

# Community Living British Columbia

## FIPA Access Assessments

This organization was listed as an independent public body at the start of 2024 under British Columbia's [Freedom of Information and Protection of Privacy Act](#) (FOIPPA) and the [Information Management Act](#) (IMA).

FIPA conducts empirical research as part of its program activities. Its access assessment activities are meant to monitor freedom of information. <https://fipa.bc.ca/research-resources/access-assessments/>

This PDF contains the requests that were sent to this public body, as well as the records that were subsequently released.

These records were originally collected as data for a more in-depth study as part of FIPA's empirical research. That involved submitting focused freedom of information (FOI) requests to determine how this public body, which we classified as part of the broader public sector, was interpreting and applying FOIPPA and IMA legislation.

That project is called *Access Regimes: Social Studies of Recordkeeping, Bureaucracy, and Secrecy under Freedom of Information Law*. Further information about that study can be found on the Open Science Foundation's [registration platform](#).

Distinct from the original study, FIPA has also assessed whether this public body meets expectations identified in an IPSOS poll we commissioned. That poll can be found on the FIPA website here. <https://fipa.bc.ca/community-living-british-columbia/>

### About FIPA

The BC Freedom of Information and Privacy Association (FIPA) is a non-partisan, non-profit society that was established in 1991 to promote and defend freedom of information and privacy rights in Canada. While we are based in BC, our membership extends across Canada, and we regularly partner with organizations throughout the country.

Our goal is to empower citizens by increasing their access to information and their control over their own personal information. We serve a wide variety of individuals and organizations through programs of public education, public assistance, research, and law reform. We are one of very few public interest groups in Canada devoted solely to the advancement of freedom of information and privacy rights.

### Requests sent to broader public sector organizations



### **Request item 1**

Current organizational charts that indicate freedom of information personnel and information management personnel.

#### **Summary**

Charts that outline where freedom of information personnel and information management personnel exist within an organization.

#### **Rational**

Organizational charts help identify who is responsible for fulfilling certain obligations.

### **Request item 2**

Delegation of authority charts for the Freedom of Information and Protection of Privacy Act.

#### **Summary**

Charts that outline who has certain powers under the Freedom of Information and Protection of Privacy Act.

#### **Rational**

Delegation of authority charts are standard instruments across the implementation of any law with delegable and discretionary powers.

### **Request item 3**

Policies or procedures regarding freedom of information (not privacy), including policies and procedures regarding the routine release of information and proactive disclosure.

#### **Summary**

Freedom of information policies.

#### **Rational**

Policies are the core of implementing any new public initiative.

### **Request item 4**

Final reports regarding the public body's performance reporting, program evaluations, or project implementation plans or proposals with respect to freedom of information.

#### **Summary**

Internal reports about freedom of information.

#### **Rational**

How public bodies monitor their performance matters.

### **Request item 5**

Delegation of authority charts for the Information Management Act, as applicable.

#### **Summary**

Charts that outline who has certain powers under the Information Management Act.

#### **Rational**

Delegation of authority charts are standard instruments across the implementation of any law with delegable and discretionary powers.



### **Request item 6**

Interoffice memoranda about freedom of information and records/information management.

#### **Summary**

Memos about freedom of information and records/information management.

#### **Rational**

Internal communications can structure organizational activity.

### **Request item 7**

Metadata Application Profiles and records disposition models, as well associated policies and procedures and implementation plans and reports.

#### **Summary**

Metadata schemas for records management systems.

#### **Rational**

Metadata is an essential part of establishing control over records.

### **Request item 8**

Office of primary responsibility designations/matrices.

#### **Summary**

Lists of offices responsible for certain organizational records.

#### **Rational**

Lists like this are often a reflection of the classification logics used to manage records.

### **Request item 9**

Technical manuals for records management systems.

#### **Summary**

User manuals for records management software.

#### **Rational**

Manuals contribute to how staff interact with technology.

### **Request item 10**

Acceptable use of technology policy instruments (where “instrument” has the same meaning as in [Treasury Board Directive 1/23](#) and onboarding manuals.

#### **Summary**

Acceptable use of technology policies.

#### **Rational**

Acceptable Use Policies govern how employees may appropriately interact with technology over the course of their job.

### **Request item 11**

File plans/lists/indexes and/or records management ontologies/thesauri.

#### **Summary**

Lists of regularly created files.



**Rational**

File lists are a prerequisite to an up-to-date file classification plan.

**Request item 12**

Public body self-assessments and audits/evaluations of records/information management.

**Summary**

Self-assessments conducted according to an internal government standard.

**Rational**

Regular reviews of records management is best practice in information governance.

**Request item 13**

Policy instruments regarding records or information management.

**Summary**

Records management policies.

**Rational**

Policies are the core of implementing any new public initiative.

**Request item 14**

Copies of record retention schedules.

**Summary**

Record retention schemas.

**Rational**

Retention schedules are the key instrument in asserting control over records classification and retention.

**Request item 15**

The public body's information resources/information asset plans/records management plans, as applicable.

**Summary**

Records management plans.

**Rational**

Records management is something that must be planned out carefully.

**Request item 16**

Licenses, contracts, or agreements between the public body and recordkeeping system service providers or contractors.

**Summary**

Contracts for recordkeeping systems.

**Rational**

Contracts detail roles and responsibilities with respect to system implementation and maintenance.



### **Request item 17**

Final jobs description files for any employee who regularly performs a role or responsibility (1) in responding to a freedom of information request or (2) fulfilling public body's records/information management needs, including if those job descriptions do not explicitly mention FOI requests or records/information management.

#### **Summary**

Job descriptions for records management and freedom of information staff.

#### **Rational**

Job descriptions articulate the necessary skills and anticipated responsibilities of people charged with doing FOI or RM work.

### **Request item 18**

Records confirming the appointment and responsibilities of subdivisional freedom of information (not privacy) or records management 'champions,' (i.e. an ambassador for records management or FOI within a particular unit, such as FOI Oversight Liaison Officers or Duty to Document Champions), if any. (If applicable roles exist, kindly include memorandums, plans, or reports issued by those persons).

#### **Summary**

Records concerning the appointment of employees responsible for promoting freedom of information and records management.

#### **Rational**

Internal promotion of FOI and RM contributes to effective implementation.

### **Request item 19**

Organizational charts that include records/information management personnel (or the relevant organizational charts if your public body does not have dedicated RM/IM personal).

#### **Summary**

Charts that outline where freedom of information personnel and information management personnel exist within an organization.

#### **Rational**

Organizational charts help identify who is responsible for fulfilling certain obligations.

### **Request item 20**

Final training packages (i.e. presentation slides, etc.) and training implementation history files (e.g. reports of completion, etc.) for freedom of information and records/information management, including initial training specific to FOI analysts/coordinators.

#### **Summary**

Training materials for freedom of information and records management.

#### **Rational**

Training is necessary for the successful implementation of FOIPPA and IMA.

### **Request item 21**

internal surveys and the results of surveys concerning records/information management of freedom of information.



### **Summary**

Surveys about records management and freedom of information.

### **Rational**

Surveys of staff provide insight into the state of records management and freedom of information.

### **Request item 22**

“Documenting government decisions” policy instruments (where “instrument” has the same meaning as in [Treasury Board Directive 1/23](#)).

### **Summary**

Duty to document policies.

### **Rational**

The Chief Records Officer has developed directives instructing public bodies to develop organization-specific policies for documenting government decisions.

### **Request item 23**

Final Requests for Proposals concerning records management/freedom of information (not privacy).

### **Summary**

Requests for proposals for freedom of information and records management projects.

### **Rational**

RFPs document a public body's needs in order to identify the solutions they are seeking proposals to address.

### **Request item 24**

Copies of checklists, forms, templates, guides and other tools used in relation to processing freedom of information requests.

### **Summary**

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### **Rational**

Workflow materials for freedom of information processing.

### **Request item 25**

Contracts and statements of work for consultant services for freedom of information/records management work.

### **Summary**

Contracts and statements of work for consultants' work related to freedom of information and records management.

### **Rational**

Contracts and statements of work define the boundaries of what work the public body performs and what work it relies on others' to perform.



### **Request item 26**

Case management procedures (i.e. how analysts are assigned, what data is to be logged, how to notify program areas, etc.) for freedom of information requests.

#### **Summary**

Procedures for managing request workflows.

#### **Rational**

Case management software helps public bodies keep track of requests and organize their responses.

### **Request item 27**

Copies of any plans or assessments done in preparation for the application of the Information Management Act (e.g. Readiness Assessments for the provision relating to document government decisions).

#### **Summary**

Reports produced to prepare to implement duty to document.

#### **Rational**

These reports established the baseline position from which duty to document was purportedly implemented.

### **Request item 28**

Any previously unrequested/undisclosed records that assist in understanding how (1) records management is practiced in your public body, or (2) how decisions about freedom of information requests are made and how they are processed (e.g. any document, including an intranet file or records of another public body, that an employee references in the course of processing a request or describes how to apply exceptions, search for records, etc.).

#### **Summary**

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#### **Rational**

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## Information Requests Guideline

### Introduction

CLBC staff receives all sorts of request for information from individuals themselves or family members, from law firms, RCMP, ombudsperson, forensics, MCFD and other public bodies. This document is intended to guide CLBC staff in handling the various kinds of request for information and ensure that the request gets to the right CLBC department.

As outlined below, different process or procedure is followed depending on the type of the request and the applicant making the request.

In general, FOI requests are managed by the Information Access Operations (IAO)—a branch within the Ministry of Citizen's services. The IAO is responsible for applying FOIPPA on the records submitted by CLBC and ensure that appropriate redactions are made.

### Freedom of Information (FOI) Request

A Freedom of Information (FOI) request is a formal process to ask for copies of personal records about an individual (Personal Request). It is also a way to access general records (which are not personal in nature) that could be released, in whole or in part, to anyone (General Request). FOIPPA requires CLBC to act upon the request within 30-business days.

#### Personal FOI Request

|   |                                    |   |
|---|------------------------------------|---|
| 1 | <b>Request from applicant</b>      | CLBC directly receives request from the applicant or forwarded by local office to HO Privacy.   |
| 2 | <b>Authorization Requirement</b>   | Privacy Analyst determines whether applicant is requesting his/her/their own personal information or someone else's personal information. For instance, a relative or law firm representing an individual may submit a request on behalf of the individual. |
|   | <b>Submission of authority</b>     | If applicant is requesting information about someone else, Privacy Analyst will require submission of proof of authority (e.g., consent form, representation agreement, power of attorney, <i>committeeship</i> etc.)                                       |
| 3 | <b>PARIS Search</b>                | Privacy Analyst conducts PARIS search   |
|   | <b>Individual not found</b>        | If not in PARIS, Privacy Analyst checks with individual for other information to narrow down search (e.g., location, names of CLBC staff, CLBC office)  |
|   | <b>No responsive records found</b> | If no additional information provided within 10 days to aid the search, Privacy Analyst communicates with the individual and explain that no records were found.  |
|   | <b>Update tracking</b>             | Privacy Analyst updates tracking sheet and marks FOI closed   |



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|    | <b>Individual is in PARIS</b>                                       | Local office assists Privacy Analyst to contact individual to verify whether the request was made and whether the individual executed a consent, if applicable.  |
| 4  | <b>Direct release of records</b>                                    | Unless the request is for all records, Privacy Analyst and the local office identify the records requested. Records can be released directly to the applicant after considering the following factors:<br><br>a. Volume of records<br>b. Whether there are harms<br>c. Whether there is 3rd party information involved |
| 5  | <b>Recommendation to release records directly</b>                   | Within 4 to 5 days from verification of request, Privacy Analyst recommends to Privacy Manager and Privacy Officer if records can be released directly to the applicant.   |
| 6  | <b>Releasing records</b>  | If releasing the records directly to the applicant is permitted, the records are sent via BC secure file transfer or local office prepares hard copy for mailing or pick up.   |
| 7  | <b>Opening Formal FOI Request</b>                                   | If the records cannot be released directly, Privacy Analyst forwards the request to IAO to open a formal FOI via <a href="mailto:FOI.Requests@gov.bc.ca">FOI.Requests@gov.bc.ca</a>  |
| 8  | <b>Call for Records</b>   | The IAO sends Call for Records (CFR) containing the instruction for gathering records and timeline for submission.   |
| 9  | <b>Instruction sent to Regional Office</b>                          | Privacy Analyst sends the instruction to ISM, SAS, and QAPC of the region where the individual is/was receiving services. If there are multiple regions, send request to all regions involved.   |
| 10 | <b>Records Search within the region and appointment of a person</b> | The region conducts their search and send instructions to staff and service providers, if required. The point person will gather the records and uploads them to SharePoint folder. Point person informs HO Privacy that records search is complete and forwards also the harms.                                       |
|    | <b>Harms Assessment</b>   | As staff search for records, it is important to identify potential harms. Under FOIPPA, a harm is an injury or damage that could result if a record was disclosed to the FOI applicant.  |
| 11 | <b>Review by IAO</b>  | Privacy Analyst reviews the records and harms. Then, informs IAO that records are ready for review   |
| 12 | <b>IAO reviews record and sends redline</b>                         | IAO will apply FOIPPA on the records submitted. After review, IAO sends redline package, which includes the Sign off form and redline  |
| 13 | <b>Signing off</b>  | Privacy Analyst reviews the redline and makes recommendation to Privacy Manager. Privacy officer will do the sign off.   |
| 14 | <b>Update tracking</b>  | Privacy Analysts updates tracking and marks the FOI complete.  |

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| 1 | <b>Request through IAO</b>                | CFR is received by HO Privacy  |
| 2 | <b>PARIS Search</b>                       | Privacy Analyst conducts PARIS search  |
| 3 | <b>Request for additional information</b> | If individual is not in PARIS, coordinate with IAO to request more information so search can be narrowed down. |



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|----|---|---|
|    | <b>Recommend NRR</b>  | If no information provided and no records were found, Privacy Analyst recommends "No Responsive Records" form to be signed by Privacy Officer.  |
|    | <b>No Responsive Record</b>   | Privacy Officer signs NRR and sent to IAO   |
|    | <b>Update tracking</b>  | Privacy Analyst updates tracking sheet and marks FOI closed   |
| 4  | <b>Send instruction to the region</b>                               | If individual is in PARIS, Privacy Analyst determines the appropriate region and sends instruction to ISM, SAS, and QAPC of the region where the individual is/was receiving services. If there are multiple regions, send request to all regions involved.                                 |
| 5  | <b>Instruction sent to Regional Office</b>                          | Privacy Analyst sends the instruction to ISM, SAS, and QAPC of specific region/local office where the individual is/was receiving services. If there are multiple regions, send request to all regions involved. Region office coordinates with Service Provider if SP records are required |
| 6  | <b>Records Search within the region and appointment of a person</b> | The region conducts their search and send instructions to service providers, if required. The point person will gather the records and uploads them to SharePoint folder. Point person informs HO Privacy that records search is complete and forwards also the harms.                      |
|    | <b>Harms Assessment</b>   | As staff search for records, it is important to identify potential harms. Under FOIPPA, a harm is an injury or damage that could result if a record was disclosed to the FOI applicant.   |
| 7  | <b>Review by IAO</b>  | Privacy Analyst reviews the records and harms. Then, informs IAO that records are ready for review  |
| 8  | <b>IAO reviews record and sends redline</b>                         | IAO will apply FOIPPA on the records submitted. After review, IAO sends redline package, which includes the Sign off form and redline   |
| 9  | <b>Signing off</b>  | Privacy Analyst reviews the redline and makes recommendation to Privacy Manager. Privacy officer will do the sign off.  |
| 10 | <b>Update tracking</b>  | Privacy Analysts updates tracking and marks the FOI complete.   |

#### Employee's Personal Information Request

This personal FOI request is made by CLBC employee. HO Privacy does not process employee related requests. All employee FOI are entirely processed by People and Culture.

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|---|---|---|
| 1 | <b>Employee submits FOI request</b>           | Employee submits FOI request either to CLBC external website or to Information Access Operations                    |
| 2 | <b>Receipt of Request</b>                     | If the request is submitted to IAO, HO Privacy receives Call for Records form IAO                                   |
| 3 | <b>People Service conducts records search</b> | HO Privacy forwards the request to People and Culture. People and Culture has their own process with IAO.           |
| 4 | <b>Signing off</b>                            | Sign off is done by People and Culture. Once completed (signed off), People Service informs HO Privacy for tracking |
| 5 | <b>Update Tracking</b>                        | Privacy Analyst tracks the FOI and marks it complete  |



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| 6 | <b>Request received from external website</b> | If the request was received via CLBC external website, Privacy Analysts forwards the request to IAO. Then follow the same steps mentioned above. |
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#### General FOI request

General FOI requests are request for non-personal information. It could be a request for statistics, policies, external review reports, and other records that do not pertain to an individual.

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|----|---|---|
| 1  | <b>Request from Applicant</b>             | CLBC receives request from the applicant  |
| 2  | <b>External sources</b>                   | Check if information is not publicly available on the external website. If available on the website direct the applicant to the website.  |
| 3  | <b>Intranet</b>                           | If information is available in the internal website, inquire with the Policy Team if the document can be shared. If it cannot be shared, follow the steps below.  |
| 4  | <b>Submission of formal FOI request</b>   | Submit request to the IAO to open a formal FOI request. The IAO will send a CFR to CLBC privacy to start processing the FOI.  |
| 5  | <b>Involvement of Communications Team</b> | If the request came from media, involve communications team in all correspondence.  |
| 5  | <b>Locate Records</b>                     | Privacy Analyst determines the office or department who has information and send instructions on how to gather the information including estimated fees for processing. If records are not readily available, determine if the record can be generated without causing disruption to operations |
| 6  | <b>Harms Assessment</b>                   | The Privacy Analyst reviews possible harms in disclosing the requested information and make recommendation to the Privacy Officer and the IAO. If the request is from media, ensure that communications team is aware of the harms.   |
| 7  | <b>Send Records to IAO</b>                | Once record is gathered, Privacy Analyst uploads the records to SharePoint site and informs IAO.  |
| 8  | <b>Review of Records</b>                  | IAO will review the records and flag any harms (redline) and sends back to CLBC Privacy for review.   |
| 9  | <b>Sign Off</b>                           | Once all the redlines are reviewed and all concerns address, Privacy Analyst recommends to Privacy Manager and Privacy Officer to sign off. Privacy Officer signs off.  |
| 10 | <b>Send Sign off to IAO</b>               | Privacy analysts sends sign off form to IAO.  |
| 11 | <b>Tracking Sheet</b>                     | Update the tracking sheet   |

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#### Personal Information Request from Public Bodies

Staff share personal information with other government bodies and ministries with consent or as outlined in the applicable legislation, agreement, or protocol, and for consistent purposes. These government bodies include but are not limited to the Ministry of Child and Family Development, PHSA/Forensics, Ministry of Social Development and Social Innovation, Public Guardian and Trustee, and Ministry of Health.

|   |  |   |
|---|--|---|
| 1 | <b>Receipt of Request</b>                    | CLBC staff receives request from a public body requesting for information about a CLBC supported individual.  |
| 2 | <b>Assessment of Request</b>                 | CLBC staff coordinates with ISM and evaluates the request by determining the identity of the public body and representative making the request, whether the individual is a CLBC-supported individual, whether CLBC holds the requested record.   |
| 3 | <b>Forwards request to HO Privacy</b>        | After evaluation of the request, CLBC staff forwards the request to HO Privacy for further instructions   |
| 4 | <b>Assessment of Authority by HO Privacy</b> | Privacy Analysts assess the authority of the public body requesting for the information. Depending on the public body, the following are some of the authorities:<br><ul style="list-style-type: none"> <li>(a) Legislation – when the law establishing the public body expressly allows the collection of personal information.</li> <li>(b) Consent- when the public body secured a consent from the individual authorizing CLBC to release records to public body</li> <li>(c) Consistent purpose- when the public body requests information consistent with the original purpose for which the information was collected.</li> <li>(d) Information Sharing Agreement- when CLBC has entered ISA and such ISA covers the subject request.</li> <li>(e) When allowed to disclose under FOIPPA- refer to the full list under FOIPPA</li> </ul> |
| 5 | <b>Responsive Records</b>                    | Once the authority has been established, Privacy Analyst coordinates with local office to identify the responsive records. If the description is vague, local office coordinates with the public body to clarify the description.   |



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|---|---------------------------|--|
| 6 | <b>Harms Assessment</b>   | Privacy Analysts reviews the records for harms. If there are harms involved and releasing information will result to unreasonable invasion of privacy, Privacy Analysts may recommend to open formal FOI request provided that the authority of request is based on consent of the individual. |
| 7 | <b>Formal FOI request</b> | Follow procedure for opening formal personal FOI request   |
| 8 | <b>Release of Records</b> | If there are harms but do not amount to unreasonable invasion of privacy, Privacy Analysts coordinates with public body for the release of records. If sending electronic records, BC secure file transfer shall be utilized.  |
| 9 | <b>Tracking Sheet</b>     | Privacy Analyst tracks the request and marks the request complete  |



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|--|---|--|
| <b>Policy Number:</b><br>QA7.081   | <b>Policy Section:</b><br>Quality Assurance | <b>Effective:</b> March 2, 2011<br><b>Amended:</b> April 1, 2023         |
| <b>Title:</b><br>Access to Personal Information for Research Purposes Policy |   | <b>Executive Sponsor:</b><br>VP, Quality Services & Indigenous Relations |

## 1. PURPOSE

This policy explains under what conditions individuals' personal information may be accessed for research and statistical purposes. It is one of a suite of policies as described in the *Organizational Privacy Policy*. These policies are supplemented by the CLBC *Privacy Guidelines* which provide an overview of privacy legislation and best practices.

## 2. DEFINITIONS

**Confidentiality:** The obligation to keep others' personal information private, secret and safe from access, use or disclosure by people who are not authorized to have that personal information.

**Cultural safety:** An outcome of respectful engagement based on recognition of the power imbalances inherent to service systems, and the work to address these imbalances. A culturally safe environment for Indigenous peoples is one that is physically, socially, emotionally, and spiritually safe without challenge, ignorance, or denial of an individual's identity. Practicing cultural safety requires having knowledge of the colonial, sociopolitical, and historical events that trigger disparities Indigenous Peoples encounter and perpetuate and maintain ongoing racism and unequal treatment.

**Freedom of Information and Protection of Privacy Act (FOIPPA):** Provincial legislation that provides the legal context for the accountability of public bodies, including CLBC, as regards information sharing and protecting personal privacy.

**Information Access Operations Branch (IAO):** The section in the B.C. Ministry of Citizens' Services which manages all requests for information under the *Freedom of Information and Protection of Privacy Act* (FOIPPA) for the BC government, including Community Living BC. The Information Access Operations Branch provides freedom of information request processing related advice and training services for CLBC. The Branch is required to respond to a request for information within 30 business days.

**Informed Consent:** A person is made aware of the decision or choice to be made; understands the possible consequences of giving or not giving consent, including for instance the purpose for which released information may be used; and then consents voluntarily.



**Personal Information:** Information recorded about an identifiable individual, including, but not limited to:

- name, address, telephone number, email
- race, national/ethnic origin, colour, religious or political beliefs or associations
- age, sex, sexual orientation, marital status
- identifying number or symbol such as social insurance number or driver's licence number
- fingerprints, blood type, DNA prints
- health care history
- educational, financial, criminal, employment history and
- anyone else's views or opinions about an individual and the individual's personal views or opinions unless they are about someone else.

Personal information also includes separate pieces of information that may seem unrelated, but when put together would allow someone to accurately infer information about an individual.

**Privacy of Personal Information:** The fundamental right of individuals to determine for themselves when, how and to what extent their personal information is collected, used and communicated to others.

**Office of the Information and Privacy Commissioner:** The Office of the Information and Privacy Commissioner investigates, mediates and attempts to resolve appeals concerning access to information disputes, and where necessary issues binding orders. The Office generally requires a complainant to first work out a solution directly with the organization involved, without their involvement. The Office will mediate a settlement of any complaint that it does accept.

**Third Party:** A person or organization other than the person or organization requesting the information.

### 3. POLICY

Personal information about individuals supported by CLBC may be used for research and statistical purposes only if the following conditions are met:

- CLBC has approved the proposed purpose, scope and outcome of the research, and specific methodology to be used, ensuring that relevant aspects of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) are addressed.
- CLBC's use of information complies with requirements of the *Anti-Racism Data Act*.
- CLBC's research practices are consistent with Cultural Safety principles described in the *Cultural Safety Policy*.
- The research purpose cannot be reasonably accomplished unless the personal information is provided in individually identifiable form.
- Any record linkage is not harmful to the individuals supported and the benefits are clearly in the public interest.



- Individual identifiers are removed and destroyed at the earliest reasonable time.
- Any subsequent use or disclosure of the personal information is prohibited without the expressed authorization of CLBC.

CLBC requires the researcher or statistician to sign an agreement to comply with the FOIPPA, with these conditions and with CLBC policies and practices relating to the privacy and confidentiality of personal information.

Disclosure for research purposes is authorized in Canada only.

## **4. PROCEDURES**

**4.1** CLBC staff refer any requests or research proposals, which may involve the use of personal information, to the Director, IT Services.

### **4.2 The Director, IT Services**

- Prescribes the conditions related to the security and confidentiality of personal information used for research or statistical purposes;
- Ensures any research proposal meets the requirements of this policy and of the FOIPPA; and
- Approves any research request which involves the use of personal information held by CLBC.

## **5. DOCUMENTATION**

**5.1** The Director, IT Services maintains a record of the research and keeps an original of the agreement signed by the researcher or statistician.

## **6. REFERENCES**

Cultural Safety Policy

Organizational Privacy Policy

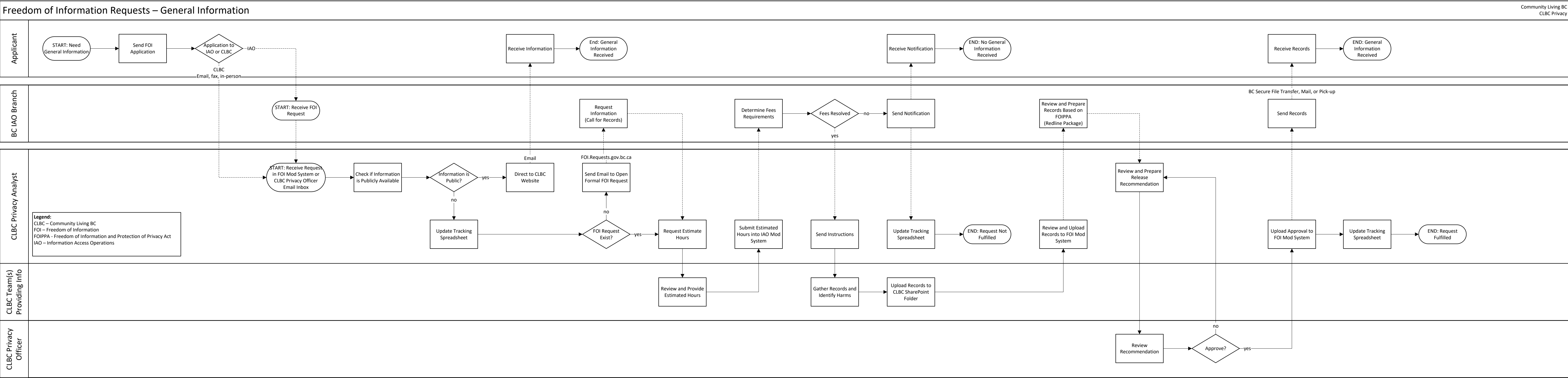
CLBC Privacy Guidelines

### **BC Government**

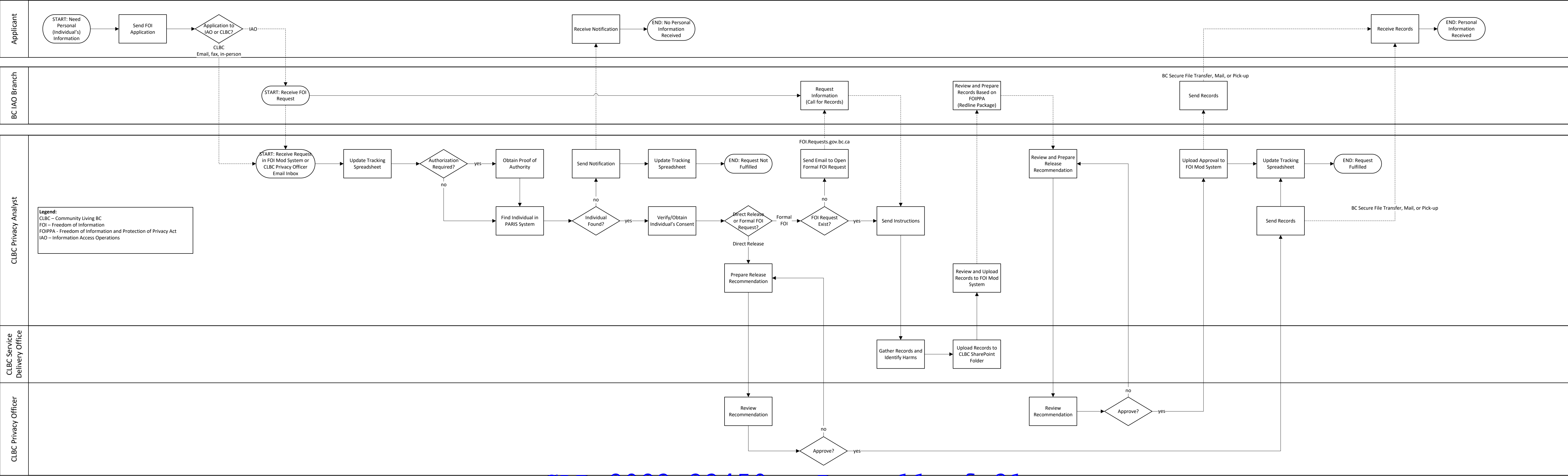
Anti-Racism Data Act

Freedom of Information and Protection of Privacy Act (FOIPPA)











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|--|---|--|
| <b>Policy Number:</b><br>QA7.070                             | <b>Policy Section:</b><br>Quality Assurance | <b>Effective:</b><br>March 2, 2011                       |
| <b>Title:</b><br>Right to Access Personal Information Policy |   | <b>Executive Sponsor:</b><br>Director, Quality Assurance |

## 1. PURPOSE

This policy describes how CLBC supports individuals to exercise their right to access their own personal information or request changes to their personal information held by CLBC as provided for under the *Freedom of Information and Protection of Privacy Act*.

It is one of a suite of policies described in the *Organizational Privacy Policy*. These policies are supplemented by the *CLBC Privacy Guidelines* which provide an overview of privacy legislation and best practices.

The CLBC *Confidentiality and Information Sharing Policy* provides guidance to staff regarding circumstances when an individual's personal information may be shared with other persons.

## 2. DEFINITIONS

**Confidentiality:** The obligation to keep others' personal information private, secret and safe from access, use or disclosure by people who are not authorized to have that personal information.

**Freedom of Information and Protection of Privacy Act (FOIPPA):** Provincial legislation that provides the legal context for the accountability of public bodies, including CLBC, as regards information sharing and protecting personal privacy.

**Information Access Operations Branch (IAO):** The section in the B.C. Ministry of Citizens' Services which manages all requests for information under the *Freedom of Information and Protection of Privacy Act* (FOIPPA) for the BC government, including Community Living BC. The Information Access Operations Branch provides freedom of information request processing related advice and training services for CLBC. The Branch is required to respond to a request for information within 30 business days.

**Informed Consent:** A person is made aware of the decision or choice to be made; understands the possible consequences of giving or not giving consent, including for instance the purpose for which released information may be used; and then consents voluntarily.

### Policy Framework



**Personal Information:** Information recorded about an identifiable individual, including, but not limited to:

- name, address, telephone number, email
- race, national/ethnic origin, colour, religious or political beliefs or associations
- age, sex, sexual orientation, marital status
- identifying number or symbol such as social insurance number or driver's licence number
- fingerprints, blood type, DNA prints
- health care history
- educational, financial, criminal, employment history and
- anyone else's views or opinions about an individual and the individual's personal views or opinions unless they are about someone else.

Personal information also includes separate pieces of information that may seem unrelated, but when put together would allow someone to accurately infer information about an individual.

**Privacy of Personal Information:** The fundamental right of individuals to determine for themselves when, how and to what extent their personal information is collected, used and communicated to others.

**Office of the Information and Privacy Commissioner:** The Office of the Information and Privacy Commissioner investigates, mediates and attempts to resolve appeals concerning access to information disputes, and where necessary issues binding orders. The Office generally requires a complainant to first work out a solution directly with the organization involved, without their involvement. The Office will mediate a settlement of any complaint that it does accept.

**Third Party:** A person or organization other than the person or organization requesting the information.

### 3. POLICY

Individuals supported by CLBC have a right to access and review their personal information held by CLBC. Family members may also access their own personal information held by CLBC. CLBC staff support and assist individuals and their families to access their own personal information.

The right of an individual to access his or her personal information is restricted only if the disclosure of the information would:

- Harm someone else;
- Harm an investigation or legal proceeding; or
- Disclose someone else's personal information.



Individuals and family members also have a right to ask CLBC and service providers to correct their personal information, if they believe that CLBC records contain factual errors or omissions. CLBC staff must correct any factual errors or omissions and inform any other organizations to whom they may have provided incorrect information.

Service providers are expected to have procedures in place to guide their response to an individual's request for access to their personal information.

CLBC staff and service providers do not share personal records about an individual that have been obtained in confidence from a third party. The third party is responsible for the release of their records.

An individual or family member, who is not satisfied that they have received all the information they are entitled to, may ask the Office of the Information and Privacy Commissioner for a review.

## **4. PROCEDURES**

### **4.1 Facilitators**

- Explain to individuals and families about the types of personal information held about them by CLBC;
- Explain to individuals and families that they have a right to access the personal information held about them by CLBC;
- Explain to families and third parties that they cannot access someone else's information without that individual's consent, unless they are the individual's Committee.
- Provide information to individuals and their families about the process for requesting their personal information through a freedom of information request to the Information Access Operations Branch.
- Assist individuals and their families with the process for requesting their personal information through a freedom of information request to the Information Access Operations Branch. This may include obtaining the required form from the Branch and assisting with its completion and submission.
- Inform their manager of any concerns about the potential sensitivity or harmfulness of personal information being requested.
- Provide information to individuals or families seeking to appeal to the Office of the Information and Privacy Commissioner.

### **4.2 Analysts**

- Ensure service providers are aware of their responsibilities under FOIPPA and the *Privacy Protection Schedule* in the *Terms and Conditions* section of their contract with CLBC.



#### 4.3 All Staff

- Correct any factual error or omission in CLBC records, of which they become aware, resulting from a request for correction from an individual or family member, or following direction from the Information Access Operations Branch.
- Where a correction has been made, inform third parties to whom CLBC may have previously disclosed incorrect information.
- If CLBC does not agree that there is a factual error or omission requiring correction as requested by an individual or family member, annotate the record with the requested correction, as directed by the Information Access Operations Branch, indicating that CLBC does not concur with it.
- Inform the Information Access Operations Branch after making any correction or annotation to CLBC records, or sharing corrected information with third parties.

#### 4.4 Managers

- Consult with the Director, Quality Assurance, regarding questions about what types of information may be handled informally and what requests should be made using a formal access to information request;
- Advise and consult with the Director, Quality Assurance about concerns regarding the potential sensitivity or harmfulness of personal information being requested. As a result of such consultation, inform the Information Access Operations Branch and/or provide direction to staff as appropriate.

### 5. DOCUMENTATION

5.1 Use a NOTE in PARIS to document any correction made to the PARIS record and how third parties have been informed of the correction

5.2 Annotate the applicable record in PARIS with a NOTE describing the requested correction, where CLBC does not agree that there is a factual error or omission.

### 6. PRACTICE

6.1 Staff should proactively advise individuals and family members that requests for personal information held by CLBC are made directly to the Information Access Operations Branch (IAO), which manages all requests for information under the [Freedom of Information and Protection of Privacy Act \(FOIPPA\)](#) for the Province of B.C, including provision of individual records on behalf of CLBC.

6.2 When staff collect personal information for a defined purpose under another CLBC policy, and that policy allows for sharing specific personal information with certain people, for example the [Guide to Support Allocation](#), a freedom of information request through the IAO may not be required. Staff consult with their managers in such circumstances prior to sharing the information.



6.3 If managers or their staff are in doubt as to whether specific personal information may be provided to a person, that person should be advised to make their request to the Information Access Operations Branch (IAO). Managers seek advice from the Director, Quality Assurance.

6.4 Privacy of personal information, confidentiality and disclosure of personal information can be sensitive issues for individuals and families. Staff are expected to be open and respectful when explaining privacy requirements and the process for accessing personal information held by CLBC. It is important to respond to family member's concerns, while explaining the reasons and rationale behind the legal requirements. Staff should be familiar with the *Role of Formal and Informal Representatives Policy* as well, and consult with a manager or the Director, Quality Assurance as needed.

6.5 Staff are encouraged to assist the individual or family member, requesting his or her own information, to understand what may be included in it, especially if some time has gone by and they may have forgotten what information they have given to CLBC.

## 7. REFERENCES

### CLBC:

*Privacy Guidelines*

*Organizational Privacy Policy*

*Confidentiality and Information Sharing Policy*

*Documentation and Recording Policy*

*Role of Formal and Informal Representatives Policy*

### BC Government:

Information Access Operations Branch: Guide to the Freedom of Information and Protection of Privacy Act:

[http://www.cio.gov.bc.ca/cio/priv\\_leg/foipppa/foipppa\\_guide.page](http://www.cio.gov.bc.ca/cio/priv_leg/foipppa/foipppa_guide.page)

Request for Access to Records Form:

[http://www.cio.gov.bc.ca/local/cio/priv\\_leg/documents/foipppa/access\\_request\\_form.pdf](http://www.cio.gov.bc.ca/local/cio/priv_leg/documents/foipppa/access_request_form.pdf)



Refer to the following CLBC policies and guidelines: *Privacy Guidelines (Dec 2010)*, *Documentation and Recording Policy: Individual Records (Aug 2018)*, *Use of Email and Fax Policy (July 2011)*, *Confidentiality and Information Sharing Policy (June 2014)*, *Legal Requirement Policy (Nov 2016)* and *Right to Access Personal Information Policy (March 2011)*.

### **Quick Pick Index**

Choose from the questions below. Place your cursor on the question and click mouse.

#### **General:**

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[What is an information request or an FOI request? Personal vs General](#)

[Is there a cost or charge?](#)

[What are the roles of CLBC staff in FOI requests?](#)

[Why are FOI requests a priority? Why the rush?](#)

[Who do I contact if I have questions NOT answered by this guideline?](#)

[Visual overview of the FOI process](#)

#### **Processing a FOI or information request (personal or general):**

[What do I do if another public body \(MCFD, Police, etc. or court order\) asks for information?](#)

[Who can ask for personal information? Who has authority?](#)

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#### **Issues related to FOI or Information requests:**

[What do I do if records are archived or off-sited?](#)

[I have a huge volume of records- what do I do?](#)

[What if the document is from a third-party or stamped "Confidential"?](#)

[How do the records get delivered to the applicant? Who does that work?](#)

#### **Policy Framework**

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### Q1. What is FOIPPA or FIPPA?

**A1.** FOIPPA and FIPPA are both acronyms that refer to the BC provincial legislation called the **Freedom of Information and Protection of Privacy Act**. FOIPPA covers the collection, use, disclosure and storage of information of records within the control, or custody, of public bodies. FOIPPA also states that anyone can ask for records under the control of public bodies (e.g. government ministries, crown agencies, health authorities, school boards, municipal government) and that records may be provided after the exemptions, as listed in FOIPPA, are applied.

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### Q2. What is an Information request? What is a Freedom of Information (FOI) request?

**A2.** Any person can make an information request; anyone can ask to access records that are under the control or custody of CLBC. The person who asks for the information, the applicant, only receives the records after the FOIPPA legislation has been applied.

The term “FOI request” usually refers to the formal process that occurs when the applicant makes a written request for information and this request is submitted to the Information Access Operations (IAO) in Victoria. Often FOI requests ask for a large volume of records or the records may need to be redacted (sensitive information is removed). The IAO communicates with the applicant, as needed, and delivers the records to the applicant. See [Visual overview](#).

There are two types of information requests:

- 1) **personal** - where the applicant requests personal information about themselves or another person. Applicants are only allowed to access someone else’s records if they have authority to access that person’s records (legislation, written consent, representation agreement, or committee ship). See [Q7](#).
- 2) **general** – where the applicant requests information about CLBC or a service provider.

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### Q3. Is there a cost to the person asking for the information?

**A3.** If the request is for:

- Personal information -> No cost or charges.
- General -> Charges apply to time for searching for records that exceed three hours. CLBC does not collect the funds, Information Access Operations in Victoria performs this function.

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### QUESTIONS & ANSWERS for CLBC Staff

#### Q4. What role do I carry out? Who is responsible for FOI requests?

A4. Read all that apply to your position below:

All staff:

- Determine whether the applicant has the right authority to access the records. See [Q6](#) and [Q7](#).
- Direct applicant to the *CLBC Privacy and Freedom of Information Requests* webpage on the CLBC public website, if applicable. Can help the applicant with the request for information form.
- Assist the applicant in narrowing their request to the specific records they want or the time period they want.
- The staff member who receives the request for information is responsible to notify their manager. Staff member contacts [privacyofficerCLBC@gov.bc.ca](mailto:privacyofficerCLBC@gov.bc.ca).
- Prioritize gathering records, as specified, before deadline.
- Notifies the manager if there are "harms" in the records. See [Q13](#) for definition of harms.

Admin:

- May be asked to create temporary folders to gather records
- May be asked to recall archived records.
- May be asked to place gathered records into the CLBC Privacy Sharepoint site. Instructions will be provided.

Manager (where the records are located):

- Oversees the information requests. The manager can delegate this responsibility to a staff member or team (**designate**) but must notify their office staff that the designate has the authority to carry out the work.
- Manages the workload associated with FOI requests.
- Ensures that the appropriate staff (past and present) are notified,
- Ensures that service providers are notified, if applicable.
- Oversees that the records are gathered and submitted to HO privacy as instructed.
- Contacts the privacy analyst with updates on the request and provides the list of harms.

Privacy Practice Analyst and Privacy manager:

- Assists in determining what records are required to fulfill the FOI request
- Communicates with the manager or designated staff
- Tracks the FOI request
- Communicates with the IAO
- Coordinates FOIs that are large and/or inter-regional. Manages Privacy SharePoint site.

Privacy Officer:

- Signs off on the formal FOIs
- Advises manager or designated staff and privacy analyst on FOIPPA.
- Provides direction on requests for information and FOI requests.

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### QUESTIONS & ANSWERS for CLBC Staff

#### **Q5. Why is gathering records for an FOI request a priority? Why the rush?**

**A5.** Under FOIPPA (S7.1), access to records must be provided to the applicant with 30 business days. The 30 days includes the time the IAO needs to review the records and issue them to the applicant. The 30th day is a legislated date. The clock starts from the moment the request is made and ends when the records are released to the applicant. The IAO sets the deadline when records are due from CLBC.

If the records are not provided to the applicant on the legislated date, CLBC is in breach of its duty to provide records under FOIPPA. The applicant can complaint about delays to the Office of the Information and Privacy Commissioner (OIPC) and these complaints are brought before the CLBC's CEO.

CLBC may ask the IAO for a time extension but CLBC must prove there is a large volume of records (over 200 pages). The decision to extend the legislated date is at the discretion of the OIPC. Please notify the privacy analyst if you need an extension due to volume.

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#### **Q6. What do I do if an employee of another public body (MCFD, Police, PGT, Coroner, etc.) asks for information? How do I handle court orders?**

**A6.** Information requests from other public bodies are not considered formal FOI requests. If the request is from an applicant acting in a professional capacity, such as an employee of the MCFD, PGT, RCY, Ombudsperson, Medical Health officer, Coroner's office, WorkSafe BC, police/RCMP and other public/government organizations, please refer to the *Confidentiality and Information Sharing Policy* (June, 2014). For police/RCMP requests, also refer to the *Guideline for Staff: Law Enforcement requests for Information*. If you are not sure about the request, contact HO Privacy (see [Q20](#))

If you receive a court order, refer to the *Legal Requirements Policy* (Nov 2016). For requests for information from law offices that do not have a court order, refer to [Q9](#). Please note that litigation guardian or committee documents are not court orders to hand over information.

The applicant (employee from other public body) provides you with their authority in writing, usually as an attached document to their email. Authority to receive the information can be one of the following:

- legislation (e.g. CFCSA S96, Coroner's Act S11) **or**
- has a signed consent form from the individual **or**
- invokes an existing Memorandum of Understanding (MOU) or Information Sharing Agreement (ISA) between the organization and CLBC.

Confirm the identity of the person asking for the information, unless you know them. Provide only the necessary information. Follow the *Use of Email and Fax Policy* when sending the information and encrypt attachments if required. Email PrivacyOfficerCLBC@gov.bc.ca with details of the request so it can be tracked.

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### Q7. Who can ask for personal information? Who has authority?

A7. For any request for information or FOI request, determine who is requesting the information and what authority (see below) they have to access those records. If the person is asking for information is an employee of another government ministry or public body, see [Q6](#).

For personal information requests:

- Individuals can ask for their own information.
- Confirm the identity of the person asking for the information, unless you know them.
- If the applicant is asking for another person's information, it is required that they have proof of their authority to access records through:
  - written consent from the individual **or**
  - have a representation agreement **or**
  - have committee ship.
- The applicant must provide you with a copy unless you can verify that CLBC has the rep agreement or committee ship in Paris. However, even if the applicant has one of the documents listed above, it is a best practice to check with the individual to determine if the individual wants the request to proceed. If you feel the request is not in the best interests of the individual, notify HO Privacy.
- Do not provide records until you have reviewed [Q8](#) and [Q9](#).

For general requests, anyone can ask for records, however do not provide records until you have reviewed [Q8](#) and [Q9](#).

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### Q8. What do I do when a person verbally asks for information or wants to start a FOI?

A8. For any request for information, determine who is requesting the information and what authority they have to access those records. If the person is asking for information is an employee of another government ministry or public body, see [Q6](#). If the person is asking for personal information, see [Q7](#) to determine the applicant's authority before proceeding with the steps below.

If the request is routine and simple, (for example, the applicant wants their current personal plan or a policy):

- refer to the *Confidentiality and Information Sharing Policy* (June 2014).
- Usually, it is reasonable to give some personal records to the CLBC-individual directly but see [Q13](#) about "harms" or [Q18](#) about "third-party/confidential" documents.
- It is also reasonable to provide people with CLBC policies or refer them to the CLBC Website for general information.
- Refer to the *Use of Email and Fax Policy* (July 2011), if you are emailing documents. Encrypt attachments.

For other requests, please follow the steps below to start a FOI request:



### QUESTIONS & ANSWERS for CLBC Staff

- 1) Assist the applicant, if possible, in further defining the applicant's request for information so the applicant gets what they want instead of a large volume of non-applicable records. Ask the applicant about the date range and whether they wanted specific documents, policies, plans or notes. For requests about CLBC policies, direct the applicant to the CLBC public website.
- 2) Direct the applicant to submit a written FOI request (CLBC staff can assist the applicant with filling out the request form). Oral requests are allowed only for people who have a physical disability that impairs their ability to make a written request, or people with limited ability to read or write English. CLBC staff directs the applicant to either:
  - Submit an online form *Request to Access Information* from the *CLBC Privacy and Freedom of Information Requests* webpage on the CLBC public website
  - Or**
  - Print or obtain a paper copy of the *Request to Access Information* from the *CLBC Privacy and Freedom of Information Requests* webpage on the CLBC public website. Instructions for submission are provided on the form.
  - Or**
  - contact the Information Access Operations (IAO)  
(<https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/submit-a-general-freedom-of-information-request>). Staff can assist the applicant in completing the IAO form, as needed.

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#### Q9. What do I do when I receive a written request asking for information?

A9. If you receive written request from another public body, see [Q6](#). If you receive a court order, refer to the *Legal Requirements Policy (Nov 2016)*. Please note that letters from law offices or litigation guardian or committee documents are not court orders to hand over information.

If you receive a written (paper or email) request from an individual, family, advocate, law office, media, or member of the public:

1. Notify your manager or designated staff about the request.
2. Send the request onto [PrivacyOfficerCLBC@gov.bc.ca](mailto:PrivacyOfficerCLBC@gov.bc.ca). If you know of any circumstances related to the request (i.e. current investigation, urgency, legal representation, etc.), please include that in your email.
3. If the request is for personal information, upload the request to the Individual's SharePoint under legal.
4. Wait to hear from the Privacy team at HO before you start gathering records. If you don't hear back from the privacy team in 2 working days, send the request again.

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### Q10. What types of records are included in an FOI personal request?

**A10.** It really depends on the request. The HO Privacy communicates the details of what is needed for the request in an email to the manager or designated staff. Paris notes, emails (see Q11), electronic documents, written notes, black book notes, sharepoint entries, plans, assessments, reports, text messages, video, audio, photos and service provider records may be included when gathering records for an FOI request. Please ensure the records are responsive to the request:

- the records are within the specified date range
- the content of the records fit the request
- if unsure – include the record or contact the Privacy Practice Analyst.
- **Do not remove/redact any text or limit the collection of records that meet the criteria for the request.**

As of Jan 27, 2021, you do not need to PDF your records, but you do need to:

- Follow the directions provided by your manager, designate, or the HO Privacy for submitting your responsive records.
- Keep a list of locations/sources where you searched for records in the case that the applicant complains about CLBC's search.
- Write down the harms ([Q13](#)) the records and provide that list to your manager or designate.

Be proactive in anticipating FOI requests. Review *Documentation and Recording Policy: Individual Records (Aug 2018)*. Transfer messages, electronic documents, photos and other records off your cell phone to Sharepoint records in a timely manner. Keep your email folders clear of redundant messages.

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### Q11. Do I need to provide all my emails? How to do I gather emails?

**A11.** Emails must be gathered by you – no one else has access to your mailbox- before the deadline. Read the following section carefully before you exclude any emails.

- As of January 2021, do not PDF emails. Do not alter the subject line to include YYYY MM DD.
- In Outlook, use search words that are related to the request such as the person's last name, agency name, etc.
- Copy all the email(s) from your outlook search(es) into the folder or location specified by your manager or designated person.
- Check each email in the specified folder to ensure it fits the request:
  - For the time period requested by the FOI (i.e. for all records between Jan 1, 2019 to Jan 1, 2021). Check the email "chains". If an email was started or ended during the time period, the whole email or email chain is kept. Delete the emails from the folder that do not apply to the correct time period.



### QUESTIONS & ANSWERS for CLBC Staff

- For the subject matter (i.e. the search hit was on “Smith” and you know several people who have that last name). Delete the emails from your folder that don’t have something to do with the FOI subject matter.
- When you are checking emails is also a good time to work on a harms list. See [Q13](#).
- Include all emails, even those you were cc’d on. As of January 2021, the IAO has software that will take out duplicates.
- Keep the temporary folder for three months. Sometimes there are technical glitches and your emails may be required again.
- Once you are done gathering all your emails, let your manager or designate know.

All CLBC staff are strongly encouraged to follow the guidelines presented in *Use of Email and Fax Policy (July 2011)*. All CLBC staff are also encouraged to regularly clean up their Outlook folders using the “clean up” function found on the home tab. Using this function removes redundant emails so your email folders will be ready for FOI requests.

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**Q12. Are service provider records also included in a FOI request? If so, who is responsible for getting those records?**

**A12.** Depends on the request; the privacy practice analyst will email the manager if the records are needed. The CLBC manager directs a staff member or analyst to contact the service provider. Service providers are required, as per their contract, to submit records to CLBC if requested. Records created or collected when providing a CLBC-contracted service for an individual are subject to FOIPPA.

When contacting the service provider:

- Provide a description of the required records that fit the FOI request.
- Provide a date when the records are due in your office. Allow for enough time for your office to meet the IAO deadline. Emphasize the priority of the request.
- The service provider can provide their emails in their native format (as is) but they will need to PDF all other records such as paper files, notebooks, logs, text messages, and electronic database documents.
- Ask the agency to provide the records on an encrypted USB to your office. The agency should send the password in a separate email.
- The agency should NOT send paper documents to the local office.

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#### Q13. What are harms? What do I do if I feel some information shouldn't be released?

**A13.** Not all information requested in an FOI can be released to the applicant, but that decision is made by the IAO. **Do not remove/redact any text or limit the collection of records that meet the criteria for the request.**

Under FOIPPA, a harm is an injury or damage that could result if a record was disclosed to the FOI applicant. Organizations and people may be negatively affected or harmed if the records are released to an applicant. Please inform your manager or designate who will notify the privacy practice analyst, if the records contain any information about the following possible harms:

other individuals receiving CLBC services; whistleblowers; complainants; youth justice; RCY; family, neighbours, spouses and friends; AG investigations; police investigations; business or management practices or negotiations; legal advice; policy recommendations; employment history of support workers; active complaint investigations or any other thing you feel may be harmful to release.

As the person providing responsive records, you are the subject expert on the context of the situation and of the people mentioned in the records. Your input on what you think is harmful is valued. Do not specify exact emails, documents, or passages.

For example, the FOI request is for all records related to John Smith. You know that John has a girlfriend Jane and attends a CI program with Kim. John's CI program is usually run by Sandy. In John's past there was an AG investigation. Sandy's name is not a harm and is not listed unless the records refer to employment history.

A list of harms would look like:

Jane – girlfriend

Kim – another CLBC-eligible individual

AGA investigation starting Sept 2016 and ended Dec 2016 – Not active

The privacy practice analyst will provide your list of harms to the IAO who makes the decision whether to remove (redact) the information from the record before it is released to the FOI applicant.

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#### Q14. I have been asked to provide an estimate. What is that and what do I do?

**A14.** Estimates only apply to general FOI requests, not personal FOI requests. The privacy practice analyst will send an email to the manager if an estimate is required.

An estimate is the time you think it will take you to search for the responsive records and the number of pages of records you think will result from your search.

Estimates depend on the parameters of the FOI request (date range, scope of request). Emails, vendor files, reports, and vendor records take the time to find and retrieve. One strategy is to enter in a search word (related to the FOI request) and see how many emails come up. How long would it take you to



### QUESTIONS & ANSWERS for CLBC Staff

look at each email and ensure it fit the parameters? Also consider that time would be needed if you searched through documents or notebooks. However, please note that the time it takes to retrieve archived files or get files from vendors is not part of the estimated time.

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#### **Q15. What do I do with the FOI request form after the search for records has been started?**

**A15.** If the FOI request was a written request for personal information, please have the form uploaded to the individual's sharepoint under Legal. Contact your SAS; for the purposes of record management, personal FOI request forms are categorized as ARC 292-40 and general FOI requests are ARC 292-30.

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#### **Q16. What do I do if the records have been off-sited/archived?**

**A16.** Older records, that have been off-sited, may be required for information requests. If you believe the records, such as personal records or a vendor file, have been archived, contact your local SAS. Your SAS will put in a request for their retrieval. Note that CLBC can only request personal records dated after July 1, 2005. If the request for personal records includes the time period prior to July 1, 2005, then the records are under the control of MCFD so please contact the privacy analyst.

Please notify your manager or designate so they can be aware the FOI request may be delayed. Once the archived records have been PDF'd, please hold onto the records before re-archiving until the IAO has completed their work.

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#### **Q17. How do I provide my emails, written notes, vendor records, text messages and other information? I have a large volume of records!**

**A17.** When the FOI request is emailed to your manager or designate, instructions will be included for submission of records. If you have over 200 pages of records, please notify your manager.

- Read and follow the instructions of your manager or designate when gathering records.
- Your manager or designate will provide you with the location/folder to place (copy) the gathered records.
- Do not PDF any emails or electronic word documents or electronic excel workbooks. As of January 2021, native format records are accepted. See Q10 and Q11.
- If required, paper vendor files will need to be scanned by yourself or your admin into an electronic PDF format and emailed to yourself using the photocopiers.
- Hand-written notes and blackbook notes can be scanned as PDFs and emailed to yourself using the photocopiers.



## QUESTIONS & ANSWERS for CLBC Staff

- For text messages, take a screen shot, and then email the photo to your government email account. Copy the email to the folder specified by your manager or designate.
- Do not send paper records to HO Privacy unless directed to do so by HO Privacy.
- Keep a list of where you searched. (i.e. outlook, folder names, blackbooks). You may need to submit this list to your manager or designate.
- Keep a list of harms (see [Q13](#)). Submit the harms in a separate email to your manager or designate.
- You do not need to gather any PARIS notes unless you are asked to. Do not add your emails to the PARIS sharepoint.

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### **Q18. What if the document that fits the request is from a non-CLBC source or stamped "Confidential"?**

**A18.** The best practice is to have the applicant get a document or report straight from the source. However, for a variety of reasons that may be impossible or hard to do. "Confidential" documents can still be released and should always be included in the records for FOI requests. If you see the word "confidential" stamped on the document or the report is by a third party, the document should be reviewed carefully for harms (see [Q13](#)). Use caution before handing over psychological assessments to individuals, because these assessments are very technical and may be misinterpreted without help. Discuss with your manager on how best to help the applicant understand the content before you provide an assessment.

[\(Back to Index\)](#)

### **Q19. How do the records get delivered to the applicant? Who does that work?**

**A19.** For all formal FOI requests that go the Information Access Operations (IAO), the IAO will manage the delivery of the records to the applicant and will contact the applicant as needed. Note that the IAO may deliver records on the legislated date. (see [Q5](#)). For all requests that are not formal FOIs such as requests from other public bodies or simple requests (see Q6 or Q8), the local CLBC office or HO Privacy will deliver the records, depending on the request. The *Use of Email and Fax Policy* applies, and attachments are encrypted when necessary. See [Visual Overview](#).

[\(Back to Index\)](#)

### **Q20. Who do I contact if I have a question about a request for information?**

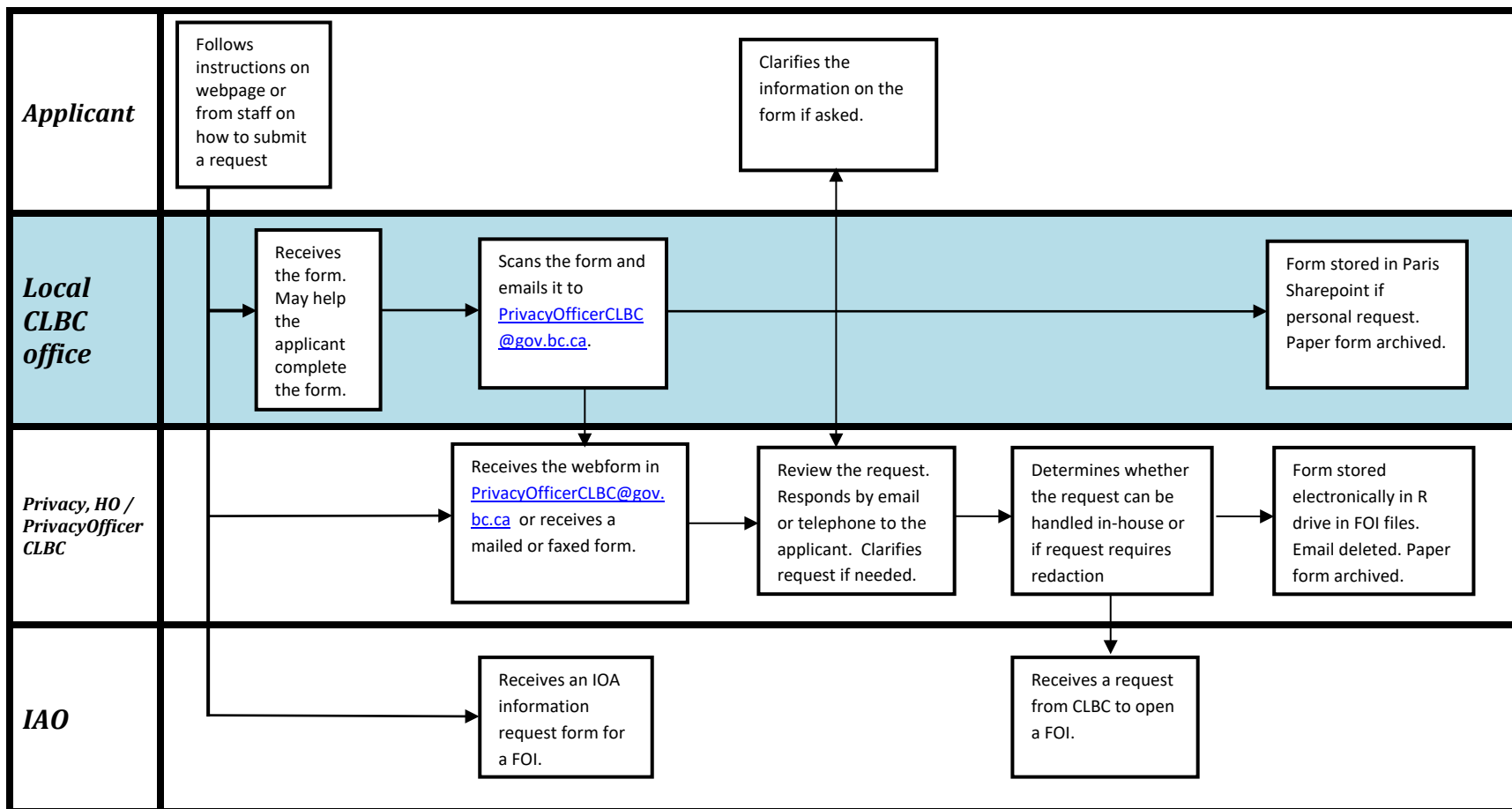
**A20.** Contact your manager or designated person in your office for the FOI request. If the issue is urgent or your manager directs you, please call HO Privacy at 604-817-0376 or 604-250-7374 or email [PrivacyOfficerCLBC@gov.bc.ca](mailto:PrivacyOfficerCLBC@gov.bc.ca). Direct workload questions to your manager.

[\(Back to Index\)](#)



## QUESTIONS & ANSWERS for CLBC Staff

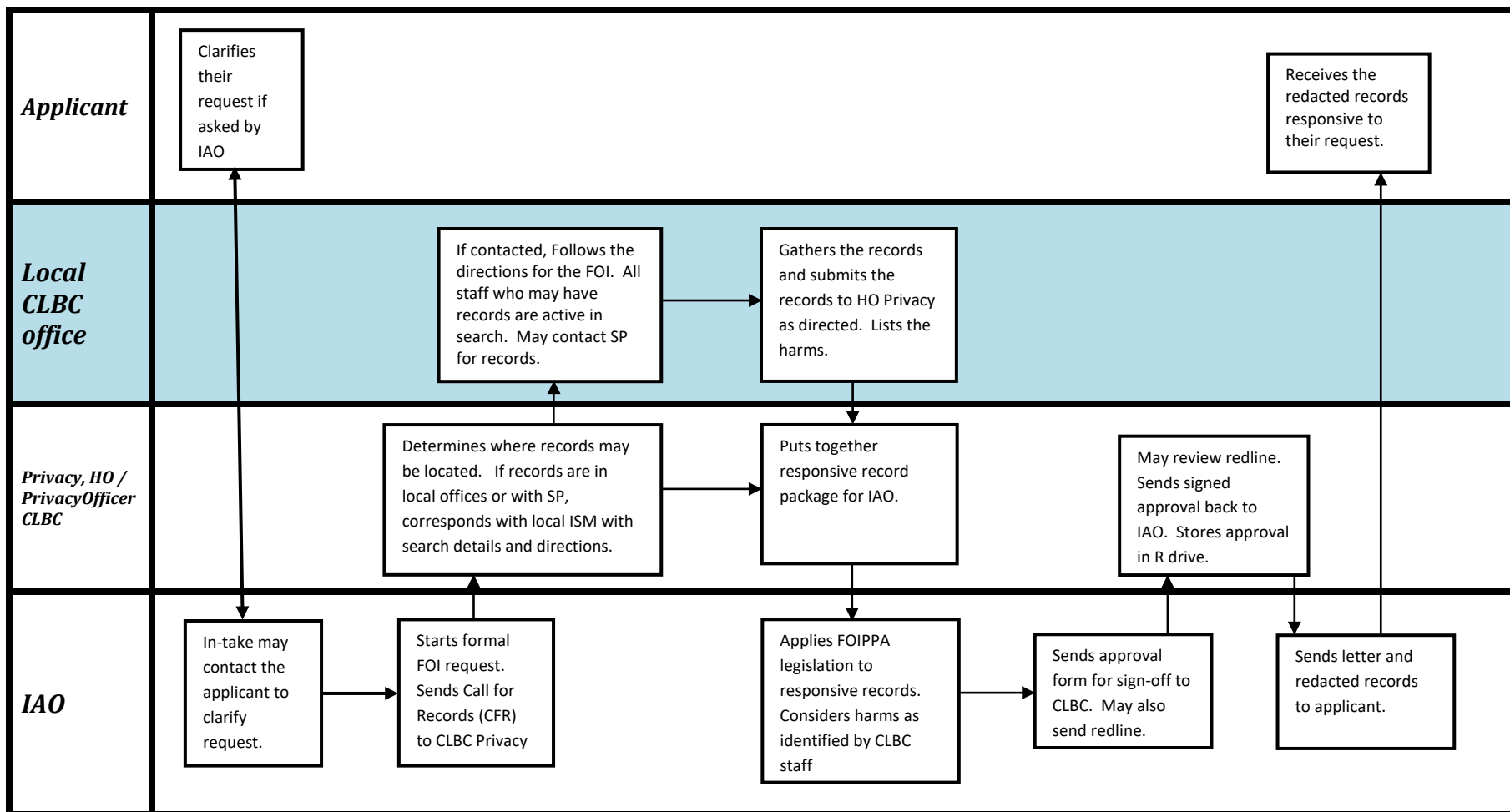
Visual Overview of FOI process: **Starting a FOI** - both personal and general (page 1 of 2)





## QUESTIONS & ANSWERS for CLBC Staff

Visual Overview of the FOI process: **FOI process of submitting records** (page 2 of 2)

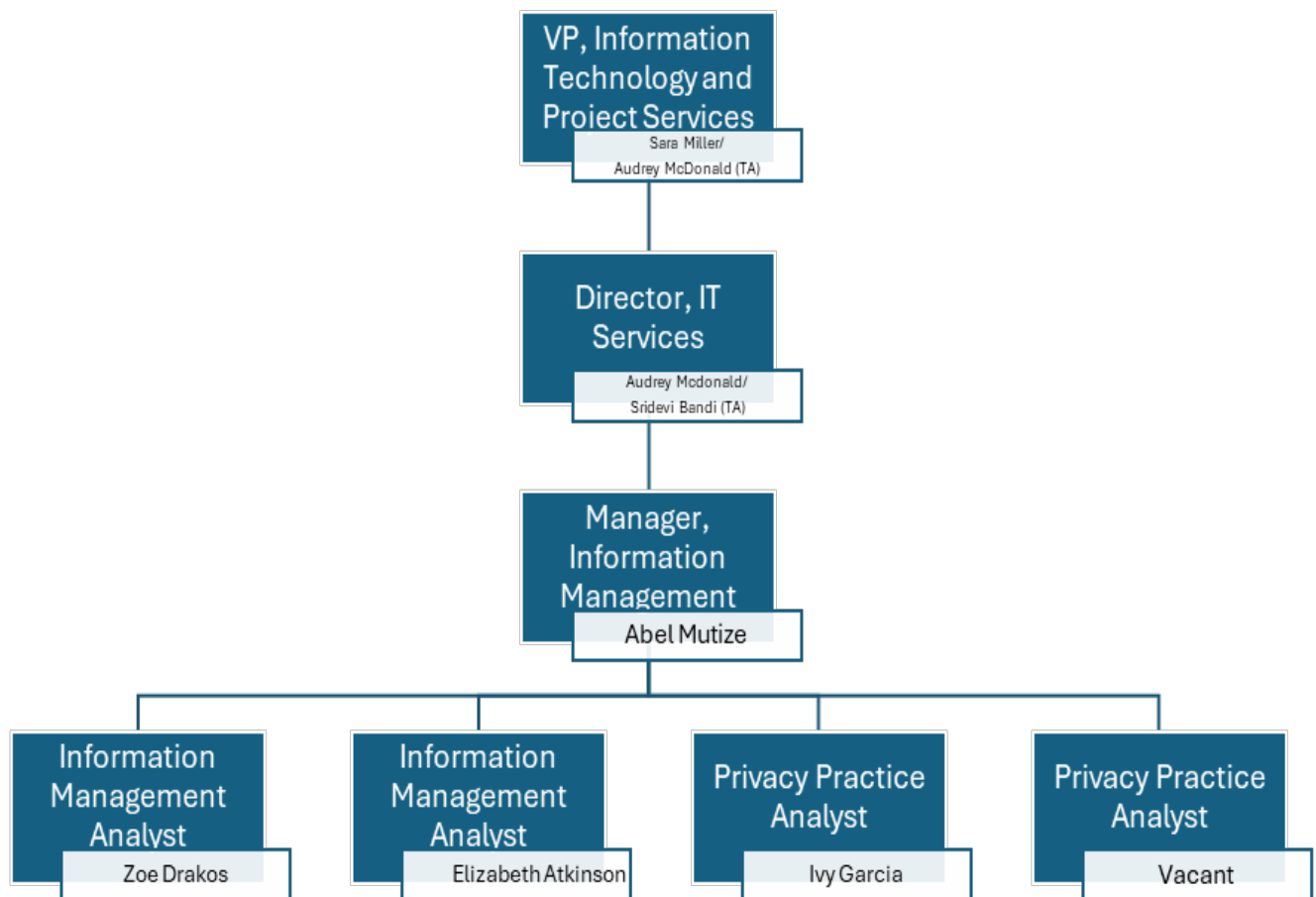


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**Community Living BC  
Information Management Department**

**Organizational Chart**





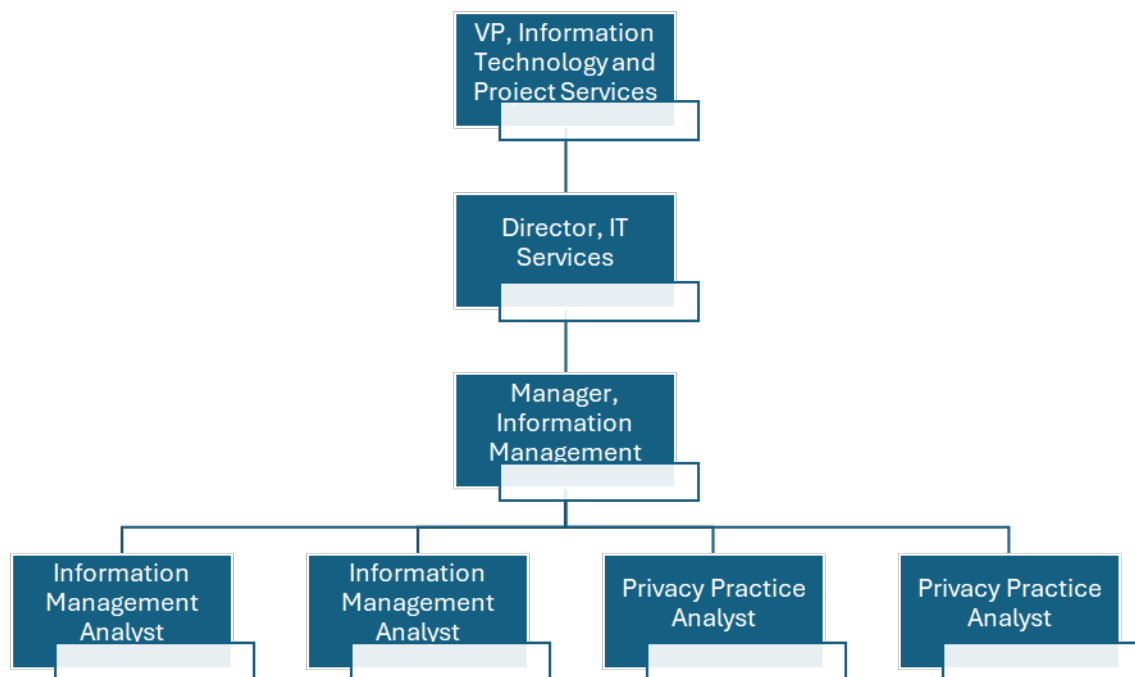
### DELEGATED AUTHORITY

|                                   |  |
|-----------------------------------|--|
| Director (Information Technology) | <p><i>CLBC's Privacy and Records Officer</i></p> <ul style="list-style-type: none"> <li>• <i>Holds responsibilities of Privacy officer.*</i></li> <li>• <i>Advises the head of the Public Body (CEO) to ensure Freedom of Information and Protection of Privacy Act (FIPPA) compliance.*</i></li> <li>• <i>Manages Office of the Information and Privacy Commissioner (OIPC) complaints, privacy/information breaches and high-profile access requests.*</i></li> </ul> <p><i>*(from job description)</i></p>  |
| Manager (Information Management)  | <p><i>Acting Privacy and Records Officer</i></p> <ul style="list-style-type: none"> <li>• <i>Acting as both Information Management CLBC's Records Officer and CLBC Privacy officer, reviewing and assessing highly sensitive and confidential records and information across the organization</i></li> <li>• <i>Develops and implements Records and Privacy Management Programs to ensure compliance with relevant privacy legislation, such as the Personal Information Protection Act (PIPA) and the Freedom of Information, Protection of Privacy Act (FIPPA) and Information Management Act (IMA).</i></li> </ul> <p><i>(from job description)</i></p> |



**Community Living BC  
Information Management Department**

**Organizational Chart**







|   |   |
|---|---|
| POSITION TITLE:<br>Privacy Practice Analyst                 | POSITION NUMBER:<br>132632, 114874                                    |
| REGION:<br>IT Services – Head Office                        | LOCATION:<br>Negotiable   |
| CURRENT CLASSIFICATION LEVEL:<br>Social Program Officer R27 | DATE:<br>December 9, 2016<br>Updated April-2024                       |
| SUPERVISOR POSITION NUMBER:<br>128851                       | SUPERVISOR'S TITLE/CLASSIFICATION:<br>Manager, Information Management |

#### PROGRAM

Community Living British Columbia [CLBC] is a Crown corporation responsible for arranging supports and services for adults with developmental disabilities and their families. CLBC staff strive to advance the vision '*Communities of belonging, lives with connection.*'

#### PURPOSE OF POSITION

Reporting to the Manager-Information Management, the Privacy Practice Analyst independently undertakes technical analysis functions, consulting with senior staff on projects within identified sectors or portfolios. The position participates on project teams and investigation teams, providing considerable expertise and input into the formulation of policy and best practices. In undertaking investigations, the position functions within delegated authority under FOIPPA (Freedom of Information and Protection of Privacy Act) and the principles of administrative fairness and common law. The position interacts with, and maintains relationships with, a wide range of internal and external contacts.

The Privacy Practice Analyst supports the Manager's role in ensuring that CLBC complies with its requirements as a separate public body under FOIPPA. This includes but is not limited to:

- Ensuring that privacy requirements are met and in responding to FOIPPA requests
- Responding directly to individuals, families about complaints related to the way their personal information has been handled
- Providing information to the Director on trends in practice to promote improvements.
- Communicates with external bodies as needed to ensure appropriate responses to requests
- Providing practice support and advice to field staff on privacy or information requests
- Providing and/or arranging for training or practice forums for CLBC staff
- Supporting the Director, IT Services to promote and ensure high quality practices and stakeholder understanding of these practices, by developing policies and internal and external communication materials.



## **JOB DUTIES AND ACCOUNTABILITIES**

- Liaising with Information Access Operations to respond to Freedom of Information Requests including:
  - assessing the request,
  - determining if CLBC has responsive records,
  - assessing the need for a fee estimate
  - supporting the collection of records from CLBC and/or agency staff
  - managing negotiation with the applicant
  - reviewing redaction for accuracy
  - facilitating the release process
- Serves as the subject matter expert to CLBC's business units by providing support and guidance to CLBC managers, staff and service providers related to privacy and information requests.
- Leads and coordinates investigations of privacy incidents by responding to, and managing information incidents and privacy breaches including investigations, notifications, and developing follow-up recommendations.
- Expertly analyzes, assimilates, assesses, and aggregates data in support of end-to-end incident management life cycle throughout the organization.
- Facilitates CLBC's requirements to complete Privacy Impact Assessments and Information Sharing Agreements
- Identifies to the Manager of Information Management issues that require legal consultation related to privacy or information requests.
- Communicates issue resolution to appropriate parties and coordinates the follow up and documentation of finding, status updates, and completion summaries to ensure incidences/projects have the appropriate detail and closure.
- Supports CLBC's Privacy compliant process for receiving, documenting, tracking, investigation and taking action on all inquiries and complaints concerning CLBC's privacy policies and procedures through the development and maintenance of an information database.
- Monitors and continuously improves CLBC's program inclusive of developing policies and procedures including standards, forms, and agreements that support CLBC's privacy initiatives.
- Acts as the expert in evaluating privacy and access to information impacts on CLBC's policies, programs and procedures to ensure that organizational risk is minimized. Makes recommendations to the Manager-Information Management and other CLBC business process owners on recommended changes to facilitate the mitigation of risk.
- Assists in the development and review of new training curricula as required.
- Distills key learning, identifies practice implications, and makes recommendations for new or enhanced approaches and solutions.
- Designs initiatives and approaches that instill a culture of privacy awareness and compliance.
- Conducts research as necessary to support the Manager-Information Management with projects as requested.
- Monitors news, events, laws and regulations, and communication compliance requirements to various stakeholders.
- Collaborates with Regional Operations, IT, Human Resources and various teams to support CLBC's privacy during program development to support compliance with new and existing policy and procedures.



- Remains current knowledge on evolving issues/trends affecting privacy policy and practice; reviews existing policy in terms of new developments and works with Manager to revise as necessary.

## **EDUCATION & EXPERIENCE**

- Bachelor's degree in business, Human Services, Law, Public Administration, Information Management or a related degree;
- Minimum of three years' experience in a privacy / senior policy/program analyst position, with at least one year focused on privacy within a complex, organizational environment.
- CIPM / CIPP (Certified Information Privacy Manager /Professional) designation is preferable.

## **KNOWLEDGE, ABILITIES & SKILLS**

- Expert knowledge of FOIPPA, including information access, release of information, and implementation of control technologies as they apply to privacy information contained in electronic and non-electronic media.
- Ability to interpret privacy concepts and requirements in light of diverse business functions and operational activities.
- Knowledge of CLBC internal processes, policies and programs to understand practice issues at it relates to privacy and access to information.
- Exceptional critical thinking skills. Ability to analyze complex situations and understand the organizational impact with attention to detail. Ability to segment complex processes, challenges, and opportunities into smaller parts.
- Strong interpersonal skills. Establishes and maintains effective relationships with internal and external customers; Designs and delivers solutions with both privacy requirements and customer desired outcomes in mind.
- Extremely responsiveness and ability to manage competing priorities. Able to respond swiftly and adapt quickly to shifting priorities.
- Strong communication skills. Communicates effectively in groups, or one-on-one sessions, with fellow employees and/or external clients. Strong written communication skills.
- Self-starter with excellent time management skills and the ability to work as part of a team or independently.
- Strong knowledge of the MS Office, ability to build and maintain a database and use appropriate software to redact information from documents.

## **Special Requirements**

- Applicant subject to a criminal record review.





|  |  |
|--|--|
| <b>POSITION TITLE:</b><br>Information (Records) Management Analyst | <b>POSITION NUMBER:</b>  |
| <b>REGION:</b><br>Information Technology – Head Office             | <b>LOCATION:</b><br>Vancouver  |
| <b>CURRENT CLASSIFICATION LEVEL:</b><br>AO R27                     | <b>DATE:</b><br>October, 2023  |
| <b>SUPERVISOR POSITION NUMBER:</b>                                 | <b>SUPERVISOR'S TITLE/CLASSIFICATION:</b><br>Manager, Information Management |

#### PROGRAM

Community Living British Columbia [CLBC] is a crown corporation responsible for arranging support and services to individuals with developmental disabilities and their families. CLBC staff strives to adhere to the corporate vision '**Lives filled with possibilities in welcoming communities.**

#### PURPOSE OF POSITION

Reporting to the Manager, Information Management, the Information Management Analyst works with the Manager to ensure that CLBC complies with its obligations as a separate public body under the Information Management Act (IMA).

#### JOB DUTIES AND ACCOUNTABILITIES

- Liaising with the Chief Information and Records Management Office (CIRMO) to address any government changes to the IMA and its directives or related initiatives;
  - Recording of Government Decisions
  - Archiving physical and digital records and systems
  - Digital transformation
- Coordinates and supports the CLBC Digitization Strategy and practice requirements for a defensible consistent digitization process.
- Ensures compliance within the Information Management Framework, including Privacy, Security, Risk and Records under the legislative areas of the Freedom of Information and Personal Protection, Information Management, Interpretation, Electronic Transaction, and Museum Acts.
- Assists in and supports the development, maintenance of the information management monitoring framework;
- Liaises with the Government Information Access Operations division for off-siting and retrieval procedures;
- Liaises with MCFD Document Management division to address missing or lost legacy records (MCFD/CLBC mixed physical records);



- Exercises authority under the Security & Records section of the Information Management framework; authorizes destruction of records/information assets;
- Collaborates with the CLBC IT and Privacy divisions to address the overarching Information Management framework;
- Develops and maintains the document/system archival standard (LAN, SharePoint, MS Teams, and other applications used as a document/information repository);
- Provides recommendation to the CLBCs ORCs including updates to the Indented Org Chart and access matrix (as per CLBC org structure);
- Leads the development of Electronic Documents and Records Management System (EDRMS) requirements and configuration of the EDRMS system;
- Develops and supports the maintenance of all related policies, procedures, guidelines, and templates.
- Expertly analyzes, assesses and aggregates data in support of end-to-end records management lifecycle of physical and digital records across the organization;
- Provides authoritative advice and expertise in evaluating the record life cycle and information impacts on CLBC's policies, programs and procedures to ensure that organizational risk is minimized;
- Distills key learning, identifies practice implications and makes recommendations for new or enhanced approaches and solutions;
- Designs initiatives and approaches that instill a culture of information/records management awareness and compliance in conjunction with the privacy and security aspects of records;
- Monitors news, events, laws and regulations, and communication compliance requirements to various stakeholders;
- Remains current on knowledge in evolving issues/trends affecting information/records management practices; reviews existing policies in terms of new developments and works with the Manager to revise as necessary;
- Conducts research as necessary to support the Manager, Information Management with projects as requested.

#### **EDUCATION & EXPERIENCE**

Degree in Library and Information Science, Records Management, Archival Studies , Business or a related degree; and a minimum of three years' experience in a position responsible for information/records management in the public sector, OR equivalent information/records management training in the public sector; and a minimum five years' experience in a leadership role, and a minimum of two years' experience in Information Technology. An equivalent combination of education, experience, and/or training may be considered.

#### **KNOWLEDGE, ABILITIES & SKILLS**

- Expert knowledge of the Information Management Act and information management framework including records/information management, and implementation of control technologies as they apply to physical and digital records;
- Knowledge all Acts that apply to the Information Management Framework; FOIPPA, IMA, Museum Act, Interpretation Act, Electronic Transaction Act;
- Ability to interpret records life cycle, concepts and requirements in light of diverse business functions and operational activities;



- Knowledge of CLBC internal processes, policies and programs to understand practice issues at it relates to records and information management;
- Exceptional critical thinking skills. Ability to analyze complex situations and understand the organizational impact with attention to detail;
- Ability to segment complex processes, challenges, and opportunities into smaller work units;
- Strong interpersonal skills. Establishes and maintains effective relationships with internal and external stakeholders;
- Designs and delivers solutions with both legislative requirements and customer desired outcomes in mind;
- Extremely responsiveness and ability to manage competing priorities. Able to respond swiftly and adapt quickly to shifting priorities;
- Strong communication skills. Communicates effectively in groups, or one-on-one sessions, with fellow employees and/or external clients. Strong written communication skills;
- Self-starter with excellent time management skills and the ability to work as part of a team or independently;
- Strong knowledge of the MS Office Suite, CLBC's Line of Business Applications (CRMS, MWS, Paris, Individual Sites etc.).

## COMPETENCIES

Service Orientation  
Teamwork  
Results Orientation  
Communications  
Analytical Thinking  
Impact and Influence  
Conceptual Thinking  
Problem Solving  
Expertise

## Special Requirements

- Occasional overnight travel.
- Possession of a valid class 5 Drivers license.
- Applicant subject to a criminal record review.

I confirm that:

- Accountabilities/deliverables were assigned to this position effective; (Date).
- The information in this position description reflects the actual work performed.
- A copy has/will be provided to the incumbent(s).

Name:

Signature:

Date:



# Privacy

## 1. Privacy

### 1.1 Welcome



Notes:

### 1.2 “Take the time to explore resources available on myCLBC”







## 1.3 Before We Begin

### Before We Begin

Here are some quick tips to help you navigate this course:

- RESOURCES** Click the Resources button at the top of your screen to view resources and policies
- MENU** Click the Menu button to open the course menu
- NEXT >** Click the Next button at the bottom of your screen to move to the next page
- < PREV** Click the Previous button to go back to the previous page
-  Click the Next arrow button to move to a sub-page of a main topic
-  Click the Previous arrow button to go back to the main topic page

### Notes:

## 1.4 What This Course is About

### What This Course is About

This course is about ALL of the confidential information in your care – personal and otherwise


The magnitude can vary from the loss of a single record to the compromise of a database and more.

It's about how you handle information in the work you do everyday.





## 1.5 Overview



### Overview

The purpose of the course is to:

- Build understanding and support a culture of responsible information sharing, privacy, and security awareness
- Develop capacity to respond effectively and correctly when information incidents including privacy breaches occur

## 1.6 Learning Objectives




### Learning Objectives

After you've completed this module, you will be able to:

- 1 Support a culture of responsible information sharing and compliance with legislation and CLBC policy
- 2 Be aware of information sharing, privacy and security policy and processes
- 3 Understand your role and responsibilities in information sharing and privacy
- 4 Identify when an information incident, including a privacy breach has occurred and know what actions to take

## 1.7 Module Introduction

### Module Introduction

-  **Module 1: Appropriate Information Sharing**  
You will learn how to build culture of responsible information sharing and compliance with legislation and CLBC policy.
-  **Module 2: Handling Information Incidents**  
You will learn how to identify when an information incident, including a privacy breach has occurred and know what actions to take.
-  **Module 3: Preventing Information Incidents**  
You will focus on prevention, including what you need to know in order to protect information, assess risk, and to work securely with CLBC information inside and outside of the workplace.



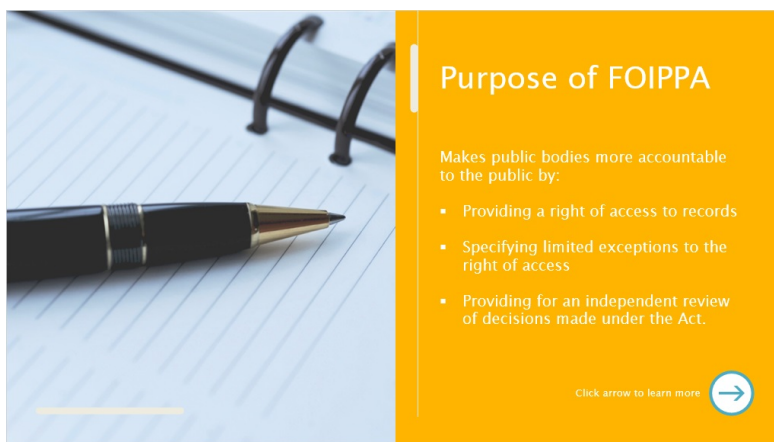
## 1.8 Module 1 - Appropriate Information Sharing



## 1.9 FOIPPA



## 1.10 Purpose of FOIPPA





## Popup1 (Slide Layer)



### Purpose of FOIPPA

Protects privacy by:

- Giving people a right of access to their own information
- A right to request correction
- Preventing the unauthorized collection, use, or disclosure of personal information by public bodies

← Click arrow to go back

## 1.11 FOIPPA Custody and Control



### FOIPPA Custody and Control

Section 3 of FOIPPA applies to all records in the custody or under the control of a public body.

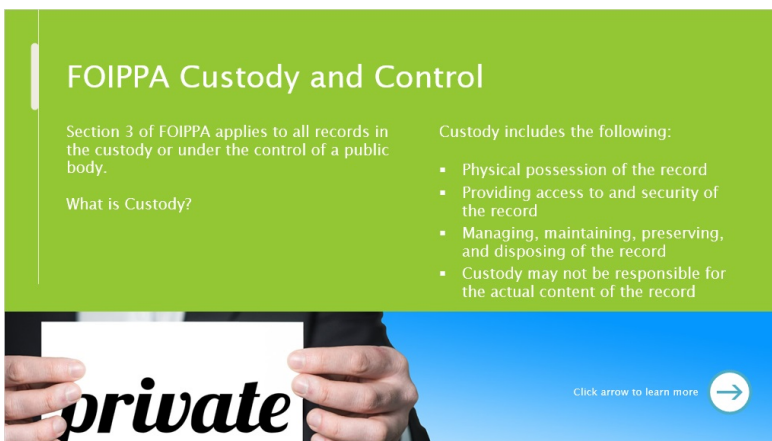
A "record" is any information recorded or stored by any means whether in hard copy or in electronic format.

This includes:

- Notebooks
- Documents
- Contracts
- Photographs
- Letters
- E-mails
- Text messages
- Etc.

→ Click arrow to learn more

## Popup1 (Slide Layer)



### FOIPPA Custody and Control

Section 3 of FOIPPA applies to all records in the custody or under the control of a public body.

What is Custody?

Custody includes the following:

- Physical possession of the record
- Providing access to and security of the record
- Managing, maintaining, preserving, and disposing of the record
- Custody may not be responsible for the actual content of the record

→ Click arrow to learn more



## Popup2 (Slide Layer)



### FOIPPA Custody and Control

Section 3 of FOIPPA applies to all records in the custody or under the control of a public body.

What is Control?

Control is when you have the authority to manage, restrict, regulate or administer the use or disclosure of a record.

CLBC has control of all records created for the purpose of providing contracted service to individuals eligible for CLBC services i.e.. Service provider records.

Click arrow to go back

# CONTROL

### 1.12 FOIPPA Right of Access



### FOIPPA Right of Access

Section 4 of FOIPPA Right of Access

The public has a right to request access to any record in the custody or control of a public body.

If you receive a request for access to records, please refer to the *Q & A for Staff: Freedom of Information and Requests for Information*.

The Information Access Operations (IAO) in Victoria may manage the request on behalf of CLBC.

### 1.13 FOIPPA “The Request Process”

### FOIPPA “The Request Process”

Section 5 of FOIPPA “The Request Process”

In order to request information, the applicant:

- Must make a written request
- Must provide sufficient detail to identify record sought
- May ask for a copy or to examine record
- Must provide proof of authority if acting for another person:
  - signed consent from individual
  - representation agreement, court order, estate documentation, other legal document





## 1.14 FOIPPA Duty to Assist


### FOIPPA Duty to Assist

Section 6 of FOIPPA Duty to Assist

CLBC has a duty to assist people to make a request.

As part of this duty CLBC staff must:

- Do a thorough search for records when and as directed by HO Privacy and keep records of the search
- Create records when directed by CLBC Privacy
- Note the harms in the records
- Follow the directions from CLBC Privacy



## 1.15 FOIPPA Timelines for Responding

### FOIPPA Timelines for Responding

Section 7 and 10 of FOIPPA Timelines for Responding



Click the images to learn more

### Popup1 (Slide Layer)

### FOIPPA Timelines for Responding

Section 7 and 10 of FOIPPA Timelines for Responding






CLBC has 30 business days to respond to a request.



## Popup2 (Slide Layer)

### FOIPPA Timelines for Responding

Section 7 and 10 of FOIPPA Timelines for Responding




According to section 10 of FOIPPA, the IAO may extend the timeline for responding by 30 days when:

- A large number of records have been requested or must be searched
- There is not enough detail to enable the public body to identify the record
- More time is needed to consult with a third party or other public body
- The applicant has consented to the extension

## Popup3 (Slide Layer)


### FOIPPA Timelines for Responding


Section 7 and 10 of FOIPPA Timelines for Responding



Further extensions for the above four reasons may be granted to the public body by the Office of the Information and Privacy Commissioner (OIPC)

## 1.16 Creating a Culture



Click arrow to learn more 


### Creating a Culture

How do you handle the information in your care?

Are you appropriately safeguarding the information in terms of legislation and policies that may apply to it?



## Popup (Slide Layer)




Click arrow to go back

### Creating a Culture

Creating a Culture of Appropriate Information Sharing

- Know the information you work with
- Build a culture where privacy protection and appropriate information sharing are part of how you do business
- Be proactive and look for opportunities to appropriately share
- Be a role model for your work unit and talk about the benefits
- Create relationships within and outside your organization to leverage responsible information use

## 1.17 What is Information Sharing?



Click arrow to learn more


### What is Information Sharing?

Information is a CLBC asset that must be handled effectively and shared appropriately.

Information sharing involves the collection and disclosure of information within CLBC, between public bodies and with other parties where appropriate.

Information sharing can positively enhance collaboration when it complies with legislative and policy requirements.

## Popup (Slide Layer)



Click arrow to go back

### What is Information Sharing?

Key is:

- Know how FOIPPA and any other legislation affect information sharing
- Know CLBC core policy and refer to the resources on the myCLBC
- Refer to your manager for more information or contact CLBC Privacy



## Popup2 (Slide Layer)



Click arrow to go back

### What is Information Sharing?

Always check the Q&A for staff: FOI and requests for information before giving records to people not employed by CLBC. This includes family members, police, law offices, other ministries, MLA offices, and even the individuals themselves.


### 1.18 Why Information Sharing?

### Why Information Sharing?

CLBC information sharing promotes a culture of collaboration and produces outcomes for individuals and families.

It enables person-centred service delivery.

Appropriate sharing should result in efficiencies such as less duplicate data entry, better data quality and faster access to the information you need to do your job.



### 1.19 What do you think?

*(Multiple Response, 10 points, 3 attempts permitted)*



s. 3

Click all that apply.



s. 3

Correct      Choice

s. 3

**Feedback when correct:**

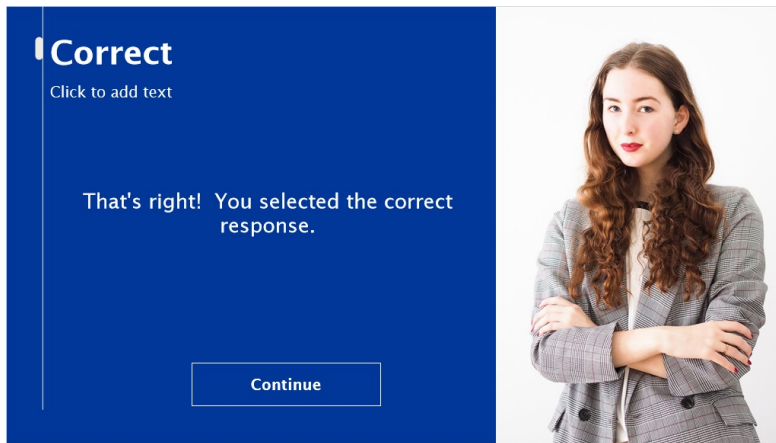
That's right! You selected the correct response.

**Feedback when incorrect:**

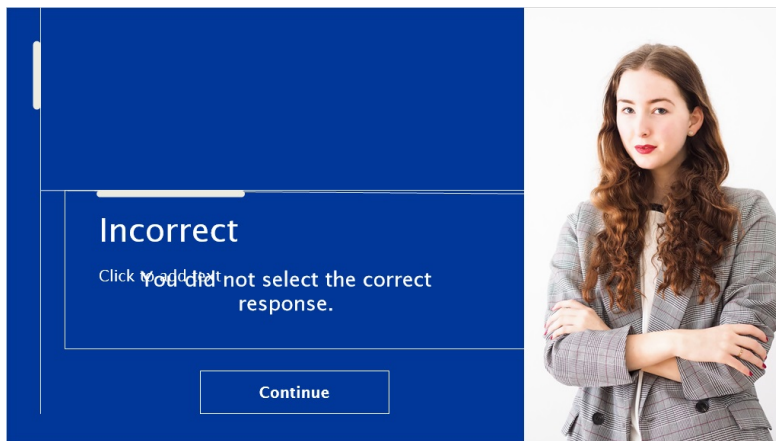
You did not select the correct response.



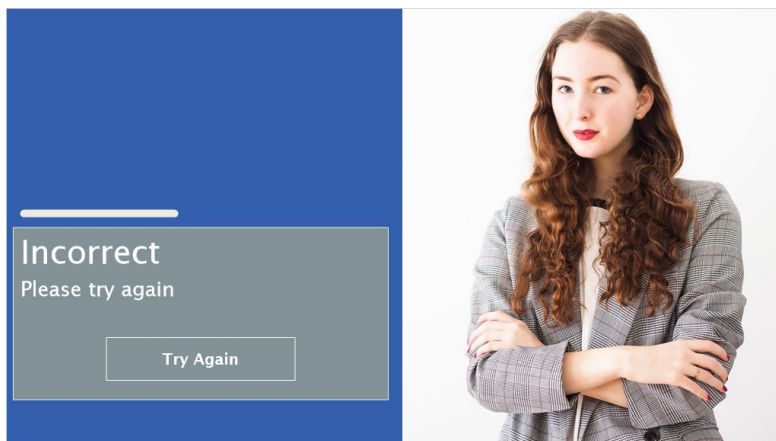
### Correct (Slide Layer)



### Incorrect (Slide Layer)



### Try Again (Slide Layer)









## 1.20 Information that CLBC Handles

### Information that CLBC Handles

Examples of Information that CLBC handle:

|  |  |  |
|--|--|--|
|  <p><b>Business:</b></p> <ul style="list-style-type: none"><li>▪ Strategic plans</li><li>▪ Operational policy and regulations</li><li>▪ Estimates</li><li>▪ Budget</li><li>▪ Financial audits</li><li>▪ Service provider contracts</li><li>▪ Monitoring</li></ul> |  <p><b>Individual:</b></p> <ul style="list-style-type: none"><li>▪ Names</li><li>▪ Phone numbers</li><li>▪ Housing</li><li>▪ Employment</li><li>▪ Family circumstances</li><li>▪ Eligibility</li><li>▪ Critical incident reports</li><li>▪ Behavioral support</li></ul> |  <p><b>Employee:</b></p> <ul style="list-style-type: none"><li>▪ HR files</li><li>▪ STIIP reports</li><li>▪ Performance reviews</li><li>▪ Criminal record checks</li><li>▪ Complaints and correspondence about/by staff</li></ul> |
|--|--|--|

## 1.21 What is Personal Information?



### What is Personal Information?

Personal information is recorded information about an identifiable individual other than business contact information.

Governed by Freedom of Information and Protection of Privacy Act (FOIPPA)

Click the numbered buttons to learn more

1

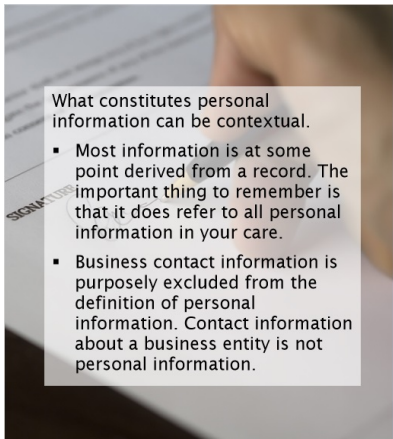
2

3

Notes:



## Popup1 (Slide Layer)



What constitutes personal information can be contextual.

- Most information is at some point derived from a record. The important thing to remember is that it does refer to all personal information in your care.
- Business contact information is purposely excluded from the definition of personal information. Contact information about a business entity is not personal information.

### What is Personal Information?

Personal information is recorded information about an identifiable individual other than business contact information.

Governed by Freedom of Information and Protection of Privacy Act (FOIPPA)

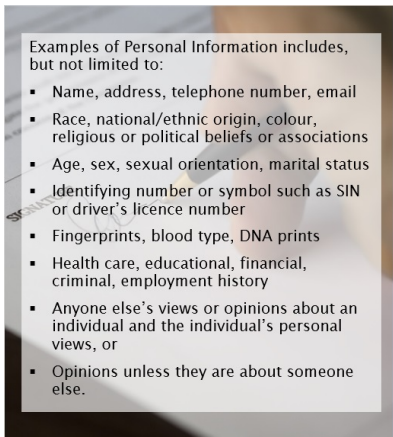
Click the numbered buttons to learn more

1

2

3

## Popup2 (Slide Layer)



Examples of Personal Information includes, but not limited to:

- Name, address, telephone number, email
- Race, national/ethnic origin, colour, religious or political beliefs or associations
- Age, sex, sexual orientation, marital status
- Identifying number or symbol such as SIN or driver's licence number
- Fingerprints, blood type, DNA prints
- Health care, educational, financial, criminal, employment history
- Anyone else's views or opinions about an individual and the individual's personal views, or
- Opinions unless they are about someone else.

### What is Personal Information?

Personal information is recorded information about an identifiable individual other than business contact information.

Governed by Freedom of Information and Protection of Privacy Act (FOIPPA)

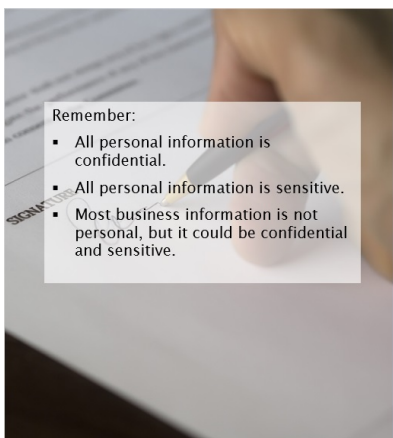
Click the numbered buttons to learn more

1

2

3

## Popup3 (Slide Layer)



Remember:

- All personal information is confidential.
- All personal information is sensitive.
- Most business information is not personal, but it could be confidential and sensitive.

### What is Personal Information?

Personal information is recorded information about an identifiable individual other than business contact information.

Governed by Freedom of Information and Protection of Privacy Act (FOIPPA)

Click the numbered buttons to learn more

1

2

3



## 1.22 What is Sensitive Information?

### What is Sensitive Information?

Information that if compromised could result in serious consequences for individuals, organizations or government.

Examples:

- Contracts and FGTs
- Criminal records
- Critical information reports
- Behavioral plans and safety plans
- Adult guardianship investigations

Personal information is always confidential and sensitive.



## 1.23 Professional Opinions

### Professional Opinions

Be aware: Your professional opinions may not be considered your own personal information.

The definition of personal information in the FOIPPA is intentionally left rather general.



## 1.24 Information Sharing Guiding Principles

### Information Sharing Guiding Principles

Right Information

Right Person

Right Purpose

Right Time


Right Way

Click the folders to learn more



## Right Information (Slide Layer)

**Information Sharing Guiding Principles**




Information meets the needs of its users and the quality of information is appropriate for its purpose in terms of accuracy, relevancy, reliability, consistency, and comprehensiveness.

E.g., Collect only what you need. Ask yourself:

- What personal/confidential information do you work with?
- Where is it kept?
- Who has access to archived records?

## Right Person (Slide Layer)

**Information Sharing Guiding Principles**




Information is available and accessible unless there are valid reasons for it to be withheld. Make sure the access is appropriate. Know which employees 'need to know'. Put paper documents away. E.g. Everyone in the office doesn't need to see HR files.

Ask yourself:

- Do you log off your computer when not in use?
- Do you have periodic reviews to check on who has access to what?
- Do you keep your workplace tidy?

## Right Purpose (Slide Layer)

**Information Sharing Guiding Principles**




Information is integral to the business of government and is shared, as appropriate, for pursuing an identified purpose or to support achievement of government policy and/or service goals and business needs. The right purpose is the "need to know" to do your work. The Wrong Purpose would be accessing or sharing information on a "nice to know" basis.



## Right Time (Slide Layer)


**Information Sharing Guiding Principles**



Information is available in a timely way, to use appropriately, when needed, to support business and program goals, needs, and decisions.

## Right Way (Slide Layer)

**Information Sharing Guiding Principles**




Information is handled in a way that respects and protects the privacy of individuals with regard to their personal information held by government and the confidentiality of government and private sector information. Information incidents raise security concerns, not all security issues are privacy related. It comes down to how we do our work.

### 1.25 What do you think?

*(Multiple Response, 10 points, 3 attempts permitted)*





s. 3

Select all that apply.

s. 3

|         |        |
|---------|--------|
| Correct | Choice |
|---------|--------|

s. 3

**Feedback when correct:**

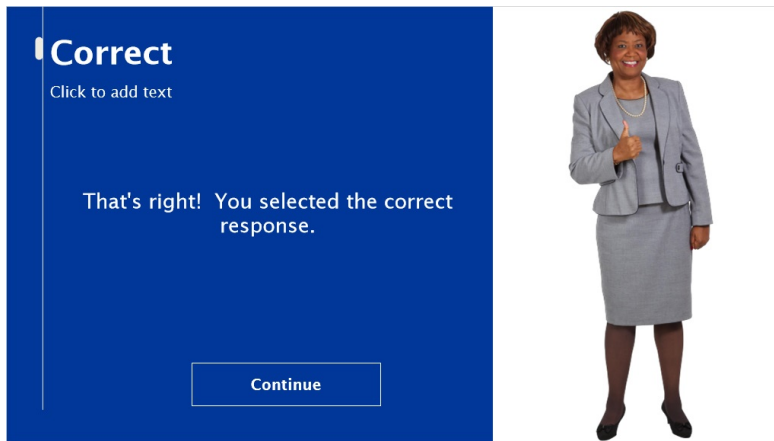
That's right! You selected the correct response.

**Feedback when incorrect:**

You did not select the correct response.



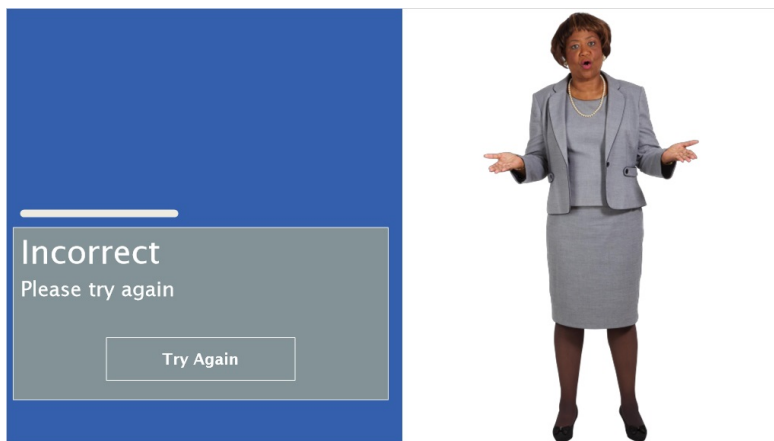
## Correct (Slide Layer)



## Incorrect (Slide Layer)



## Try Again (Slide Layer)





## 1.26 Why Information Sharing?



### Why Information Sharing?

You always have to look at each instance to understand when program information is personal.


CLBC is accountable for the protection of personal information in its custody or control.

## 1.27 Conclusion

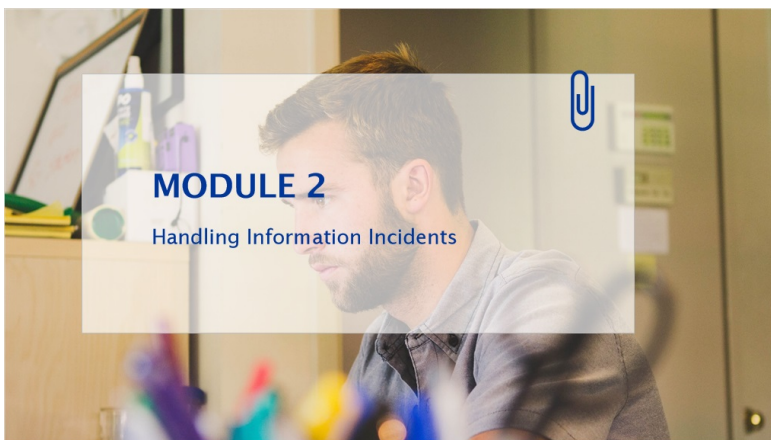
### Conclusion

Can you think of ways to enhance information sharing that will result in:

- 1 Faster and easier access to the CLBC information that you need
- 2 Less duplication when asking individuals and families for the same information
- 3 Better integration and improvement of service delivery among CLBC programs and services
- 4 More support for you on the front-line in making timely and effective decisions.



## 1.28 Module 2 - Handling Information Incidents



### MODULE 2

Handling Information Incidents



## 1.29 Introduction



## 1.30 What is Information Incident and Privacy Breaches?



### Popup1 (Slide Layer)





## Popup2 (Slide Layer)



Click arrow to go back

### What is Information Incident and Privacy Breaches?

“ Privacy breaches occur when there is inappropriate collection, use, disclosure, disposal, storage or access to personal information. Be aware of any requirements legislation may place upon information you handle. ”

Click arrow to learn more

## Popup3 (Slide Layer)



Click arrow to go back

### What is Information Incident and Privacy Breaches?

“ Remember, information incidents are not limited to privacy breaches. ”

## 1.31 External Information Incidents

### External Information Incidents

Hacking and phishing are examples of deliberate, and potentially serious, external information incidents.

- Hijacking
- Phishing






## 1.32 How Information Incidents Occur

### How Information Incidents Occur

Incidents can be deliberate or accidental; internal or external.


Common causes are:

- Emails sent to the wrong recipient
- Mis-stuffed envelopes or incorrect fax and mail addresses
- Lost files, computer discs or memory sticks
- Disposal of unwiped hardware
- Deliberate employee misconduct
- Hacking and phishing
- Collecting information on the wrong person



## 1.33 What do you think?

(Multiple Response, 10 points, 3 attempts permitted)



s. 3

s. 3

| Correct | Choice |
|---------|--------|
| s. 3    |        |

### Feedback when correct:

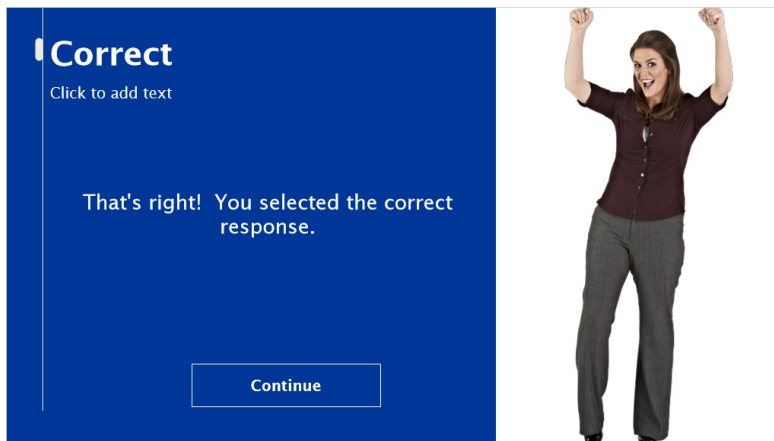
That's right! You selected the correct response.



### Feedback when incorrect:

You did not select the correct response.

### Correct (Slide Layer)

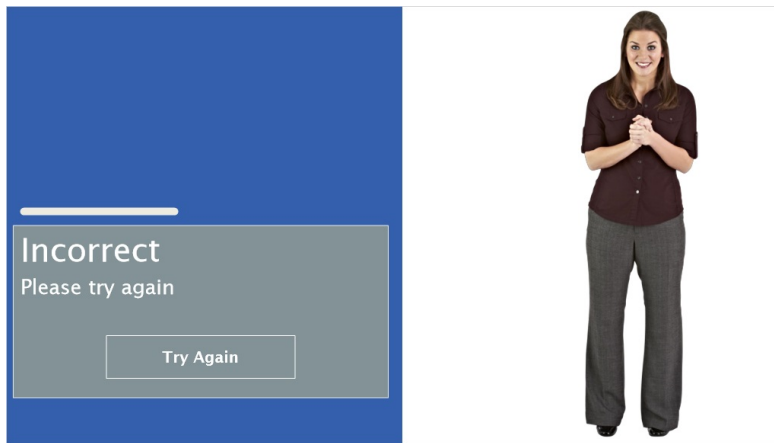


### Incorrect (Slide Layer)





## Try Again (Slide Layer)



### 1.34 The Information Incident Management Process

#### The Information Incident Management Process

- All alleged, suspected or confirmed information incidents must be reported immediately to your manager and to CLBC's Privacy Officer (PO). See the checklist for staff on myCLBC.
- You may need to report the incident to CLBC Service Centre if equipment or software was compromised.
- The PO is accountable for coordination and communication with CLBC's Human Resources department and others within CLBC.
- Police are notified and advised, as required.

Information on what to do in the event of privacy breach or information incidents is now available on CLBC's Intranet, [myCLBC](#).

### 1.35 Handling an Information Incident

#### Handling an Information Incident

Whose responsibility is it to handle an information incident?


|                    |                      |
|--------------------|----------------------|
| <b>(R)</b> Report  | <b>(R)</b> Remediate |
| <b>(R)</b> Recover | <b>(P)</b> Prevent   |



## 1.36 Handling an Information Incident - Steps

### Handling an Information Incident - Steps

- Step 1:** Report
- Step 2:** Recover
- Step 3:** Remediate
- Step 4:** Prevent



## 1.37 Report



Employee      Manager      Privacy Officer

### Report


#### Step 1: Report

The Privacy Officer takes the lead in an Information Incident Investigation and works collaboratively with field staff to address and resolve the information incident quickly.

The specific order of notification is shown on the left.

Click arrow to learn more →

## Popup1 (Slide Layer)



Privacy Officer

### Step 1: Report

Ensure that your Privacy Officer is informed by your manager.

- If you observe the incident or call it in, the Privacy Officer will call you back and ask the following questions:
  - What happened and when?
  - What actions have been taken so far and has the incident been contained?
  - Does the incident involve information about identifiable individuals, including individuals or employees? What kind?
  - Who will the staff contact person be, if other than caller?
- A general incident loss report (GILR) must be completed within 24 hours if there has been a loss of equipment. Work with your manager and CLBC Service Centre to do this. Do not include sensitive information in the report.

← Click arrow to go back      Click arrow to learn more →




## Popup2 (Slide Layer)

### Step 1: Report

Even a slight delay in reporting can be too much.


This recovery was possible because the employee reported the incident immediately.



← Click arrow to go back

Click arrow to learn more →

## Popup3 (Slide Layer)



Privacy Officer

### Step 1: Report

CLBC's Privacy Office

- CLBC's Privacy Officer is the Director of Quality Assurance
- The Privacy Officer is the main point of contact regarding information incidents
- The Privacy Officer liaises with the Office of the Chief Information Officer (OCIO) and Privacy Commissioner as necessary


← Click arrow to go back

## 1.38 Recover

## Recover

### Step 2: Recover

- Who, What, When, Where, How
- Recover the information if possible, or otherwise contain the incident
- Stop doing that!
- Request the return of the information
- Secure the situation



Click arrow to learn more →



## Popup1 (Slide Layer)


### Recover

#### Step 2: Recover

A member of the CLBC Service Centre or the Information Security Officer will assist you on how to handle an IT equipment or software issue.

Remember – Personal Safety comes first.

← Click arrow to go back



## 1.39 Remediate



### Remediate

#### Step 3: Remediate

- Work with your manager to investigate or understand the cause of the incident.
- Work with the Response Team as needed; CLBC Service Centre, Information Security Officer, Privacy Officer, and the CLBC Human Resources department.
- Help determine the specifics of the incident and resolve it.

Click arrow to learn more →

## Popup1 (Slide Layer)



### Remediate

#### Step 3: Remediate

When to Notify Individuals:

- The Privacy Officer will work with your manager to determine when to notify affected individuals.
- Other considerations: causing further harm, legal, contractual, etc.

Legislation may have specific requirements regarding notification.

← Click arrow to go back

Click arrow to learn more →



## Popup2 (Slide Layer)



### Remediate

#### Step 3: Remediate

What happens if you don't know who to notify?

The Privacy Officer will be aware of any special considerations.

Click arrow to go back


## 1.40 Prevent

### Prevent

#### Step 4: Prevent

- Develop and continuously review your business practices to prevent an information incident, including a privacy breach. This includes physical and technical security, records management and how you handle information person to person.
- Practice appropriate information sharing.
- Participate in training and discussions to improve business practices.
- Report problems with systems and technology, and record disposal.

Click arrow to learn more




## Popup1 (Slide Layer)

### Prevention

Prevention is identifying in advance what you can do to stop an information incident from occurring in the first place.

Learn from our experiences to enhance information awareness across CLBC.


Click arrow to go back





## 1.41 Preventing Information Incidents Action Plan

Note: To access the Checklist for Staff - response to Information incidents, click on the Resources and Tools tab and expand the Module 2 section.



## 1.42 Review of Your Roles and Responsibilities

### Review of Your Roles and Responsibilities

- Report incident to manager or Privacy Officer, if manager is unavailable
- Cooperate with your Privacy and Information Security Officers during the investigation.
- Respond to information incident requests from your manager and the Response Team.
- Follow CLBC policies and processes for handling an information incident.
- Connect with your manager or Privacy Officer to learn more about your CLBC's processes.
- If requested, follow up with impacted individuals and implement recommendations resulting from the investigation



## 1.43 Contractors

Contract Manager =  
Liaison Analyst



### Contractors

Contractors are responsible for:

- Contacting the local office when they have an information incident

The local office advise service providers on:

- Reporting
- Recovering
- Remediating
- Preventing information incidents including privacy breaches

Service Providers are instructed to report information incidents to their local CLBC office as per the CLBC Service Provider Privacy and Information Management Course.




## 1.44 Conclusion

### Conclusion

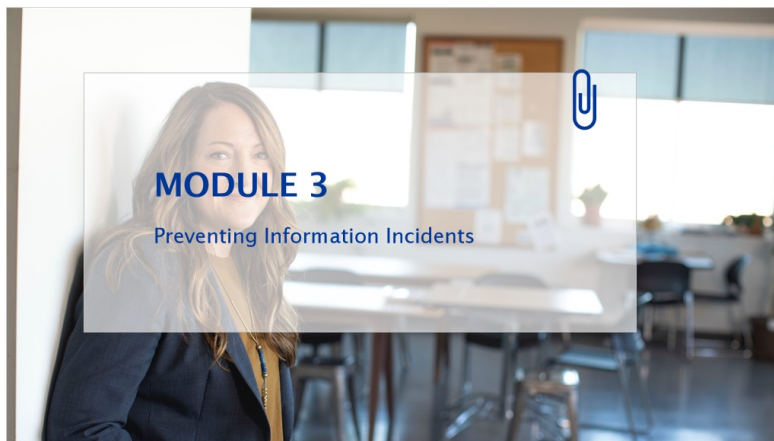
Congratulations! You have completed Module 2!

You heard about:

- 1 What an information incident is and how it occurs in the workplace
- 2 The 4 steps in information incident management process



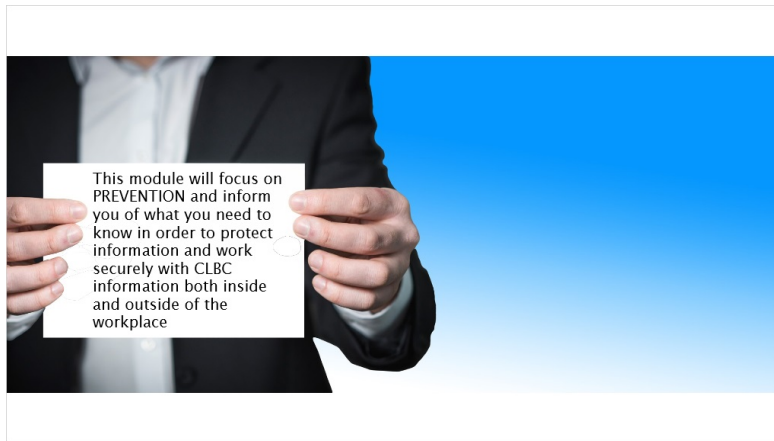
## 1.45 Module 3 - Preventing Information Incidents



Notes:



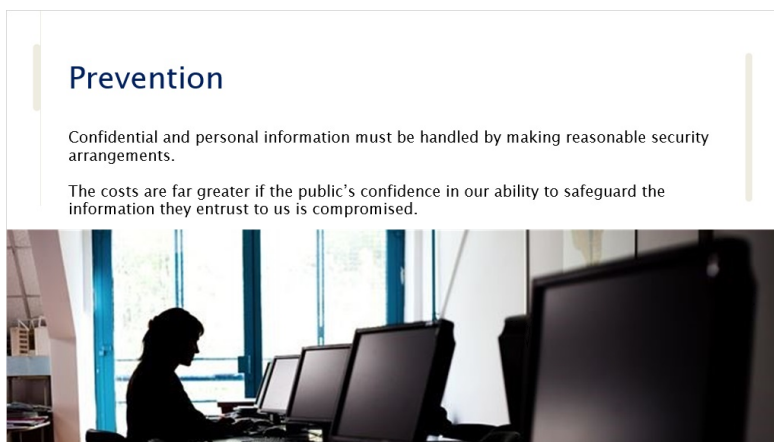
## 1.46 Introduction



## 1.47 Prevention is Everyone's Responsibility



## 1.48 Prevention





## 1.49 Working with Information

### Working with Information

Protect your information


- Lock your workstation and keep a clear desk/work area
- Do not share your IDIR account credentials – NEVER
- Do not share passwords – NEVER
- Use paper shredder/secure bin for timely destruction of sensitive information.
- Use garbage or recycling bin for paper that does not contain personal or sensitive information.




## Popup1 (Slide Layer)

### Working with Information

- Know who has access to your information and at what level.
- An information security classification system is one of the critical components.
- Personal and/or confidential information are examples that if compromised could result in serious consequences.



## 1.50 Working Outside of the Office



### Working Outside of the Office


Regardless of where you work, the information you work with **MUST** be protected and you **MUST** comply with the Protection of Information Policy and FOIPPA.



## 1.51 Protection of Information Policy

### Protection of Information Policy

Make arrangements with your manager before removing confidential information from the workplace and ensure any removed information is inventoried.



## 1.52 Important Email Information

### Important Email Information

- Only use your CLBC provided email account when you are carrying out CLBC business
- Ensure compliance with FOIPPA

Risks:

- Unauthorized Disclosure of personal information
- Inadequate Protection of personal information
- Loss of control
- Difficulties satisfying FOI obligations



## 1.53 Technology Solutions



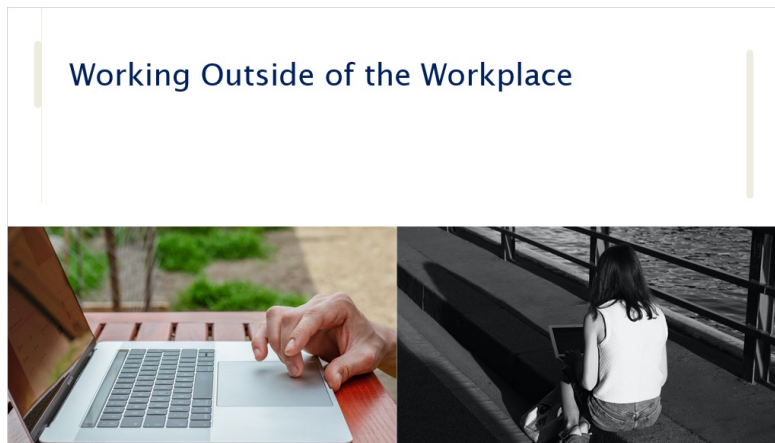
### Technology Solutions

Use CLBC-approved equipment and due diligence.

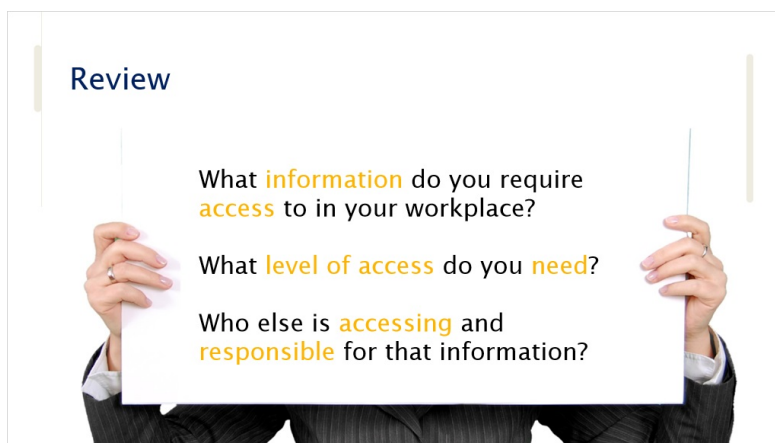
- CLBC issued laptop/tablet
- Desktop Terminal Services (DTS) and Remote Desktop Connection (RDS) with Virtual Private Network (VPN)
- You should not open, download, or save attachments to the local hard drive or print confidential information using these methods.
- Use common sense when working outside the workplace.



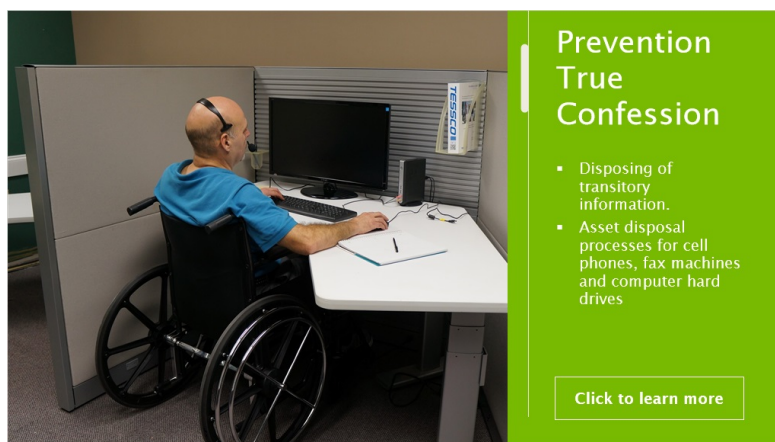
## 1.54 Working Outside of the Workplace



## 1.55 Review



## 1.56 Prevention True Confession





## Popup (Slide Layer)

“I learned early in government to always lock my workstation when I left it. It’s silly really but in the first government office I worked in, one person in our office – when they found someone left their desktop without locking it – would jump onto their Outlook and send out some rather outlandish email to another co-worker.

They may have meant it in fun but it sure taught a lesson to take steps to prevent that from happening – I have a shortcut right in my taskbar for quick and easy lockdown – every time I leave my desk! This sort of thing could be done with a lot of malicious intent and imagine how bad that would be?”

### Prevention True Confession


- Disposing of transitory information.
- Asset disposal processes for cell phones, fax machines and computer hard drives

## 1.57 Conclusion

### Conclusion

Review of your Roles and Responsibilities in Safeguarding Information in your Custody

- Understand and implement safeguarding and security measures, including periodic reviews.
- Ensure CLBC approved devices are used for handling, storage, transfer and disposal of CLBC’s information.
- Prevent information incidents from occurring.
- Apply due diligence when working with sensitive information.
- Secure manager approval prior to working outside the workplace.




## 1.58 Conclusion

### Conclusion

Consider how you will:

- Support a culture of responsible information sharing in your workplace.
- Comply with privacy legislation and CLBC policy.
- Continue to learn more about information sharing and privacy policy and processes.
- Implement your responsibilities in information sharing and privacy.
- Handle an information incident, including a privacy breach, if it occurs.

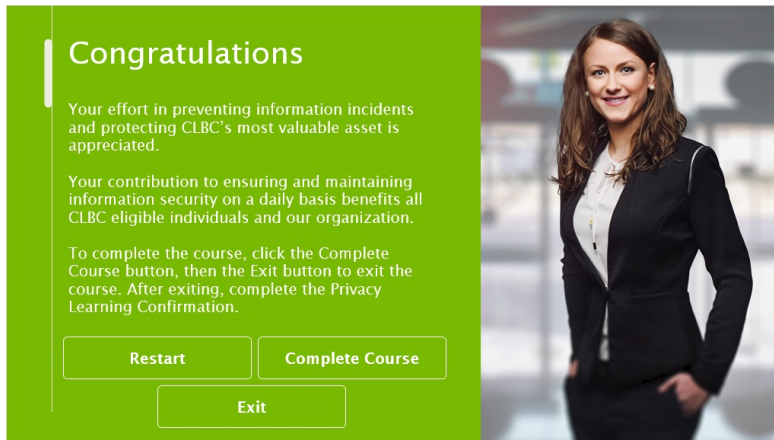




Notes:

## 2. Summary

### 2.1 Congratulations



Notes:

## 2. Information Sharing Privacy Quiz

### Q2.1 <sup>s. 3</sup>

<sup>s. 3</sup>

*(Multiple Choice, 10 points, 1 attempt permitted)*





s. 3

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

### Feedback when correct:

That's right! You selected the correct response.


### Correct (Slide Layer)

Correct

Click to add text

That's right! You selected the correct response.

Continue





## Incorrect (Slide Layer)

Incorrect

You did not select the correct response.

Continue

Click icon to see picture




Q2.2 s. 3

s. 3

*(Multiple Choice, 10 points, 3 attempts permitted)*

s. 3

s. 3

Submit

| Correct           | Choice |
|-------------------|--------|
| <span>s. 3</span> |        |

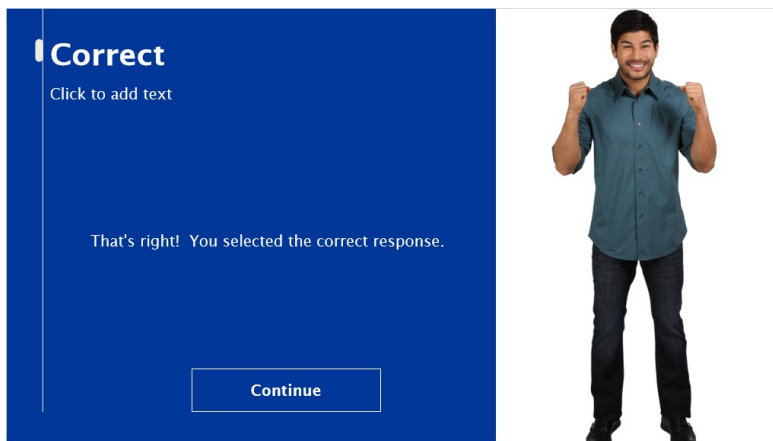


### Feedback when correct:

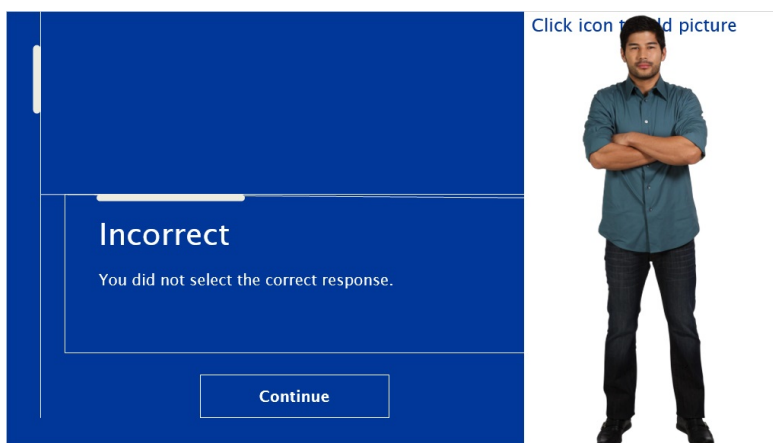
That's right! You selected the correct response.

### Notes:

### Correct (Slide Layer)

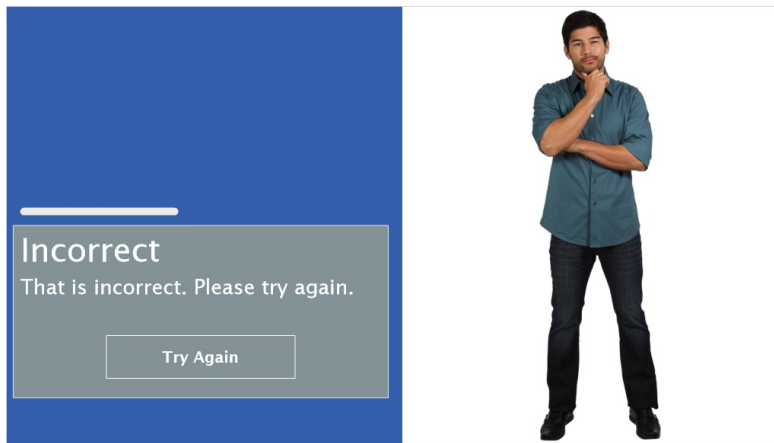


### Incorrect (Slide Layer)





## Try Again (Slide Layer)




**Q2.3** <sup>s. 3</sup>

<sup>s. 3</sup>

*(True/False, 10 points, 1 attempt permitted)*

<sup>s. 3</sup>



<sup>s. 3</sup>

Submit

Correct    Choice

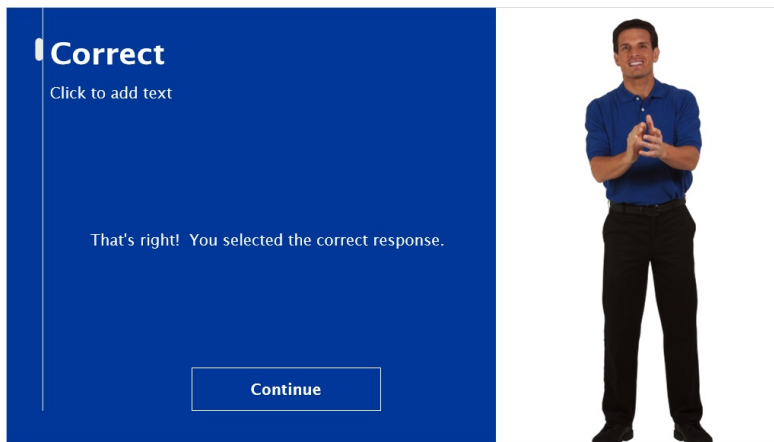
<sup>s. 3</sup>

**Feedback when correct:**

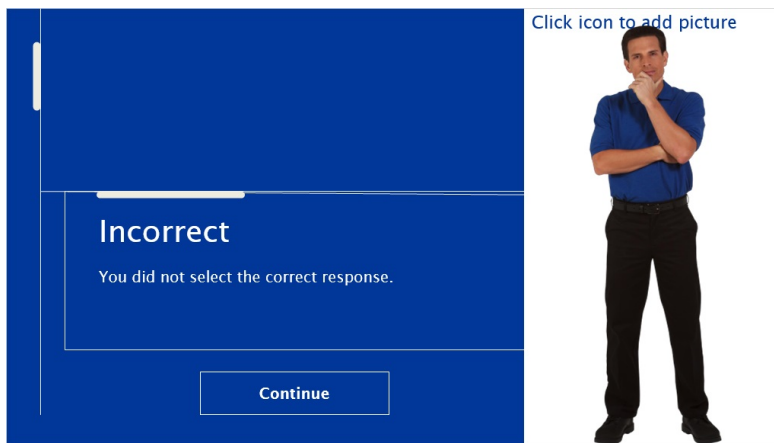


That's right! You selected the correct response.

### Correct (Slide Layer)



### Incorrect (Slide Layer)



**Q2.4** <sup>s. 3</sup>

***Select all that apply***

*(Multiple Response, 10 points, 3 attempts permitted)*



S. 3

Select all that apply



S. 3

Submit

Correct Choice

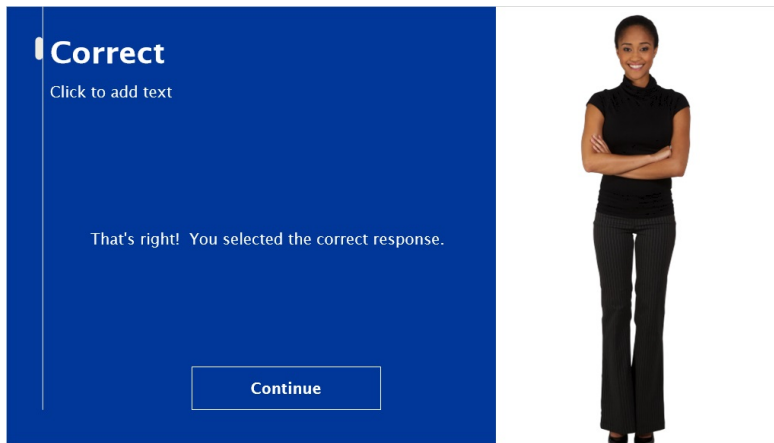
S. 3

**Feedback when correct:**

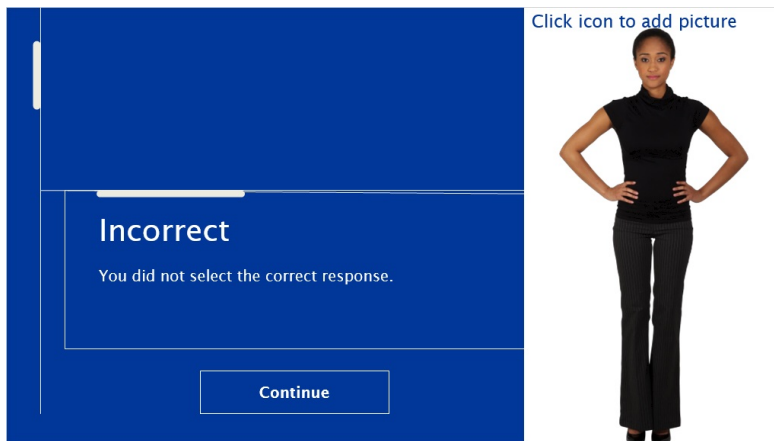
That's right! You selected the correct response.



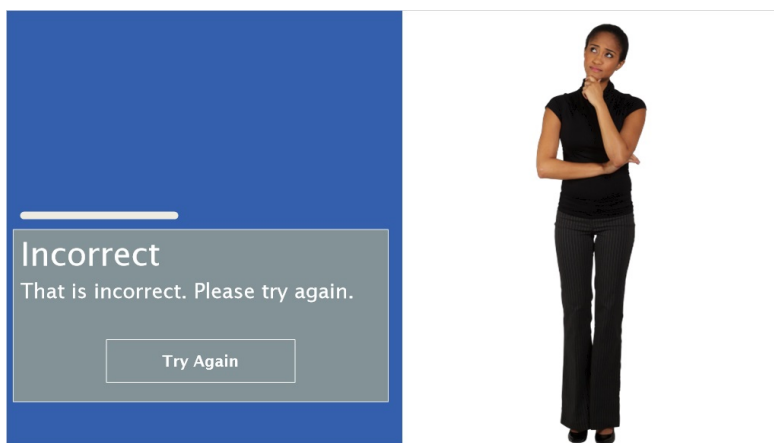
## Correct (Slide Layer)



## Incorrect (Slide Layer)



## Try Again (Slide Layer)






**Q2.5** s. 3

s. 3

*(True/False, 10 points, 1 attempt permitted)*

|   |                           |
|---|---------------------------|
|  | <p>s. 3</p>               |
|   | <p>s. 3</p> <p>Submit</p> |

Correct      Choice

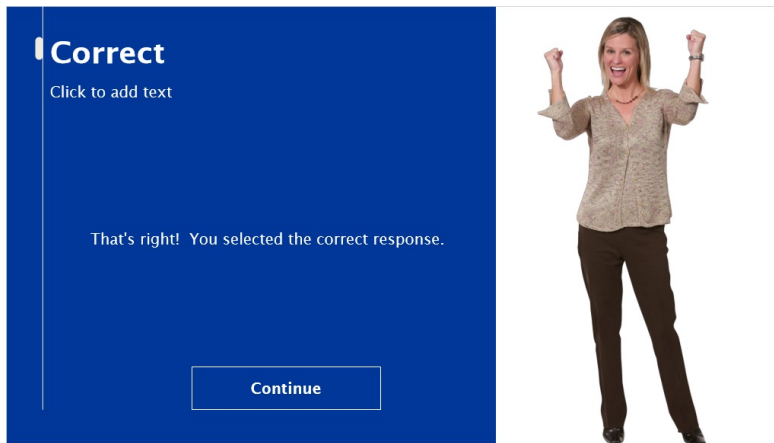
s. 3

**Feedback when correct:**

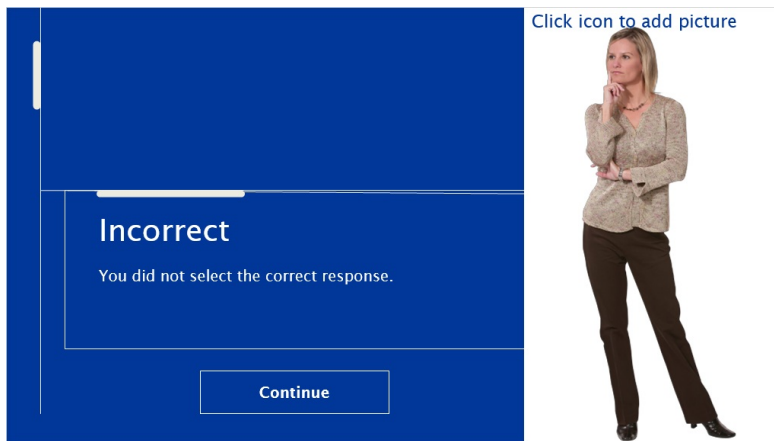
That's right! You selected the correct response.



## Correct (Slide Layer)



## Incorrect (Slide Layer)




**Q2.6** <sup>s. 3</sup>

*(True/False, 10 points, 1 attempt permitted)*



s. 3



s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

### Feedback when correct:

That's right! You selected the correct response.


### Correct (Slide Layer)

Correct

Click to add text

That's right! You selected the correct response.

Continue






## Incorrect (Slide Layer)

Incorrect

You did not select the correct response.

Continue

Click icon to add picture



**Q2.7** s. 3

s. 3

***Click all that apply.***

*(Multiple Response, 10 points, 3 attempts permitted)*

s. 3

s. 3

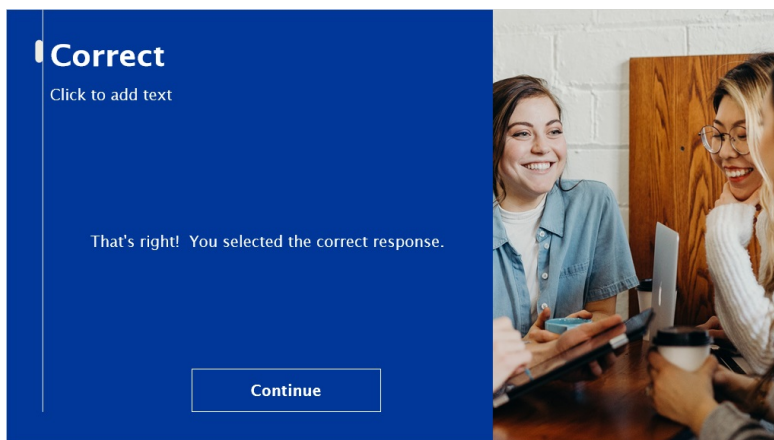
| Correct | Choice |
|---------|--------|
| s. 3    |        |



**Feedback when correct:**

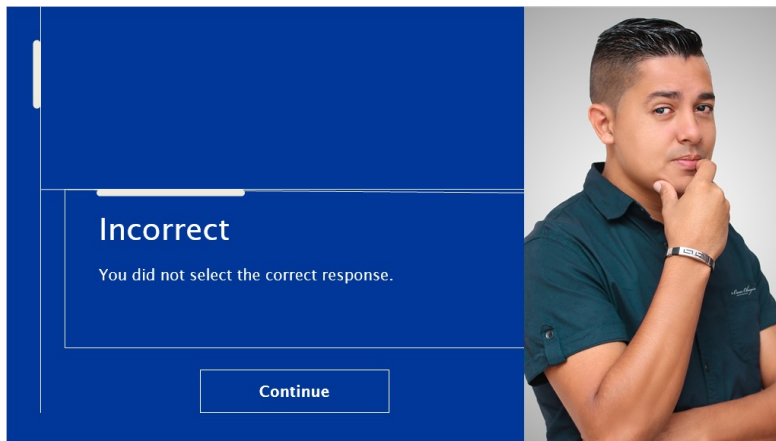
That's right! You selected the correct response.

**Correct (Slide Layer)**

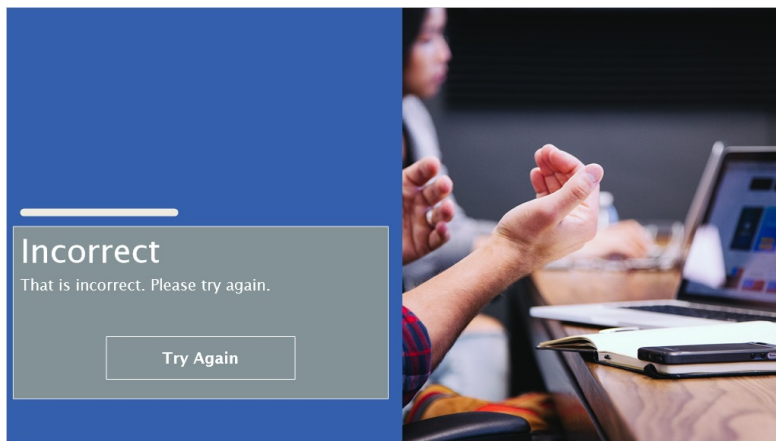




### Incorrect (Slide Layer)



### Try Again (Slide Layer)




**Q2.8** <sup>s. 3</sup>

***Select all that apply.***

*(Multiple Response, 10 points, 3 attempts permitted)*



s. 3

s. 3

Submit

Correct      Choice

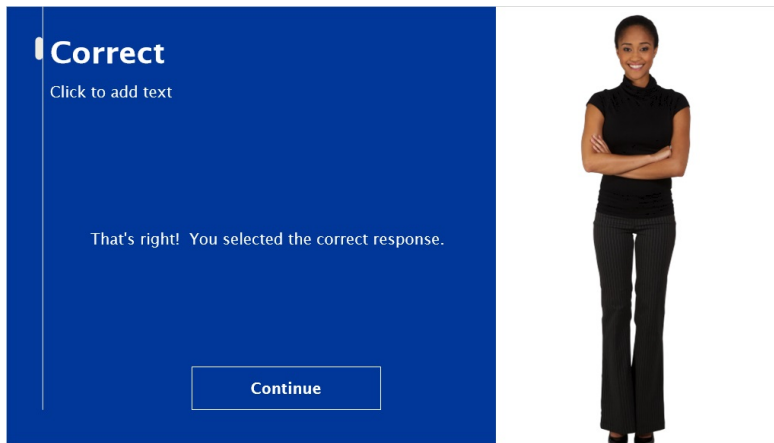
s. 3

**Feedback when correct:**

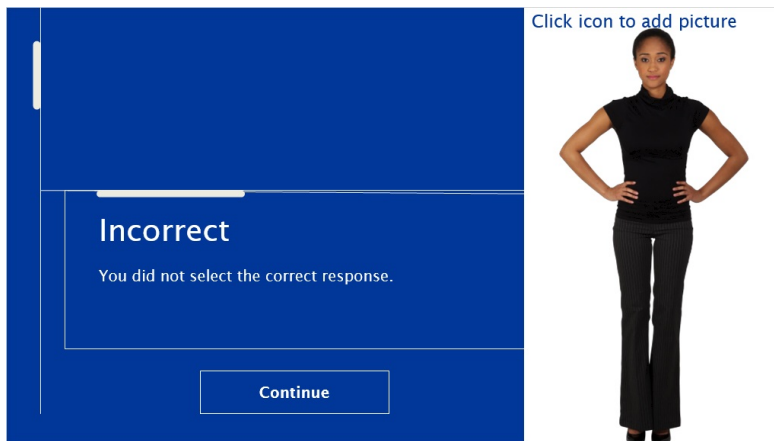
That's right! You selected the correct response.



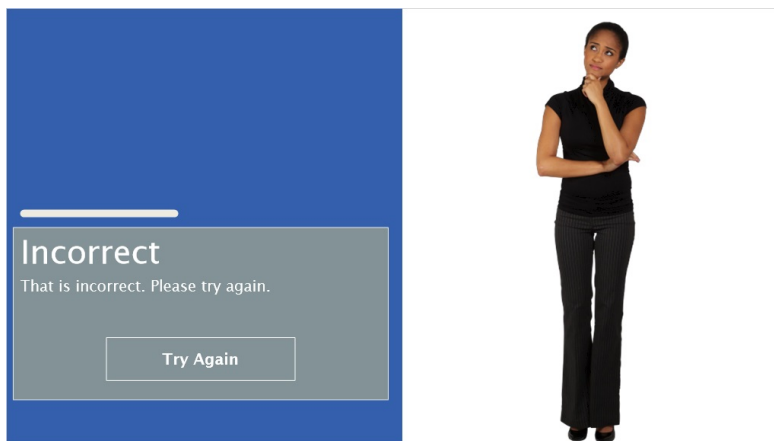
### Correct (Slide Layer)



### Incorrect (Slide Layer)



### Try Again (Slide Layer)





**Q2.9** <sup>s. 3</sup>

(Multiple Choice, 10 points, 3 attempts permitted)

S. 3

S. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

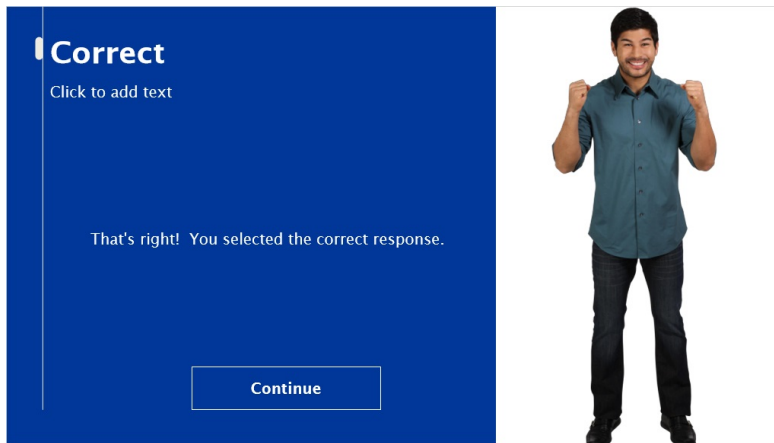
**Feedback when correct:**

That's right! You selected the correct response.

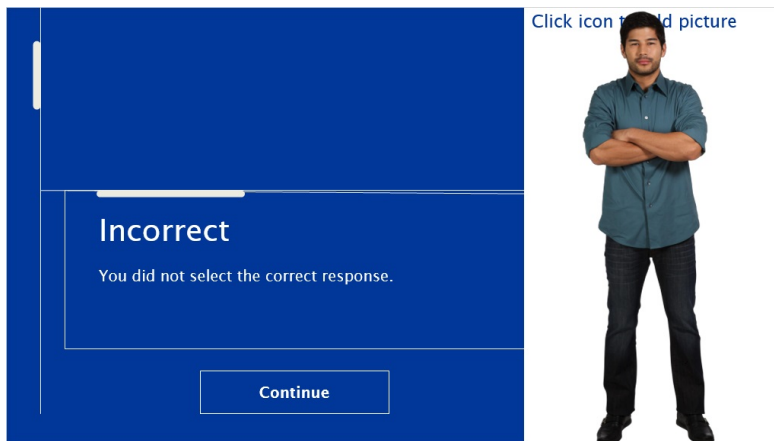
**Notes:**



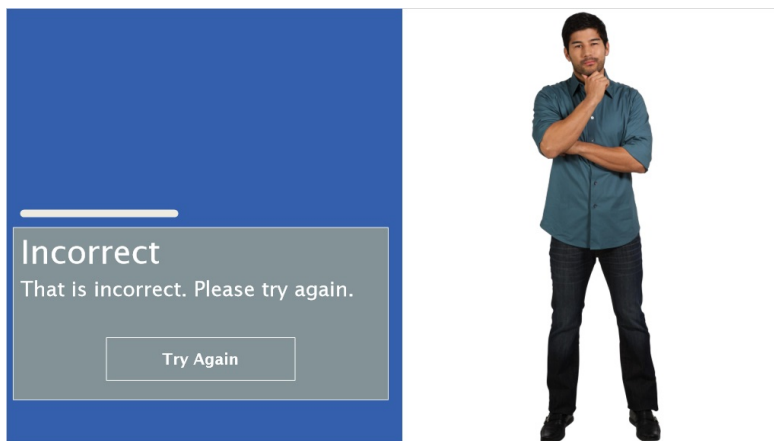
### Correct (Slide Layer)



### Incorrect (Slide Layer)




### Try Again (Slide Layer)





**Q2.10** <sup>s. 3</sup>

*(Multiple Choice, 10 points, 3 attempts permitted)*

|   |                                   |
|---|-----------------------------------|
|  | <div>s. 3</div>                   |
|   | <div>s. 3</div> <div>Submit</div> |

| Correct | Choice |
|---------|--------|
| s. 3    |        |

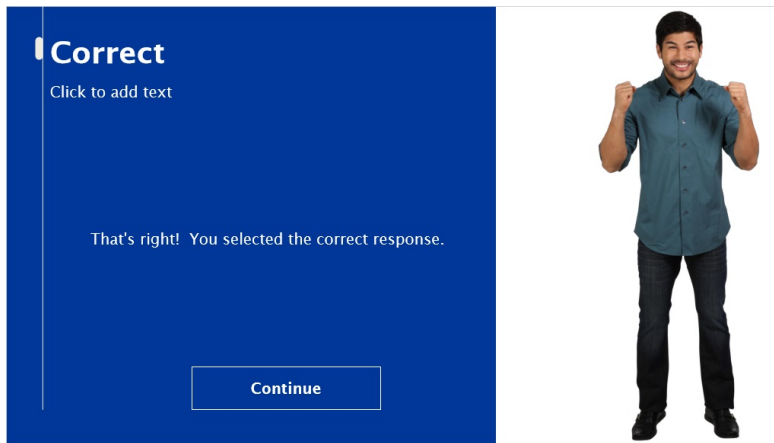
**Feedback when correct:**

That's right! You selected the correct response.

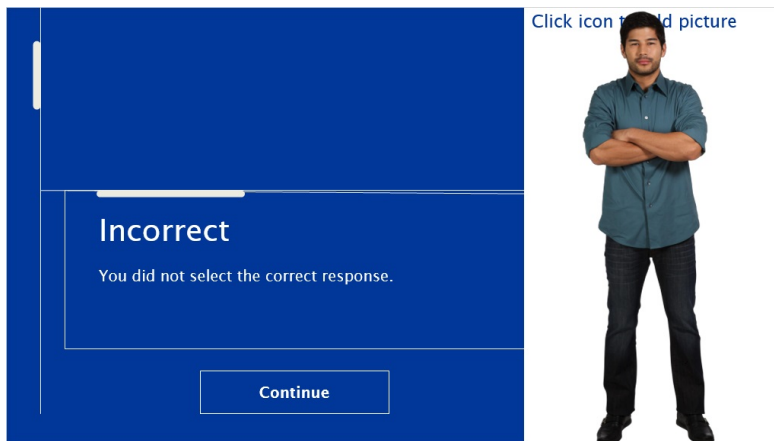
**Notes:**



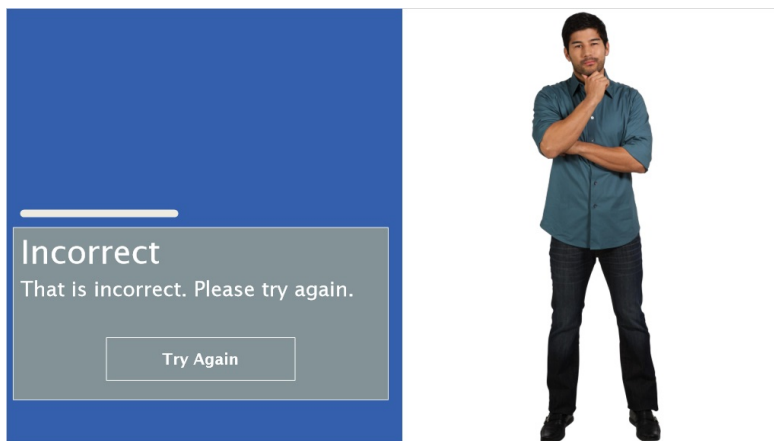
### Correct (Slide Layer)



### Incorrect (Slide Layer)



### Try Again (Slide Layer)









| First name  | Last name    | Full name               | Email address                        | Course start date             | Completion Date | Completion St. | Course Nat  | Last access to LMS                    | Time enrolled |
|-------------|--------------|-------------------------|--------------------------------------|-------------------------------|-----------------|----------------|---|---------------------------------------|---------------|
| Matthew     | Klassen      | Matthew Klassen         | matthew.klassen@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 26 August 2024, 1:26 PM                                 | Monday, 05 July 2021, 3:05 PM         |               |
| mooini      | Mooini       | mooini Mooini           | Hossein.Mooini@gmail.com             | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 11 May 2021, 9:33 AM                                    | Monday, 05 July 2021, 3:05 PM         |               |
| Maureen     | Hopkins      | Maureen Hopkins         | Maureen.Hopkins@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 05 July 2024, 3:08 PM                                   | Wednesday, 13 April 2022, 3:33 PM     |               |
| Hossein     | Mooini       | Hossein Mooini          | Hossein.Mooini@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 13 September 2024, 4:57 PM                              | Friday, 09 July 2021, 11:50 AM        |               |
| Narinder    | Sundur       | Narinder Sundur         | narinder.sundur@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 30 January 2023, 1:21 PM                                | Monday, 30 January 2023, 9:19 AM      |               |
| Emily       | Lee          | Emily Lee               | Emily.Lee@gov.bc.ca                  | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Thursday, 17 November 2022, 10:13 AM                            |                                       |               |
| Erica       | Evans        | Erica Evans             | erica.evans@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Wednesday, 17 November 2021, 10:50 AM                           | 31 October 2021, 9:57 PM              |               |
| Chad        | Douglas      | Chad Douglas            | chad.douglas@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 17 June 2024, 3:50 PM                                   | Friday, 26 November 2021, 10:50 AM    |               |
| Margaret    | Homer        | Margaret Homer          | margaret.homer@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 09 July 2024, 11:46 AM                                  | Monday, 12 December 2021, 3:46 PM     |               |
| Scott       | DeLong       | Scott DeLong            | scott.delong@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 19 July 2024, 2:10 PM                                   | Wednesday, 15 December 2021, 11:44 AM |               |
| Stephen     | Hall         | Stephen Hall            | Stephen.Hall@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 16 September 2022, 11:38 AT                             | 15 July 2021, 4:38 PM                 |               |
| Karen       | Coelho       | Karen Coelho            | karen.coelho@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Saturday, 15 July 2023, 10:42 AM                                | Wednesday, 15 December 2021, 2:32 PM  |               |
| jaclyn      | Edwards      | Jaclyn Edwards          | jaclyn.edwards@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 19 July 2024, 4:20 PM                                   | Monday, 23 August 2021, 3:01 PM       |               |
| benjamin    | luke         | benjamin luke           | benjamin.luke@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 17 December 2021, 11:18 AT                              | 14 December 2021, 3:03 PM             |               |
| Ashley      | Zelinski     | Ashley Zelinski         | ashley.zelinski@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 08 May 2022, 1:47 AM                                    | Tuesday, 21 December 2021, 3:46 PM    |               |
| Rachel      | Soro         | Rachel Soro             | rachel.soro@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Tuesday, 11 June 2024, 6:11 PM                                  | Tuesday, 06 December 2022, 10:49 AM   |               |
| Dawn Palgan | Dawn Palgan  | Dawn Palgan Dawn Palgan | dawn.palgan@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | No              | Privacy        |   | Wednesday, 05 January 2022, 9:28 AM   |               |
| Tifona      | Fiedler      | Tifona Fiedler          | tifonafiedler@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | No              | Privacy        |   | Wednesday, 23 February 2022, 11:17 AM |               |
| Shannon     | Levesque     | Shannon Levesque        | Shannon.Levesque@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 28 February 2022, 10:11 PM                              |                                       |               |
| Jennifer    | Subczak      | Jennifer Subczak        | jennifer.subczak@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Thursday, 08 August 2024, 11:47 AT                              | Wednesday, 16 March 2022, 12:26 PM    |               |
| Natasha     | Bridges      | Natasha Bridges         | natasha.bridges@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 10 September 2024, 8:35 Tuesday, 18 July 2021, 10:28 AM |                                       |               |
| Sophie      | Usherwood    | Sophie Usherwood        | sophie.usherwood@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Wednesday, 28 June 2023, 10:10 AT                               | Wednesday, 28 December 2022, 2:13 AM  |               |
| Ross        | Chilton      | Ross Chilton            | ross.chilton@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Tuesday, 13 December 2022, 12:30 PM                             |                                       |               |
| Tara        | Asquith      | Tara Asquith            | Tara.Asquith@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Thursday, 26 October 2023, 9:39 AT                              | Thursday, 17 November 2022, 11:44 AM  |               |
| Stephen     | Browne       | Stephen Browne          | stephen.browne@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Tuesday, 22 November 2022, 6:28 AT                              | Wednesday, 06 July 2022, 2:25 PM      |               |
| Bernard     | Chau         | Bernard Chau            | bernard.chau@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Saturday, 09 July 2022, 5:43 PM                                 | Thursday, 07 July 2022, 3:50 PM       |               |
| Dean        | Miles        | Dean Miles              | dean.miles@gov.bc.ca                 | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Wednesday, 12 July 2023, 9:29 AM                                |                                       |               |
| Camille     | Hernandez    | Camille Hernandez       | camille.hernandez@gov.bc.ca          | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 10 August 2022, 11:40 AM                                |                                       |               |
| Asleigh     | McLaughlin   | Asleigh McLaughlin      | asleigh.mclaughlin@gov.bc.ca         | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Tuesday, 04 July 2023, 9:52 PM                                  | Tuesday, 20 December 2022, 9:23 AM    |               |
| Padminnee   | Chundursing  | Padminnee Chundursing   | padminnee.chundursing@gov.bc.ca      | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 28 November 2022, 5:31 PM                               |                                       |               |
| Suzanne     | Belanger     | Suzanne Belanger        | suzannebelangerreflections@gmail.com | Monday, 05 July 2021, 2:15 PM | No              | Privacy        |   | Thursday, 08 December 2022, 4:58 PM   |               |
| Nelson      | Fon          | Nelson Fon              | nelson.fon@gov.bc.ca                 | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Tuesday, 10 September 2024, 11:11 AM                            | Monday, 27 March 2023, 1:39 PM        |               |
| Brem        | De Guzman    | Brem De Guzman          | bremiella.duguzman@gov.bc.ca         | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Thursday, 12 September 2024, 12:11 AM                           | Monday, 08 May 2023, 2:36 PM          |               |
| Samantha    | Glassen      | Samantha Glassen        | samantha.glassen@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 16 May 2024, 11:10 AM                                   | Tuesday, 15 August 2023, 11:23 AM     |               |
| Melissa     | Horrell      | Melissa Horrell         | melissa.horrell@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Friday, 24 May 2024, 3:43 PM                                    | Monday, 18 September 2023, 12:01 PM   |               |
| Emma        | Byskov       | Emma Byskov             | Emma.Byskov@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Tuesday, 20 August 2024, 1:21 PM                                |                                       |               |
| Johnbosco   | Ozurume      | Johnbosco Ozurume       | johnbosco.ozurume@gov.bc.ca          | Monday, 05 July 2021, 2:15 PM | No              | Privacy        |   | Tuesday, 05 December 2023, 2:01 PM    |               |
| Lironi      | Lironi       | Maria Lironi            | maria.lironi@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Thursday, 11 July 2024, 9:19 AM                                 | Monday, 03 June 2024, 9:13 AM         |               |
| Sandra      | Bailey       | Sandra Bailey           | Sandra.Bailey@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 16 September 2024, 9:16 AT                              | Tuesday, 10 September 2024, 1:50 PM   |               |
| Ravneet     | Bhatla       | Ravneet Bhatla          | ravneet.bhatla@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Monday, 26 October 2023, 9:41 AT                                | Thursday, 12 September 2024, 2:46 PM  |               |
| Jamila      | Kamrind-Walk | Jamila Kamrind-Walker   | jamila.kamrindwalker@gov.bc.ca       | Monday, 05 July 2021, 2:15 PM | No              | Privacy        | Wednesday, 19 June 2024, 3:55 PM                                |                                       |               |
| Student     | Test1        | Student Test1           | invalid_407960@openschool.bc.ca      | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 04 September 2024, 11:06 AM                          |                                       |               |
| Student     | Test2        | Student Test2           | invalid_407962@openschool.bc.ca      | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 24 July 2024, 3:32 PM                                |                                       |               |
| Andrew      | Kuipers      | Andrew Kuipers          | andrew.kuipers@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 30 August 2024, 4:00 PM                                 | Friday, 17 December 2021, 4:10 PM     |               |
| Christine   | Gross        | Christine Gross         | christine.gross@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 31 March 2023, 3:07 PM                                  | Tuesday, 14 December 2021, 2:38 PM    |               |
| TERENCE     | FIGUEROA     | TERENCE FIGUEROA        | terence.figueroa@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 21 September 2024, 2:50 AT                           | Thursday, 04 November 2022, 12:57 PM  |               |
| Carrie      | Perera       | Carrie Perera           | Carrie.Perera@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 05 July 2023, 9:20 AM                                |                                       |               |
| Cara        | DeDels       | Cara DeDels             | cara.dedels@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Thursday, 12 September 2024, 2:12 PM                            | Wednesday, 30 August 2023, 3:39 PM    |               |
| Natalie     | Hextall      | Natalie Hextall         | natalie.hextall@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 11 June 2024, 11:13 AM                                 | Wednesday, 26 April 2023, 9:11 AM     |               |
| Rhonda      | Smith        | Rhonda Smith            | rhonda.smith@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 02 May 2023, 1:33 PM                                   | Friday, 03 September 2021, 4:10 AM    |               |
| Marja       | Sheare       | Marja Sheare            | marja.sheare@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 11 January 2022, 9:19 AM                               |                                       |               |
| KayLynn     | Zhukrovsky   | KayLynn Zhukrovsky      | kaylynn.zhukrovsky@gov.bc.ca         | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 21 May 2024, 2:55 PM                                   |                                       |               |
| Jamila      | Reckord      | Jamila Reckord          | jamila.reckord@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 18 November 2022, 8:40 AM                               | Thursday, 17 November 2022, 12:49 PM  |               |
| Michelle    | Sweeney      | Michelle Sweeney        | michelle.sweeney@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 22 January 2024, 3:45 PM                                | Wednesday, 15 December 2021, 7:07 PM  |               |
| Rose-Lynn   | Plake        | Rose-Lynn Plake         | roselynn.plake@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 18 June 2024, 12:19 PM                                 | Monday, 09 May 2022, 10:20 AM         |               |
| Wendel      | Genosa       | Wendel Genosa           | wendel.genosa@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 29 November 2022, 3:21 PM                              |                                       |               |
| Joanne      | Millis       | Joanne Millis           | joanne.millis@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 02 August 2024, 5:39 PM                                 | Tuesday, 06 December 2022, 10:41 AM   |               |
| Maria       | Alteza       | Maria Alteza            | Maria.Alteza@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 16 September 2024, 9:42 AM                              |                                       |               |
| JAY         | LOVENSEND    | JAY LOVENSEND           | jay.lovensend@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 19 December 2023, 2:39 AT                              | Tuesday, 06 December 2022, 11:19 PM   |               |
| Alex        | MacCuaig     | Alex MacCuaig           | Alexander.MacCuaig@gov.bc.ca         | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 21 August 2024, 3:40 AT                              | Thursday, 16 December 2021, 1:06 PM   |               |
| Deborah     | McColl       | Deborah McColl          | deborah.mccoll@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 15 May 2024, 10:08 AT                                | Tuesday, 25 October 2022, 12:27 PM    |               |
| Peter       | Greenwood    | Peter Greenwood         | peter.greenwood@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 07 May 2024, 10:18 AM                                  | Tuesday, 28 June 2022, 11:56 AM       |               |
| Gwen        | Higgins      | Gwen Higgins            | gwen.higgins@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 19 August 2024, 3:32 PM                                 | Monday, 20 June 2022, 10:07 AM        |               |
| Haydee      | Crisostomo   | Haydee Crisostomo       | Haydee.Crisostomo@gov.bc.ca          | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 20 September 2023, 2:23 PM                           | Wednesday, 15 December 2021, 10:24 AM |               |
| James       | De Souza     | James De Souza          | james.de.souza@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 09 August 2024, 10:36 AM                                |                                       |               |
| Kamara      | Jansen       | Kamara Jansen           | Kamara.1.jansen@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Thursday, 25 January 2024, 1:41 PM                              |                                       |               |
| Daryl Dawn  | Palgan       | Daryl Dawn Palgan       | Dawn.Palgan@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Thursday, 11 May 2023, 4:58 PM                                  |                                       |               |
| Nhu         | Roberts      | Nhu Roberts             | nhu.roberts@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Thursday, 16 March 2023, 4:06 PM                                |                                       |               |
| Myra        | Noviello     | Myra Noviello           | myra.noviello@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 12 May 2023, 11:16 AM                                   |                                       |               |
| Henry       | Chen         | Henry Chen              | henry.chen@gov.bc.ca                 | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 09 December 2022, 10:44 AM                              |                                       |               |
| Alita       | Watts        | Alita Watts             | alita.watts@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 14 November 2022, 12:01 PM                              | Thursday, 15 July 2021, 4:42 PM       |               |
| Patricia    | Hryhorczuk   | Patricia Hryhorczuk     | Invalid_420897@openschool.bc.ca      | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 21 July 2021, 4:06 PM                                | Thursday, 15 July 2021, 5:32 PM       |               |
| Amneet      | Bains        | Amneet Bains            | Amneet.Bains@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 21 July 2021, 4:19 PM                                | Thursday, 15 July 2021, 5:33 PM       |               |
| Nicole      | Valliere     | Nicole Valliere         | nicole.valliere@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 26 August 2024, 4:34 PM                                 | Thursday, 29 July 2021, 11:49 AM      |               |
| Chris       | Burns        | Chris Burns             | Chris.Burns@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 30 June 2023, 8:47 AM                                   | Tuesday, 03 August 2021, 10:02 AM     |               |
| Kasey       | Whittington  | Kasey Whittington       | Kasey.Whittington@gov.bc.ca          | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 04 September 2024, 8:32 AM                           |                                       |               |
| ALICIA      | TALACK       | ALICIA TALACK           | alicia.talack@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 26 February 2024, 3:41 PM                               | Tuesday, 10 August 2021, 10:42 AM     |               |
| Abel        | Mutize       | Abel Mutize             | abel.mutize@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 28 February 2023, 11:00 AT                             | Wednesday, 11 August 2021, 8:45 AM    |               |
| janine      | twist        | janine twist            | janine.twist@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 24 August 2021, 12:07 PM                               | Monday, 16 August 2021, 11:22 AM      |               |
| Leanne      | Lian         | Leanne Lian             | leanne.lian@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 13 September 2024, 2:46 PM                              | Tuesday, 17 August 2021, 4:10 PM      |               |
| Anastasia   | Gladkovska   | Anastasia Gladkovska    | Anastasia.Gladkovska@gov.bc.ca       | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 12 September 2024, 4:57 AT                              | Thursday, 04 December 2021, 3:07 PM   |               |
| Jennifer    | Fuller       | Jennifer Fuller         | jen.fuller@gov.bc.ca                 | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 19 June 2024, 3:44 PM                                | Thursday, 26 August 2021, 12:15 PM    |               |
| Tatiana     | Hewitson     | Tatiana Hewitson        | tatiana.hewitson@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Thursday, 23 May 2024, 3:39 PM                                  | Monday, 30 August 2021, 3:05 PM       |               |
| Angela      | Anders       | Angela Anders           | Angela.Anders@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 21 May 2024, 9:29 AM                                   | Monday, 01 November 2021, 9:13 AM     |               |
| Andrea      | Terakita     | Andrea Terakita         | Andrea.Terakita@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 17 June 2024, 3:05 PM                                   |                                       |               |
| Denny       | Probizanski  | Denny Probizanski       | denny.probizanski@gov.bc.ca          | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 11 March 2022, 3:48 PM                                  |                                       |               |
| Bill        | Yeung        | Bill Yeung              | Bill.Yeung@gov.bc.ca                 | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 04 September 2024, 4:41 PM                           | Friday, 24 September 2021, 3:58 PM    |               |
| Anna        | Webster      | Anna Webster            | Anna.Webster@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 17 May 2022, 3:55 PM                                   | Monday, 27 September 2021, 9:45 AM    |               |
| Himadri     | Joshi        | Himadri Joshi           | himadri.joshi@gov.bc.ca              | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 17 January 2022, 2:12 PM                                | Friday, 01 October 2021, 9:22 AM      |               |
| Christine   | De Clark     | Christine De Clark      | christine.de.clark@gov.bc.ca         | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 27 February 2024, 10:58 AM                           |                                       |               |
| Katie       | Ralphs       | Katie Ralphs            | katie.ralphs@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Thursday, 09 December 2021, 10:20 AM                            | Monday, 04 October 2021, 2:22 PM      |               |
| Laura       | Cowan        | Laura Cowan             | laura.cowan@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Wednesday, 11 September 2024, 2:55 PM                           |                                       |               |
| David       | Pasko        | David Pasko             | david.pasko@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 04 October 2021, 3:55 PM                                |                                       |               |
| Akshay      | Shekhawat    | Akshay Shekhawat        | akshay.shekhawat@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Thursday, 14 October 2021, 8:05 AT                              | Tuesday, 05 October 2021, 11:03 AM    |               |
| Cibele      | Soca         | Cibele Soca             | Cibele.Soca@gov.bc.ca                | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 27 June 2022, 3:10 PM                                   | Tuesday, 19 October 2021, 11:05 AM    |               |
| Rachel      | Hochstetzer  | Rachel Hochstetzer      | rachel.hochstetzer@gov.bc.ca         | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 27 June 2022, 10:02 AT                                  | Tuesday, 19 October 2021, 11:40 AM    |               |
| Stephanie   | Bichel       | Stephanie Bichel        | stephanie.bichel@gov.bc.ca           | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 10 September 2024, 11:14 AT                            | Friday, 17 December 2021, 3:43 PM     |               |
| Jasmin      | Nguyen       | Jasmin Nguyen           | jasminnguyen363@gmail.com            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Friday, 22 October 2021, 10:00 AM                               |                                       |               |
| Balmin      | Sandhu       | Balmin Sandhu           | basandhu@gov.bc.ca                   | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 02 November 2021, 10:30 AM                             |                                       |               |
| Rakhi       | Bhatnagar    | Rakhi Bhatnagar         | rakhi.bhatnagar@gov.bc.ca            | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 16 July 2024, 4:26 PM                                   |                                       |               |
| Lori        | Underwood    | Lori Underwood          | lori.underwood@gov.bc.ca             | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Tuesday, 15 March 2022, 11:13 AM                                |                                       |               |
| Sheldon     | Bird         | Sheldon Bird            | sheldon.bird@gov.bc.ca               | Monday, 05 July 2021, 2:15 PM | Yes             | Privacy        | Monday, 09 October 2022, 11:40 AM                               | Monday, 01 November 2021, 1:52 PM     |               |
| Sarbjit     | Sekhon Gill  | Sarbjit Sekhon Gill     |                                      |                               |                 |                |   |                                       |               |



|           |                 |                                   |                           |                                       |         |                                 |   |                                       |
|-----------|-----------------|-----------------------------------|---------------------------|---------------------------------------|---------|---------------------------------|---|---------------------------------------|
| Linda     | Pinch           | Linda Pinch@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Tuesday, 29 March 2022, 10:09 AM      | Yes     | Privacy                         | Tuesday, 29 March 2022, 10:10 AM                                  | Wednesday, 02 March 2022, 1:19 PM     |
| Jatinder  | Gill            | Jatinder Gill@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Friday, 04 March 2022, 2:23 PM        | Yes     | Privacy                         | Thursday, 15 August 2024, 1:49 PM                                 |                                       |
| Maleah    | Carlson         | Maleah Carlson@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Tuesday, 08 March 2022, 10:30 AM      | Yes     | Privacy                         | Wednesday, 01 May 2024, 3:02 PM                                   | Monday, 07 March 2022, 2:17 PM        |
| Avin      | Awala           | Avin Awala@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Monday, 21 May 2022, 11:16 AM         | Yes     | Privacy                         | Wednesday, 29 March 2022, 11:35 AM                                | Thursday, 29 March 2022, 11:35 AM     |
| Wayne     | Camplin         | Wayne Camplin@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Monday, 04 April 2022, 2:00 PM        | Yes     | Privacy                         | Wednesday, 09 November 2022, 2: Friday, 01 April 2022, 4:04 PM    |                                       |
| Alexander | Blum-Walker     | Alex Blum-Walker@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Wednesday, 16 March 2022, 10:57       | Yes     | Privacy                         | Tuesday, 14 June 2022, 1:27 PM                                    |                                       |
| Rocio     | Cabrera         | Rocio Cabrera@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Monday, 28 March 2022, 10:20 AM       | Yes     | Privacy                         | Tuesday, 10 September 2024, 4:42 Tuesday, 22 March 2022, 12:03 PM |                                       |
| Pauline   | Arnold          | Pauline Arnold@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Thursday, 01 August 2024, 1:34 PM     | Yes     | Privacy                         | Wednesday, 21 August 2024, 3:29 PM                                |                                       |
| Nina      | Gray            | Nina Gray@gov.bc.ca               | Monday, 05 July 2021, 2:1 | Wednesday, 26 July 2023, 9:44 AM      | Yes     | Privacy                         | Monday, 26 August 2024, 11:15 AM                                  |                                       |
| Ash       | Jones           | Ash Jones@gov.bc.ca               | Monday, 05 July 2021, 2:1 | Tuesday, 29 March 2022, 3:32 PM       | Yes     | Privacy                         | Thursday, 11 March 2022, 8:51 AM                                  | Tuesday, 29 March 2022, 8:38 AM       |
| Lindsey   | Drower          | Lindsey Drower@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Wednesday, 06 April 2022, 2:48 PM     | Yes     | Privacy                         | Friday, 25 November 2022, 12:36 PM                                | Monday, 04 April 2022, 11:03 AM       |
| Leah      | Burnell         | Leah Burnell@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Friday, 08 April 2022, 8:47 AM        | Yes     | Privacy                         | Friday, 13 May 2022, 3:04 PM                                      | Monday, 04 April 2022, 12:55 PM       |
| Michelle  | Goos            | Michelle Goos@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Tuesday, 16 April 2024, 9:34 AM       | Yes     | Privacy                         | Monday, 13 May 2024, 10:42 AM                                     |                                       |
| Sandy     | Lau             | Sandy Lau@gov.bc.ca               | Monday, 05 July 2021, 2:1 | Friday, 29 April 2022, 5:39 PM        | Yes     | Privacy                         | Friday, 29 September 2023, 4:02 PM                                | Friday, 08 April 2022, 2:01 PM        |
| Renjini   | Joseph          | renjini.joseph@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Monday, 11 April 2022, 11:09 AM       | Yes     | Privacy                         | Monday, 06 May 2024, 4:32 PM                                      |                                       |
| David     | Johnston        | David Johnston@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Monday, 15 April 2024, 2:46 PM        | Yes     | Privacy                         | Friday, 19 April 2024, 9:11 AM                                    |                                       |
| Jack      | Liang           | Jack Liang@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Wednesday, 20 April 2022, 3:25 PM     | Yes     | Privacy                         | Wednesday, 24 April 2024, 9:37 AM                                 | Wednesday, 20 April 2022, 12:09 PM    |
| Ryan      | Milne           | Ryan Milne@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Wednesday, 20 April 2022, 1:52 PM     | Yes     | Privacy                         | Monday, 18 September 2023, 10:51 AM                               |                                       |
| Jen       | Anderson        | Jen Anderson@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Wednesday, 04 May 2022, 2:14 PM       | Yes     | Privacy                         | Thursday, 21 September 2023, 9:43 AM                              |                                       |
| Caroline  | Rowswell        | caroline.rowswell@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Wednesday, 08 June 2022, 3:25 PM      | Yes     | Privacy                         | Friday, 30 August 2024, 9:15 AM                                   | Monday, 02 May 2022, 1:42 PM          |
| Tania     | McNaughton      | taniamcnaughton@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Wednesday, 19 October 2022, 3:10 PM   | Yes     | Privacy                         | Monday, 27 March 2023, 10:51 AM                                   |                                       |
| Lisa      | Hicks           | Lisa Hicks@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Wednesday, 18 May 2022, 2:34 PM       | Yes     | Privacy                         | Monday, 27 May 2024, 3:39 PM                                      |                                       |
| Danica    | Champagne       | Danica Champagne@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Friday, 27 May 2022, 9:39 AM          | Yes     | Privacy                         | Thursday, 11 August 2022, 4:17 PM                                 |                                       |
| Jasmine   | Keller          | Jasmine Keller@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Wednesday, 01 June 2022, 3:48 PM      | Yes     | Privacy                         | Monday, 27 June 2022, 2:49 PM                                     | Wednesday, 01 June 2022, 12:07 PM     |
| Terese    | Aquino          | terese.aquino@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Monday, 06 June 2022, 2:12 PM         | Yes     | Privacy                         | Thursday, 09 June 2022, 2:28 PM                                   |                                       |
| Jennifer  | Anderson        | Jennifer Anderson@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Monday, 09 September 2024, 4:29 PM    | Yes     | Privacy                         | Thursday, 12 September 2024, 3:21 PM                              | Monday, 09 September 2024, 3:14 PM    |
| Virginia  | Wong            | virginia.wong@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Friday, 17 June 2022, 11:54 AM        | Yes     | Privacy                         | Friday, 17 June 2022, 12:15 PM                                    | Monday, 13 June 2022, 8:32 AM         |
| Denise    | Morin           | Denise Morin@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Monday, 13 June 2022, 2:50 PM         | Yes     | Privacy                         | Thursday, 10 November 2022, 10:40 AM                              |                                       |
| Hannah    | Goertzen        | hannah.goertzen@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Monday, 13 June 2022, 2:25 PM         | Yes     | Privacy                         | Tuesday, 14 June 2022, 9:32 AM                                    | Monday, 13 June 2022, 9:57 AM         |
| Lorraine  | Molina          | Lorraine Molina@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Wednesday, 28 December 2022, 4: Yes   | Privacy | Monday, 12 August 2024, 4:32 PM | Thursday, 16 June 2022, 11:21 AM                                  |                                       |
| DEBORAH   | BONTEMPO        | deborah.bontempo@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Tuesday, 11 July 2023, 3:13 PM        | Yes     | Privacy                         | Tuesday, 19 September 2023, 12:23 PM                              |                                       |
| Lizelle   | Capati          | lizelle.capati@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Thursday, 06 July 2023, 11:53 AM      | Yes     | Privacy                         | Tuesday, 11 July 2023, 3:33 PM                                    |                                       |
| Lillian   | Kooij           | Lillian Kooij@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Thursday, 28 June 2022, 11:03 AM      | Yes     | Privacy                         | Thursday, 22 August 2024, 11:20 AM                                |                                       |
| Kelly     | Lai             | Kelly Lai@gov.bc.ca               | Monday, 05 July 2021, 2:1 | Thursday, 14 July 2022, 1:09 PM       | Yes     | Privacy                         | Friday, 07 July 2023, 8:11 AM                                     | Tuesday, 12 July 2022, 4:29 PM        |
| Vijayasee | Paluvoli        | vijayasee.paluvoli@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Friday, 08 July 2022, 11:07 AM        | Yes     | Privacy                         | Thursday, 15 December 2022, 9:09 AM                               |                                       |
| Manisha   | Cheema          | manisha.cheema@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Monday, 11 July 2022, 12:22 PM        | Yes     | Privacy                         | Wednesday, 24 August 2022, 1:37 PM                                |                                       |
| dean      | miles           | dean.miles@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Thursday, 14 July 2022, 2:10 PM       | Yes     | Privacy                         | Tuesday, 13 September 2022, 11:46 AM                              |                                       |
| Alicia    | Poole           | alicia.poole@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Tuesday, 19 July 2022, 1:34 PM        | Yes     | Privacy                         | Thursday, 13 April 2023, 12:50 PM                                 |                                       |
| Danielle  | Guskoski        | danielle.guskoski@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Thursday, 28 July 2022, 1:31 PM       | Yes     | Privacy                         | Wednesday, 05 June 2024, 1:06 PM                                  | Tuesday, 19 July 2022, 1:25 PM        |
| Oliver    | Wang            | oliver.wang@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Wednesday, 03 August 2022, 11:41 PM   | Yes     | Privacy                         | Tuesday, 22 November 2022, 12:51 Tuesday, 02 August 2022, 2:05 PM |                                       |
| Jaspreet  | Singh           | Jaspreet singh@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Friday, 19 August 2022, 11:39 AM      | Yes     | Privacy                         | Wednesday, 19 October 2022, 10:11 PM                              | Wednesday, 03 August 2022, 12:37 PM   |
| Lourdes   | Jaime           | Loujames Jaime@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Wednesday, 10 August 2022, 11:20 PM   | Yes     | Privacy                         | Wednesday, 21 June 2023, 3:25 PM                                  | Wednesday, 03 August 2022, 9:07 AM    |
| Kathy     | Bolam           | Kathy Bolam@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Wednesday, 24 August 2022, 2:42 PM    | Yes     | Privacy                         | Thursday, 30 March 2023, 10:29 AM                                 | Thursday, 22 August 2022, 3:43 PM     |
| Alika     | Rajput          | alika.rajpout@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Tuesday, 09 August 2022, 11:32 AM     | Yes     | Privacy                         | Friday, 02 May 2023, 3:56 PM                                      | Friday, 05 August 2022, 11:04 AM      |
| Lesley    | Da Silva        | Lesley DaSilva@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Thursday, 01 September 2022, 11:27 AM | Yes     | Privacy                         | Tuesday, 07 May 2024, 10:33 AM                                    |                                       |
| Maggie    | Castillo        | maggie.castillo@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Thursday, 04 August 2022, 2:48 PM     | Yes     | Privacy                         | Tuesday, 30 April 2024, 3:04 PM                                   |                                       |
| Natalie   | Bruslovskaya    | Natalie Bruslovskaya@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Friday, 19 August 2022, 11:39 AM      | Yes     | Privacy                         | Tuesday, 10 September 2024, 2:02 Tuesday, 09 August 2022, 4:08 PM |                                       |
| Lancer    | Salazar         | Lancer Salazar@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Friday, 16 December 2022, 1:41 PM     | Yes     | Privacy                         | Friday, 16 December 2022, 1:41 PM                                 | Friday, 09 December 2022, 1:09 PM     |
| Suraj     | Virk            | suraj.virk@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Monday, 15 August 2022, 3:24 PM       | Yes     | Privacy                         | Wednesday, 17 August 2022, 4:01 PM                                |                                       |
| Shaun     | Thompson        | shaun.thompson@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Monday, 29 August 2022, 12:24 PM      | Yes     | Privacy                         | Thursday, 29 December 2022, 4:55 PM                               | Wednesday, 17 August 2022, 2:33 PM    |
| Funmi     | Ogunniyi        | funmi.ogunniyi@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Thursday, 08 September 2022, 2:45 PM  | Yes     | Privacy                         | Tuesday, 29 November 2022, 1:32 PM                                | Wednesday, 24 August 2022, 9:06 AM    |
| Jenelle   | Lavoie          | jenelle.lavoie@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Friday, 02 September 2022, 10:29 PM   | Yes     | Privacy                         | Monday, 17 June 2024, 9:57 AM                                     |                                       |
| Twi       | Kadungure       | twi.kadungure@gmail.com           | Monday, 05 July 2021, 2:1 | Tuesday, 06 September 2022, 12:45 PM  | Yes     | Privacy                         | Tuesday, 06 September 2022, 3:20 PM                               |                                       |
| Twi       | Kadungure       | twi.kadungure@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Tuesday, 06 September 2022, 3:34 PM   | Yes     | Privacy                         | Friday, 31 March 2023, 11:38 PM                                   |                                       |
| geoffrey  | Isinya          | geoffrey.isinya@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Thursday, 08 September 2022, 4:34 PM  | Yes     | Privacy                         | Friday, 30 December 2022, 10:08 AM                                | Thursday, 08 September 2022, 2:41 PM  |
| Kelsey    | Yamasaki        | Kelsey Yamasaki@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Thursday, 15 September 2022, 10:15 PM | Yes     | Privacy                         | Friday, 06 September 2024, 9:14 AM                                | Tuesday, 13 September 2022, 3:50 PM   |
| Nora      | Manahan         | Nora Manahan@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Tuesday, 13 September 2022, 12:21 PM  | Yes     | Privacy                         | Tuesday, 03 September 2024, 3:06 PM                               | Monday, 12 September 2022, 2:27 PM    |
| Nicole    | Chretien        | nicole.chretien@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Friday, 13 September 2022, 4:18 PM    | Yes     | Privacy                         | Friday, 06 September 2024, 12:00 PM                               |                                       |
| Kellie    | Christie        | kellie.christie@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Friday, 23 September 2022, 5:51 PM    | Yes     | Privacy                         | Monday, 04 December 2022, 12:14 PM                                |                                       |
| Demi      | Seguiti         | demi.seguiti@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Thursday, 15 September 2022, 11:28 PM | Yes     | Privacy                         | Thursday, 05 October 2022, 11:38 PM                               |                                       |
| Meredith  | Petherick       | meredith.petherick@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Tuesday, 20 September 2022, 1:28 PM   | Yes     | Privacy                         | Monday, 09 January 2023, 9:26 AM                                  |                                       |
| Victoria  | Gray            | victoria.gray@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Wednesday, 30 November 2022, 10:15 PM | Yes     | Privacy                         | Monday, 16 September 2024, 9:34 AM                                |                                       |
| Shalom    | Dansu           | Shalom Dansu@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Tuesday, 04 October 2022, 9:48 AM     | Yes     | Privacy                         | Wednesday, 09 November 2022, 8:50 AM                              |                                       |
| Kristen   | Shorridge       | kristen.shorridge@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Tuesday, 04 October 2022, 3:41 PM     | Yes     | Privacy                         | Monday, 08 May 2023, 8:30 AM                                      | Tuesday, 04 October 2022, 1:30 PM     |
| Trisha    | Hodson          | trisha.hodson@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Wednesday, 12 October 2022, 11:25 PM  | Yes     | Privacy                         | Monday, 15 May 2023, 12:49 PM                                     |                                       |
| Anneliese | Slattery        | anneliese.slattery@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Wednesday, 12 October 2022, 4:18 PM   | Yes     | Privacy                         | Wednesday, 22 March 2022, 9:47 AM                                 |                                       |
| Mary      | Swendsen        | Mary Swendsen@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Thursday, 20 October 2022, 9:24 AM    | Yes     | Privacy                         | Thursday, 13 April 2023, 9:12 AM                                  | Thursday, 13 October 2022, 12:07 PM   |
| Yuhao     | Zhou            | George Zhou@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Tuesday, 04 July 2023, 2:33 PM        | Yes     | Privacy                         | Tuesday, 04 July 2023, 2:32 PM                                    |                                       |
| Elaine    | Fraser          | Elaine.Fraser@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Monday, 17 October 2022, 10:54 AM     | Yes     | Privacy                         | Friday, 06 September 2024, 2:30 PM                                |                                       |
| stephanie | burggraaf       | stephanie.burggraaf@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Monday, 17 October 2022, 3:59 PM      | Yes     | Privacy                         | Tuesday, 30 April 2024, 12:18 PM                                  | Monday, 17 October 2022, 2:56 PM      |
| Andrea    | Tomlinson       | andrea.tomlinson@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Wednesday, 30 November 2022, 1:15 PM  | Yes     | Privacy                         | Tuesday, 26 September 2023, 10:41 PM                              | Thursday, 20 October 2022, 10:52 AM   |
| Rhonda    | Thakara         | rhonda.thakara@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Friday, 04 November 2022, 4:18 PM     | Yes     | Privacy                         | Friday, 30 March 2023, 4:01 PM                                    | Friday, 18 November 2022, 3:13 PM     |
| Shireen   | Shakirae        | shireen.shakirae@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Tuesday, 25 October 2022, 12:09 PM    | Yes     | Privacy                         | Wednesday, 11 September 2024, 9:04 PM                             |                                       |
| Obinna    | Nwachukwu       | obinna.nwachukwu@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Thursday, 27 October 2022, 4:06 PM    | Yes     | Privacy                         | Monday, 03 April 2023, 2:26 PM                                    | Wednesday, 26 October 2022, 11:59 AM  |
| Shantelle | Cooper          | Shantelle.Cooper@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Monday, 14 November 2022, 3:31 PM     | Yes     | Privacy                         | Wednesday, 07 August 2024, 5:25 PM                                |                                       |
| Angela    | Sykes           | angela.sykes@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Thursday, 17 November 2022, 3:41 PM   | Yes     | Privacy                         | Friday, 17 February 2023, 10:14 AM                                |                                       |
| Dara      | DeMarce         | dara.demarce@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Monday, 07 November 2022, 3:06 PM     | Yes     | Privacy                         | Wednesday, 04 September 2024, 3:45 PM                             |                                       |
| Maria     | Landry          | Maria Landry@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Thursday, 04 November 2022, 4:18 PM   | Yes     | Privacy                         | Friday, 07 July 2023, 8:31 AM                                     | Tuesday, 08 November 2022, 4:28 PM    |
| Lindsey   | Shields         | Lindsey Shields@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Tuesday, 22 November 2022, 12:55 PM   | Yes     | Privacy                         | Thursday, 05 August 2023, 10:52 AM                                |                                       |
| Alexandra | Buciora         | Alexandra Buciora@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Tuesday, 15 November 2022, 9:37 PM    | Yes     | Privacy                         | Thursday, 02 March 2023, 11:48 AM                                 | Thursday, 14 November 2022, 11:09 AM  |
| Barb      | Legg            | Barb Legg@gov.bc.ca               | Monday, 05 July 2021, 2:1 | Wednesday, 16 November 2022, 2:15 PM  | Yes     | Privacy                         | Thursday, 01 December 2022, 4:16 PM                               |                                       |
| Yuchen    | Li              | Yuchen Li@gov.bc.ca               | Monday, 05 July 2021, 2:1 | Friday, 18 November 2022, 2:20 PM     | Yes     | Privacy                         | Friday, 13 September 2024, 4:27 PM                                |                                       |
| Mandeep   | minhas          | mandy.minhas@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Sunday, 20 November 2022, 2:31 PM     | Yes     | Privacy                         | Friday, 02 December 2022, 1:16 PM                                 |                                       |
| Maddy     | Wilson          | Maddy Wilson@gov.bc.ca            | Monday, 05 July 2021, 2:1 | Wednesday, 26 November 2022, 2:15 PM  | Yes     | Privacy                         | Friday, 02 December 2022, 4:34 PM                                 | Tuesday, 22 November 2022, 11:07 AM   |
| Susan     | Birch           | Susan Birch@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Saturday, 26 November 2022, 11:19 PM  | Yes     | Privacy                         | Saturday, 26 November 2022, 11:19 PM                              |                                       |
| Yoko      | Masuda          | Yoko Masuda@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Tuesday, 20 December 2022, 4:14 PM    | Yes     | Privacy                         | Thursday, 05 January 2023, 11:40 AM                               | Tuesday, 29 November 2022, 12:14 PM   |
| Sant      | Singh           | sant.singh@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Wednesday, 30 November 2022, 10:15 PM | Yes     | Privacy                         | Tuesday, 18 April 2023, 10:28 AM                                  |                                       |
| Brigitte  | Gibson          | brigitte.gibson@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Thursday, 01 December 2022, 3:46 PM   | Yes     | Privacy                         | Wednesday, 21 August 2024, 9:58 PM                                | Wednesday, 30 November 2022, 12:26 PM |
| Victoria  | Enns-Lowes      | Tori.Enns-Lowes@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Tuesday, 03 January 2023, 3:24 PM     | Yes     | Privacy                         | Monday, 16 January 2023, 9:50 AM                                  | Tuesday, 03 January 2023, 10:02 AM    |
| Kaitlyn   | Muholland-Smith | Kaitlyn Muholland-Smith@gov.bc.ca | Monday, 05 July 2021, 2:1 | Wednesday, 04 January 2023, 9:21 PM   | Yes     | Privacy                         | Thursday, 13 June 2024, 1:20 PM                                   | Tuesday, 03 January 2023, 12:21 PM    |
| Stephen   | Joy             | stephen.joy@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Thursday, 04 January 2023, 4:18 PM    | Yes     | Privacy                         | Friday, 30 March 2023, 10:19 AM                                   |                                       |
| Randeep   | Labana          | Randeep Labana@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Wednesday, 05 January 2023, 10:34 AM  | Yes     | Privacy                         | Thursday, 31 August 2023, 2:45 PM                                 | Wednesday, 04 January 2023, 10:26 AM  |
| Tanya     | Tran            | tanya.tran@gov.bc.ca              | Monday, 05 July 2021, 2:1 | Tuesday, 10 January 2023, 11:49 AM    | Yes     | Privacy                         | Tuesday, 18 July 2023, 4:00 PM                                    | Monday, 09 January 2023, 9:47 AM      |
| Madeleine | Wong            | Madeleine Wong@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Tuesday, 10 January 2023, 9:28 AM     | Yes     | Privacy                         | Friday, 30 June 2023, 11:26 AM                                    |                                       |
| Charlotte | Yarnold         | CharlotteYarnold@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Thursday, 12 January 2023, 3:03 PM    | Yes     | Privacy                         | Thursday, 12 January 2023, 4:24 PM                                | Tuesday, 10 January 2023, 11:22 AM    |
| Chris     | Yuill           | chris.yuill@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Wednesday, 11 January 2023, 2:34 PM   | Yes     | Privacy                         | Tuesday, 13 August 2024, 2:26 PM                                  |                                       |
| Madelyn   | Johnston        | madelyn.johnston@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Thursday, 26 January 2023, 4:18 PM    | Yes     | Privacy                         | Friday, 02 April 2023, 10:42 AM                                   | Thursday, 26 January 2023, 1:09 PM    |
| Janet     | Grice           | janet.grice@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Tuesday, 17 January 2023, 10:09 AM    | Yes     | Privacy                         | Wednesday, 02 August 2023, 9:50 AM                                |                                       |
| Myriam    | MacVicar        | myriam.macvicar@gov.bc.ca</       |                           |                                       |         |                                 |   |                                       |



|           |             |                     |                               |                           |                                       |     |         |                                       |  |
|-----------|-------------|---------------------|-------------------------------|---------------------------|---------------------------------------|-----|---------|---------------------------------------|--|
| Grace     | Amistad     | Grace Amistad       | grace.amistad@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Tuesday, 04 July 2023, 3:35 PM        | Yes | Privacy | Wednesday, 01 November 2023, 12       | Tuesday, 04 July 2023, 1:21 PM         |
| Jesse     | Bachra      | Jesse Bachra        | jesse.bachra@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Tuesday, 04 July 2023, 2:10 PM        | Yes | Privacy | Thursday, 23 November 2023, 1:09 PM   |  |
| Chris     | Rae         | Chris Rae           | Christopher.Rae@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Tuesday, 18 July 2023, 11:08 AM       | Yes | Privacy | Tuesday, 18 July 2023, 11:07 AM       | Tuesday, 04 July 2023, 1:53 PM         |
| Anton     | As্তুdillo  | Anton As্তুdillo    | anton.as্তুdillo@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Wednesday, 05 July 2023, 10:12 AM     | Yes | Privacy | Monday, 13 May 2024, 4:58 PM          | Tuesday, 04 July 2023, 3:12 PM         |
| boye      | dada        | boye dada           | boye.dada@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Wednesday, 05 July 2023, 12:17 PM     | Yes | Privacy | Tuesday, 10 September 2024, 11:34 PM  |  |
| RODA      | RAMA        | Roda RAMA           | Roda.Rama@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Wednesday, 05 July 2023, 9:20 AM      | Yes | Privacy | Wednesday, 05 July 2023, 9:19 AM      |  |
| Heather   | Clarke      | Heather Clarke      | heather.clarke@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Wednesday, 12 July 2023, 3:44 PM      | Yes | Privacy | Wednesday, 12 June 2024, 11:04 AM     | Tuesday, 11 July 2023, 12:00 PM        |
| Jessica   | Masayda     | Jessica Masayda     | jessica.masayda@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Wednesday, 12 July 2023, 4:06 PM      | Yes | Privacy | Monday, 23 October 2023, 4:10 PM      | Tuesday, 11 July 2023, 11:26 AM        |
| Zoe       | Deneault    | Zoe Deneault        | Zoe.Deneault@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Thursday, 18 July 2023, 10:49 AM      | Yes | Privacy | Tuesday, 27 August 2024, 3:45 PM      |  |
| Ryan      | Ye          | Ryan Ye             | ryan.ye@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Monday, 31 July 2023, 9:18 AM         | Yes | Privacy | Monday, 31 July 2023, 2:00 PM         | Friday, 28 July 2023, 2:15 PM          |
| Elizabeth | Atkinson    | Elizabeth Atkinson  | elizabeth.atkinson@gov.bc.ca  | Monday, 05 July 2021, 2:1 | Thursday, 03 August 2023, 9:34 AM     | Yes | Privacy | Wednesday, 09 August 2023, 2:16 PM    | Monday, 24 July 2023, 3:47 PM          |
| Andrew    | Forsyth     | Andrew Forsyth      | andrew.forsyth@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Wednesday, 02 August 2023, 3:11 PM    | Yes | Privacy | Tuesday, 05 September 2023, 10:03 AM  |  |
| Nathan    | Jantz       | Nathan Jantz        | nathan.jantz@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Thursday, 17 August 2023, 3:25 PM     | Yes | Privacy | Wednesday, 20 September 2023, 1       | Thursday, 10 August 2023, 1:49 PM      |
| Pamela    | Franson     | Pamela Franson      | Pam.Franson@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Wednesday, 16 August 2023, 1:17 PM    | Yes | Privacy | Wednesday, 06 September 2023, 4:21 PM |  |
| MJ        | van Dyk     | MJ van Dyk          | mj.vandyk@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Thursday, 17 August 2023, 11:17 AM    | Yes | Privacy | Tuesday, 03 October 2023, 4:07 PM     |  |
| Frank     | Chiu        | Frank Chiu          | frank.chiu@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Friday, 18 August 2023, 11:13 AM      | Yes | Privacy | Tuesday, 06 June 2024, 2:38 PM        |  |
| Sara      | Toomer      | Sara Toomer         | sarah.toomer@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Monday, 21 August 2023, 2:45 PM       | Yes | Privacy | Friday, 01 September 2023, 3:18 PM    |  |
| Ivy       | Garcia      | Ivy Garcia          | ivy.garcia@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Monday, 21 August 2023, 3:02 PM       | Yes | Privacy | Wednesday, 23 August 2023, 3:26 PM    |  |
| Brooke    | Hossmann    | Brooke Hossmann     | brooke.hossmann@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Tuesday, 22 August 2023, 11:59 AM     | Yes | Privacy | Thursday, 18 April 2024, 3:40 PM      | Monday, 21 August 2023, 2:37 PM        |
| Nathalie  | Callender   | Nathalie Callender  | nathalie.callender@gov.bc.ca  | Monday, 05 July 2021, 2:1 | Tuesday, 22 August 2023, 12:10 PM     | Yes | Privacy | Tuesday, 03 September 2024, 10:43 AM  |  |
| Jason     | Chow        | Jason Chow          | Jason.Chow@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Thursday, 24 August 2023, 11:06 AM    | Yes | Privacy | Monday, 12 February 2024, 11:28 AM    |  |
| Adiam     | Gebrezgi    | Adiam Gebrezgi      | adiam.gebrezgi@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Thursday, 29 August 2023, 2:09 PM     | Yes | Privacy | Tuesday, 06 February 2024, 11:21 AM   |  |
| Ben       | Atkinson    | Ben Atkinson        | ben.t.atkinson@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Thursday, 31 August 2023, 9:00 AM     | Yes | Privacy | Tuesday, 27 February 2024, 7:48 AM    | Wednesday, 30 August 2023, 11:07 AM    |
| Kelcy     | Slocombe    | Kelcy Slocombe      | kelcy.slocombe@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Friday, 01 September 2023, 12:11 PM   | Yes | Privacy | Monday, 20 November 2023, 4:22 PM     | Wednesday, 30 August 2023, 3:20 PM     |
| Michele   | Bennett     | Michele Bennett     | Michele.Bennett@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Thursday, 14 September 2023, 3:42 PM  | Yes | Privacy | Wednesday, 11 October 2023, 3:35 PM   | Tuesday, 05 September 2023, 4:11 PM    |
| Sandra    | Nielsen     | Sandra Nielsen      | sandra.nielsen@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Wednesday, 06 September 2023, 1:1 PM  | Yes | Privacy | Thursday, 14 September 2023, 2:45 PM  |  |
| Monica    | de Villiers | Monica de Villiers  | monica.devilliers@gov.bc.ca   | Monday, 05 July 2021, 2:1 | Friday, 08 September 2023, 2:57 PM    | Yes | Privacy | Thursday, 11 January 2024, 11:10 AM   | Wednesday, 06 September 2023, 10:00 AM |
| Jaziah    | Light       | Jaziah Light        | jaziah.light@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Wednesday, 13 September 2023, 1:1 PM  | Yes | Privacy | Thursday, 28 September 2023, 9:1 PM   | Wednesday, 06 September 2023, 11:06 AM |
| Selena    | Johal       | Selena Johal        | selena.johal@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Wednesday, 06 September 2023, 1:1 PM  | Yes | Privacy | Thursday, 15 February 2024, 3:43 PM   |  |
| Simone    | Santos      | Simone Santos       | simone.santos@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Thursday, 21 September 2023, 4:31 PM  | Yes | Privacy | Wednesday, 11 September 2024, 4:2 PM  | Wednesday, 06 September 2023, 12:03 PM |
| Christine | MacKenzie   | Christine MacKenzie | christine.mackenzie@gov.bc.ca | Monday, 05 July 2021, 2:1 | Friday, 08 September 2023, 4:10 PM    | Yes | Privacy | Friday, 12 January 2024, 8:58 AM      | Wednesday, 06 September 2023, 2:32 PM  |
| Christine | Okech       | Christine Okech     | Christine.okech@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Wednesday, 13 September 2023, 2:1 PM  | Yes | Privacy | Wednesday, 04 September 2024, 1:1 PM  | Thursday, 07 September 2023, 9:41 AM   |
| Marci     | Wiltshire   | Marci Wiltshire     | Marci.Wiltshire@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Tuesday, 12 September 2023, 10:4 PM   | Yes | Privacy | Thursday, 28 September 2023, 4:12 PM  | Monday, 11 September 2023, 12:15 PM    |
| Cassie    | McPherson   | Cassie McPherson    | cassie.mcpherson@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Tuesday, 12 September 2023, 2:22 PM   | Yes | Privacy | Thursday, 19 October 2023, 3:28 PM    |  |
| Theresa   | Burley      | Theresa Burley      | theresa.burley@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Thursday, 21 September 2023, 12:16 PM | Yes | Privacy | Monday, 22 July 2024, 10:30 AM        | Wednesday, 13 September 2023, 3:33 PM  |
| Wyss      | Okere       | Wyss Okere          | wyss.okere@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Monday, 18 September 2023, 3:21 PM    | Yes | Privacy | Monday, 12 August 2024, 9:05 AM       |  |
| Angela    | Faulder     | Angela Faulder      | Angela.Faulder@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Monday, 18 September 2023, 4:05 PM    | Yes | Privacy | Tuesday, 10 September 2024, 11:2 PM   | Monday, 18 September 2023, 1:38 PM     |
| Geraldine | McKiernan   | Geraldine McKiernan | gerry.mckiernan@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Tuesday, 26 September 2023, 9:44 PM   | Yes | Privacy | Thursday, 08 August 2024, 9:50 AM     |  |
| Frankie   | Abel        | Frankie Abel        | Frankie.Abel@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Thursday, 09 February 2024, 10:03 AM  | Yes | Privacy | Wednesday, 04 September 2024, 4:2 PM  | Tuesday, 26 September 2023, 10:21 AM   |
| Emily     | Gilmour     | Emily Gilmour       | Emily.Gilmour@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Monday, 16 October 2023, 4:40 PM      | Yes | Privacy | Monday, 26 August 2024, 11:24 AM      |  |
| Arijan    | Nair        | Arijan Nair         | arijan.nair@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Thursday, 05 October 2023, 12:16 PM   | Yes | Privacy | Monday, 06 November 2023, 2:56 PM     |  |
| Shelley   | Wintrup     | Shelley Wintrup     | shelley.wintrup@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Friday, 06 October 2023, 4:02 PM      | Yes | Privacy | Thursday, 25 April 2024, 4:37 PM      | Friday, 06 October 2023, 2:55 PM       |
| Erra      | Gauthier    | Erra Gauthier       | erra.gauthier@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Tuesday, 10 October 2023, 3:20 PM     | Yes | Privacy | Wednesday, 14 February 2024, 3:03 PM  |  |
| Helen     | Wale        | Helen Wale          | Helen.Wale@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Tuesday, 10 October 2023, 3:32 PM     | Yes | Privacy | Friday, 31 May 2024, 3:29 PM          | Tuesday, 10 October 2023, 3:01 PM      |
| Greg      | Duskin      | Greg Duskin         | greg.duskin@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Thursday, 12 October 2023, 3:05 PM    | Yes | Privacy | Tuesday, 14 June 2024, 12:59 PM       | Wednesday, 11 October 2023, 10:47 AM   |
| Jaime     | Krumins     | Jaime Krumins       | jaime.krumins@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Wednesday, 18 October 2023, 1:33 PM   | Yes | Privacy | Friday, 16 August 2024, 11:18 AM      |  |
| Marisa    | Cormier     | Marisa Cormier      | Marisa.Cormier@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Monday, 20 November 2023, 3:48 PM     | Yes | Privacy | Wednesday, 04 September 2024, 8: PM   | Wednesday, 18 October 2023, 9:32 AM    |
| Xavier    | Brabant     | Xavier Brabant      | xavier.brabant@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Friday, 20 October 2023, 10:03 AM     | Yes | Privacy | Wednesday, 01 May 2024, 10:19 AM      | Wednesday, 18 October 2023, 9:09 AM    |
| Tony      | Kielling    | Tony Kielling       | tony.kielling@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Friday, 20 October 2023, 12:38 PM     | Yes | Privacy | Monday, 12 August 2024, 9:00 AM       | Wednesday, 18 October 2023, 10:24 AM   |
| Aaron     | Lunden      | Aaron Lunden        | aaron.lunden@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Monday, 20 October 2023, 3:28 PM      | Yes | Privacy | Tuesday, 23 July 2024, 1:36 PM        | Friday, 20 October 2023, 2:56 PM       |
| Sharu     | Kukreja     | Sharu Kukreja       | Sharu.Kukreja@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Tuesday, 31 October 2023, 12:31 PM    | Yes | Privacy | Friday, 30 August 2024, 10:49 AM      |  |
| Anumol    | Johny       | Anumol Johny        | Anumol.1.Johny@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Wednesday, 01 November 2023, 1:1 PM   | Yes | Privacy | Thursday, 29 August 2024, 3:02 PM     | Tuesday, 31 October 2023, 10:42 AM     |
| Elan      | Appel       | Elan Appel          | elan.appel@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Thursday, 02 November 2023, 9:01 PM   | Yes | Privacy | Friday, 10 November 2023, 11:54 AM    | Tuesday, 31 October 2023, 1:12 PM      |
| Chantal   | Rigoni      | Chantal Rigoni      | chantal.rigoni@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Wednesday, 01 November 2023, 1:1 PM   | Yes | Privacy | Thursday, 12 September 2024, 1:32 PM  |  |
| Taraneh   | Najvan      | Taraneh Najvan      | taraneh.najvan@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Thursday, 02 November 2023, 11:3 PM   | Yes | Privacy | Wednesday, 27 March 2024, 1:26 PM     |  |
| Duane     | Burke       | Duane Burke         | duane.burke@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Wednesday, 08 November 2023, 11 PM    | Yes | Privacy | Wednesday, 24 April 2024, 2:21 PM     | Monday, 06 November 2023, 12:03 PM     |
| june      | balogh      | june balogh         | june.balogh@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Tuesday, 07 November 2023, 3:14 PM    | Yes | Privacy | Wednesday, 08 November 2023, 9:59 AM  |  |
| Cynthia   | Chao        | Cynthia Chao        | cynthia.chao@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Tuesday, 28 November 2023, 10:27 PM   | Yes | Privacy | Tuesday, 10 September 2024, 5:10 PM   | Monday, 27 November 2023, 11:48 AM     |
| Lindsay   | Mercado     | Lindsay Mercado     | lindsay.mercado@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Tuesday, 28 November 2023, 4:58 PM    | Yes | Privacy | Friday, 06 September 2024, 5:42 PM    |  |
| Katherine | Flores      | Katherine Flores    | katherine.flores@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Thursday, 30 November 2023, 1:57 PM   | Yes | Privacy | Thursday, 16 May 2024, 10:08 AM       | Tuesday, 28 November 2023, 11:33 AM    |
| Kelsa     | Lefebvre    | Kelsa Lefebvre      | kelsa.lefebvre@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Monday, 04 December 2023, 9:51 AM     | Yes | Privacy | Wednesday, 29 May 2024, 10:55 AM      | Friday, 01 December 2023, 1:09 PM      |
| Carrie    | Mehnick     | Carrie Menhnick     | Carrie.menhnick@gov.bc.ca     | Monday, 05 July 2021, 2:1 | Thursday, 07 December 2023, 10:4 PM   | Yes | Privacy | Thursday, 23 May 2024, 2:09 AM        | Tuesday, 05 December 2023, 1:45 PM     |
| Stephen   | Banks       | Stephen Banks       | stephen.banks@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Wednesday, 06 December 2023, 10:4 PM  | Yes | Privacy | Sunday, 16 June 2024, 8:48 PM         | Tuesday, 05 December 2023, 3:30 PM     |
| Laura     | Higgins     | Laura Higgins       | laura.higgins@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Tuesday, 19 December 2023, 9:50 PM    | Yes | Privacy | Monday, 12 August 2024, 10:04 AM      | Friday, 15 December 2023, 2:54 PM      |
| Neil      | Mathewson   | Neil Mathewson      | neil.mathewson@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Friday, 22 December 2023, 11:18 AM    | Yes | Privacy | Wednesday, 28 February 2024, 1:1 PM   | Wednesday, 20 December 2023, 2:38 PM   |
| Ashley    | Wong        | Ashley Wong         | Ashley.Wong@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Monday, 08 January 2024, 11:00 AM     | Yes | Privacy | Monday, 08 April 2024, 3:34 PM        | Tuesday, 02 January 2024, 4:56 PM      |
| Roula     | Shreih      | Roula Shreih        | roula.shreih@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Monday, 15 January 2024, 11:31 AM     | Yes | Privacy | Thursday, 14 March 2024, 10:55 AM     | Thursday, 11 January 2024, 2:24 PM     |
| Gurjit    | Johal-Dulay | Gurjit Johal-Dulay  | gurjit.johal-dulay@gov.bc.ca  | Monday, 05 July 2021, 2:1 | Tuesday, 16 January 2024, 1:08 PM     | Yes | Privacy | Tuesday, 16 January 2024, 2:43 PM     |  |
| Navjit    | Chima       | Navjit Chima        | navjit.chima@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Monday, 22 January 2024, 3:05 PM      | Yes | Privacy | Friday, 21 June 2024, 2:38 PM         | Monday, 22 January 2024, 1:12 PM       |
| Meronie   | McKenzie    | Meronie McKenzie    | Meronie.McKenzie@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Monday, 29 January 2024, 3:09 PM      | Yes | Privacy | Wednesday, 29 May 2024, 10:29 AM      | Tuesday, 29 January 2024, 1:34 PM      |
| Rosalyn   | Lindgren    | Rosalyn Lindgren    | Rosalyn.Lindgren@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Friday, 09 February 2024, 11:08 AM    | Yes | Privacy | Thursday, 18 July 2024, 4:40 PM       | Tuesday, 06 February 2024, 3:52 PM     |
| Erika     | Wamsteeker  | Erika Wamsteeker    | erika.wamsteeker@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Wednesday, 14 February 2024, 12:02 PM | Yes | Privacy | Tuesday, 30 July 2024, 10:47 AM       |  |
| Elias     | Neto        | Elias Neto          | elias.neto@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Wednesday, 14 February 2024, 12:02 PM | Yes | Privacy | Friday, 13 September 2024, 1:34 PM    | Monday, 12 February 2024, 3:54 PM      |
| Fiona     | Kelley      | Fiona Kelley        | fiona.kelley@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Monday, 26 February 2024, 3:27 PM     | Yes | Privacy | Tuesday, 12 March 2024, 1:52 PM       | Friday, 23 February 2024, 11:11 AM     |
| Sara      | Briggs      | Sara Briggs         | sara.briggs@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Wednesday, 28 February 2024, 4:0 PM   | Yes | Privacy | Tuesday, 03 September 2024, 4:28 PM   |  |
| Amber     | Trevi       | Amber Trevi         | Amber.Trevi@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Thursday, 29 February 2024, 4:34 PM   | Yes | Privacy | Wednesday, 24 July 2024, 10:39 AM     |  |
| Elyse     | Gammon      | Elyse Gammon        | elyse.gammon@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Wednesday, 06 March 2024, 9:11 AM     | Yes | Privacy | Monday, 12 August 2024, 9:27 AM       | Monday, 04 March 2024, 11:43 AM        |
| Nathan    | Knol        | Nathan Knol         | nathan.knol@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Wednesday, 06 March 2024, 12:24 PM    | Yes | Privacy | Tuesday, 14 May 2024, 2:45 PM         | Monday, 04 March 2024, 1:45 PM         |
| Jenna     | Seymour     | Jenna Seymour       | jenna.seymour@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Monday, 04 March 2024, 4:17 PM        | Yes | Privacy | Wednesday, 21 August 2024, 9:42 AM    |  |
| Queeny    | Ho          | Queeny Ho           | queeny.ho@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Monday, 11 March 2024, 2:18 PM        | Yes | Privacy | Friday, 12 April 2024, 12:02 PM       |  |
| Jenn      | Shaw        | Jenn Shaw           | jenn.shaw@gov.bc.ca           | Monday, 05 July 2021, 2:1 | Wednesday, 13 March 2024, 3:02 PM     | Yes | Privacy | Tuesday, 20 August 2024, 5:11 PM      | Monday, 11 March 2024, 3:42 PM         |
| Raine     | Daquiado    | Raine Daquiado      | Raine.Daquiado@gov.bc.ca      | Monday, 05 July 2021, 2:1 | Tuesday, 12 March 2024, 11:26 AM      | Yes | Privacy | Friday, 16 August 2024, 4:22 PM       | Monday, 11 March 2024, 3:53 PM         |
| Zoe       | Drakos      | Zoe Drakos          | zoe.drakos@gov.bc.ca          | Monday, 05 July 2021, 2:1 | Friday, 15 March 2024, 10:33 AM       | Yes | Privacy | Tuesday, 03 September 2024, 9:25 PM   | Wednesday, 13 March 2024, 10:48 AM     |
| Angela    | Sketchley   | Angela Sketchley    | angela.sketchley@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Friday, 10 May 2024, 1:50 PM          | Yes | Privacy | Tuesday, 11 June 2024, 2:13 PM        | Thursday, 09 May 2024, 3:19 PM         |
| Noriel    | Baet        | Noriel Baet         | noriel.baet@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Monday, 08 April 2024, 4:13 PM        | Yes | Privacy | Monday, 10 June 2024, 4:00 PM         | Thursday, 21 March 2024, 3:01 PM       |
| Kim       | Kirby       | Kim Kirby           | kim.1.kirby@gov.bc.ca         | Monday, 05 July 2021, 2:1 | Monday, 25 March 2024, 1:41 PM        | Yes | Privacy | Wednesday, 15 May 2024, 11:50 AM      |  |
| Alyson    | Stuart      | Alyson Stuart       | alyson.stuart@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Tuesday, 02 April 2024, 2:03 PM       | Yes | Privacy | Monday, 22 April 2024, 3:28 PM        | Tuesday, 26 March 2024, 3:53 PM        |
| melissa   | Onwuliri    | melissa Onwuliri    | melissa.onwuliri@gov.bc.ca    | Monday, 05 July 2021, 2:1 | Wednesday, 03 April 2024, 9:01 AM     | Yes | Privacy | Monday, 19 August 2024, 5:26 PM       | Tuesday, 02 April 2024, 2:43 PM        |
| Rene      | Francis     | Rene Francis        | rene.francis@gov.bc.ca        | Monday, 05 July 2021, 2:1 | Monday, 08 April 2024, 3:06 PM        | Yes | Privacy | Friday, 09 August 2024, 11:42 AM      |  |
| Sam       | Ers         | Sam Ers             | Sam.Ers@gov.bc.ca             | Monday, 05 July 2021, 2:1 | Thursday, 11 April 2024, 3:59 PM      | Yes | Privacy | Wednesday, 21 August 2024, 12:00 PM   |  |
| Taru      | Tamminen    | Taru Tamminen       | Taru.Tamminen@gov.bc.ca       | Monday, 05 July 2021, 2:1 | Friday, 26 April 2024, 1:24 PM        | Yes | Privacy | Tuesday, 02 July 2024, 11:45 AM       |  |
| fariba    | Asadollahi  | fariba Asadollahi   |                               |                           |                                       |     |         |                                       |  |



# Records Management Fundamentals course



## CLBC Information Management

Welcome to the Records Management Fundamentals Course.

This course is designed to help you know your basic responsibilities for managing CLBC records, including the legislation, standards, policies and procedures that govern CLBC records management.

This course includes a learning confirmation and should take approximately **30 minutes** to complete.

### INTRODUCTION

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#### Learning Objectives

### WHAT IS A RECORD AND ITS LIFECYCLE

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#### What is a Record?

#### The History of CLBC Records



## What is Records Management and its Benefits?

### CLBC RECORDS

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#### CLBC Records

#### Information Schedules and Classifications

#### Types of CLBC Records

### CLBC RECORDS MANAGEMENT SYSTEM

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#### Records Management Systems at CLBC

#### Security and Confidentiality

### HANDLING CLBC RECORDS

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#### Altering CLBC Records

#### Offsiting Records

#### Recovering Records after a Disaster

### ROLES AND RESPONSIBILITY

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#### What is your Responsibility?

### BC LAWS AND CLBC POLICIES AND GUIDELINES

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#### Government Legislation and CLBC Policies and Guidelines

### CONCLUSION

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#### Summary

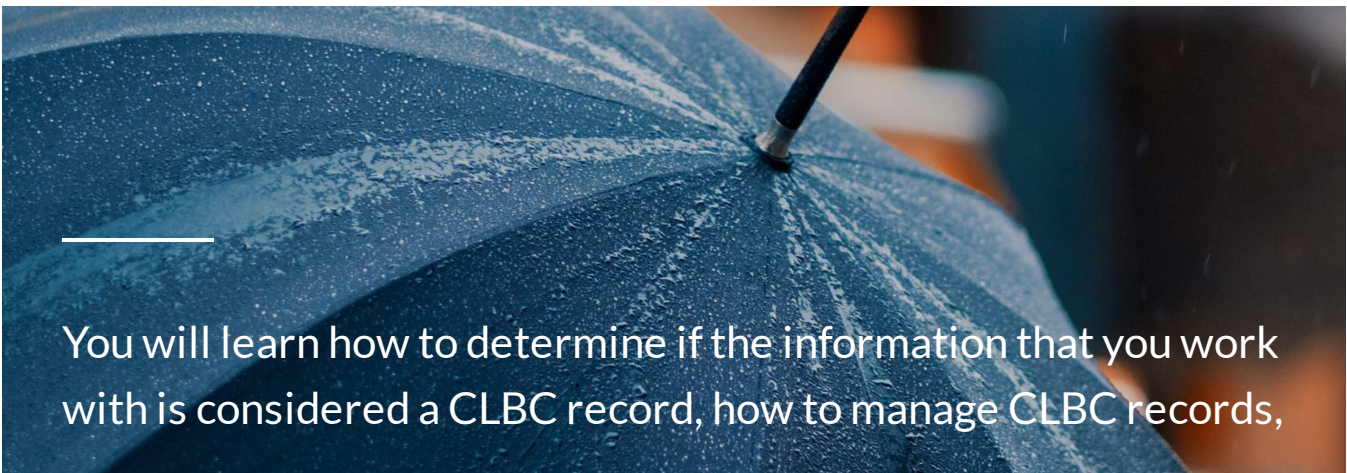


# Learning Objectives

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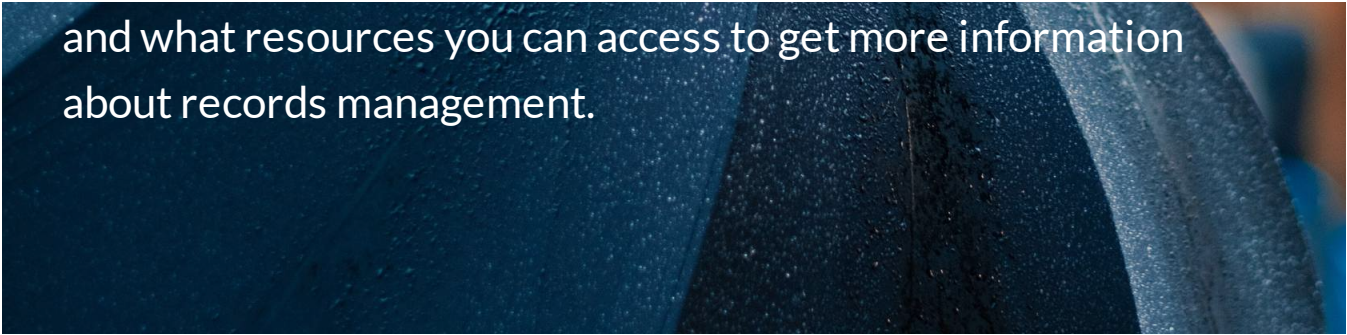
After the successful completion of this module, you will be able to:

- 1 Explain what a record is and its lifecycle
- 2 Define the benefits and risks associated with records management
- 3 Distinguish between official CLBC records and transitory records
- 4 Explain your role and responsibilities in the process of managing and maintaining records
- 5 Comprehend the various legislations and policies that govern CLBC records management



You will learn how to determine if the information that you work with is considered a CLBC record, how to manage CLBC records,





and what resources you can access to get more information about records management.

CONTINUE



## What is a Record?

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A record is all recorded information created or received during business activity and maintained as evidence of those activities, regardless of their digital or physical format.

It is anything that captures this information – from documents to case files, photographs to emails, instant messages and more.



CONTINUE



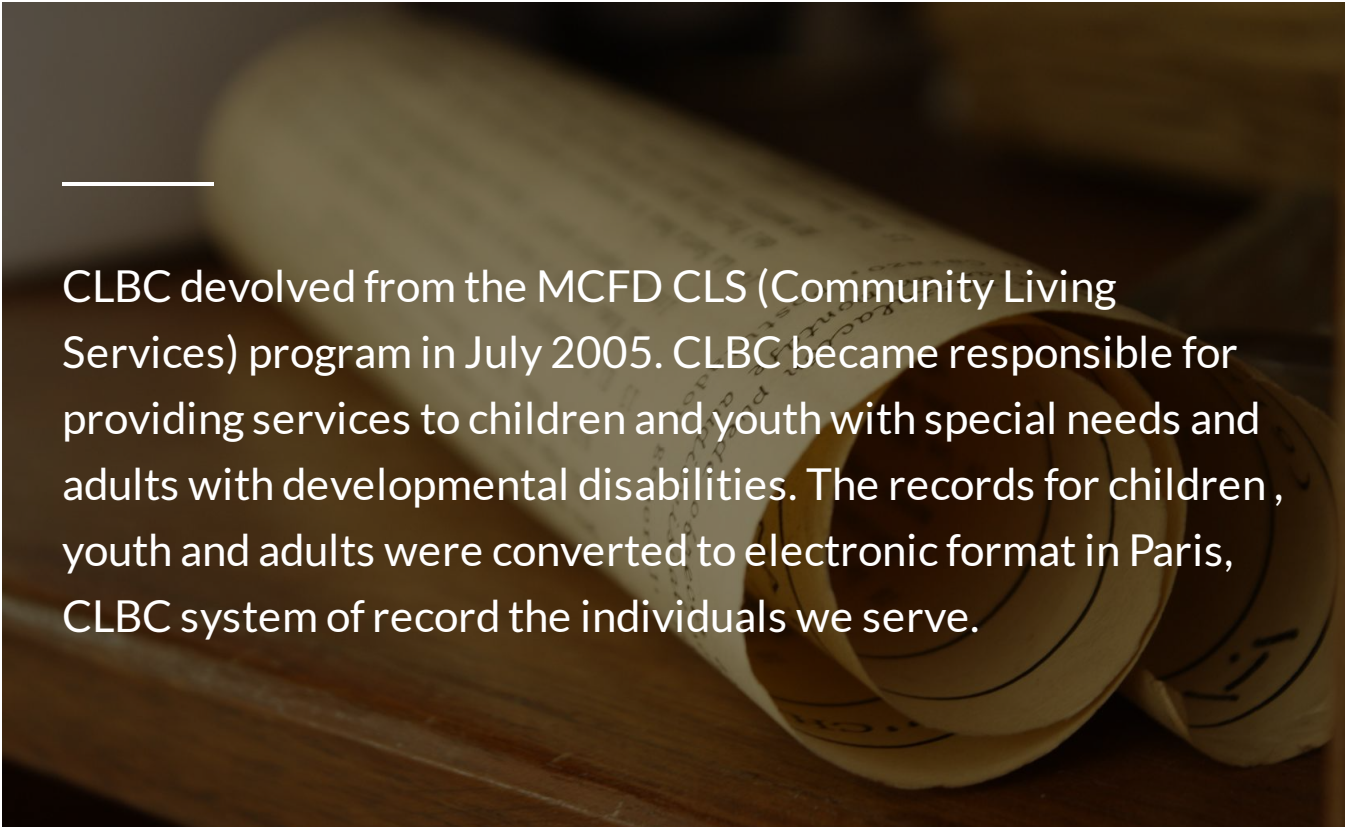
A 'record' includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise. --

*Interpretations Act, BC Law*



## The History of CLBC Records

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CLBC devolved from the MCFD CLS (Community Living Services) program in July 2005. CLBC became responsible for providing services to children and youth with special needs and adults with developmental disabilities. The records for children, youth and adults were converted to electronic format in Paris, CLBC system of record the individuals we serve.

In November 2009, the responsibility and the files (both paper and electronic) for children and youth with special needs was transferred back to MCFD. At the same time the paper files for adults with developmental disabilities were transferred to offsite storage.



CLBC is no longer allowed to view children's records and MCFD is not allowed to view adult records without prior authorization. If a CLBC staff accidentally view an MCFD PARIS record, it should be reported to Privacy, as this is considered a privacy breach.

**CONTINUE**

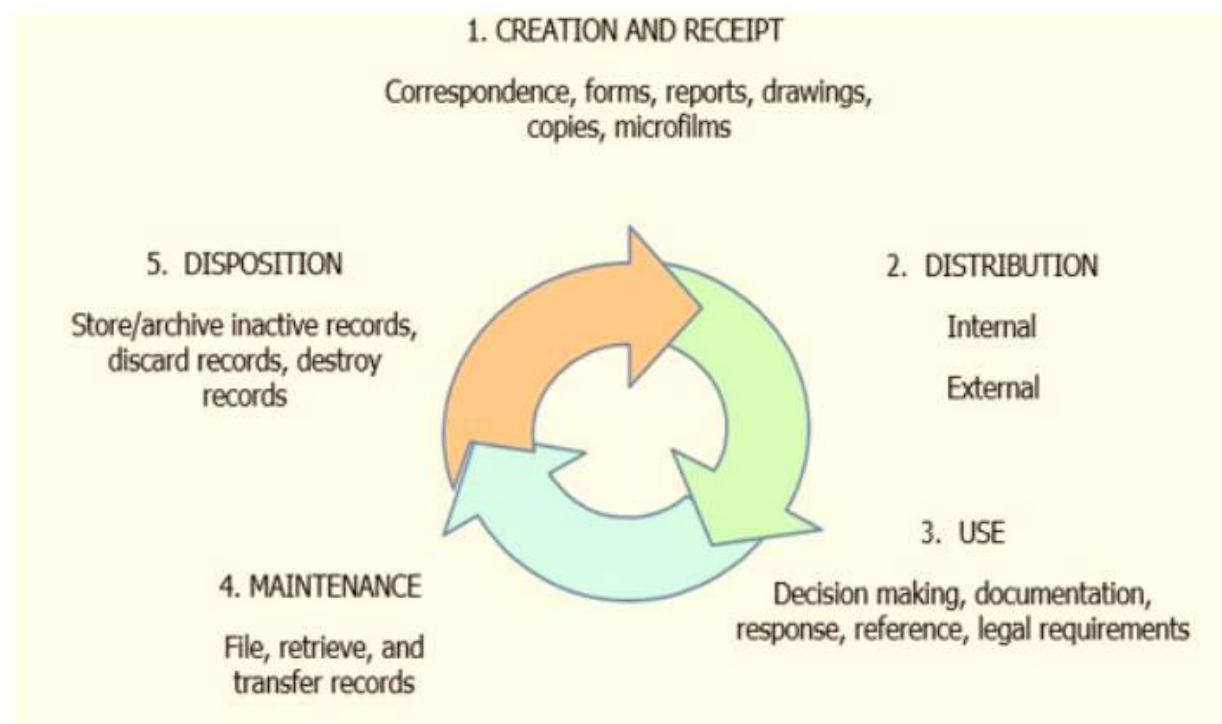


# What is Records Management and its Benefits?

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## Records Management

Records Management encompasses the activities that are required to create, manage, preserve and dispose of records according to existing policies and laws. These activities combined are known as the Record Lifecycle.





## Benefits of Good Records Management



Click the numbers below or the next arrow to continue.



#### Benefit 1

### **Informed Decision**

Supports CLBC's business by providing the history of decisions which in turn helps future employees understand the evolution of our programs.



## Benefit 2

### Compliant



It ensures we are compliant with the legislated requirements set out by BC Government.



### Benefit 3

## Store Necessary Information Only



It ensures that we keep only the information that is needed and for the appropriate time frame.



## Security of Records



Ensures records are secure in accordance with CLBC security policies and other information management best practices.



## Benefit 5

### Retrieved Quickly



Information can be retrieved quickly when responding to legal action or freedom of information requests.

CONTINUE



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All records created during CLBC business that document decisions are government records.



# CLBC Records

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## CLBC Records and the Government of BC



Click the numbers to learn more.





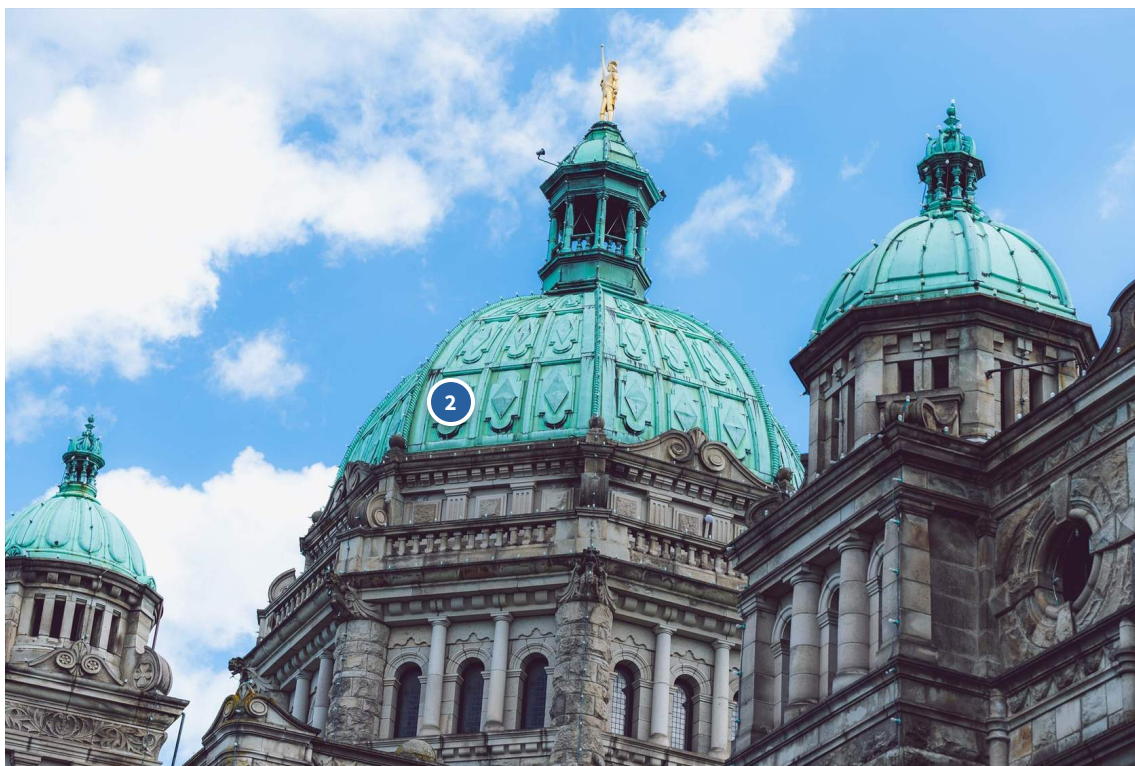




## CLBC

CLBC is accountable to the Province of BC as set out in the [Community Living Authority Act](#).

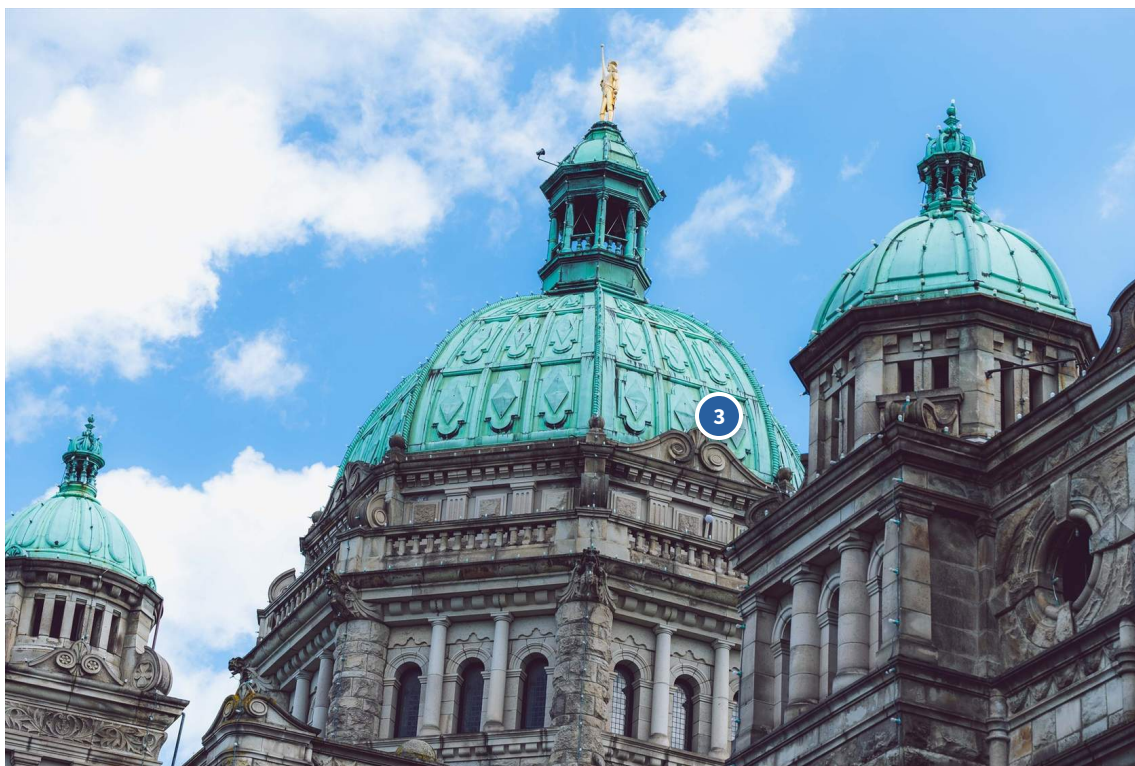




## Government Records

All records created during CLBC business are government records.





## Information Management Act

CLBC Records are governed by the [Information Management Act](#).





## **CLBC Records Management Policies and Guidelines**

CLBC Records Management policies and guidelines adhere to and comply with government legislation.

**CONTINUE**



# Information Schedules and Classifications

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## Overview

The life cycle of a record is governed by Information schedules and classifications.

We are required to create and manage information that documents our work, safeguard information that needs to be protected, and keep or dispose of records according to an approved records retention schedule.

Information schedules are based on the types of records they apply to:

1

Information schedules govern how records are organized and managed.

2

Government and broader public sector organizations use information schedules to ensure records are kept for as long as required, identify records of enduring value for preservation and ensure that others are routinely destroyed when they are no longer needed.

3

Record retention schedules are based on the types of records they apply to:



### *Administrative Records Classification System (ARCS)*

Administrative records are common to all government offices and are different from operational records. ARCS is an information schedule used to classify, file, retrieve and dispose of administrative records. ARCS (Schedule 100001) supports business functions like facilities management, property, finance, personnel and information systems, and also includes management functions like committees, contracts and legal activities.

### *Operational Records Classification System (ORCS)*

Operational records are unique to each government ministry, agency or broader public sector organization. They document the specific operations or services of each government body. Records retention schedules for operational records govern the classification, retention and disposition of information relating to specific business functions. CLBC ORCS (Schedule 182088) is currently in DRAFT status.





ORCS schedules need to be approved by various departments in government. CLBC's ORCS Schedule is DRAFT which means it has not been approved. Draft ORCS still allows us to offsite our operational records with no final disposition date. The disposition date will become effective once CLBC's ORCS is approved.

CONTINUE

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Information schedules govern how records are organized and managed.



# Types of CLBC Records

---

The three types of CLBC records are:

- 1 Official CLBC record
- 2 Transitory record
- 3 Service provider/vendor records

## What is an Official Record?

All recorded information, regardless of physical format, received, created, deposited, or held by any ministry, agency, board, commission, Crown corporation, institution, committee or council reporting or responsible to the Government of British Columbia.

- 1 CLBC records include machine-readable records, data stored in information systems or applications, film, audio and audiovisual tapes, etc.
  - 2 CLBC records include the records created and/or accumulated and used by an individual or an office in the administration of any legislation, policy, procedures and standards.
-



3

The retention and final disposition of CLBC records is governed by the *Information Management Act* (formally the *Document Disposal Act*).

## Examples of CLBC Records



Click the numbers below or the next arrow to continue.



## CLBC Record Example 1

### Client records, physical or electronic





## CLBC Record Example 2

**Diaries, black books, physical calendars with notes, phone or client logs**





### CLBC Record Example 3

## E-mail, instant messaging, phone text



Emails or messages that document a business decision are records.



## Paper or electronic documents



Any document (paper or electronic) that supports a decision made for client services or programs



## CLBC Record Example 5

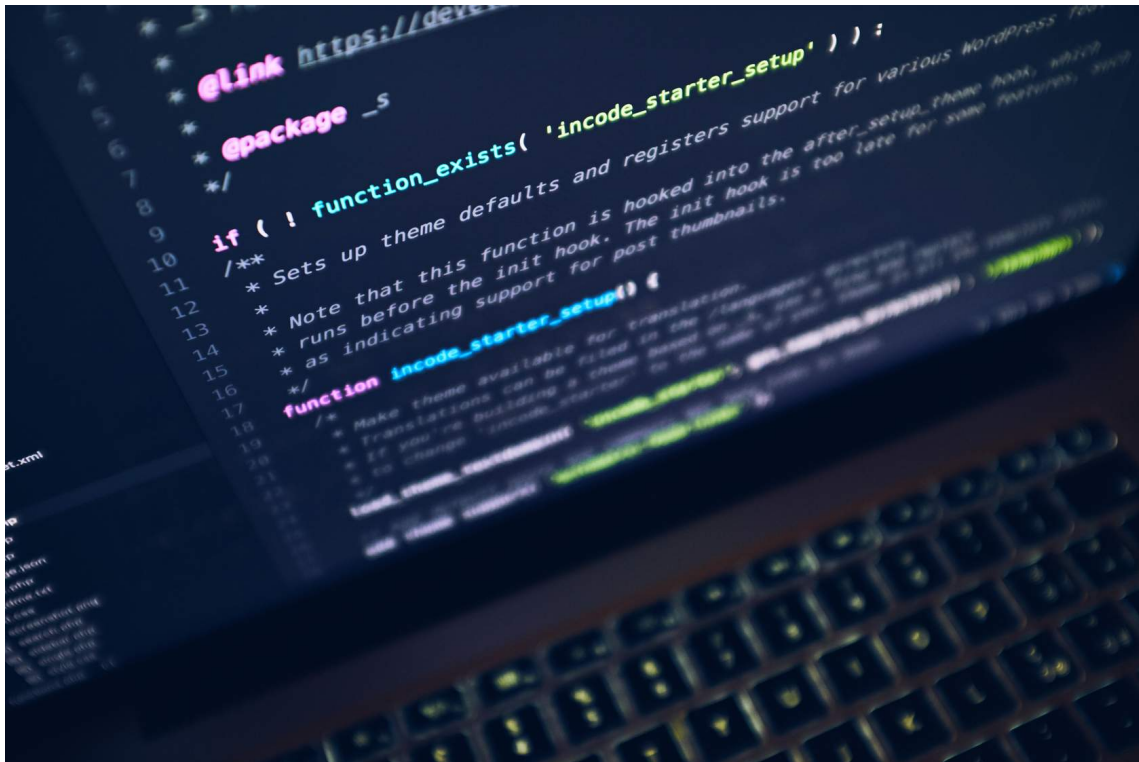
Personnel files, training, letters, pay records





## CLBC Record Example 6

Committee, building, administrative, financial or information technology records







## What is a Transitory Record?

Transitory information can and should be disposed of when it's no longer of value, with one important exception: if a ministry receives an FOI or litigation search request, all relevant records must be provided, including transitory information that exists at the time of the request. Transitory information that's subject to such requests must be retained pending completion of the applicable FOI response process and review period or the applicable litigation activities - Emails or messages that document a decision are records.

Quick tips to help identify transitory information can be found at [Transitory Information Quick Tips](#)

[CLICK TO LAUNCH](#)

## Transitory versus Official Records

The following displays samples of records we **keep** or **delete**. Read them carefully and choose whether we keep or delete them.





Click and drag samples of records below to their correct category.

Transitory Record - Delete

Drafts and revisions not  
needed to document  
decisions and associated  
approvals

Copies created for  
convenience/reference  
purposes

E-mail messages received as  
part of a distribution list

Email messages from internet  
sources, solely for  
convenience or reference

Information about employee  
meetings, holidays,  
boardroom and meeting  
reservation



**Official Record - Keep**

**Information that initiates, authorizes or completes a business transaction**

**Information received from outside sources - part of departmental record**

**Information that contains policies and/or directives**

**Information that contains briefing notes, final reports and recommendations**

**Information and/or attachments that contain work schedules and assignments**

**Originals (or copies of information if received from outside CLBC)**

**Useful information that explains the history of a relationship**

**Formal communication about official business**

**Decision records, instructions, and advice**

**Meeting agendas and minutes**





Complete the content above before moving on.

## Service Provider/Vendor Records

1

Service Provider/Vendor records are the records created, collected and maintained by a service provider/vendor on behalf of the CLBC. These records must comply with the Freedom of Information and Protection of Privacy Act (FOIPPA).

2

Service Providers/Vendors are accountable for the preservation, security and confidentiality of records in their custody.

3

Service Provider/Vendor personnel records, utility bills, accounts payable invoices, subcontractor information, operational expenses, etc. are not CLBC Records and service providers/vendors are required to comply with the Personal Information Protection Act (PIPA).

CONTINUE



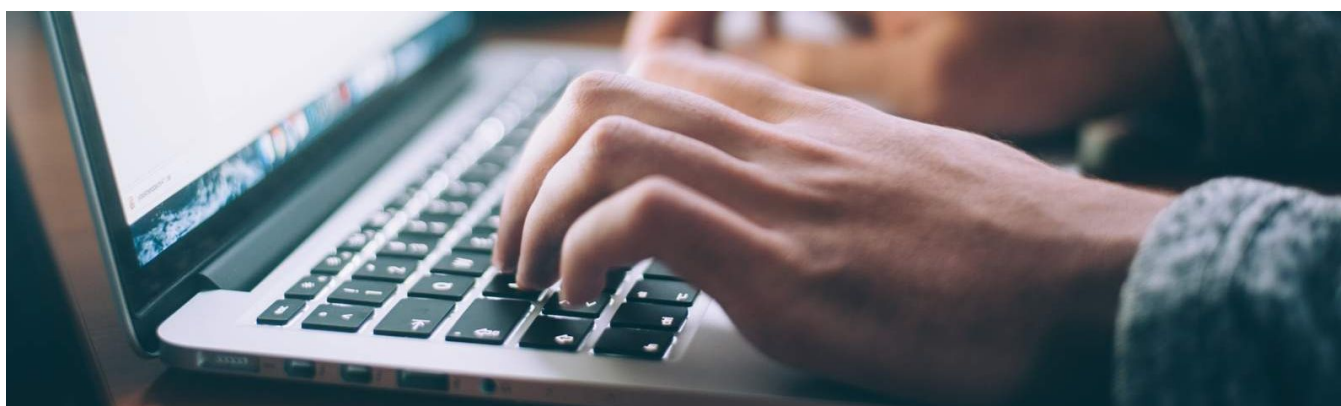
# Records Management Systems at CLBC

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## Overview

CLBC currently has a variety of systems to store its records. No matter which records management system used, CLBC Records must comply with ARCS and ORCS information schedules and classifications.

For CLBC, the systems of record include, but not limited to, CLBC Line of Business Applications such as Paris and MWS, core government applications such as EDRMS, CAS and TLAM, and LAN drives.





CONTINUE

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Microsoft Outlook is not a records management system but a communication tool.





## Security and Confidentiality

---



Maintaining appropriate confidentiality and security is part of the service CLBC provides to individuals and their families.

### Good practices ensure:

☐

**Information** is kept in a secure location

☐

**Information** is not shared with persons who are unauthorized (agencies, co-workers, family, friends)





**Information sharing** is done **ONLY** where expressly permitted under law and ministry agreements



Complete the content above before moving on.



CONTINUE



# Altering CLBC Records

---

1

It is **illegal** to destroy or alter a record so that the original information ceases to exist.

2

Updates and changes to information are added to the original record with a note, followed by a date of the change and the initials of the person making the change.

**This will ensure the integrity and the value of the record is maintained.**



**Stop and Think ...**

---



Do not alter a record so that the original information ceases to exist.

**CONTINUE**



# Offsiting Records

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The Administrative staff in all CLBC offices are responsible for offsiting, retrieving and returning records to offsite storage.

1

**Records Centre Services** (RCS) manages government contracts with private records storage facilities to provide cost-effective and secure offsite storage and retrieval services for government.

2

**Physical records** that are no longer a part of daily office use can be transferred to an offsite storage facility for secure storage and retrieved back to the office when needed.



CONTINUE

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Offsiting records is transferring semi-active records to a secure offsite storage facility.



# Recovering Records after a Disaster

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Records can be damaged in many ways, most commonly by fire and water.

If you or a service provider encounter damaged records, contact your supervisor as soon as possible. An assessment of the damage will need to be completed to determine what the next steps will be.



CONTINUE

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Every office, in consultation with Information Management Team (IM), is responsible for salvaging their records after a disaster.



# What is your Responsibility?

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## All Employees

All employees are responsible for performing the following when it comes to CLBC records:

- 1 Creating and/or collecting **ONLY** those records or information required or necessary for CLBC business
- 2 Ensure recorded information is used for the purpose it was created or collected
- 3 Ensure all CLBC records are classified using ARCS or ORCS



4

**MUST NOT** use CLBC records or other government information for personal use

5

Identifying and reporting any "**Lost**" or "**Stolen**" records to your supervisor

## SAS/Administrative Staff's (Records Custodians) Role



1

Maintain locally held recorded information

2

Overseeing all classifying and filing of records

3

Maintaining file control procedures including up-to-date file lists, to ensure the safety, integrity and confidentiality of CLBC records

4

Identifying missing records when submitting for off-site transfers

5

Offsiting, retrieving and returning records to offsite storage



6

Ensuring that any records management issues, concerns or requirements are dealt with in a timely manner

## CLBC Service Centre's Role

1

First point of contact for any records management related issue

2

Responds or assists to queries about CLBC specific policy or procedures for records management practices

## Information Management's (Records Management) Role

1

Provide direction regarding classifying records, retention schedules, storage, retrieval, destruction and archival of information

2

Support EDRMS users in the field offices

3

Liaise with CLBC's Information & Privacy Office, when there is the possibility of a privacy breach

4

Submits potential queries or changes to approved records schedule for CLBC ORCS

5

Ad Hoc records management training

CONTINUE



---

All employees must not use records or information for personal use.



# Government Legislation and CLBC Policies and Guidelines

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## Resources

Records management is governed by the following BC Legislations, government policies and CLBC policies and procedures:

### Information Management Act (IMA)

The IMA is the Province of British Columbia's legislative framework for modern, digital information practices.

[CLICK TO LAUNCH](#)

### Interpretation Act

Provides interpretive guidance and assistance for the interpretation of BC laws

[CLICK TO LAUNCH](#)

### Freedom of Information and Protection of Privacy Act (FOIPPA)

Gives you access to records that are created and compiled by the public bodies of B.C.

[CLICK TO LAUNCH](#)



### **Electronic Transactions Act**

Authorizes, prohibits or regulates the use of information or records in electronic form or requires information or a record to be posted, displayed or delivered in a specific manner

[CLICK TO LAUNCH](#)

### **CLBC Record Retention, Management and Disposal Policy**

Policy outlines CLBC's expectations for managing records

[CLICK TO LAUNCH](#)

### **CLBC Documentation and Recording Policy**

Policy provides direction to CLBC staff about what information and documents are required in CLBC's vendor records regarding all vendors except suppliers.

[CLICK TO LAUNCH](#)

### **CLBC Records Management Guidelines**

Provide CLBC staff with guidelines for creating, identifying, organizing, offsiteing, and retrieving physical records

[CLICK TO LAUNCH](#)

### **CLBC Privacy Resources**

Resources on Privacy

[CLICK TO LAUNCH](#)





CONTINUE



## Summary

---

You have now completed the Records Management Fundamentals course and you are able to do the following:

- ☐ Explain what a record is and its lifecycle
- ☐ Define the benefits and risks associated with records management
- ☐ Distinguish between official CLBC records and transitory records
- ☐ Explain your role and responsibilities in the process of managing and maintaining records
- ☐ Comprehend the various legislations and policies that govern CLBC records management



Complete the content above before moving on.

## Have Questions?



### **Record Management Training Materials**

To learn more about Records Management

[CLICK TO LAUNCH](#)

### **CLBC Service Centre**

For Records Management related issues please contact the CLBC Service Centre

[EMAIL](#)

## **Thank you!**



---

**When you are ready, click the Exit Course button and click  
on Records Management Fundamentals Learning**



## Confirmation in MyLearning.

**You are required to obtain 75% accuracy to be credited for course completion.**

**Click the Exit Course**

To exit the course

EXIT COURSE



# Records Management Learning Confirmation

## 1. QUIZ

### 1.1 Records Management Learning Confirmation



**Records Management Learning Confirmation**

Read each question carefully and thoroughly before answering. Then, select the correct answer from the choices provided. There are 12 questions in this quiz and you must achieve the 75% passing score to receive credit for this course. When you are ready, click Begin.

**BEGIN**

**Notes:**

### 1.2 Multiple Choice Question

*(Multiple Choice, 10 points, 1 attempt permitted)*

**MULTIPLE CHOICE**

s. 3

**Submit**



| Correct | Choice |
|---------|--------|
| s. 3    |        |

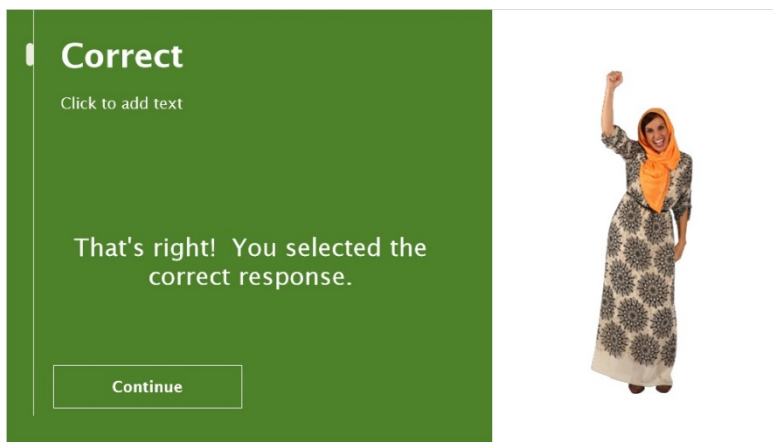
#### Feedback when correct:

That's right! You selected the correct response.

#### Feedback when incorrect:

You did not select the correct response.

#### Correct (Slide Layer)





## Incorrect (Slide Layer)

Incorrect

You did not select the correct response.

Continue

## 1.3 Multiple Choice Question

(Multiple Choice, 10 points, 1 attempt permitted)

MULTIPLE CHOICE

S. 3

Submit

| Correct | Choice |
|---------|--------|
| S. 3    |        |

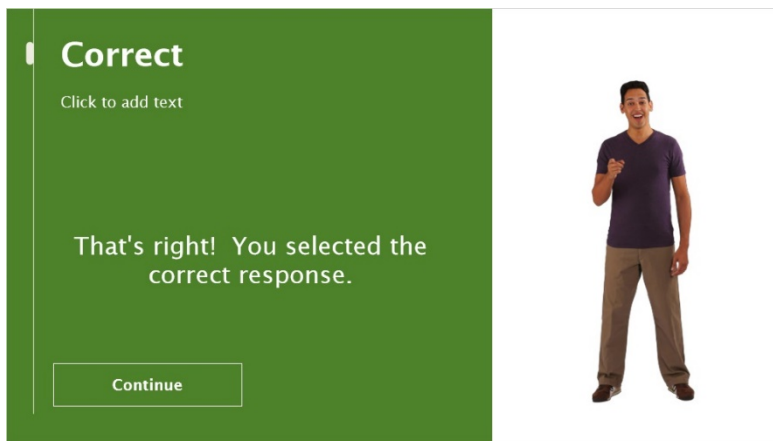
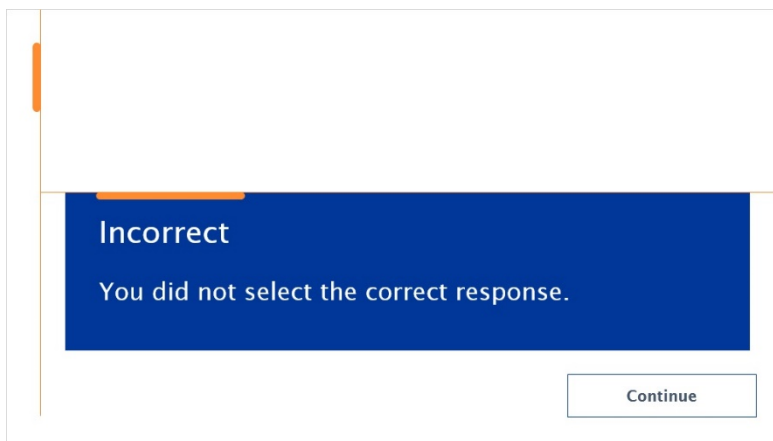


**Feedback when correct:**

That's right! You selected the correct response.

**Feedback when incorrect:**

You did not select the correct response.

**Correct (Slide Layer)****Incorrect (Slide Layer)****1.4 Multiple Choice Question**

*(Multiple Choice, 10 points, 1 attempt permitted)*



MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

**Feedback when correct:**

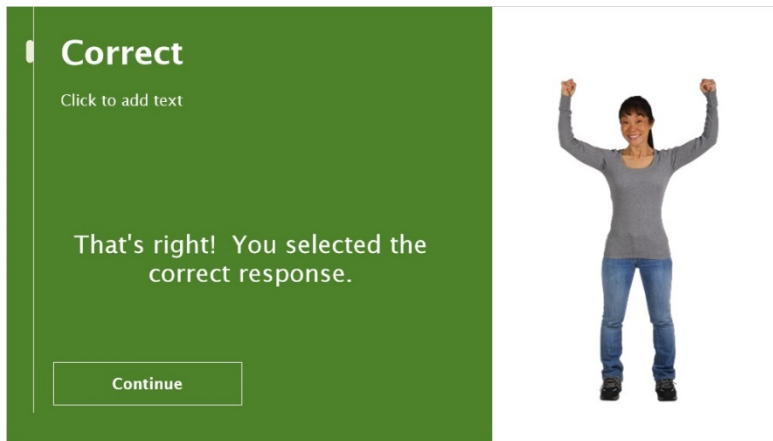
That's right! You selected the correct response.

**Feedback when incorrect:**

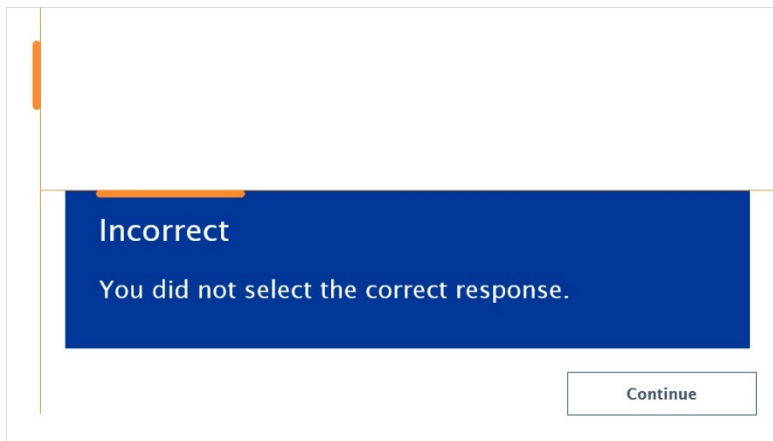
You did not select the correct response.



### Correct (Slide Layer)



### Incorrect (Slide Layer)



## 1.5 Multiple Choice Question

*(Multiple Choice, 10 points, 1 attempt permitted)*



MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

**Feedback when correct:**

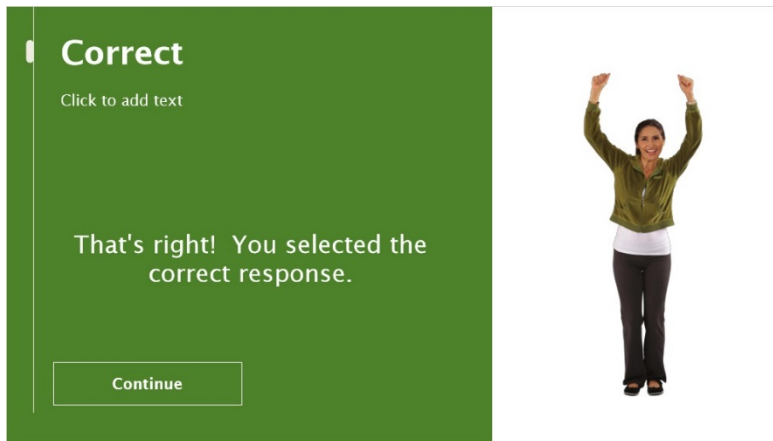
That's right! You selected the correct response.

**Feedback when incorrect:**

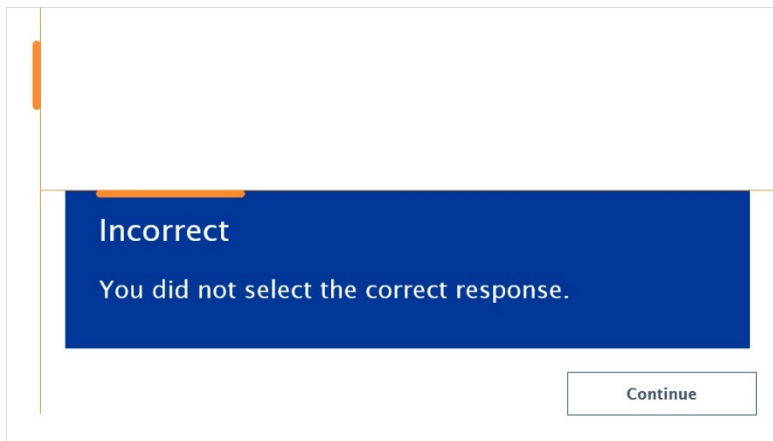
You did not select the correct response.



### Correct (Slide Layer)



### Incorrect (Slide Layer)



## 1.6 Multiple Choice Question

*(Multiple Choice, 10 points, 1 attempt permitted)*



MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |
|         |        |
|         |        |
|         |        |

**Feedback when correct:**

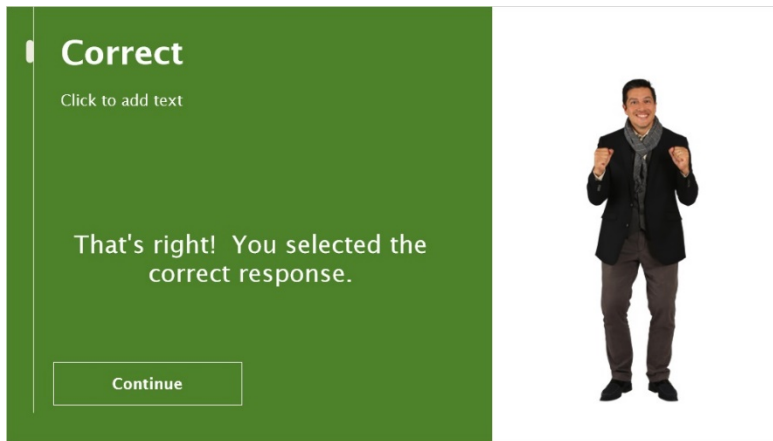
That's right! You selected the correct response.

**Feedback when incorrect:**

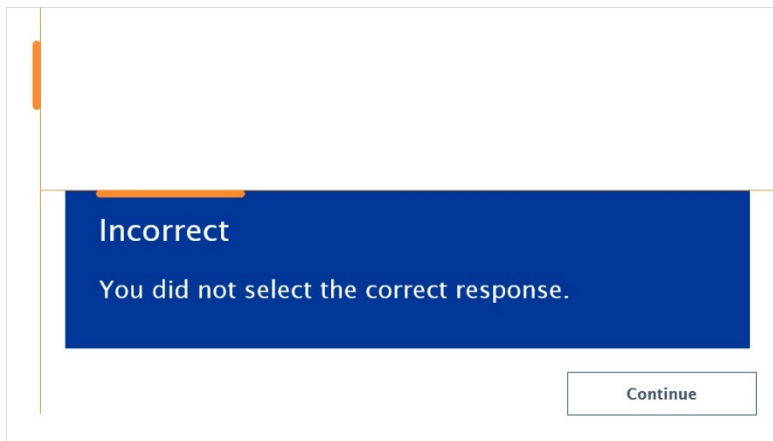
You did not select the correct response.



## Correct (Slide Layer)



## Incorrect (Slide Layer)



## 1.7 True or False Question

*(True/False, 10 points, 1 attempt permitted)*



TRUE/FALSE

s. 3

Submit

|         |        |
|---------|--------|
| Correct | Choice |
|---------|--------|

s. 3

**Feedback when correct:**

That's right! You selected the correct response.

**Feedback when incorrect:**

You did not select the correct response.


**Correct (Slide Layer)**

Correct

Click to add text

That's right! You selected the correct response.

Continue





## Incorrect (Slide Layer)

Incorrect

You did not select the correct response.

Continue

### 1.8 Multiple Choice Question

(True/False, 10 points, 1 attempt permitted)

MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

#### Feedback when correct:

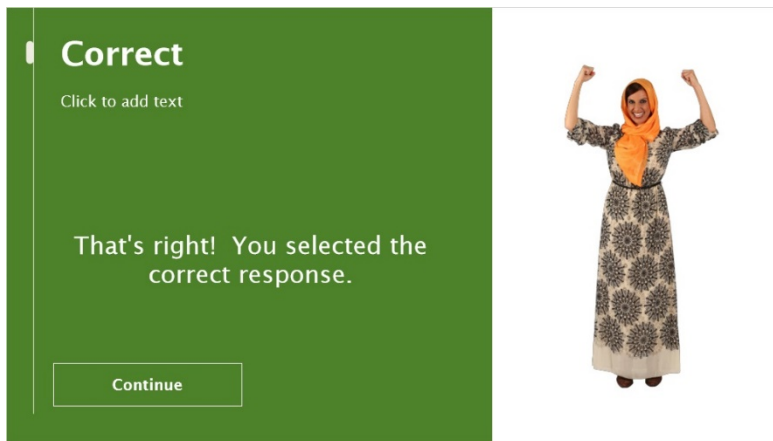
That's right! You selected the correct response.



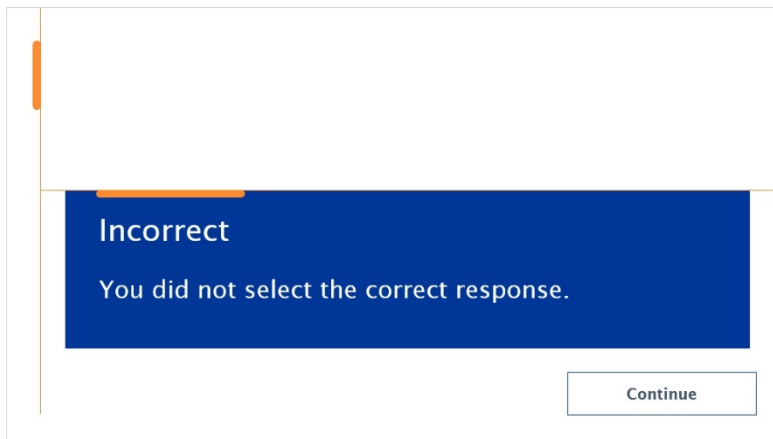
### Feedback when incorrect:

You did not select the correct response.

### Correct (Slide Layer)



### Incorrect (Slide Layer)



## 1.9 Multiple Choice Question

*(Multiple Choice, 10 points, 1 attempt permitted)*



MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
|---------|--------|

s. 3

**Feedback when correct:**

That's right! You selected the correct response.

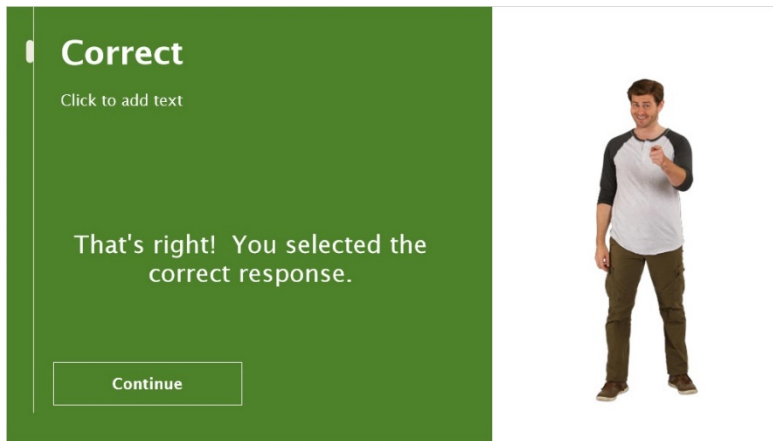
**Feedback when incorrect:**

You did not select the correct response.

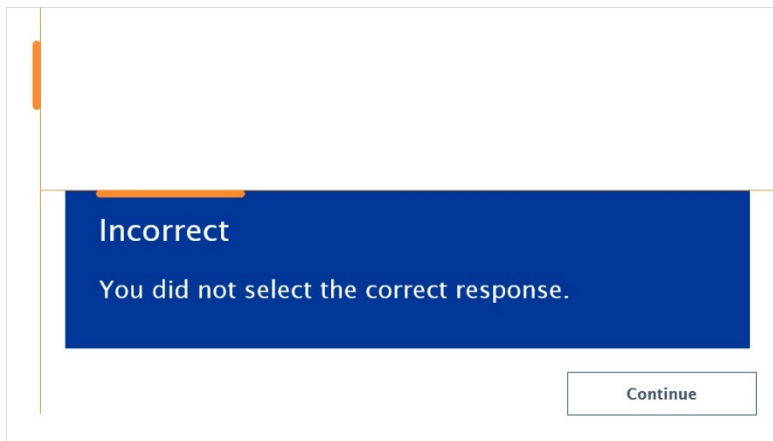
**Notes:**



### Correct (Slide Layer)



### Incorrect (Slide Layer)



## 1.10 Multiple Choice Question

*(Multiple Choice, 10 points, 1 attempt permitted)*



MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

**Feedback when correct:**

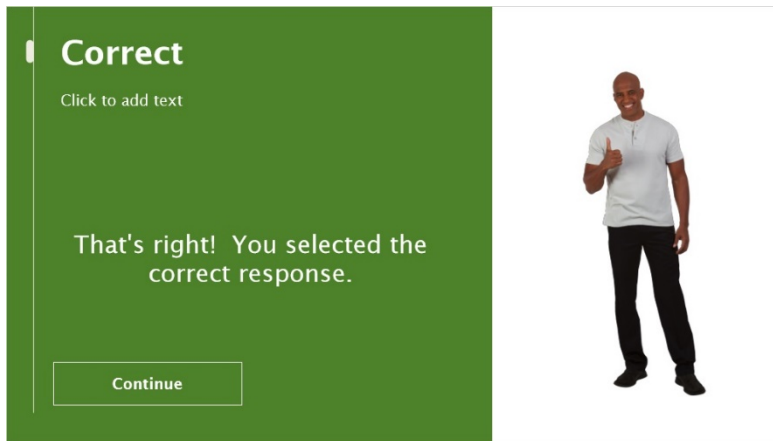
That's right! You selected the correct response.

**Feedback when incorrect:**

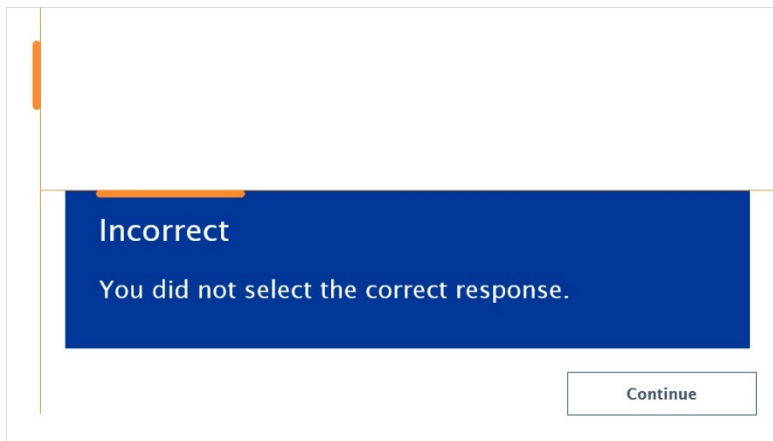
You did not select the correct response.



### Correct (Slide Layer)



### Incorrect (Slide Layer)



## 1.11 Multiple Choice Question

*(Multiple Choice, 10 points, 1 attempt permitted)*



MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

**Feedback when correct:**

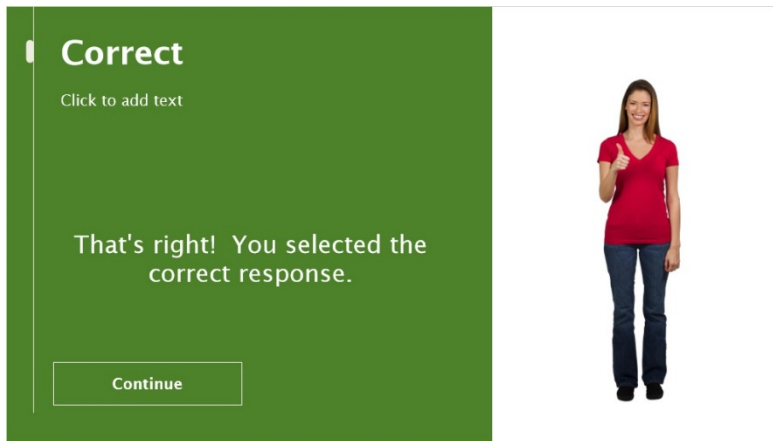
That's right! You selected the correct response.

**Feedback when incorrect:**

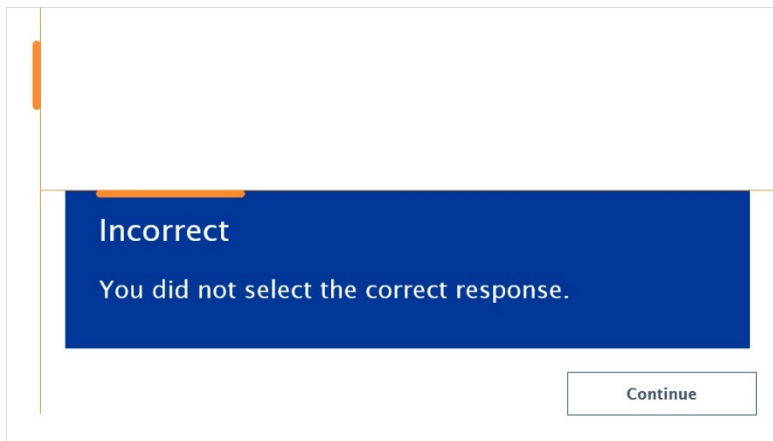
You did not select the correct response.



### Correct (Slide Layer)



### Incorrect (Slide Layer)



## 1.12 True or False Question

*(True/False, 10 points, 1 attempt permitted)*



TRUE/FALSE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

**Feedback when correct:**

That's right! You selected the correct response.

**Feedback when incorrect:**

You did not select the correct response.


**Correct (Slide Layer)**

Correct

Click to add text

That's right! You selected the correct response.

Continue





## Incorrect (Slide Layer)

Incorrect

You did not select the correct response.

Continue

## 1.13 Multiple Choice Question

(Multiple Choice, 10 points, 1 attempt permitted)

MULTIPLE CHOICE

s. 3

Submit

| Correct | Choice |
|---------|--------|
| s. 3    |        |

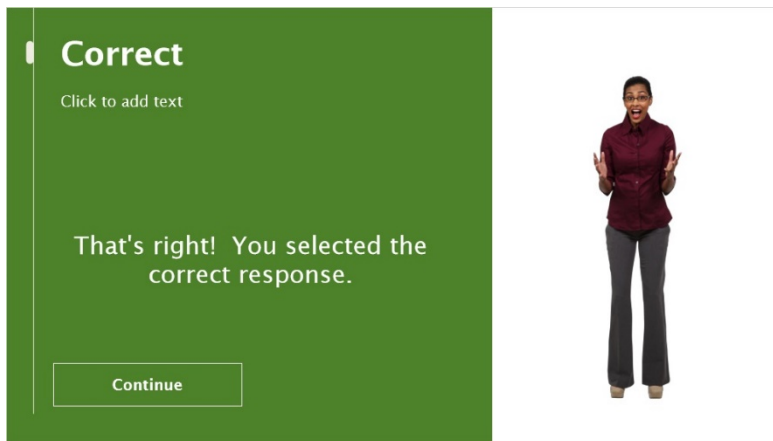
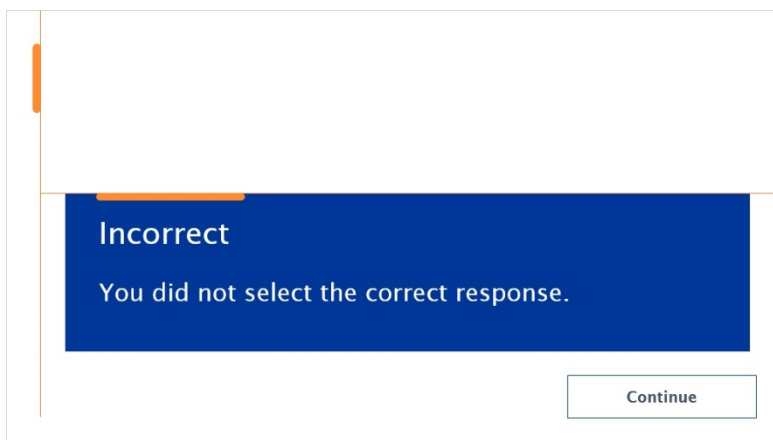


**Feedback when correct:**

That's right! You selected the correct response.

**Feedback when incorrect:**

You did not select the correct response.

**Notes:****Correct (Slide Layer)****Incorrect (Slide Layer)**



## 1.14 RESULTS

(Results Slide, 0 points, 1 attempt permitted)

RESULTS

Your Score:

0% (0 points)

Passing Score:

0% (0 points)

Result:

Exit

| Results for                   |
|-------------------------------|
| 1.2 Multiple Choice Question  |
| 1.3 Multiple Choice Question  |
| 1.4 Multiple Choice Question  |
| 1.5 Multiple Choice Question  |
| 1.6 Multiple Choice Question  |
| 1.7 True or False Question    |
| 1.8 Multiple Choice Question  |
| 1.9 Multiple Choice Question  |
| 1.10 Multiple Choice Question |
| 1.11 Multiple Choice Question |
| 1.12 True or False Question   |



## 1.13 Multiple Choice Question

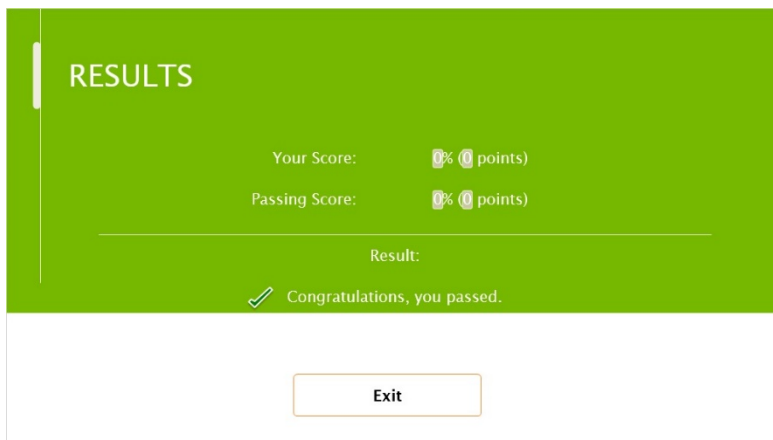
Result slide properties

Passing 75%

Score

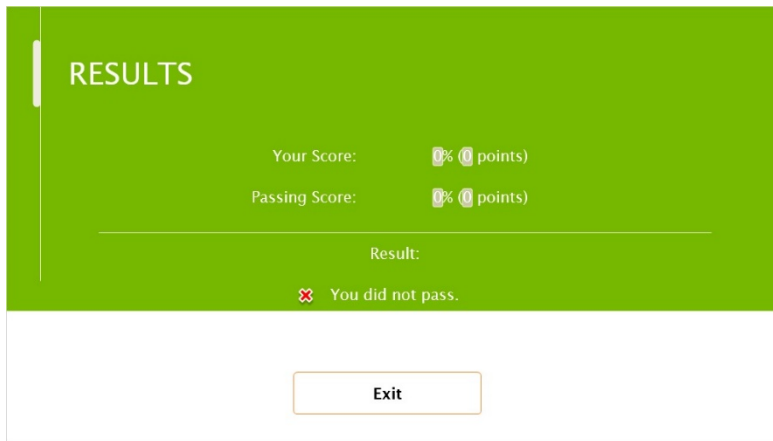
**Notes:**

### Success (Slide Layer)





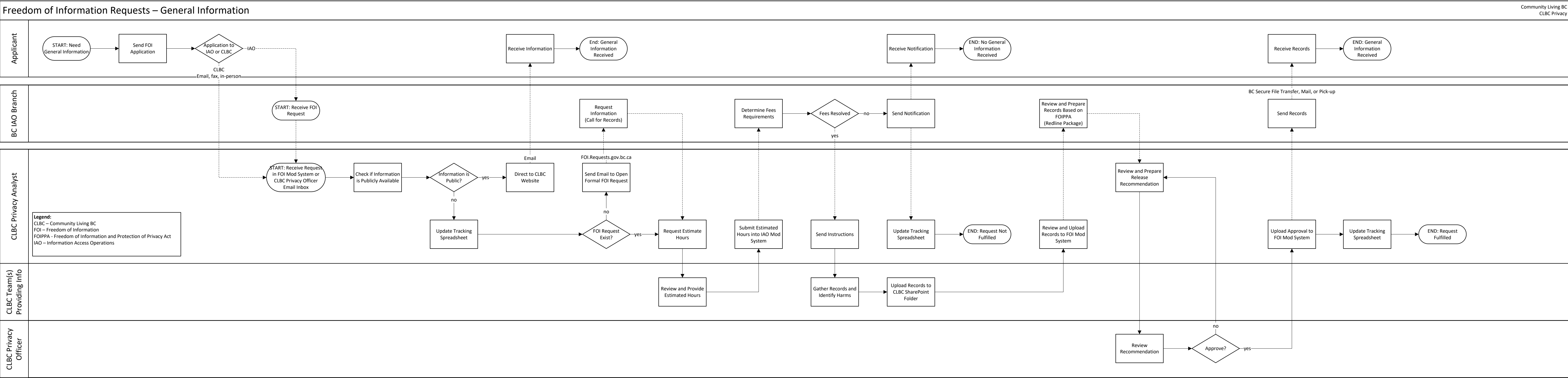
## Failure (Slide Layer)





| Course full name with link      | Full name with link | Completed | Enrolment Date                        |
|---------------------------------|---------------------|-----------|---------------------------------------|
| Records Management Fundamentals | Abel Mutize         |           | Friday, 03 June 2022, 10:56 AM        |
| Records Management Fundamentals | Alexa Ferguson      | No        | Friday, 17 May 2024, 9:56 AM          |
| Records Management Fundamentals | Audrey McDonald     | Yes       | Saturday, 30 July 2022, 12:05 AM      |
| Records Management Fundamentals | Caroline Rowswell   | Yes       | Saturday, 09 July 2022, 2:16 PM       |
| Records Management Fundamentals | Denise Morin        | Yes       | Saturday, 06 August 2022, 1:25 PM     |
| Records Management Fundamentals | DONNA GAIRDNER      | No        | Monday, 19 August 2024, 4:16 PM       |
| Records Management Fundamentals | Duncan Pursell      | Yes       | Thursday, 20 July 2023, 12:11 PM      |
| Records Management Fundamentals | Elizabeth Atkinson  | Yes       | Thursday, 24 August 2023, 3:51 PM     |
| Records Management Fundamentals | Gracie Boake        | No        | Saturday, 23 December 2023, 10:31 PM  |
| Records Management Fundamentals | Hosein Moeini       |           | Tuesday, 05 July 2022, 5:41 PM        |
| Records Management Fundamentals | Jaime Krumins       | Yes       | Saturday, 13 April 2024, 12:46 PM     |
| Records Management Fundamentals | Janice Ballesteros  | Yes       | Thursday, 20 July 2023, 10:21 AM      |
| Records Management Fundamentals | Jaspreet Hundal     | Yes       | Tuesday, 06 September 2022, 9:25 AM   |
| Records Management Fundamentals | Kathy Bolam         | Yes       | Saturday, 03 September 2022, 8:55 AM  |
| Records Management Fundamentals | Katrina Schibler    | Yes       | Sunday, 05 March 2023, 4:01 PM        |
| Records Management Fundamentals | Kelly Lai           | Yes       | Thursday, 04 August 2022, 2:15 PM     |
| Records Management Fundamentals | Lexie McBride       | Yes       | Friday, 26 July 2024, 10:46 AM        |
| Records Management Fundamentals | Lillian Kooij       | Yes       | Sunday, 26 March 2023, 12:01 AM       |
| Records Management Fundamentals | Lisa Hicks          | Yes       | Sunday, 21 August 2022, 2:45 PM       |
| Records Management Fundamentals | Lizelle Capati      | Yes       | Friday, 21 July 2023, 12:01 AM        |
| Records Management Fundamentals | Lorraine Lockhart   | Yes       | Monday, 01 May 2023, 8:31 AM          |
| Records Management Fundamentals | Lorraine Molina     | No        | Thursday, 12 September 2024, 9:21 AM  |
| Records Management Fundamentals | Lourdes Jaime       | Yes       | Thursday, 09 February 2023, 12:07 AM  |
| Records Management Fundamentals | Maria Alteza        | Yes       | Wednesday, 15 June 2022, 1:43 PM      |
| Records Management Fundamentals | Maria Land          | No        | Friday, 14 July 2023, 12:01 AM        |
| Records Management Fundamentals | Marise Cormier      | Yes       | Saturday, 13 April 2024, 3:41 PM      |
| Records Management Fundamentals | Mary Swendson       | Yes       | Monday, 10 April 2023, 12:01 AM       |
| Records Management Fundamentals | Matthew Klassen     | Yes       | Monday, 11 July 2022, 9:57 AM         |
| Records Management Fundamentals | Michele Bennett     | Yes       | Friday, 06 October 2023, 4:11 PM      |
| Records Management Fundamentals | MJ van Dyk          | Yes       | Saturday, 16 September 2023, 4:01 PM  |
| Records Management Fundamentals | Nora Manahan        | Yes       | Monday, 30 January 2023, 8:33 AM      |
| Records Management Fundamentals | Pamela Franson      | Yes       | Saturday, 16 September 2023, 2:11 PM  |
| Records Management Fundamentals | Peter Greenwood     | Yes       | Friday, 29 July 2022, 12:04 PM        |
| Records Management Fundamentals | Queeny Ho           | Yes       | Saturday, 27 April 2024, 9:11 AM      |
| Records Management Fundamentals | Rhonda Smith        | Yes       | Friday, 02 June 2023, 12:01 AM        |
| Records Management Fundamentals | Sandy Dudley        | Yes       | Friday, 31 May 2024, 10:06 AM         |
| Records Management Fundamentals | Sara Briggs         | Yes       | Sunday, 30 June 2024, 12:36 PM        |
| Records Management Fundamentals | Sara Toomer         | Yes       | Thursday, 21 September 2023, 4:31 PM  |
| Records Management Fundamentals | Sarah Nielsen       | Yes       | Thursday, 11 August 2022, 2:54 PM     |
| Records Management Fundamentals | Stella Yu Man Han   | Yes       | Monday, 09 September 2024, 8:46 AM    |
| Records Management Fundamentals | Taraneh Najvan      | Yes       | Saturday, 20 April 2024, 4:06 PM      |
| Records Management Fundamentals | Teresita Briones    | No        | Sunday, 23 June 2024, 11:16 AM        |
| Records Management Fundamentals | Trisha Hodson       | Yes       | Saturday, 12 November 2022, 9:35 AM   |
| Records Management Fundamentals | Urunika Goyal       | No        | Thursday, 06 July 2023, 12:11 PM      |
| Records Management Fundamentals | Victoria Enns-Lowes | Yes       | Saturday, 11 February 2023, 4:17 PM   |
| Records Management Fundamentals | Yvette Grace Perez  | Yes       | Saturday, 12 August 2023, 12:01 AM    |
| Records Management Fundamentals | Zoe Deneault        | Yes       | Friday, 18 August 2023, 11:11 AM      |
| Records Management Fundamentals | Zoe Drakos          | Yes       | Saturday, 07 September 2024, 12:01 AM |

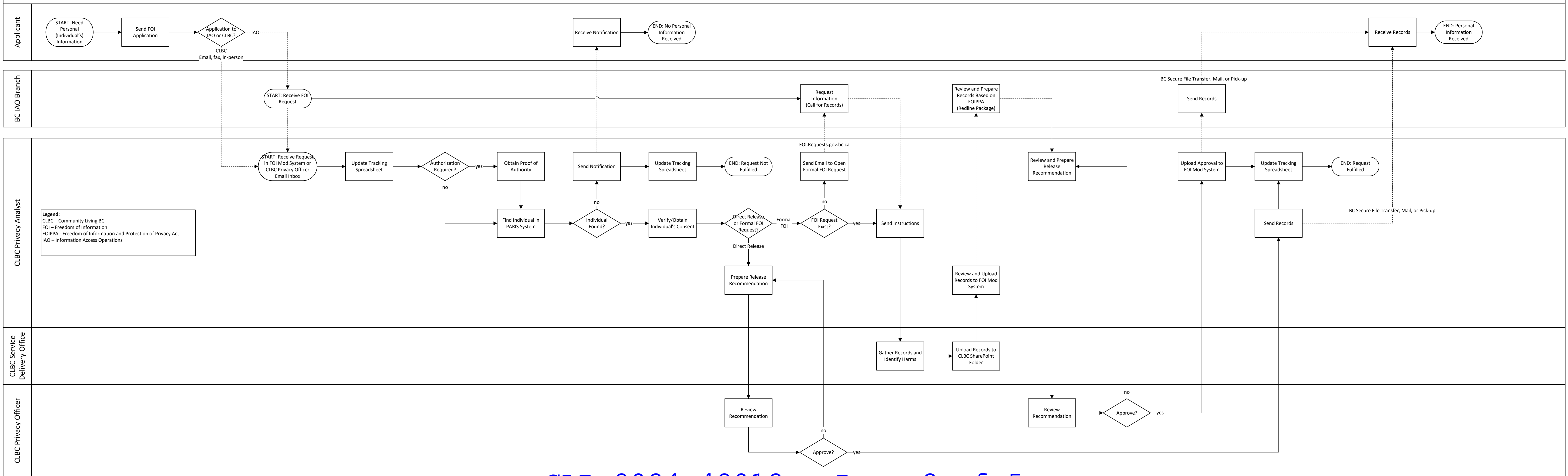






## Freedom of Information Requests – Personal (Individual’s) Information

Community Living BC  
CLBC Privacy





Documenting Government Decisions Questionnaire - Response required by January 17, 2023

The Information Management Act (IMA) requires that government bodies have an appropriate system in place for creating and maintaining government information that is an adequate record of their decisions.

The Chief Records Officer has issued a directive to all Government bodies to ensure compliance with the IMA.

For CLBC to meet the directive, we must ensure that we:

1. Create and/or maintain an appropriate system to store the records
2. Include the elements of an appropriate system – recorded policies and procedures and defined roles and responsibilities for creating and maintaining adequate records of decisions; that ensure the preservation and accessibility of records of decision over time; a program for ongoing training of employees of CLBC respecting the creation and maintenance of adequate records of decisions; a program for monitoring implementation by CLBC of the system and of its compliance with applicable laws and government policies.
3. Determine which decisions are recorded – does the decision inform the users about the program, policy, or enactments; protect the legal and financial rights/obligations of government or individual; accountability for the decision
4. Ensure the records of decisions are adequate - who made the decision; when the decision was made; who is affected by the decision; the basis and context in which the decision was made

The information in the questionnaire is confidential and is being gathered by Information Management to ensure we are meeting this directive at CLBC.

Please respond by January 17, 2023.

1. What is the role of your department?
2. What systems do you use day to day to document your records/decisions? i.e. – Paris; Local Area Network (LAN)
3. What kind of records/decisions do you document in each system? i.e., Eligibility; Meeting Minutes; Funding decisions
4. Who is affected by the decisions you make?
5. Are there written policies, guidelines, or procedures for the making these decisions?

Yes

List the policies, guidelines, and/or procedure

No

6. Do you keep any physical records?

Yes

What types of records are filed in these physical files?

Are the physical files recorded in EDRMS?

Yes

No

No



| System  | Sstem Owner | User   | Current use                                 |
|---|-------------|--|---|
| Citrix  | CLBC        | ALL CLBC   |   |
| Intranet  | CLBC        | ALL CLBC<br>CEO, VPs Regional Ops, IT and decision Support<br>Services |   |
| PARIS   | CLBC        | QA   |   |
| Indiv Sites                                     | CLBC        |  |   |
| MWS Role  | CLBC        |  |   |
| Supplier Registry                               | CLBC        |  |   |
| DHSP (Direct Home Sharing Providers)            | CLBC        |  |   |
| Reporting (Operational Data Store)              | CLBC        |  |   |
| Community Resource Database                     | CLBC        |  |   |
| MCR Matrix (Owner - Moon Jow)                   | CLBC        |  |   |
| Subversion                                      | CLBC LAB    |  |   |
| Request Tracker                                 | CLBC LAB    |  |   |
| VersionOne                                      | CLBC LAB    |  |   |
| Sybase Power Designer                           | CLBC LAB    |  |   |
| SDP   | CLBC LAB    |  |   |
| Gov Email                                       | GOVT        | ALL CLBC   |   |
| Teams   | GOVT        | ALL CLBC   |   |
| Zoom  | GOVT        | ALL CLBC   |   |
| Cell phones                                     | GOVT        | ALL CLBC   |   |
| CAS   | GOVT        |  |   |
| Payroll   | GOVT        |  |   |
| CHIPS   | GOVT        |  |   |
| Cliff   | GOVT        | CEO, Administration  | Correspondence Tracking Tool hosted by SSBC |
| Asset Management System                         | GOVT        |  |   |
| MARS (Management Analysis and Reporting System) | GOVT        | Procurement  | Reporting system                            |
| CAS   | GOVT        | ALL CLBC   | Employee self services                      |
| EDRMS   | GOVT        |  | Documents archiving and tracking system     |
| AON MIP   | GOVT        |  |   |
| BC Bid  | GOVT        |  |   |



|   | Decision type   | Is record adequate  |     |         |
|---|---|---|-----|---------|
| Department  | Statutory Decisions Related to Preparing Let Policies and Programs HR Decisions Budgeting and Other Fin Procurement Decisions | Who made decisions Context Who is affected System of record | Gap | Comment |
| HR<br>Reignal Ops<br>Administration<br>IT<br>Quality<br>IM<br>Privacy<br>Facilities<br>Indigenous Relations |   |   |     |         |