

From: [Shotton, Ben](#)
To: [Whitehead, Cameron JTST:EX](#); [Mercer, Andrea TRAN:EX](#); [Tupper, Chris](#)
Cc: [Shotton, Ben](#)
Subject: RE: Request for info: Refugees and Driver's Licenses
Date: Thursday, February 11, 2016 3:45:40 PM

Sorry Cameron.....that's what happens when I rush.....some additional info and clarity in red below

Ben Shotton

Manager,

Driver Licensing Integrity & Oversight

ICBC building trust. driving confidence.

.....

910 Government St, | L 401

Victoria | British Columbia | V8W 3Y8

direct: 250-414-7804 |

facsimile: 250-978-8007 | **mobile:** 250-213-2994

From: Whitehead, Cameron JTST:EX [mailto:Cameron.Whitehead@gov.bc.ca]

Sent: Thursday, February 11, 2016 3:26 PM

To: Shotton, Ben ; Mercer, Andrea TRAN:EX ; Tupper, Chris

Subject: RE: Request for info: Refugees and Driver's Licenses

Thanks for your quick reply Ben and very helpful explanation.

Here are the bullets I will provide:

- In BC, the Insurance Corporation of British Columbia (ICBC) provides driver licensing services. Drivers licensing is covered under the BC Motor Vehicles Act (under the Ministry of Transportation).
- BC does not have a reciprocal licensing arrangement with Syria, so those with a Syrian driver's license will need to go through testing. However, if proof can be provided of driving experience, they may receive credit under ICBC's graduated licensing program.
- ICBC offers free, over-the-phone language services to help communicate with customer representatives, and it offers the knowledge test required for a learner's permit in 13 languages including Arabic.
- A learner's permit is good for two years, but requires the driver to have another adult, aged 25+ and with a class 5 licence, sitting in the passenger seat. They also may not drive between the hours of 12am and 5am. There are two stages to the GLP Program.....a minimum 1 year learners stage with the adult aged 25 requirement and the hours you noted and an additional two year Novice Stage. A Road Test is required after each stage. The requirements under the Novice program is restrictions of two passengers without an adult.....zero tolerance for alcohol for both the stages
- Interpretations services available immediately preceding the road test, but the ICBC policy requires that drivers take the Class 7 (Novice) and Class 5 road test unassisted. ICBC reports that thousands of road tests are taken each year using hand signals to indicate testing directions.

Thanks again,

Cameron

From: Shotton, Ben [<mailto:Ben.Shotton@icbc.com>]

Sent: Thursday, February 11, 2016 3:12 PM

To: Whitehead, Cameron JTST:EX; Mercer, Andrea TRAN:EX; Tupper, Chris

Cc: Shotton, Ben

Subject: RE: Request for info: Refugees and Driver's Licenses

Hi Cameron.....nice to meet you as well.....here is what occurs at our ICBC Offices.....for the Service BC and Appointed Agents the language would not be available so depending on where the testing is conducted, it may vary:

I will start with the Knowledge Test.....Arabic is one of the 13 languages that we have on the DL Knowledge Test (KT) Kiosks throughout the province.....the expectation and policy is that knowledge tests and all others will be done unassisted. Once the KT is passed and it is time for a Road Test ICBC will recommend the customer comes into the office with someone who can translate.....they usually do because of the language barrier and the support organizations come to support.

If they do not come into the office with support ICBC would use the Language Line and have translated what is expected of them and how the road test would go.....they are done in cases like this thousands of times yearly and they use hand signals to indicate turns as well as other hand signals when the Driver Examiner wants to indicate what they want done nextIt is ICBC policy to have these test conducted unassisted and do not allow translators or others in the vehicles during testing.....someone who is deaf or mute also go through this process of using the hand signals.....let me know if you need anything else.

Ben Shotton

Manager,

Driver Licensing Integrity & Oversight

ICBC building trust. driving confidence.

.....

910 Government St, | L 401

Victoria | British Columbia | V8W 3Y8

direct: 250-414-7804 |

facsimile: 250-978-8007 | mobile: 250-213-2994

From: Whitehead, Cameron JTST:EX [<mailto:Cameron.Whitehead@gov.bc.ca>]

Sent: Thursday, February 11, 2016 3:05 PM

To: Mercer, Andrea TRAN:EX <Andrea.Mercer@gov.bc.ca>; Tupper, Chris <Chris.Tupper@icbc.com>

Cc: Shotton, Ben <Ben.Shotton@icbc.com>

Subject: RE: Request for info: Refugees and Driver's Licenses

Thank you Andrea, and thank you for your referral and comment Chris – I will close the loop with you when we confirm the road test issue.

Ben – nice to meet you – are you able to review the bullets below? (Grey highlight)

Best,

Cameron Whitehead, Ph.D.

Senior Policy Analyst (Acting for Carling Helander, Director)

Immigration Policy

Workforce Development and Immigration Division

(250) 889-2361

From: Mercer, Andrea TRAN:EX
Sent: Thursday, February 11, 2016 2:57 PM
To: Tupper, Chris; Whitehead, Cameron JTST:EX
Cc: Shotton, Ben
Subject: Re: Request for info: Refugees and Driver's Licenses
Cameron / Ben, hoping the 2 of you can connect.
Cameron, please take note of Chris' comment RE: Road Testing
Andrea

Andrea Mercer
Manager, Crown Agency Policy
Ministry of Transportation and Infrastructure
250-387-6024 (Office)
250-812-5486 (Mobile)

On Feb 11, 2016, at 14:00, "Tupper, Chris" <Chris.Tupper@icbc.com> wrote:

Hi Andrea. Please have Cameron contact Ben Shotton who is cced here. He is coordinating our Syrian response in DL matters. Thank you. Ben - once you connect with Cameron and discuss this issue, could you just close the loop with me to let me know all is resolved?

Andrea - With respect to the road test matter mentioned at the end, I think that is new info to us and would probably require some further discussion. Ben may have some thoughts, but that would be a part of a bigger request to consider. Thanks!
Tupper

On Feb 11, 2016, at 11:10 AM, Mercer, Andrea TRAN:EX <Andrea.Mercer@gov.bc.ca> wrote:

Hi Chris –
Can you let me know if there is someone Cameron can connect with?

From: Whitehead, Cameron JTST:EX
Sent: Thursday, February 11, 2016 11:08 AM
To: Mercer, Andrea TRAN:EX
Subject: Request for info: Refugees and Driver's Licenses
Hi Andrea, (Hopefully I have the right person – sorry for the blind request but I have a pretty tight turnaround!)
I'm hoping you'd be able to look over some bullets for me (see highlighted request below), or would be able to forward them to someone who can:

- In BC, the Insurance Corporation of British Columbia (ICBC) provides driver licensing services. Drivers licensing is covered under the BC Motor Vehicles Act (under the Ministry of Transportation).
- BC does not have a reciprocal licensing arrangement with Syria, so those with a Syrian driver's license will need to go through testing. However, if proof can be provided of driving experience, they may receive credit under ICBC's graduated licensing program.

- ICBC offers free, over-the-phone language services to help communicate with customer representatives, translators at several locations, and offers the knowledge test required for a learner's permit in several languages including Arabic.
- A learner's permit is good for two years, but requires the driver to have another adult, aged 25+ and with a class 5 licence, sitting in the passenger seat. They also may not drive between the hours of 12am and 5am.
- Interpretations services are not available for road tests, and the ICBC operations manual currently requires that drivers take the Class 7 (Novice) and Class 5 road test unassisted.

Also, if we were looking to change the ICBC operations manual to allow for interpreters on road tests (perhaps as an exception for Syrian refugees)– to whom would you recommend I speak?

Again, sorry for the blind request – please advise if you can!

Cameron Whitehead, Ph.D.

Senior Policy Analyst (A/Director)

Immigration Policy

Workforce Development and Immigration Division

(250) 889-2361

From: Shatilla, Stephanie (MCIIT) [<mailto:Stephanie.Shatilla@ontario.ca>]

Sent: Thursday, February 11, 2016 9:40 AM

To: Mary Hunter (mehunter@gov.pe.ca); Abbey MacPherson; Young, Alice (MCIIT); Helander, Carling JTST:EX; Carys Storey; Debbie Sheppard (dsheppard@gov.nl.ca); Fanny Levy (fanny.levy@gov.mb.ca); Henderson, Rachel A (Rachel.Henderson@novascotia.ca); Laurie Morton (laurie_morton@gov.nt.ca); Marie-Josée Lemay (marie-josée.lemay@micc.gouv.qc.ca); Marius Curteanu; Nathalie Ouellet (nathalie.ouellet@gov.yk.ca); Percy Cummins (percy.cummins@gov.ab.ca); Sandy Kownak (skownak@gov.nu.ca); Tara Acoose; Aaron MacMillan; Alex Martin (alex.martin@gov.ab.ca); Alice Wong (alice.wong@gov.ab.ca); Amanda Stephens (amanda.stephens@gnb.ca); Andrew Mackey (andrewmackey@gov.nl.ca); Angela Schubert (angela.schubert@gov.ab.ca); Anisa Martin (anisa.martin@gov.ab.ca); Ashraf Ghanem (ashraf.ghanem@gnb.ca); Aurian Stark ; Brad Trefan (brad.trefan@gov.ab.ca); Brenda Campbell; Bryna Sclater (Bryna.Sclater@gov.ab.ca); Whitehead, Cameron JTST:EX; Carolyn Fraser; Cathy Campbell ; Christa Ross; Colin Lemoine; Danielle Comeau; Don Kwas (don.kwas@gov.ab.ca); Cheong, Fiona JTST:EX; Gosia Cichy-Weclaw (gosia.cichy-weclaw@gov.ab.ca); Janell Dautel; Jesse Vreeken (jesse.vreeken@gov.ab.ca); Hretchka, Larissa (MCIIT); Leahey, Adrienne (MCIIT); Bakhshiyani, Lilit (MCIIT); Linda Choi; Louise Van Wart (VANWARLE@gov.ns.ca); Mary-Jo MacKay; Edwards, Megan (MCIIT); Mildred Klassen (mildred.klassen@gov.ab.ca); Mona Syed (mona.syed@gov.yk.ca); Olga Rupil; Peter Weclaw (Peter.Weclaw@gov.ab.ca); Sandra Van Westerneng; Shannon Dumba; Stephanie MacKnight; Tokunbo Famewo-Adeniyi (tokunbo.famewo-adeniyi@gov.ab.ca); Vadim Kukushkin (vadim.kukushkin@gov.ab.ca); Yan Zha (yan.zha@gov.ab.ca)

Cc: Egerdie, Molly (MCIIT); Shatilla, Stephanie (MCIIT); Amanda Daub (Amanda.daub@gov.yk.ca); Amoyaw, Benjamin; Annie Bernard (annie.bernard@midi.gouv.qc.ca); Kathy Mahon (kmahon@gov.nl.ca); Melissa Brayley (melissa.brayley@novascotia.ca); Guy, Pat (MCIIT); Ruth McLeod NB cc (ruth.mcleod@gnb.ca); Sarah Smith

Subject: Request for info: Refugees and Driver's Licenses

Good afternoon, PT PPT leads and officials,

I have a request for you from a PT as part of our continued efforts to share

information and collaborate on Syrian refugee resettlement.

New Brunswick is looking for information on how are other province dealing with **Refugees who want to obtain a driver's license but can't speak or read English** (or French). For example, do PTs allow translators in the room or vehicle when someone is taking a drivers' exam? It would be helpful to include the various legislation you have on this, and which department/ministry is responsible for this in your jurisdiction.

Please send your responses/information **as soon as possible** directly to Carys Storey (Carys.Storey@gnb.ca), copying the PT Secretariat. We will compile the responses and send them back to all PTs that reply to the request.

Thanks,

Steph

Stephanie Shatilla

Director, Provincial/Territorial Secretariat – Forum of Ministers Responsible for Immigration

Citizenship and Immigration Division

Ontario Ministry of Citizenship, Immigration and International Trade

Tel: 416-314-0519

www.OntarioImmigration.ca

 Please consider the environment before printing this e-mail

This email and any attachments are intended only for the named recipient and may contain confidential and/or privileged material. Any unauthorized copying, dissemination or other use by a person other than the named recipient of this communication is prohibited. If you received this in error or are not named as a recipient, please notify the sender and destroy all copies of this email immediately.

Insurance Corporation of British Columbia | 151 W. Esplanade | North Vancouver | V7M 3H9

[Contact Us](#)

From: [Mercer, Andrea](#) TRAN:EX
To: [Weberg, Brent](#) MCF:EX
Subject: RE: Syrian Refugees - JTST/ICBC touch points
Date: Wednesday, November 25, 2015 3:38:00 PM

Awesome, thanks Brent!

From: Weberg, Brent TRAN:EX
Sent: Wednesday, November 25, 2015 3:36 PM
To: Mercer, Andrea TRAN:EX
Subject: FW: Syrian Refugees - JTST/ICBC touch points
FYI

From: White, Sunny JTST:EX
Sent: Wednesday, November 25, 2015 3:28 PM
To: Weberg, Brent TRAN:EX
Subject: FW: Syrian Refugees - JTST/ICBC touch points
FYI only

From: Nicholls, Cloe JTST:EX
Sent: Wednesday, November 25, 2015 3:27 PM
To: Tupper, Chris
Cc: White, Sunny JTST:EX; Uhl, Robyn JTST:EX
Subject: RE: Syrian Refugees - JTST/ICBC touch points
Hi Chris,

I am just following up on Brent Weberg's note below. I'm happy to chat and fill you in on where we are at in terms of refugee coordination.

I am cc'ing Robyn Uhl, a Senior Advisor on my team – if you provide some dates of availability, Rob can schedule a call.

Thanks for reaching out.

Cloe

Cloe Nicholls

A/ Executive Director

Immigration Policy Branch

Ministry of Jobs, Tourism and Skills Training

(p) 250-216-9102

From: Weberg, Brent TRAN:EX
Sent: Wednesday, November 25, 2015 1:30 PM
To: White, Sunny JTST:EX
Cc: Nicholls, Cloe JTST:EX; Tupper, Chris
Subject: Syrian Refugees - JTST/ICBC touch points
Hi Sunny,

Please ask Cloe to contact Chris Tupper at ICBC. I have cc'd him and attached his contact card for Cloe.

ICBC's interest is with respect to their role in providing identification, and were hoping to connect in with whomever in government might be coordinating matters related to the incoming refugees.

Thank again for your help.

Brent

Brent Weberg

250-480-9460