill in most of the information in each column from the information within the CFR and the email from IAO.

#### **SENDING TO THE DIVISIONS:**

This will be the most frequent request that comes in for personals:

the Employment and Assistance Case Records (this includes Health Assistance records) related to your client (Date Range for Record Search: From 01/01/20XX To 01/01/20XX). Date format is MM/DD/YYYY

6. For these requests, you're going to forward the initial email from FOI, detaching any pdf documents as the divisions only need the CFR(initial emails will have the CFR [word doc] and some request description document [pdf]), and cc'ing FOI.SocialEducationTeam@gov.bc.ca to these emails

SDD SDSI.OPS.Support.RecordsManagement@gov.bc.ca

FASB <u>SDPR.FASB.FOI.Requests@gov.bc.ca</u>

\*if the request mentions <u>"and Employment and Labour Market Service Division"</u> <u>"Employment Program"</u> and/or <u>"Prevention Loss Management Case Records"</u> \* then **ALSO** canvass

ELMSD ELMSDFOI@gov.bc.ca

PLMS PLMSFOI@gov.bc.ca

7. Grab that sent email and put it in OUR LAN folder and rename it "CFR sent to div"

#### WHEN THE DIVISONS GET BACK TO US:

- 8. Find the FOI folder on our LAN and save the email to it. Add division name (SDD, FASB, PLMS, ELMSD) to the start of the file name
- 9. If the division responds back with NRR (No Responsive Records), name the email as such when saving to the LAN
- 10. Update the section of the tracker, making sure to note the date of the update and who ie. "Apr 19 SDD uploaded" / Apr 19 ELMSD NRR"
- 11. Once all records have been gathered, copy the folder found on the <u>Shared LAN</u> to our <u>DMO LAN</u>. Move our folder to the completed folder and the section in the tracker to 2023-Personals-COMPLETED

# \*IF ALL RECORDS ARE NRR, YOU DON'T NEED TO COPY RECORDS FROM THE SHARED LAN\*

## Miscellaneous/Follow-ups:

If any division has concerns with identification (usually DOB) -> forward their email asking for clarification to <a href="mailto:FOI.SocialEducationTeam@gov.bc.ca">FOI.SocialEducationTeam@gov.bc.ca</a>

If FOI comes back and they can't open a file (usually corrupted) -> forward that email to the division responsible and add message: "Please respond to IAO directly with a cc to us." Wait for division's message to come in and save their response to the <u>relevant folder</u> in our LAN

If Flex Team takes an extension on a request -> Note the new legislated due date in the email and update the <u>tracker</u> (It will be in the COMPLETED sheet), and copy email to our LAN in the <u>relevant folder</u>

#### **DEFINITIONS**

**Call for Records (CFR):** The form sent by IAO to relevant contacts within the ministry receiving an FOI request.

**Cross-Government Request:** A request for records made by the same applicant to more than three ministries at the same time.

**Eligibility Analysis:** An additional layer of analysis used by IAO at the Intake stage to establish whether an applicant is eligible to receive the personal information of a third-party.

**Employee:** An individual working for the Government of British Columbia.

**General Request:** A request for records of a non-personal nature that potentially could be released, in whole or in part, to anyone. Examples of general records include briefing notes, contracts, etc.

**Information Access Operations (IAO):** Branch within the Corporate Information and Records Management Office of the Ministry of Citizens' Services that has a lead role in ensuring government meets its legislated responsibilities regarding FOIPPA. This includes helping citizens through the request process, working with ministries to ensure consistency and compliance with FOI requirements, and managing associated complaints/reviews.

**Locating Records:** The time taken to locate the responsive records in all potential sources.

**Marked Copy:** A copy of the records package that has been modified to identify harms to disclosure.

**Ministry FOI Coordinator:** The Ministry FOI Coordinator role is to coordinate regularly with IAO staff.

**Office of the Information and Privacy Commissioner (OIPC):** The body that provides independent oversight and enforcement of BC's access and privacy laws, including FOIPPA.

**Personal Request:** A request for an applicant's own personal information or for the personal information of a third party where the applicant is authorized to receive it.

Preparing Records: The time used to convert the records to PDF.

**Producing Records:** The time used to create a new record that may be produced in response to an FOI request.

**Program area or program area staff:** Program area, or program area staff, for the purposes of this guide can refer to either program subject-matter experts involved in a request or the program area's designated FOI coordinator.

**Record:** Anything that is recorded or stored by graphic, electronic, mechanical or other means, including books, documents, maps, drawings, photographs, letters, vouchers, papers, emails, texts, social media posts and electronic media (e.g., video or audio recordings). This definition does not include computer programs or any other mechanisms that produce records.

**Records Package:** All responsive records collected in response to an FOI request. **Redlined Copy:** A copy of the records with red boxes added to indicate proposed redacting.

**Records:** All records that fit within the scope of the applicant's description and date range and as a fair and rational personal would expect.

**Responsive Records:** All records that fit within the scope of the applicant's description and date range and as a fair and rational personal would expect. **Retrieving Records:** The time used to retrieve the responsive records from the identified sources.

**Sign-off Form:** A form of briefing specific to FOI approvals.

**Third Party:** In relation to a request for access to a record or for correction of personal information, means any person, group of persons or organization other than (a) the person who made the request, or (b) a public body.

#### FREQUENTLY ASKED QUESTIONS

## What is the Freedom of Information and Protection of Privacy Act (FOIPPA)?

As the name suggests, the *Freedom of Information and Protection of Privacy Act* has two main purposes:

#### 1. Freedom of Information

To make public bodies more open and accountable by providing the public with a legislated right of access to government records, and

## 2. Protection of Privacy

To protect your right to personal privacy by prohibiting the unauthorized collection, use or disclosure of your personal information by public bodies.

## Who is covered by the FOIPPA:

All provincial ministries, and most provincial agencies, boards, commissions, Crown corporations and smaller agencies.

- Local public bodies
- School districts
- Colleges and universities
- · Regional health boards
- · Self-governing professions and occupations
- Teachers
- Doctors
- Nurses

# • Government is only responsible for requests to BC government ministries What is a record?

Any information recorded or stored by any means whether in hard copy or in electronic format regardless of content and subject matter. The following are subject to an FOI request:

- · Briefing notes
- Vouchers
- Telephone records
- Notebooks/daybooks
- Skype/MS Teams etc.
- Phone texts
- Sticky notes
- Contractor records
- Emails
- Records on smart phones
- Transitory records

## What are responsive records?

Records deemed "in scope" based on wording and timeframe of the FOI request are considered responsive records. Applicants will receive the records they requested unless an exception applies to all or part of the record. If one or more of the exceptions to disclosure apply to parts of a record, a public body may remove or "sever" those parts but will release the remainder of the record.

What if a record contains responsive and non-responsive content (i.e., an email chain in which one email is "in scope" or responsive and the rest are outside of the scope and nonresponsive)? the Freedom of Information and Protection of Privacy Act (FOIPPA)?

The non-responsive parts of the record should be treated the same as the responsive parts and the harms assessment completed and severing applied, if applicable.

## What are transitory records?

Records of temporary usefulness that are not an integral part of an administrative or operational record series, that are not regularly filed with standard records or filing systems, and that are only required for a limited period of time for the completion of a routine action or the preparation of an ongoing record.

## Types of transitory records include:

## Working materials and drafts

- Rough notes, steno work materials, word processor diskette copies, calculations,
- preliminary drafts, rough research notes, and similar materials used in the preparation of correspondence, reports, memoranda, statistical tabulations, or other records.
- Once the finished record has been produced, documented, and incorporated into a regular filing or records system, these working materials become transitory records.

## **Convenience copies**

• Extra copies of records created and retained only for the convenience of reference, including photocopies.

## **Unnecessary Duplicates**

• Stocks of publications, pamphlets, blank forms, informational materials, etc. which have no further usefulness.

#### What does it mean to sever a document?

If during your harms assessment review of the records it is determined that certain information or entire records should not be disclosed to the applicant because an exception under the FOIPPA applies, then you must identify the information that should not be released and under which exception, if you are

unclear which exception might apply, flag the section and contact <a href="SDPR@gov.bc.ca">SDPR@gov.bc.ca</a> **Remember:** The default of the FOIPPA is to provide access to any record that is requested. If an exemption cannot be justified, access to the record must be given.

#### How do I sever a record?

If the decision is made to withhold information under an exception, that part of the record is severed, and the remainder of the record is provided to the applicant (unless another exception applies). While there are various methods that can be used to sever excepted information, the preferred method in our ministry is to:

- Using the Adobe Standard mark-up tools, highlight the records or portion of records to be severed.
- Add a sticky note in the PDF document to identify which exception applies to the severing.

## How much time do we have to respond to an FOI request?

Government must respond within 30 days of receiving a request. The 30 days starts once the request is received by the IAO. In turn, the IAO sends the request to the appropriate ministry to process. This process is known as the "Call for Records". The following are timelines for processing FOI request:

- IAO Intake and "Call for Records" to Ministry 2 days
- · Ministry gathers records and conducts harms assessment 8 days
- IAO reviews records and ministry harms recommendations 12 days
- Ministry approval (ADM/GCPE/DM) 5 days
- IAO release of records to applicant 3 days

## 30 days

# Can we request an extension for responding?

Under FOIPPA there are circumstances in which an extension can be requested. If one or more of the following apply, an extension may be given:

- (a) The applicant does not give enough detail to enable the public body to identify a requested record;
- (b) A large number of records are requested or must be searched and meeting the time limit

would unreasonably interfere with the operations of the public body;

(c) More time is needed to consult with a third party or other public body before the head can

decide whether to give the applicant access to a requested record;

(d) The applicant has consented, in the prescribed manner, to the extensions.

# What is a Personal Request vs a General Request?

- FOIPPA gives individuals a right to access their personal information held by BC government ministries or their service providers, free of charge.
- **Personal information** means recorded information about an identifiable individual other than [business] contact information. Types of personal information include, but at not limited to, a person's home address and telephone number, marital or family status, health care information or employment history, student loan files etc.
- A request for **general records** is a written request for records of a non-personal nature that potentially could be released, in whole or in part, to anyone. Examples of general records include briefing notes, contracts, or a copy of an agreement and/or a contract.

## What is Open Information?

- General FOI requests are posted (not personal requests) on the <u>BC</u> Government Open Information website making the information available to the general public unless they meet an exemption criterion.
- Minister and Deputy Minister travel expense summaries are posted.
- Proactively release eligible general requests.