

## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Wednesday, May 30, 2018 2:55 PM  
**To:** 'Marcus Bernard'  
**Subject:** RE: The future of constituent correspondence is here!

Dear Marcus – I have been advised that Ian Donaldson, Assistant Deputy Minister in the Office of the Chief Information Officer, has been in contact with Richard Katrusiak.

Any discussions related to government using the services of Salesforce should take place between them.

Thank you,

Susan

**From:** Marcus Bernard [<mailto:marcus.bernard@salesforce.com>]  
**Sent:** Monday, May 28, 2018 12:00 PM  
**To:** Farmer, Susan PREM:EX  
**Subject:** Re: The future of constituent correspondence is here!

Hi Susan, thoughts on this?

Marcus

On Tue, May 22, 2018 at 1:31 PM, Marcus Bernard <[marcus.bernard@salesforce.com](mailto:marcus.bernard@salesforce.com)> wrote:  
Hi Susan,

My team worked with the Obama campaign in 2012 to improve their correspondence management system. By managing constituent correspondence on our platform, they were able to handle millions of incoming pieces of correspondence via email and the Web that were then classified, tagged and organized according to the interests, needs, or requests of the correspondents.

Given your position at the BC Cabinet Office, and the recent agreement made between us and the BC Gov I thought it would be a good idea to get our teams connected to discuss some of your strategic direction and the innovative things we are doing in your space.

Would you be open to a discussion sometime this month?

--  
Marcus Bernard  
Salesforce | Public Sector Solutions  
Office:(647) 256-6500

Salesforce Connected Government - <https://www.youtube.com/watch?v=uuT8upcDhuY>

**WEBINAR: Prepare for a Government  
Compliance Audit** (Without Breaking a Sweat)

July 25th • 12 PM ET

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Marcus Bernard  
Salesforce | Public Sector Solutions  
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**WEBINAR: Prepare for a Government  
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July 25th • 12 PM ET

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## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Friday, May 25, 2018 3:34 PM  
**To:** Brubacher, Kelly IGRS:EX  
**Subject:** Re: National Day Ltr

Thanks - does anything go out to them in April?

If not, should the website be updated?

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** "Brubacher, Kelly IGRS:EX" <[Kelly.Brubacher@gov.bc.ca](mailto:Kelly.Brubacher@gov.bc.ca)>  
**Date:** 2018-05-25 3:32 PM (GMT-08:00)  
**To:** "Farmer, Susan PREM:EX" <[Susan.Farmer@gov.bc.ca](mailto:Susan.Farmer@gov.bc.ca)>  
**Subject:** National Day Ltr

Hi Susan,

Protocol confirmed with the Danish Honorary Consul that they celebrate June 5th as their National Day.

Thank you,

**Kelly Brubacher**

Executive Coordinator | Intergovernmental Relations Secretariat | Office of the Premier | Government of British Columbia | Canada  
Office: 250.387.0752  
Cell: 250.507.6658  
Fax: 250.387.1920  
Email: [Kelly.Brubacher@gov.bc.ca](mailto:Kelly.Brubacher@gov.bc.ca)

## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Friday, May 25, 2018 2:36 PM  
**To:** LP PO Correspondence Branch  
**Subject:** FW: Words Matter - new tool for all staff  
**Attachments:** Words Matter.pdf

FYI – please see the attached pdf (probably worth printing out).

And, there are links below that you may want to check out.

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**From:** Parte, Maura PSA:EX  
**Sent:** Friday, May 25, 2018 11:20 AM  
**To:** LP Senior Ministerial Assistants; LP Ministerial Assistants; LP Executive Assistants; LP Premiers Vancouver Office; LP PO Executive Office; LP Support Staff; LP Administrative Coordinators  
**Cc:** Meggs, Geoff PREM:EX  
**Subject:** Words Matter - new tool for all staff

To: All Staff, Premier's Office, Ministers' offices

I am writing to alert all staff to *Words Matter*, an important new tool to assist you in using inclusive language in both written and oral communications. Using inclusive language has been identified as a key element in building and maintaining a respectful workplace, something that is a responsibility of all staff and critical to a positive and productive work environment.

*Words Matter* is a new resource that is a deliverable from government's [Diversity and Inclusion Action Plan](#).

The *Words Matter* guidelines can be found here along with FAQ guide that can help you understand why government is taking on this important initiative: <https://gwww.gov.bc.ca/words-matter/faqs>

If you have a question or want to give feedback on the guidelines please send a message directly to the [Diversity and Inclusion team](#).

Staff have also requested a briefing on the government's Diversity and Inclusion Action Plan which will be coordinated in the coming weeks.

Thanks all,  
Maura

Maura Parte  
BC Public Service Agency  
250-213-6377

## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Thursday, May 24, 2018 2:28 PM  
**To:** Donison, Sonia FLNR:EX  
**Subject:** RE: premier letters  
**Attachments:** 1 pg letterhead.docx

Attached is our letterhead.

We don't typically list the cliff # on our letters.

Sign-off looks to be same style as what MDD uses:

Sincerely,  
3 blank lines  
John Horgan  
Premier

Does that clear things up enough? Let me know if you have more questions.

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**From:** Donison, Sonia FLNR:EX  
**Sent:** Thursday, May 24, 2018 2:21 PM  
**To:** Farmer, Susan PREM:EX  
**Subject:** RE: premier letters

Do you have a template of any sort, word doc. Sample of what I am looking for

Thank you—Di Bohja!

Sonia Donison  
Manager  
Correspondence Services  
250 356-9638

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**From:** Farmer, Susan PREM:EX  
**Sent:** Thursday, May 24, 2018 2:20 PM  
**To:** Donison, Sonia FLNR:EX  
**Subject:** RE: premier letters

Just our regular letterhead?

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**From:** Donison, Sonia FLNR:EX  
**Sent:** Thursday, May 24, 2018 2:17 PM  
**To:** Farmer, Susan PREM:EX  
**Subject:** premier letters

Hi Susan! We are preparing appointment letters for the Muskwa-Kechika Advisory Board for the premier's signature. Do you have a template we could use?

Thank you—Di Bohja!

Sonia Donison  
Manager  
Correspondence Services  
250 356-9638

**Farmer, Susan PREM:EX**

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**From:** Farmer, Susan PREM:EX  
**Sent:** Tuesday, May 22, 2018 3:15 PM  
**To:** Parte, Maura PSA:EX  
**Subject:** completed  
**Attachments:** FW: Completion Notification for IM 117: Protection of Privacy, Access to Information and Records Management

Susan Farmer  
Managing Director | Correspondence Branch | Office of the Premier  
P: 250-387-3570 E: [susan.farmer@gov.bc.ca](mailto:susan.farmer@gov.bc.ca)

## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Tuesday, May 15, 2018 3:35 PM  
**To:** Wolansky, Allegra PREM:EX  
**Subject:** Municipal Government Contact Info

[http://www.ubcm.ca/EN/main/services/net-work-book/local\\_government\\_member\\_directory.html](http://www.ubcm.ca/EN/main/services/net-work-book/local_government_member_directory.html)

Susan Farmer  
Managing Director | Correspondence Branch | Office of the Premier  
P: 250-387-3570 E: [susan.farmer@gov.bc.ca](mailto:susan.farmer@gov.bc.ca)



## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Tuesday, May 8, 2018 9:18 AM  
**To:** FIN FSA MIN OFF FIN:EX  
**Subject:** FW: BMO Reconciliation - May  
**Attachments:** 2018-05 BMO Susan Farmer - Receipts.pdf; 2018-05 BMO Susan Farmer FIN\_122A.xltm; 2018-2019 BEA Signed Approval.pdf

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**From:** Geary, Vanessa PREM:EX  
**Sent:** Monday, May 7, 2018 5:22 PM  
**To:** Farmer, Susan PREM:EX  
**Subject:** RE: BMO Reconciliation - May

Reviewed and approved.

Thank you

Vanessa

**Vanessa Geary** | Executive Director, Operations and Strategic Initiatives  
Vancouver Cabinet Office | Office of the Premier  
**P:** 604-775-1662 | **M:** 604-619-0513  
**E:** [vanessa.geary@gov.bc.ca](mailto:vanessa.geary@gov.bc.ca)

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**From:** Farmer, Susan PREM:EX  
**Sent:** Friday, May 4, 2018 12:31 PM  
**To:** Geary, Vanessa PREM:EX  
**Subject:** BMO Reconciliation - May

Hi Vanessa – please find attached for approval my reconciliation statement & receipts.

Thanks,

**Susan Farmer**  
Managing Director | Correspondence Branch | Office of the Premier  
**P:** 250-387-3570 **E:** [susan.farmer@gov.bc.ca](mailto:susan.farmer@gov.bc.ca)

## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Wednesday, May 2, 2018 10:35 AM  
**To:** Devereux, Rick GCPE:EX  
**Subject:** FW: Constituent Enquiry - Above & Beyond Awards

Hi Rick – can you pls have folks follow up on this one? It's not one that I can recall getting back as a "return to sender" for an incomplete address, etc.

Upon googling, I found 3 addresses for the Blackpool Fire Dept (which is likely the problem):

- 132 Clearwater Station Rd, Clearwater, BC V0E 1N0
- 1588 North Old Thompson Hwy, Clearwater, BC V0E 1N0
- 1592 Old North Thompson Hwy

I spoke with Kirsty in MLA Milobar's office & she suggested that what might be easiest would be to send it through to their office & they can pass it along to the Regional Director, Carol Schaeffer, who had nominated them, and then Carole could deliver it.

Please confirm if it will go to the MLA's office or if folks will work on figuring out the best mailing address.

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**From:** Hiltner, Clementine FLNR:EX  
**Sent:** Wednesday, May 2, 2018 10:08 AM  
**To:** Farmer, Susan PREM:EX  
**Cc:** Jones, Tristan FLNR:EX  
**Subject:** RE: Constituent Enquiry - Above & Beyond Awards

Hi Susan,

Would you be able to help with this, or should I contact GCPE?

Thanks so much!  
Clementine



**Clementine Hiltner**  
**Manager, Executive Issues**  
Deputy Minister's Office  
Cell: (778) 584-1315  
**Forests, Lands, Natural Resource Operations and Rural Development**

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**From:** Jones, Tristan FLNR:EX  
**Sent:** Wednesday, May 2, 2018 10:04 AM  
**To:** Hiltner, Clementine FLNR:EX  
**Subject:** FW: Constituent Enquiry - Above & Beyond Awards

Can you check this out for me.

Thanks,

Tristan

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**From:** Morris, Kirsty [<mailto:Kirsty.Morris@leg.bc.ca>]  
**Sent:** Wednesday, May 2, 2018 9:50 AM  
**To:** Jones, Tristan FLNR:EX  
**Subject:** Constituent Enquiry - Above & Beyond Awards

Hi Tristan

I have received an enquiry from a constituent who nominated two people/organisations for the following award. One of them received the certificate and the second one did not – are you able to follow up to see what happened please...the organization that was nominated was the Blackpool Fire Hall, BC – nominated by Carol Schaeffer.

Thanks Tristan!

Kirsty



**Kirsty Morris**

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

## Wildfire and Flood ‘Above and Beyond Awards’ – Results

January 23, 2018

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Page 12

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## Farmer, Susan PREM:EX

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**From:** Farmer, Susan PREM:EX  
**Sent:** Wednesday, May 2, 2018 10:23 AM  
**To:** Hiltner, Clementine FLNR:EX  
**Cc:** Jones, Tristan FLNR:EX  
**Subject:** RE: Constituent Enquiry - Above & Beyond Awards

I'll follow up.

Thanks ☺

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**From:** Hiltner, Clementine FLNR:EX  
**Sent:** Wednesday, May 2, 2018 10:08 AM  
**To:** Farmer, Susan PREM:EX  
**Cc:** Jones, Tristan FLNR:EX  
**Subject:** RE: Constituent Enquiry - Above & Beyond Awards

Hi Susan,

Would you be able to help with this, or should I contact GCPE?

Thanks so much!  
Clementine



**Clementine Hiltner**  
**Manager, Executive Issues**  
Deputy Minister's Office  
Cell: (778) 584-1315  
**Forests, Lands, Natural Resource Operations and Rural Development**

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**From:** Jones, Tristan FLNR:EX  
**Sent:** Wednesday, May 2, 2018 10:04 AM  
**To:** Hiltner, Clementine FLNR:EX  
**Subject:** FW: Constituent Enquiry - Above & Beyond Awards

Can you check this out for me.

Thanks,  
Tristan

---

**From:** Morris, Kirsty [mailto:[Kirsty.Morris@leg.bc.ca](mailto:Kirsty.Morris@leg.bc.ca)]  
**Sent:** Wednesday, May 2, 2018 9:50 AM  
**To:** Jones, Tristan FLNR:EX  
**Subject:** Constituent Enquiry - Above & Beyond Awards

Hi Tristan

I have received an enquiry from a constituent who nominated two people/organisations for the following award. One of them received the certificate and the second one did not – are you able to follow up to see what happened please...the organization that was nominated was the Blackpool Fire Hall, BC – nominated by Carol Schaeffer.

Thanks Tristan!

Kirsty



**Kirsty Morris**

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

## Wildfire and Flood ‘Above and Beyond Awards’ – Results

January 23, 2018

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Page 15 to/à Page 19

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