



File: 292-30/MSD-2025-52665

February 10, 2026

Re: Request for Access to Records

Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. Your request is for:

Provide copies of all policies, program manuals, operational guidelines, standard operating procedures, contractor training manuals, or current directives provided to WorkBC service providers (contractors). The requested records are those that govern the method and content requirements for communicating a service denial (rejection) decision to a program applicant. Including any policy that specifies: a) Whether the denial notification must be in writing (email or postal) or may be verbal (telephone). b) The required information elements that must be included in a denial notification (for example, specific reasons for the denial, cited policy, appeal/review process).

(Date Range for Record Search: From 1/1/2023 To 11/26/2025)

These records are provided to you in their entirety.

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of ten business days after release. To find out more about Open Information, please access the Open Information website at: www.gov.bc.ca/openinformation

The records located in response to your request will be delivered through the BC Secure File Transfer Service. Separate emails will follow from the BC SFT Notification Service directing you how to set up an account and where to obtain your records. A guide for using the SFTS is available by clicking [here](#).

If you have any questions regarding your request, please contact Alexis Bradley, the analyst assigned to your request, at 778-698-9738. This number can also be reached toll-free at 1 833 283-8200. Please provide the FOI request number, MSD-2025-52665, in any communications.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

Alexis Bradley
FOI Operations

Enclosure

How to Request a Review with the Office of the Information and Privacy Commissioner

If you have any questions regarding your request, please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the Freedom of Information and Protection of Privacy Act (FOIPPA), you may ask the Office of the Information and Privacy Commissioner (OIPC) to review any decision, act, or failure to act regarding your request under FOIPPA.

Please note that you have 30 business days to file your review with the OIPC.

In order to request a review with the OIPC please write to info@oipc.bc.ca or the address provided below:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria, BC V8W 9A4
Telephone: (250) 387-5629
Fax: (250) 387-1696

If you request a review, please provide the Commissioner's Office with:

- A copy of your original request;
- A copy of the response from the public body; and
- The reasons or grounds upon which you are requesting the review.

The OIPC website has additional information and forms about submitting requests for reviews or complaints: <https://www.oipc.bc.ca/for-the-public/how-do-i-request-a-review/>