

Severing Guidelines - Expenses

FOR POLITICAL PARTY REQUESTS ONLY

XGOV Standing Agreement:

This agreement applies to expense requests from the political party applicant only, for items agreed to as 'Not Responsive'.

*Please note – this agreement does not cover all items noted below in the 'Non – Political Party Requests' section so there may be additional severing required further to this 'NR' list.

The classes of information that are "NR"

- Credit or debit card numbers (full or partial)
- Supplier Codes
- Employee ID numbers, IDIRs
- Account numbers, Booking numbers, invoice numbers, reservation numbers or codes, seat numbers
- Frequent flyer numbers or other loyalty/rewards numbers (but excluding the names of the loyalty/rewards programs themselves)
- Driver's licence numbers, licence plates
- Hotel information (hotel name/address/identifying information, room number, GST/PST/HST number, confirmation number, folio number, etc.)
- Barcodes or QR codes (including # underneath the code)

FOR NON - POLITICAL PARTY EXPENSE REQUESTS

ENTRY OR DESCRIPTION OF ENTRY	SEVERED OR NOT SEVERED
Bar Codes or QR codes (including # underneath the code)	Severed under section 22
Drivers License #	Severed under section 22
License Plate #'s	Severed under section 22
Police/RCMP Information: Department/Agency Name Officer Name	Severed under section 15 Severed under section 15 & 22
RESP / Responsibility Centre	Release
Service Line	Release
Supplier Code	Severed under section 22
STOB #	Release
Tips/Gratuities (unless part of group purchase)	Severed under section 22
Totals if any sub numbers were personal	Severed under section 22
Taxi Receipt Clover System web address (reveals CC #)	Severed under section 22
"John Smith – vacation, Jane Doe Acting"	Severed under section 22 "John Smith – vacation" Not Severed - "Jane Doe Acting."
Parking spot number on receipt	Severed under section 22

Severing Guidelines - Expenses

FOR NON - POLITICAL PARTY EXPENSE REQUESTS

ENTRY OR DESCRIPTION OF ENTRY	SEVERED OR NOT SEVERED
Government telephone numbers Mobile phone numbers for government employees Official business contact info external organizations Personal cell numbers for people representing an organization, where they are clearly identified as such	Not Severed if readily located and/or on the public facing government directory http://dir.gov.bc.ca/ Mobile phone numbers that constitute "business contact numbers" (i.e. they are part of a signature block) will be disclosed but "confidential, unlisted" mobile phone numbers will be withheld under section 17 . Not Severed Severed under section 22
All Airlines: Account # Booking Reference # Customer # Flight Baggage hyperlink Confirmation # HAS # Invoice # Reservation # Frequent Flyer / Membership Code Seat # Ticket # Travel Agency Invoice # / PNR # Turbobucks account # Flight # (ex: AC 9045) Seat Selection - preference	Severed under section 17 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 17 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 15 Severed under section 22 Severed under section 22 Severed under section 17 Release Severed under section 22
Bank Information: Middle Name on Statement Personal Purchases Account # Credit Card # Business Transaction Account # Purchasing Card # Hyperlinks Time to pay off balance Previous balance Minimum amount due Accrued interest	Release Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22

Severing Guidelines - Expenses

BC Ferries: Confirmation # Booking References Bar code & QR codes (including # underneath the code) Extra person – not for business Totals if there are extra people not for business Personal” Cust# on BC Ferries Reservation Booking Ref’s	Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22 Severed under section 22
Car Rental Information: Reservation # Loyalty Name/Number License plate (not a personal car) Extra days for personal use Totals if personal use is included	Severed under section 22 Severed under section 22 Not Severed Severed under section 22 Severed under section 22
Hotel Information: Invoice/Confirmation/Folio # Name/Address of Hotel Hotel Room # Hotel Preferences (window/location/bed/etc.) Rewards Name/Group Number Website Address Property code / PO# Hotel GST/HST/PST/MRDT/TAX # Cashier # or Name Extra person staying – not for business Any expense, then all totals, if not for business	(general note - any identifier of a hotel is section 15) Severed under section 22 Severed under section 15 Severed under section 15 Severed under section 22 Severed under section 15 Severed under section 15 Severed under section 15 Severed under section 15 (not severed for other businesses) Not Severed (unless full name search brings up the hotel) Severed under section 22 Severed under section 22
Employee Information: Middle Name (in email address) IDIR Employee # or ZMLA# Home Address Meal Preferences (i.e. Restaurants, stores, etc.) ‘Home to’ Home City / Town / Municipality ‘Personal Residence’ ‘Personal Vehicle’ Kilometres (i.e. distance without specific detail of location) Vacation	Release Severed under section 15 Severed under section 22 Severed under section 22 Severed under section 22 Release Severed under section 22 Release Release Release Severed under section 22



Fee Estimate Guideline for Electronic Records

Corporate Information and
Records Management Office

Created: November 2019

Revised: January 2020
January 2021



Objective:

To provide consolidated guidance to enable consistent fee estimates for the collection and preparation of electronic records in response to Freedom of Information (FOI) requests.

Background:

- [Section 75](#) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) permits public bodies to require that an applicant pay fees for an FOI request, based on the amount of time required for a public body to locate, retrieve and produce records, prepare them for disclosure, ship and handle them and for providing copies of the records.
- [Schedule 1](#) of the FOIPP Regulation sets out the maximum fees permitted.
- The [FOIPPA Policy and Procedures Manual](#) provides interpretative advice regarding the applicability of fees to FOI requests.
- The FOI Request Process Guidelines (attached) provide best practices that should be adopted by ministries in fulfilling their duties in response to FOI requests.
- There is a need to increase awareness of the relevant portions of the existing legislation, regulations, policies and guidelines to ensure a consistent approach by individual public bodies and to provide uniform service to applicants.

Limitations:

- This guideline applies to the collection of electronic records only.
- Fees cannot apply to:
 - the first three hours spent locating and retrieving a record;
 - time spent severing information from a record;
 - requests by an applicant for their own personal information, only for general FOI requests; or,
 - time spent assessing harms in a record.
- Fees can apply to any time spent:
 - producing the record; or,
 - preparing the record for disclosure.
- Fee estimates must be reassessed after a request is narrowed/clarified with an applicant **with the exception of** repeated, non-topical requests which will not be narrowed by date range once a fee estimate has been assessed.
- Both estimated and actual search hours should be recorded in the Call for Records form provided to Information Access Operations (IAO), as any deviations may be payable to/by the applicant.

- Below is a list of considerations that may apply when estimating the amount of time required to locate and retrieve, produce, and prepare records for an FOI request.
- If you have further questions, you should seek guidance from your public body's main FOI contact. If uncertainty still exists, IAO contacts are also available to provide guidance.

Fee Estimate Considerations	
Locating & Retrieving Records	<ul style="list-style-type: none"> • The first three hours spent providing this service are free. • This is the time required to locate and retrieve responsive records from all sources. • Tasks may include locating and retrieving responsive off-site records, extracting records from EDRMS/TRIM, or identifying emails from Outlook folders (including 'deleted', 'sent', or any relevant subfolders).
Producing Records (i.e. creating records)	<ul style="list-style-type: none"> • There are no free hours for providing this service. • If you are responding to a request that is only for emails, fees for producing records will not apply. • This is the time required to produce records from other sources, such as time spent developing a program to produce database records. • Tasks may include manual time spent creating and producing records or identifying relevant sources of data/information required to produce those records. • An example of the type of request where this fee may be applicable is one that would require staff time for developing a computer program/script.

Note: Although the access provisions in FOIPPA are intended to cover existing records in the custody or control of a ministry, there are specific circumstances under which FOIPPA requires the ministry to create a new record. A number of factors must be considered when determining if a record should be created to respond to a request. If you believe you may be required to create records, please seek guidance from IAO.

	Fee Estimate Considerations
Preparing Records	<ul style="list-style-type: none"> • There are no free hours for providing this service. • This may include time spent by IAO (for electronic records) or the Ministry (for hardcopy records) to convert records into PDF (unless the applicant has specified another format), consolidate them into a single PDF document, and organize records packages (e.g. by date, department, staff, records type, etc.) • Tasks may include converting, scanning and photocopying records into a PDF, as well as ensuring completeness of responsive records.

Example Requests:

In order to provide the applicant with an accurate fee estimate relating to email volume, IAO's current process requires only that you provide an estimate of the number of responsive emails. The chargeable time required for IAO to deduplicate, sort, and consolidate emails for disclosure is approximately 220 emails per hour.

- All emails – excluding attachments – sent or received by the Minister. Email search is limited to the individual's Outlook account. (Date Range for Record Search: From 12/01/2020 To 12/31/2020)
 - This request captured 330 emails.
 - Once the Ministry advised IAO of this, IAO was able to charge a fee estimate of \$45.00 based on the following criteria:
 - One hour search (provided at no charge as it's within three free hours), zero hours producing, and one and a half hours preparing.
- All emails - excluding attachments – sent or received by the Ministerial Assistant. (Date Range for Record Search: From 05/01/2019 To 05/07/2019)
 - This request captured 880 emails.
 - Once the Ministry advise IAO of this, IAO was able to charge a fee estimate of \$120.00 based on the following criteria:
 - Two hour search (provided at no charge as it's within 3 free hours), zero hours producing, and four hours preparing.

Attachment: FOI Request Processing Guidelines

Contact: Chad Hoskins, Executive Director – 250-356-7343



Fee Estimate Guideline for Electronic Records

Corporate Information and
Records Management Office

Created: November 2019

Last Updated: January 2022



Objective:

To provide consolidated guidance to enable consistent fee estimates for the collection and preparation of electronic records in response to Freedom of Information (FOI) requests.

Background:

- An application fee is required for all general requests upon receipt. This application fee does not apply to requests from Indigenous Governing Entities.
- [Section 75](#) of the Freedom of Information and Protection of Privacy Act (FOIPPA) also permits public bodies to require that an applicant pay processing fees for an FOI request, based on the amount of time required for a public body to locate, retrieve, and produce records, prepare them for disclosure, ship and handle them and for providing copies of the records.
- [Schedule 1](#) of the FOIPP Regulation sets out the maximum fees permitted.
- The [FOIPPA Policy and Procedures Manual](#) provides interpretative advice regarding the applicability of fees to FOI requests.
- The FOI Request Process Guidelines (attached) provide best practices that should be adopted by ministries in fulfilling their duties in response to FOI requests.
- There is a need to increase awareness of the relevant portions of the existing legislation, regulations, policies, and guidelines to ensure a consistent approach by individual public bodies and to provide uniform service to applicants.

Limitations:

- This guideline applies to the collection of electronic records only.
- Fees cannot apply to:
 - the first three hours spent locating and retrieving a record;
 - time spent severing information from a record;
 - requests for an applicant's own personal information; or,
 - time spent assessing harms in a record.
- Fees can apply to any time spent:
 - producing the record; or,
 - preparing the record for disclosure.
- Fee estimates must be reassessed after a request is narrowed/clarified with an applicant **except for** repeated, non-topical requests which will not be narrowed by date range once a fee estimate has been assessed.
- Both estimated and actual search hours should be recorded in the Call for Records form provided to Information Access Operations (IAO), as any deviations may be payable to/by the applicant.
- Below is a list of considerations that may apply when estimating the amount of time required to locate and retrieve, produce, and prepare records for an FOI request.
- If you have further questions, you should seek guidance from your public body's main FOI contact. If uncertainty still exists, IAO contacts are also available to provide guidance.

Fee Estimate Considerations	
Locating & Retrieving Records	<ul style="list-style-type: none"> • The first three hours spent providing this service are free. • This is the time required to locate and retrieve responsive records from all sources. • Tasks may include locating and retrieving responsive off-site records, extracting records from EDRMS/TRIM, or identifying emails from Outlook folders (including 'deleted', 'sent', or any relevant subfolders).
Producing Records (i.e. creating records)	<ul style="list-style-type: none"> • There are no free hours for providing this service. • If you are responding to a request that is only for emails, fees for producing records will not apply. • This is the time required to produce records from other sources, such as time spent developing a program to produce database records. • Tasks may include manual time spent creating and producing records or identifying relevant sources of data/information required to produce those records. • An example of the type of request where this fee may be applicable is one that would require staff time for developing a computer program/script.

Note: Although the access provisions in FOIPPA are intended to cover existing records in the custody or control of a ministry, there are specific circumstances under which FOIPPA requires the ministry to create a new record. Several factors must be considered when determining if a record should be created to respond to a request. If you believe you may be required to create records, please seek guidance from IAO.

Fee Estimate Considerations	
Preparing Records	<ul style="list-style-type: none"> • There are no free hours for providing this service. • This may include time spent by IAO (for electronic records) or the Ministry (for hardcopy records) to convert records into PDF (unless the applicant has specified another format), consolidate them into a single PDF document, and organize records packages (e.g., by date, department, staff, records type, etc.) • Tasks may include converting, scanning and photocopying records into a PDF, as well as ensuring completeness of responsive records.

Example Requests:

To provide the applicant with an accurate fee estimate relating to email volume, IAO's current process requires only that you provide an estimate of the number of responsive emails. The chargeable time required for IAO to deduplicate, sort, and consolidate emails for disclosure is approximately 220 emails per hour.

- All emails – excluding attachments – sent or received by the Minister. Email search is limited to the individual's Outlook account. (Date Range for Record Search: From 12/01/2020 To 12/31/2020)
 - o This request captured 330 emails.
 - o Once the Ministry advised IAO of this, IAO was able to charge a fee estimate of \$45.00 based on the following criteria:
 - One hour search (provided at no charge as it's within three free hours), zero hours producing, and one and a half hours preparing.
- All emails - excluding attachments – sent or received by the Ministerial Assistant. (Date Range for Record Search: From 05/01/2019 To 05/07/2019)
 - o This request captured 880 emails.
 - o Once the Ministry advised IAO of this, IAO was able to charge a fee estimate of \$120.00 based on the following criteria:
 - o Two hour search (provided at no charge as it's within 3 free hours), zero hours producing, and four hours preparing.

Contact: Rhianna Begley, Executive Director – 778 698-5851

Cabinet Operations FOI Guide

Request Received	
	<ol style="list-style-type: none">1. IAO enters new requests in MOD*. Either IAO or our DMO FOI team assign “Watchers”. Assignment as a Watcher means you’ll receive notifications in the MOD system on changes to the request status. You’ll also receive notifications of conversations/questions and can reply or post your own in the “Comments” tab. *If you have any issues accessing MOD, Matt Prodan and Kyle Eggleston are the IAO contacts for system issues. **Marisa Marquis and Lisa Cheston are monitoring MOD daily for new requests and will send an email formally canvassing for records where Cab Ops may have something responsive.
RMO:	<ol style="list-style-type: none">2. Create a request folder on the LAN and file the CFR as Word document.3. To obtain the CFR document, go the “Attachments” tab in MOD and find the CFR form uploaded by IAO (it will be pink), then in the 3 dots to the right click “download” and move it from your downloads folder to the request case file.4. Add the request to the FOI Tracking Document.5. Review the request to ensure it provides enough detail to identify the records sought. Post a note in the “Comments” tag if clarification is needed.6. Conduct a Copernic search/ canvass appropriate staff / review off-site lists if appropriate.
No Responsive Records (NRR) within Cabinet Operations – <i>when only Cab Ops was canvassed</i>	
RMO:	<ol style="list-style-type: none">1. Track responses from staff and file in the request folder.2. Document search efforts either by email in the folder or on the CFR form.3. In the Divisional Tracking section of the “Request” tab, add a division to track and follow the drop box selections. Then post a Comment using @NAME to tag Marisa/Lisa.4. Update the status on the FOI Tracking Document.
Responsive Records – <i>No Fees</i>	
RMO:	<ol style="list-style-type: none">1. If search time is under three hours and producing the records is routine, continue to compile records (no fee will be issued). If other offices in the Office of the Premier (eg: IGRS, Exec/DMO) have been canvassed, use your discretion whether combined fee estimating could be expected to exceed 3 hrs and coordinate with the DMO* via OOP.FOI@gov.bc.ca.2. Conduct harms assessment(s) with Cabinet Operations’ assigned ministry lead if appropriate.3. Most recently I’ve been using a representative sample of the responsive records in a separate pdf document to provide an example of harms and asking the analyst to apply that approach to the rest of the records.4. Upload the records into MOD in their existing format (you don’t need to convert to pdf and combine them anymore). The system will deal with any duplicates.<ol style="list-style-type: none">a. To load the records, navigate to the “Records” tab and click on the “+Upload Records” button in the top right. Follow the prompts and be sure to tag them as Cabinet Operations. When complete, check the list every item has a green check.b. Upload the harms assessment in the “Attachments” tab using the “+Add Attachment” button.5. Update the status in the FOI Tracking Document.

Updated June 2024

Cabinet Operations FOI Guide

Responsive Records – Fees	
RMO:	<p>If the search time will exceed 3 hours or guidance is needed on estimating fees to produce the records, please review IAO's latest fee estimating guidelines. Please consult with the Information Management Advisor (Marisa Marquis). The Information Management Advisor will work with IAO if further advice and guidance is needed as there may be other offices within the Office of the Premier who are also working on estimates for the same file.</p> <p>Update the status in the FOI Tracking Document.</p>
Sign off	
	<ol style="list-style-type: none"> You'll receive notification in MOD when a file changes status to Ministry Sign Off. There may be a comment from the analyst in the "Comments" section. <ol style="list-style-type: none"> To pick up the redline records for review, navigate to the "Records" tab and click on the Download button in the top right corner and select download redline, then open the zip file from your Downloads folder, and click on the Cabinet Operations folder. Copy pdf documents to our case file on the LAN. The Sign Form and draft response letter will be under the "Attachments" tab. Click on the 3 dots to download the documents into your downloads folder and move into the case file. You can begin reviewing the redline. Before sending the file forward for Neil's approval you'll need to wait for Lisa to send you a revised Sign Form (she'll do this by email) as she needs to create a place for Neil's signature. This is also a good time to check with Marisa or Lisa when they next have a meeting scheduled with Shannon for FOI approvals that we should be targeting.
RMO:	<ol style="list-style-type: none"> Review the sign off package, approval summary and draft response letter, and follow up on any questions with the analyst using "Comments" in MOD, or with the Cabinet Operations ministry lead if needed. Forward the email to the Manager for approval with any explanatory notes: <ol style="list-style-type: none"> Clearly identify the page range for Cabinet Operations' records if the package contains records from other areas with the Office of the Premier. Once Manager approves, email the DCS for review and approval: <ol style="list-style-type: none"> The subject line should include a requested response date. Include the wording of the request, any explanatory notes and any comments raised by the Manager, and the page range for Cab Ops records if applicable. Note the LDD and next scheduled opportunity for DM approval if known. Attach the redline records, sign form (approval summary) and draft response letter. Track and follow up for response if needed. File a copy of the approval in the case file on the LAN. Send the Sign Form with the DCS' esig applied to OOP.FOI@gov.bc.ca. Update the status in the FOI Tracking Document.
Close Cabinet Operations File	
RMO:	<ol style="list-style-type: none"> File all non-transitory emails/ documents in electronic folder. Delete all transitory records. Cut file from "active" portion of FOI Tracking Document and paste to "closed" portion. Review weekly FOI Executive Report posted on SharePoint for the official closed date of the request and update the status in the FOI Tracking Document.

Cabinet Operations FOI Guide

Glossary of Abbreviations

Abbreviation	Meaning
CFR	Call for Records
DCS	Deputy Cabinet Secretary
FOI	Freedom of Information
FOIPPA, FIPPA	<i>Freedom of Information and Protection of Privacy Act</i>
IAO	Information Access Operations - central agency for FOI services to ministries
LDD	Legislated Due Date
NRR	No Responsive Records
OIPC	Office of the Information and Privacy Commissioner
PIA	Privacy Impact Assessment
PO vs OOP	Premier's Office (PO) – for FOI purposes, commonly interpreted to mean the Executive Branch or political offices. Office of the Premier (OOP) – for FOI purposes, interpreted to mean the public body. This includes the Executive Branch and Deputy Minister's Office, Cabinet Operations and Intergovernmental Relations Secretariat.
RMO	Records Management Officer, Cabinet Operations
WA	West Annex
OOP.FOI@gov.bc.ca	Centralized FOI mailbox in the Deputy Minister's Office, Office of the Premier. - (Marisa Marquis & Lisa Cheston monitor this mailbox)

Contacts

Organization	Name and Title (Bolded names are the primary contacts)
Deputy Minister's Office, Office of the Premier	Yvette Marquis , Director Executive Operations Maya Engelbrecht, Project Director Marisa Marquis , Information Management Advisor
Central Agency Team, IAO	Cindy Elbahir , Manager Eric Shiplack , Team Lead Nicola Lutte , Team Lead

Updated June 2024

Cabinet Operations FOI Guide

	Kathleen Anderson , Team Lead
Intergovernmental Relations Secretariat	Karen Milne , Manager Executive Operations Karen van Marum , Director, Strategic Services (back up)
Legal Services Branch	Tamara Saunders , Legal Counsel, Constitutional and Administrative Law group. She's Cab Ops' legal advisor and also works in the FOI law group.

Resources & References

MOD videos and training resources:	help.foirequests.gov.bc.ca/help-articles
FOI training & Information Resources:	Information Access Operations (IAO) - Citizens' Services Hub (gov.bc.ca)
FOIPPA Policy & Procedures Manual	FOIPPA Policy & Procedures Manual - Province of British Columbia (gov.bc.ca)
FOI Act	Table of Contents - Freedom of Information and Protection of Privacy Act (gov.bc.ca)
Open Info	Search for Information Releases (FOI Requests) - Province of British Columbia (gov.bc.ca)

Updated June 2024

Cabinet Operations

Freedom of Information Orientation Guide

Table of Contents

OVERVIEW	3
Legislated Timelines	3
Exemptions	3
Mandatory Exceptions	3
Discretionary Exceptions	3
Cabinet Operations' Procedures	4
Cabinet Operations' Role	4
Stages of an FOI Request	4
Requests vs Consultations	4
OIPC Inquiries	5
Contacts	5
Additional Resources	5
Information Incidents and Privacy Breaches	6
Acronyms	6

OVERVIEW

The [Freedom of Information and Protection of Privacy Act](#) (FOIPPA) ensures government accountability to the public by granting the right of access to government records, subject to limited exceptions.

Most Freedom of Information (FOI) requests received by Cabinet Operations are for records that contain Cabinet confidences. Protecting Cabinet confidences stems from constitutional conventions and traditions concerning Cabinet confidentiality and its deliberative process. Cabinet's deliberative process is broad-based, taking into account a continuum of communications that is dynamic and fluid.

Information Access Operations, Ministry of Citizens' Services (IAO) is a centralized program area responsible for processing FOI requests on behalf of ministries. IAO uses an application called MOD to process requests from start to finish. In Cabinet Operations, the RMO and Manager have access to this system and use it for three main purposes: to provide responsive records to IAO for review; to communicate with IAO and/or our DMO about the request; and to receive the approval package for final review and sign off.

Legislated Timelines

Public bodies must respond to an FOI request within 30 business days of receipt of the request unless the [legislated due date is extended](#).

Exemptions

Exceptions from disclosure are either mandatory (required under FOIPPA) or discretionary (may withhold information after considering relevant factors). Most of them are harms based and public bodies should be prepared to demonstrate how the harms tests are met if applicants request a review of the decision to withhold information.

The exemption for protecting Cabinet confidences expires after 15 years, although other exemptions that have not yet expired may still apply.

Mandatory Exceptions

[Section 12](#) – Cabinet Confidences

[Section 18.1](#) – Harm to interests of an Indigenous people

[Section 21](#) – Harm to business interests of a third party

[Section 22](#) – Harm to personal privacy

Discretionary Exceptions

Sections 13-20 require the head of the public body to exercise discretion in deciding whether to disclose information. These are:

[Section 13](#): Policy advice or recommendation

[Section 14](#): Legal Advice (solicitor-client or litigation privilege)

[Section 15](#): Harm to law enforcement

[Section 16](#): Harm to intergovernmental relations or negotiations

[Section 17](#): Harm to financial or economic interests of a public body

[Section 18](#): Harm to conservation of heritage sites, etc.

[Section 19](#): Harm to individual or public safety

[Section 20](#): Information that will be published or released within 60 days

Cabinet Operations' Procedures

The Records Management Office (RMO) is responsible for managing information and records requests including FOI requests and legal proceedings searches. This guide describes Cabinet Operations' FOI procedures at high level. A detailed step-by-step [checklist](#) is filed in the FOI policy and procedures folder on the LAN.

Cabinet Operations' Role

Stages of an FOI Request

IAO identifies 5 stages to process a typical FOI request from receipt to delivery of the response to an applicant:

- **Intake** (IAO)
- **Search**: Cabinet Operations conducts a search for responsive records and provides them along with a harms assessment to IAO.
- **Review** (IAO)
- **Approvals**: IAO prepares an approval package consisting of redlined records, a summary of their recommendations and a draft response letter. The RMO reviews and addresses any questions with IAO before forwarding the package and any advice to the DCS for approval; the RMO then provides the DCS approval and any comments to the DMO.
- **Release** (IAO)

Requests vs Consultations

Under FOIPPA, FOI requests are directed to and processed at the ministry level. Cabinet Operations, as a program area within the Office of the Premier, may have responsive records for requests in addition to records located in other program areas such as the DMO, PPS and/or IGRS. The IAO analyst assigned to the file will ensure that any severing is applied consistently throughout the complete package. For requests that have been directed to multiple ministries, IAO does their best to coordinate consistent severing across all files.

Consultations are undertaken when a ministry has responsive records in their files that were authored by another ministry. In Cabinet Operations, that means that a consultation will be undertaken with the authoring ministry of a Request for Decision, for

example. A consultation asks the authoring ministry to provide their views on whether information should be severed from a record and why. Under FOIPPA, the ultimate decision on whether to accept and apply that advice rests with the delegated head of the ministry that received and is responding to the FOI request.

Occasionally Cabinet Operations may be consulted about records another ministry has in their files that were authored by our office and are responsive to a request they're processing. Some examples of this could include email correspondence, or tables of items we're tracking from a ministry for upcoming Cabinet or Cabinet committee meetings (CROCs). The RMO will review the records for possible severing and connect with the responsible staff person before proceeding with approvals and responding.

OIPC Inquiries

FOI applicants have the right to request a review of a ministries decision to withhold information from a record. Applicants may also make a complaint about adequate searches or if they believe a ministry failed in their duty to assist. Legal Services Branch represents ministries for inquiries at the Office of the Information and Privacy Commissioner (OIPC). The Commissioner (or his delegate) has the power to issue binding orders about access to information disputes.

OIPC Inquiries – Cabinet confidences (s12) evidence

Cabinet Operations is sometimes asked to assist LSB prepare for inquiries regarding another ministry's response where Cabinet confidences (section 12) are at issue.

s. 14

Contacts

Deputy Minister's Office	oop.foi@gov.bc.ca Marisa Marquis – Information Management Advisor Lisa Cheston – Admin Assistant Yvette Marquis – Director, Executive Operations Maya Engelbrecht – Project Director
Information Access Operations (IAO), CITZ Central and Economy Team	IAO.CentralandEconomyTeam@gov.bc.ca Cindy Elbahir, Manager Eric Shiplack, Team Lead Nicola Lutte, Team Lead Kathleen Anderson, Team Lead

Additional Resources

[IAO's intranet site](#) offers a variety of links and resources including quick reference infographics and online learning.

Requests for general information (ie: excluding requests for a person's own information) are published on [Open Information](#). This site also has links to proactive disclosures such as Minister and Deputy Minister calendars and expenses, and contracts.

The [FOIPPA Policy and Procedures Manual](#), is publicly available and contains section by section summaries, policies and procedures, and interpretation guides.

The [Office of the Information and Privacy Commissioner](#) publishes case law on orders and decisions resulting from inquiries and investigations. The OIPC is an independent oversight body, and the Commissioner is an Officer of the Legislature.

The Supreme Court of Canada's decision in *Ontario (Attorney General) v. Ontario (Information and Privacy Commissioner)*, 2024 SCC 4

Information Incidents and Privacy Breaches

An information incident includes the theft, loss, alteration or destruction of information. A privacy breach is an information incident that involves personal information. Both types of incidents must be immediately reported to your supervisor, and to the 24/7 Breach Reporting Line:

1. Dial the Shared Services BC Service Desk at 250 387-7000 or toll-free at 1-866-660-0811
2. Select Option 3
3. Ask for an Information Incident Investigation

The Ministry of Citizens' Services has published information and checklists to guide ministry employees and supervisors when [reporting and mitigating an incident](#).

Acronyms

CITZ	Ministry of Citizens' Services
DMO	Deputy Minister's Office
IAO	Information Access Operations
FOIPPA	Freedom of Information and Protection of Privacy Act
FOI	Freedom of Information
LSB	Legal Services Branch, Ministry of Attorney General
OIPC	Office of the Information and Privacy Commissioner
RMO	Records Management Officer