



# BC Community Living Action Group (BC-CLAG)

A provincial network of service, support, and advocacy organizations, family groups, & other community living stakeholders

July 14, 2011

Via email: [FOI.Requests@gov.bc.ca](mailto:FOI.Requests@gov.bc.ca)

Freedom of Information Request  
Consolidated Intake, Information Access Operations  
Ministry of Labour, Citizens' Services and Open Government  
PO Box 9569  
Stn Prov Govt  
Victoria BC V8W 9K1

Dear Madam/Sir:

**Re: Request for records (*Freedom of Information and Protection of Privacy Act*)**

This is a request for records in the custody or under the control of Community Living BC ("CLBC"), pursuant to the *Freedom of Information and Protection of Privacy Act*. Please send me the following records:

- Records describing:
  - the way(s) in which CLBC is measuring service quality outcomes in relation to "service redesign"; and
  - any service quality outcomes that have been measured to date.

As soon as any significant part of this request is completed, please send that part of the information and records to me. Please continue to send me any additional significant parts of this request as they are completed, until the entire request has been satisfied.

Please inform me if any of the requested records are available through routine release, or may be viewed in a local reading room.

If any of the requested records are in a readable electronic format, please send them by disc or email, rather than in paper format.

I do not foresee the need for any unreasonable fees, deletions or delays in your response to this request. Please contact me by phone or email if you wish to negotiate the scope or content of this request.

I can be reached by phone at (604) 291-9611 and by email at [jonathan.chapnick@bcgeu.ca](mailto:jonathan.chapnick@bcgeu.ca).

---

Mailing address: BC-CLAG c/o BCGEU 4911 Canada Way Burnaby, BC V5G 3W3



# BC Community Living Action Group (BC-CLAG)

A provincial network of service, support, and advocacy organizations, family groups, & other community living stakeholders

I look forward to receiving your response within 30 days.

Yours truly

Jonathan Chapnick  
Staff Representative – Research  
BC Government & Service Employees' Union  
*On behalf of the BC Community Living Action Group*

JC/slg  
cope378