March 15, 2017

Dear [Name]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: CSSD 1-2017]

On January 11, 2017, the Department of Children, Seniors and Social Development (CSSD) received your request for access to the following records:

“All information sent to and from the Minister pertaining to the Seniors Advocate from January 2016 –January 2017.”

I am pleased to inform you that a decision has been made by the Deputy Minister for the Department of CSSD to provide access to some of the requested information. Requested information with some redactions is enclosed.

Access to the remaining information contained within the records has been refused in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

- Section 27(1): In this section, “Cabinet Record” means
  - (a) advice, recommendations, or policy considerations submitted or prepared for submission to the Cabinet;
  - (c) a memorandum, the purpose of which is to present proposals or recommendations to the Cabinet;
  - (h) a record created during the process of developing or preparing a submission for the Cabinet; and
  - That portion of a record which contains information about the contents of a record within a class of information referred to in paragraphs (a) to (h).

- Section 27(2): The head of a public body shall refuse to disclose to an applicant
  - (a) A cabinet record; or
  - (b) Information in a record other than a cabinet record that would reveal the substance of deliberations of Cabinet.
• Section 29 (1)(a): The head of a public body may refuse to disclose to an applicant information that would reveal advice, proposals, recommendations, analyses or policy options developed by or for a public body or minister.

• Section 40 (1): The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party’s personal privacy.

Please note that any caucus records have been withheld in accordance with Section 5(1)(d) of the Act, which states:

5. (1) This Act applies to all records in the custody of or under the control of a public body but does not apply to:
   (d) Records of a registered political party or caucus as defined in the House of Assembly Accountability, Integrity and Administration Act;

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible.

In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Please be advised that you may appeal this decision and ask the Information and Privacy Commissioner to review the decision to provide partial access to the requested information, as set out in section 42 of the Act (a copy of this section of the Act has been enclosed for your reference). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner. Your appeal should identify your concerns with the request and why you are submitting the appeal.

The appeal may be addressed to the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John’s, NL. A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.
If you have any further questions, please contact me by telephone at 709-729-6370 or by email at jennifertaylor@gov.nl.ca.

Sincerely,

Jennifer Taylor
ATIPP Coordinator

Enclosures
Section 42 – Access or Correction Complaint.

(1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days
   (a) after the applicant is notified of the decision of the head of the public body, or
   the date of the act or failure to act; or
   (b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to
   (a) a request that is disregarded under section 21;
   (b) a decision respecting an extension of time under section 23;
   (c) a variation of a procedure under section 24; or
   (d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.
Section 52 - Direct appeal to Trial Division by an applicant

(1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days
(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or
(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner’s refusal under subsection 45 (2).
Thanks Roger.

Minister

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Scaplen, Roger  
Sent: Wednesday, March 30, 2016 3:12 PM  
To: Meade, Brent; Jones, Mark; GambinWalsh, Sherry  
Cc: White, Kelly  
Subject: RE: item for approval and notes on Budget Comms

As noted below, we are to send in draft language for the budget speech by Sunday afternoon. I would certainly note this position there and as part of our highlights for the appropriate fact-sheet which are due on Friday. I was told by Finance comms that the only thing they want right now is the OSA.

Roger Scaplen  
Director of Communications  
Department of Seniors, Wellness and Social Development  
Government of Newfoundland and Labrador  
709-729-0928, 697-5267  
rogerscaplen@gov.nl.ca

From: Meade, Brent  
Sent: Wednesday, March 30, 2016 3:11 PM  
To: Jones, Mark <markjones@gov.nl.ca>; Scaplen, Roger <RogerScaplen@gov.nl.ca>; GambinWalsh, Sherry <SherryGambinWalsh@gov.nl.ca>  
Cc: White, Kelly <KellyWhite@gov.nl.ca>  
Subject: Re: Item for approval and notes on Budget Comms

Good here. Roger, any sense if the Dir of Adult Protection will be mentioned?

From: Jones, Mark  
Sent: Wednesday, March 30, 2016 2:19 PM  
To: Scaplen, Roger; Meade, Brent; GambinWalsh, Sherry  
Cc: White, Kelly  
Subject: Re: item for approval and notes on Budget Comms

Good here

Sent from my BlackBerry 10 smartphone on the Bell network.
Hi all,

Comm Directors had their Budget 2016 kick-off meeting late yesterday. We have a number of budget related comms items due with specific (and tight) deadlines.

By 2pm today we are requested to have a key message type bullet on the OSA provided to the Director of Comms for Finance for inclusion in a first draft of the budget speech that Min. Bennett has asked to have tomorrow. I am proposing the following subject to your review and approval:

- **Budget 2016 commits $250,000 in 2016-17 to meet our government’s commitment to establish an Office of the Seniors’ Advocate, with an annual budget of $500,000 beginning in 2017-18.**

Sec. 29 (1)(a)

There will be one overarching budget news release this year with five supporting fact sheets. SWSD will be feeding into two the fact sheets each of which is being led by another department. I need to have the info we wish to include to the responsible department’s comm director by noon on Friday. I will need sign-off on those as well. As in previous years, [name redacted] – this is due no later than noon on Sunday. Our finance folks will need to engaged and available.

I have also need to update the departmental budget comm plan and submit by 3pm on Friday.

We need to provide a few speech-ready paragraphs of suggested language related to our department and initiatives for inclusion in the budget speech by 2pm Sunday.

Please let me know asap if the KM of the OSA is ok to go to Finance comms.

Roger Scaplen
Director of Communications
Department of Seniors, Wellness and Social Development
Government of Newfoundland and Labrador
709-729-0928, 697-5267
rogerscaplen@gov.nl.ca
Taylor, Jennifer

From: Meade, Brent
Sent: Tuesday, April 19, 2016 4:58 PM
To: GambinWalsh, Sherry
Subject: RE: VOCM.COM|Provincial Budget Puts Some Seniors Below Poverty Line: Ralph Morris | Article-

Appears to be what he is saying. May not be seeing the $500K in the out years (just the 250K for this year).

From: GambinWalsh, Sherry
Sent: Tuesday, April 19, 2016 4:39 PM
To: Meade, Brent; Brake, Suzanne
Subject: VOCM.COM|Provincial Budget Puts Some Seniors Below Poverty Line: Ralph Morris | Article-

http://www.vocm.com/mobile/newsarticle.asp?mn=2&id=62029&latest=1

Saying not enough money for the advocate????

Sent from my BlackBerry 10 smartphone on the Bell network.
He is not taking into account the responsibilities of the Citizens Rep (to address individual grievances) and the increased funding to the SRC to provide information and referral services. He is simply comparing with funding to the CYA.  

I think it is important to share the rationale for the budget either in person or in writing. Also the Coalition has already asked to meet with you and you have assured them that you will schedule a time after the house settles down. They also met with the PACAS a few months ago.

Sent from my BlackBerry 10 smartphone on the Bell network.

Saying not enough money for the advocate????

Sent from my BlackBerry 10 smartphone on the Bell network.
Taylor, Jennifer

From: Scaplen, Roger
Sent: Monday, May 16, 2016 3:21 PM
To: GambinWalsh, Sherry
Cc: Meade, Brent; White, Kelly
Subject: hansard as requested
Attachments: MHA Perry Re Seniors' Advocate.docx

Minister,

I believe this is the piece of hansard you're looking for. I've edited it to clean it up by removing the "Some Honourable Members" saying Oh! Oh! And the calls back to order by the speaker. I've included Ms. Perry's whole remarks from that particular time she stood to speak. I have highlighted the send half where she speaks about the Office of the Seniors' Advocate.

Regards,
Roger

Roger Scaplen
Director of Communications
Department of Seniors, Wellness and Social Development
Government of Newfoundland and Labrador
709-729-0928, 697-5267
rogerscaplen@gov.nl.ca
April 28, 2016 - EXCERPT OF HOUSE OF ASSEMBLY PROCEEDINGS

CHAIR: The Chair recognizes the hon. the Member for the District of Fortune Bay – Cape La Hune.

MS. PERRY: Thank you very much, Mr. Chair.

I'm going to echo the comments of my colleague. I, too, strongly believe in the potential of the fishery. I really do believe that as a renewable resource we really need more focus on the fishery. Rural Newfoundland and Labrador does have great potential. Renewing the fishery is the answer, I do strongly believe, Mr. Speaker.

If we have such a great relationship with Ottawa then in addition to seeking some support to helping us with our current financial fiscal situation, then certainly we hope they would deliver results in terms of getting more ownership and control of our fishery back as well.

Mr. Chair, I'm going to resume where I picked up the last time because when you get up and speak in this House and you're so passionate about what you discuss and what you believe in, the 10 minutes goes by way too fast.

There were a lot of things that I wanted to pull from the minister's Budget Speech last year, Mr. Chair, because I find it appalling. I find it absolutely appalling that someone could stand in this House less than 12 months ago, make these kinds of statements, and then stand in the House this year, in 2016, and deliver a draconian budget like we've seen done right here in this House, one that still has us all in shock. We are still reeling from it, Mr. Chair, and we haven't even begun to see the devastation.

Quoting again directly from the Minister of Finance's speech last year on May 4 – and again, this would be when she was critic, in her role as critic. Her words are: “This government would like you to believe that they have two options: to borrow or to tax. They want you to believe it because those are the only two options they have.

“Government has to … if necessary, look at borrowing before you increase taxes.”

So here we are and we're debating a bill on borrowing. But I would challenge, Mr. Chair, why we aren't borrowing more with a Liberal government, to be honest with you, and why there has been such a devastating increase in every single tax. These are the words of the Minister of Finance from her speech last year, I say to Members opposite: “… look at borrowing before you increase taxes.”

When you look at fiscal economy policy, Mr. Chair, any person who truly understands monetary fiscal policy knows that you stimulate an economy by spending and you stimulate an economy by decreasing taxes. This Liberal government have increased spending. We'll come back to that in a minute.
But anyone who truly understands fiscal monetary policy – and the longer I sit in this House I'm not convinced that any members of the Newfoundland and Labrador Liberal Party do because they would never have brought down a budget like this if there was a genuine, true understanding of what the implications of these measures are going to be on the economic and social well-being of the people living here in this province. It is absolutely devastating.

In terms of me being fundamentally conservative, I've always believed that the private sector is the engine of growth. Government's role in any society is to create laws, laws that ensure the safety of their people and ensure the well-being of their people. It is not government's job to run businesses.

I would say that a budget of the province is nothing like the budget of a corporation, and you must have social empathy for the people you serve. You must do what you can to help those who are not in a position to help themselves. What this does is drive the knife right through the heart, because there is nothing in this budget that will help people. In fact, there is so much in this budget that will literally hurt people, people who we have been elected to serve. It absolutely devastates me that we are in this House debating a budget of this terrible, terrible calibre, unlike anything we've ever seen.

Mr. Chair, let's go back to that quote again where she said, "... if necessary, look at borrowing before you increase taxes." Just before that quote she had, "Even in this Budget, which was supposed to be where they made the tough decisions ..." – and we did; we made the decision to raise the HST and we made the decision to go with attrition, not job cuts of people who were going home and wondering how they were going to pay their mortgage or buy their groceries or feed their children. We were talking about attrition. Those who retired with a pension, with an income, for every 10 that went out, seven would come back. That was the plan, Mr. Chair, that the Progressive Conservatives brought in and that we were criticized ferociously for by Members opposite. We all know now how that wasn't very truthful.

Anyway she goes on to say, "... where they made the tough decisions, they actually increased spending by 1.7 per cent, $110 million." Well, Mr. Chair, another thing that has not been talked about a lot yet in this House but will be talked about over the course of this debate, Mr. Chair, and over the course of the coming months is that the Liberals did increase spending this year by another $400 million.

Now, let's talk about two areas, $500,000 – Okay, the Members opposite are heckling me and asking why. Let's talk about it; $500,000 for a new seniors' advocate office. Let's talk about it. Is that what the seniors' resource council and everybody asked you for? I heard the other day when I asked a question, well, you are going to be spending money on marketing because that's what all the groups wanted you to do. There are so many programs and so much out there that people don't know about it. So you criticize us on one day for doing advertisements and you get up the next day and say oh, but we're going to spend $100,000 on advertisements.
Mr. Chair, I really don't think that's what they meant. What they meant was to improve things, to make it more efficient, not to add another layer.

I'm going to speak very honestly, Mr. Chair. I have no doubt that a seniors' advocate would be a wonderful thing, but it is a luxury as luxuries go, I would challenge.

Thank you. I thank you, Mr. Chair, for your protection.

In terms of adding to the bottom line, what have you done? You have created another civil servant. You've created another pension liability. You've created another person who's going to avail of all the benefits of government. Who's going to answer the phone when seniors call?

Let me tell you, Mr. Chair, I don't know what you guys do as MHAs in your offices, but I know what I do in mine. I know seniors come to my office so they can sit with me because they don't want to make the call to the stranger they don't know sitting in St. John's. They don't want to make the call to the stranger they don't know sitting in Ottawa. They come to my office. So I sit down with them and help them make their calls, Mr. Chair.

Do you really think having another person for them to call is going to help? Five hundred thousand dollars, Mr. Chair, would take care of a lot of Home Heating Rebates for seniors. It would buy a lot of groceries for seniors. I really do hope your evidence-based decision making shows you that this is actually something better for the seniors because I'm not convinced of it, and none of the seniors I represent are convinced of it. So we'll see, but you add into the bottom line and add into the liability of the civil servants, and you're increasing the size of the civil servants.

Now, I'm going to say something that's really contentious because even my own colleagues and I debate this one, but you're adding to the bottom line.

Thirty million dollars for all-day kindergarten. Again, all-day kindergarten is a great thing. I will say the same as I said of the seniors' advocate office; it's a great thing but in a time of fiscal constraint is it a luxury or is it a necessity?

I truly ask: Can we afford to be adding $30 million in new expenditures —

Thank you for your protection, Mr. Chair.

I say they can heckle all they want. I will not be quiet in this House. I will stand up and speak for the people I represent, and I call upon each and every one of you Members opposite to do the same.

Thank you, Mr. Chair
Thanks :-) 

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Scaplen, Roger  
Sent: Wednesday, May 18, 2016 2:51 PM  
To: GambinWalsh, Sherry  
Cc: White, Kelly  
Subject: 

Budget 2016 provides:  
- $63.7 million annualized for the Newfoundland and Labrador Income Supplement to help eligible low income seniors, individuals, families, and persons with disabilities to be paid in quarterly installments;  
- $12.7 million to enhance the existing Seniors’ Benefit;  
- approximately $45.9 million to support over 44,000 seniors in our province through the 65Plus Prescription Drug Plan;  
- $2.6 million to cover a number of new drug therapies under the Newfoundland and Labrador Prescription Drug Program;  
- approximately $3.5 million to support the placement of select individuals with enhanced care needs in a personal care home;  
- $7.85 million through Newfoundland and Labrador Housing Corporation’s Home Repair Programs with approximately 86% of program recipients being seniors;  
- funding to create an Office of the Seniors’ Advocate which will be a strong, independent voice for seniors – and their families – as we look to address system-wide issues which impact older adults;  
- funding for a new Director of Adult Protection who will be responsible for the well-being of adults in need of protection under the Adult Protection Act;  
- $300,000 for the Seniors Resource Centre to enhance its information and referral services; and  
- funding to support continued development of age-friendly communities throughout Newfoundland and Labrador including for age-friendly transportation services.

In addition to supports outlined above, fees for seniors age 65 and older have been frozen at 2015 discounted rates for driver’s licences and vehicle registration fees for passenger vehicle, trailers and motorcycles.

Sent from my BlackBerry 10 smartphone on the Bell network.
Good with me though the second last sentence reads a little odd with all of the ‘to’s

For approval and to be read in the HOA by the Minister tomorrow (Monday, June 6).

Roger Scaplen
Director of Communications
Department of Seniors, Wellness and Social Development
Government of Newfoundland and Labrador
709-729-0928, 697-5267
rogerscaplen@gov.nl.ca

Statement by
Honourable Sherry Gamlin-Walsh
Minister of Seniors, Wellness and Social Development
June 6, 2016

Minister Recognizes June as Seniors Month in Newfoundland and Labrador

Mr. Speaker, I rise today to recognize June as Seniors Month in Newfoundland and Labrador.

My mandate from the premier tasked me with leading the development of legislation to create a Seniors’ Advocate Office. I am pleased to say that Budget 2016 provides funding to establish this office, to raise awareness of its establishment once complete, and to raise awareness of existing services to seniors. The Seniors’ Advocate will be independent of government, report to the House of Assembly and be a strong, independent voice for seniors and their families as we look to address system-wide issues which impact older adults.

Budget 2016 provide also provides $63.7 million annualized for the Newfoundland and Labrador Income Supplement to help eligible low income seniors, individuals, families, and persons with disabilities, to be paid in quarterly installments, and $12.7 million to enhance the existing Seniors’ Benefit. It also supports many other programs and services that benefit seniors.

We continue to maintain a focus on seniors and their issues to allow them to continue to contribute to and participate more fully in their communities.
I ask all members to join me in recognizing June as Seniors Month and the many contributions of seniors throughout our province.
Taylor, Jennifer

From: O'Rielly, Madonna
Sent: Tuesday, June 21, 2016 11:19 AM
To: White, Kelly
Subject: RE: [redacted] is calling regarding the Seniors Advocate

FYI – Suzanne called him back yesterday evening and had a chat with him.

Madonna

From: White, Kelly
Sent: Monday, June 20, 2016 1:49 PM
To: O'Rielly, Madonna
Subject: Re: [redacted] is calling regarding the Seniors Advocate

Tell him I am away and call Suzanne and explain to her [redacted]

Sent from my BlackBerry 10 smartphone on the Bell network.

From: O'Rielly, Madonna
Sent: Monday, June 20, 2016 10:15 AM
To: White, Kelly
Subject: [redacted] is calling regarding the Seniors Advocate

What will I tell him?

Madonna O'Rielly
Secretary to the Minister
Department of Seniors, Wellness and Social Development
P.O. Box 8700
St. John’s, NL A1B 4J6
Telephone No. (709) 729-0659
Fax No. (709) 729-0662
Tracey,

This one is for the Minister under SWSD not CYFS.

Joanne

-----Original Message-----
From: Premier,
Sent: Friday, July 08, 2016 9:06 AM
To: Barnes, Joanne
Subject: HP TRIM Incoming Correspondence : ICOR2016/3350

Hi Joanne,

Attached, for the attention of your Minister, is an email from [REDACTED] regarding the Seniors Advocate position.

We are requesting a response on behalf of the Premier. Please copy the Premier on the response and email it to premier@gov.nl.ca account.

Kind regards,

Joanne Young / Information Management Specialist

Office of the Premier
Executive Council
Government of Newfoundland & Labrador
8th Floor East Block, Confederation Complex P.O. Box 8700, St. John's NL A1B 4J6

709-729-3570 | premier@gov.nl.ca

------< HP TRIM Record Information >------

Record Number : ICOR2016/3350
Title : Email from [REDACTED] regarding the Seniors Advocate position
Dear [Name],

Thank you for your email of July 4, 2016 to Premier Dwight Ball concerning the status of the Seniors’ Advocate. As Minister of Seniors, Wellness and Social Development, I am responding on his behalf.

As you know, Budget 2016 committed to establishing an Office of the Seniors’ Advocate and I am pleased to say that this work is well underway.

There are a number of procedural steps in establishing such an Office and when all legislative requirements have been met, the Office of the Seniors’ Advocate will be operationalized and the Seniors’ Advocate appointed.

While officials work through this process, please note that there are a number of ways for seniors to make their concerns known to government. For example, individuals can contact the Seniors Resource Centre of Newfoundland and Labrador’s provincial information and referral system (1-800-563-5599), the Office of the Citizens’ Representative (1-800-559-0079) which addresses concerns from the public, or government’s Seniors and Aging Division (1-888-494-2266) which provides policy and program expertise and knowledge on all matters impacting older adults.

The formation of the Office of the Seniors’ Advocate will strengthen government’s commitment to older adults and all matters related to seniors and aging.

Thank you for your interest.

Sincerely,

SHERRY GAMBIN-WALSH, MHA
Placentia – St. Mary’s
Minister

c. Honourable Dwight Ball, Premier
This is a separate meeting with The Seniors Advocate, Isabel Mackenzie, and Minister Lake. Our goal is to discuss the pros and cons of their Act since it was proclaimed two years ago. I will have copies of their Act. It will be interesting to find out their opinion of the Advocate reporting to the Minister versus the HOA. Also, if there is anything in their Act they would do differently now that they have operationalized it. I understand they are drafting regulations after the fact so we might also try to understand the rationale.

Sent from my BlackBerry 10 smartphone on the Bell network.

Suzanne,

Minister Lake is hosting. Remind me if there was a "specific" agenda for this meeting or is he meeting with all Ministers separately.

Thank you,
Minister

Sent from my BlackBerry 10 smartphone on the Bell network.

Here are specs for meeting this afternoon. I will arrange to have a some copies of the Act.

Sent from my BlackBerry 10 smartphone on the Bell network.

Hi Suzanne,
Please see below the confirmed meeting time and location details with Minister Lake on Monday 12 September. Could you please advise if you will be providing any materials for this meeting?
Thank you.
Sue
Good afternoon Sue, Please see updated details.

Participants:
Minister Lake
Martyn Lafrance, CoS
Stephen brown – via T/C
Isobel Mackenzie, SA
Minister Gambin-Walsh
Suzanne Brake, Director Seniors and Aging Division from Newfoundland and Labrador

Date:
Monday, September 12th

Time:
4:00pm – 4:30pm

Location:
Coast Plaza Hotel
Parkside Room, Upper Conference Lever, 7th Floor

Shaina Jukes
Administrative Coordinator to the Honourable Terry Lake
Ministry of Health | PO Box 9050 Stational Victoria, BC V8W 9E2
Phone: 250-953-3547 | Fax: 250-356-9587 | Hlth.health@gov.bc.ca
Attached is the Act.

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Blandford, Sue J HLTH:EX <Sue.Blandford@gov.bc.ca>
Sent: Friday, September 9, 2016 4:12 PM
To: Brake, Suzanne
Subject: Meeting with Minister Lake on Monday 12 September

Hi Suzanne,
Please find attached a copy of our Seniors Advocate Act for the meeting on Monday.
Thanks.
Sue

Sue Blandford | Executive Coordinator
Office: 250.952.2503

SENIORS ADVOCATE
1st Floor, 1515 Blanshard Street
PO Box 9651 STN PROV GOVT
Victoria BC V8W 9P4
Toll Free: 1-877-952-3181
www.seniorsadvocatebc.ca

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.
This Act is Current to August 31, 2016

SENIORS ADVOCATE ACT
[SBC 2013] CHAPTER 15

Assented to March 14, 2013

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Part 1 — Interpretation

Definitions

1 In this Act:

"senior" means a resident of British Columbia aged
(a) 65 years or older, or
(b) less than 65 years who receives seniors' services;

"Seniors Advocate" means the Seniors Advocate appointed under section 2 [appointment of Seniors Advocate];

"seniors' services" means prescribed programs, services or systems of support in relation to health care, personal care, housing,
transportation or income support that are used by or associated with seniors;

"service provider" means a prescribed public or private person or body who funds or delivers, in whole or in part, seniors' services.

Part 2 — Appointment and Responsibilities of Seniors Advocate

Appointment of Seniors Advocate

2 (1) The Lieutenant Governor in Council must appoint a Seniors Advocate to fulfill the responsibilities of the Seniors Advocate under this Act.

(2) An appointment under subsection (1) must be made under section 15 (1) (b) of the Public Service Act.

Responsibilities of Seniors Advocate

3 (1) The Seniors Advocate is responsible for

   (a) monitoring the provision of seniors' services,
   (b) analyzing issues that the Seniors Advocate believes to be important to the welfare of seniors generally, and
   (c) advocating in the interests of seniors.

(2) Without limiting subsection (1), the Seniors Advocate may do one or more of the following:

   (a) identify and analyze systemic challenges faced by seniors;
   (b) collaborate with persons who deliver seniors' services for the purpose of improving the efficiency and effectiveness of service delivery;
   (c) promote awareness, by seniors, their caregivers and their families, of systemic challenges faced by seniors, and of the resources available to seniors;
   (d) make recommendations to government and to persons who deliver seniors' services respecting changes to improve the welfare of seniors.

(3) If the Seniors Advocate becomes aware of a matter that, in the opinion of the Seniors Advocate, should be the subject of an individual complaint rather than part of a systemic analysis, the Seniors Advocate may, with the consent of the individual concerned, refer the matter directly to an appropriate person or body having jurisdiction over the matter.
Duty to advise on seniors' issues

4 (1) The Seniors Advocate must advise, in an independent manner, the minister, public officials and persons who deliver seniors' services
(a) on systemic challenges faced by seniors,
(b) on policies and practices respecting those challenges, and
(c) on any matter arising from the fulfillment of the responsibilities of the Seniors Advocate under this Act.

(2) The Seniors Advocate may report to the public, in any manner, on any matter arising from the fulfillment of the responsibilities of the Seniors Advocate under this Act.

(3) The minister may by order require the Seniors Advocate to report to the minister respecting matters relevant to the matters described in subsection (1).

(4) The Seniors Advocate must report to the minister at least once each year on the activities of the Seniors Advocate, and may include recommendations relevant to preventing and mitigating the systemic challenges faced by seniors.

(5) The minister must ensure that each report received under subsection (4) is made public as soon as reasonably practical.

Power to hire staff and retain experts

5 (1) The Seniors Advocate may appoint, in accordance with the Public Service Act, employees necessary for the fulfillment of the responsibilities of the Seniors Advocate.

(2) For purposes of the application of the Public Service Act to subsection (1), the Seniors Advocate is a deputy minister.

(3) The Seniors Advocate may retain other persons that the Seniors Advocate considers necessary for the fulfillment of the responsibilities of the Seniors Advocate, and may set their remuneration and other terms and conditions of their retainers.

(4) The Public Service Act does not apply in respect of persons retained under subsection (3).

Power to establish advisory council

6 The Seniors Advocate may establish an advisory council for the purpose of providing advice to the Seniors Advocate respecting the priorities and
the fulfillment of the responsibilities of the Seniors Advocate under this Act.

**Power to gather information**

7 Subject to this Act, the Seniors Advocate may engage in any activity necessary to effectively and efficiently fulfill the responsibilities of the Seniors Advocate under this Act, including

(a) conducting research, including conducting interviews and surveys, and

(b) consulting with persons who deliver seniors' services and with the public.

**Power to request and duty to provide information**

8 (1) For the purpose of fulfilling the responsibilities of the Seniors Advocate, the Seniors Advocate may request information, other than personal information within the meaning of the *Freedom of Information and Protection of Privacy Act*, from a service provider.

(2) A request for information under subsection (1)

(a) may be made only if the Seniors Advocate has engaged in a process described in section 7 [power to gather information] and a service provider has

(i) failed or refused to provide information requested by the Seniors Advocate within the time limit specified by the Seniors Advocate, or

(ii) provided Information that, in the opinion of the Seniors Advocate, is incomplete, false or misleading, and

(b) must be made in writing.

(3) A service provider who receives a request for information under subsection (1) must, if the service provider has custody or control of the information, provide the information within the time limit specified by the Seniors Advocate.

**Part 3 — Administrative Matters**

**Protection for persons**

9 A person must not discharge, suspend, expel, intimidate, coerce, evict or impose a financial or other penalty on or otherwise discriminate against
another person because the other person gives information to the Seniors Advocate or otherwise assists the Seniors Advocate in the fulfillment of the responsibilities of the Seniors Advocate under this Act.

**Offence Act does not apply**

10 Section 5 of the *Offence Act* does not apply to this Act.

**Regulations**

11 (1) The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act*.

(2) Without limiting subsection (1), the Lieutenant Governor in Council may make regulations as follows:

(a) prescribing seniors' services, including
   (i) by program name,
   (ii) by a description of the program, service or system of support, or a class of any of them,
   (iii) by the name of a person who delivers a program, service or system of support, or
   (iv) by a description of a class of persons who deliver programs, services or systems of support;

(b) prescribing service providers, including
   (i) by name or by class, or
   (ii) by a description of the seniors' service delivered by the service providers.

**Commencement**

12 This Act comes into force by regulation of the Lieutenant Governor in Council.
Attached and below is the news release we planned to issue tomorrow in advance of National Seniors Day and International Day of Older Persons which is Saturday, Oct. 1. Hoping to get this into formal approvals this afternoon.

Roger Scaplen
Director of Communications (Seniors and Wellness)
Department of Children, Seniors and Social Development
Government of Newfoundland and Labrador
709-729-0928, 697-5267
rogerscaplen@gov.nl.ca

Children, Seniors and Social Development
September 30, 2016

Celebrating Seniors

Provincial Government Recognizes National Seniors Day and International Day of Older Persons

The Provincial Government encourages everyone to make an effort to celebrate the continuing contributions of seniors tomorrow (Saturday, October 1) as it marks National Seniors Day and the International Day of Older Persons.

“Seniors and older adults make many valuable contributions in communities throughout our province each and every day. October 1 provides a formal opportunity for all of us to acknowledge their efforts and accomplishments. On behalf of all Newfoundlanders and Labradorians, I extend a sincere thanks to all seniors and older adults who bring a variety of knowledge, skills and experience to our workplaces, homes and communities.”
- The Honourable Sherry Gambin Walsh, Minister of Children, Seniors and Social Development

National Seniors Day honours seniors across the country. International Day of Older Persons is a global effort to recognize the important contributions of seniors, and to increase understanding of the challenges faced by some older adults.

“Our government has made supporting seniors a priority. We are moving forward on our commitment to create an Office of the Seniors Advocate, continuing to support age-friendly transportation services and communities, making investments in seniors’ health and well-being and providing new and expanded financial benefits for seniors with
low income. We continue to work with key stakeholders such as the Provincial Advisory Council on Aging and Seniors, the Newfoundland and Labrador Seniors Resource Centre and the Newfoundland and Labrador 50+ Federation as we look to improve the range and scope of supports for seniors and older adults.

- Minister Gamblin-Walsh

This year, the Provincial Government is investing $76.4 million to increase the Seniors’ Benefit and to provide the new Newfoundland and Labrador Income Supplement which will be paid quarterly with GST payments. Eligible people will receive their first quarterly payments from these benefits in early October.

More information on the Newfoundland and Labrador Income Supplement and Seniors’ Benefit is available at www.gov.nl.ca/incomesupplement or by calling 1-888-494-2266.

QUICK FACTS

- October 1 is National Seniors Day and International Day of Older Persons.
- The Provincial government has made supporting seniors and older adults a key priority and continues to work with key stakeholders as it looks to improve the range and scope of supports for seniors and older adults.
- This year, the Provincial Government is investing $76.4 million to increase the Seniors’ Benefit and to provide the new Newfoundland and Labrador Income Supplement which will be paid quarterly with GST payments.
- Eligible people will receive their first quarterly payments from these benefits in early October.
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Media contact:
Roger Scaplen
Director of Communications (Seniors and Wellness)
Department of Children, Seniors and Social Development
709-729-0928, 697-5267
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QUICK FACTS
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• Eligible people will receive their first quarterly payments from these benefits in early October.
• More information on the Newfoundland and Labrador Income Supplement and Seniors’ Benefit is available at www.gov.nl.ca/incomesupplement or by calling 1-888-494-2266.

-30-

Media contact:
Roger Scaplen
Director of Communications (Seniors and Wellness)
Department of Children, Seniors and Social Development
709-729-0928, 697-5267
rogerscaplen@gov.nl.ca
Thank you. I will forward on.

Minister

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Brake, Suzanne
Sent: Monday, October 31, 2016 12:08 PM
To: GambinWalsh, Sherry
Cc: O’Rielly, Madonna; Cooper, Bruce; Healey, Rick M.
Subject: Contact Information BC’s Seniors Advocate

Good afternoon Minister,

The following is the contact information for Sue Blandford who is executive coordinator for Isobel Mackenzie, Seniors Advocate. In the past I have contacted Sue Blandford who in turn arranges for a telephone meeting with Isobel Mackenzie.

Thanks,

Suzanne

Sue Blandford | Executive Coordinator
Office: 250.952.2503

SENIORS ADVOCATE
1st Floor, 1515 Blanshard Street
PO Box 9651 STN PROV GOVT
Victoria BC V8W 9P4

Toll Free: 1-877-952-3181
www.seniorsadvocatebc.ca

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development
Government of Newfoundland and Labrador
Box 8700
St. John’s, NL A1B 4J6
709-729-4957 (office)
709-729-7778 (fax)
1-888-494-2266 (toll free)

It is not by muscle, speed, or physical dexterity that great things are achieved, but by reflection, force of character, and judgement; and in these qualities old age is usually not only not poorer, but is even richer

Cicero--106-43 B.C.
Sent from my BlackBerry 10 smartphone on the Bell network.

From: Brake, Suzanne <suzannebrake@gov.nl.ca>
Sent: Monday, November 7, 2016 3:04 PM
To: Healey, Rick M.; O’Neill, Melony
Cc: Kielley, Henry; Dawe, Pamela M
Subject: HOA Notes

Attached you will find the two notes requested:

1. Office of the Seniors Advocate
2. Age-friendly Transportation

Thanks,

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development
Government of Newfoundland and Labrador
Box 8700
St. John’s, NL A1B 4J6

709-729-4957 (office)
709-729-7778 (fax)
1-888-494-2266 (toll free)

It is not by muscle, speed, or physical dexterity that great things are achieved, but by reflection, force of character, and judgement; and in these qualities old age is usually not only not poorer, but is even richer

Cicero--106-43 B.C.
House of Assembly Note

Title: Office of the Seniors Advocate

Key Messages:

- The challenges and opportunities resulting from our aging population must be considered when we develop policies, programs and services.

- The public, senior’s organizations and major stakeholders have consistently - and strongly - called for the establishment of a Seniors’ Advocate.

- We promised to establish an Office of the Seniors’ Advocate (OSA) in our Five Point Plan and we are now fulfilling that commitment.

- While we presently have mechanisms in place to handle information services, and to address individual issues impacting seniors, there is a gap when it comes to addressing systemic issues. So this will be the core mandate of the OSA.

- The Seniors’ Advocate will work with other entities, including the Office of the Citizens’ Representative and Seniors Resource Centre, but it will not duplicate or impede their mandates.

Background: Sec. 27 (2)(b)

- Budget 2016 committed $500,000 yearly for the OSA, once established.

- NL is modelling its legislation on that of BC with one major difference: the BC Seniors Advocate reports directly to the Minister Responsible for Seniors Sec. 27 (2)(b)

Current Status: Sec. 27 (2)(b)

- Progress has been made in drafting the legislation with a plan to have it introduced in the fall sitting and operationalize the OSA by 2017.

- Sec. 29 (1)(a)

Prepared by/Reviewed by: P. Dawe/S. Brake/R. Healey

Approved by:
Minister,

Senior’s Advocate Paper is here ready to be signed. Do you want me to get Kelly to bring it over for your signature or will I hold it here?

Madonna
How about this?

Seniors – Fact Sheet

$63.7 million annualized for the Newfoundland and Labrador Income Supplement to help eligible low income seniors, individuals, families, and persons with disabilities to be paid in quarterly installments;

$12.7 million to enhance the existing Seniors’ Benefit;

Approximately $45.9 million to support over 44,000 seniors in our province through the 65Plus Prescription Drug Plan;

$2.6 million to cover a number of new drug therapies under the Newfoundland and Labrador Prescription Drug Program;

Approximately $3.5 million to support the placement of select individuals with enhanced care needs in a personal care home;

$8.2 million through Newfoundland and Labrador Housing Corporation’s Home Repair Program with approximately 89% of program recipients being age 55 years or older;

Establishment of an Office of the Seniors’ Advocate which will be a strong, independent voice for seniors;

Funding for a new Director of Adult Protection who will be responsible for the well-being of adults in need of protection under the Adult Protection Act;

$300,000 for the Seniors Resource Centre to enhance its information and referral services; and

Funding to support continued development of age-friendly communities throughout Newfoundland and Labrador including for age-friendly transportation services.

Additionally, fees for seniors age 65 and older have been frozen at 2015 discounted rates for driver’s licences and vehicle registration fees for passenger vehicle, trailers and motorcycles.

By 2025, 25 per cent of our population will be seniors.

Sent from my BlackBerry 10 smartphone on the Bell network.
Taylor, Jennifer

From: Shea, Erin
Sent: Wednesday, November 23, 2016 4:42 PM
To: Bennett, Derek; Brake, Suzanne; Cooper, Bruce; GambinWalsh, Sherry; Healey, Rick M.; O’Neill, Melony; Shea, Erin; Tilley, Jean; Walsh, Susan; White, Kelly; Gogan, Aisling
Subject: CSSD Excerpts from HoA QP - Wed Nov 23

HoA QP Excerpts for CSSD – Nov 23

MR. SPEAKER: Order, please!
I just want to remind all hon. Members the only person that we wish to hear from is the person identified by the Speaker to have the floor.
The hon. the Member for the District of Fortune Bay – Cape La Hune.
SOME HON. MEMBERS: Hear, hear!
MS. PERRY: Thank you, Mr. Speaker.
I ask the Minister of Children, Seniors and Social Development: In comparison from 2015 to 2016 how specifically are seniors better off than they were last year?
MR. SPEAKER: The hon. the Minister of Children, Seniors and Social Development.
MS. GAMBIN-WALSH: Well, Mr. Speaker, we are working on putting a seniors advocate- the Office of the Seniors Advocate in place right now. The income benefit for seniors have increased. So, Mr. Speaker, seniors are better off.
SOME HON. MEMBERS: Hear, hear!
MR. SPEAKER: The hon. the Member for Fortune Bay – Cape La Hune.
MS. PERRY: The minister should take a look at her own website. The supposed increase in the Seniors Benefit and the Income Supplement actually replace the home heating rebate which was cut by the Liberals and the provincial HST credit.
Can you tell the people of this province how much less seniors are getting this year in comparison to last year?
MR. SPEAKER: The hon. the Minister of Finance and President of Treasury Board.
MS. C. BENNETT: Thank you, Mr. Speaker.
Just for clarification purposes, what the Member opposite said is inaccurate. A new Newfoundland Income Supplement was introduced. The Seniors Benefit was enhanced to provide seniors with even more income then they would have received under the former administration.
We did replace the home heating rebate but there is a significant number of dollars invested in those new programs in the tune of $74 million I believe is the number sir.
Thank you.
SOME HON. MEMBERS: Hear, hear!
MR. SPEAKER: The hon. the Member for Fortune Bay – Cape La Hune.
MS. PERRY: Well I can tell the minister, Mr. Speaker, that some of our seniors are actually losing hundreds of dollars. Some of them up to $300, Mr. Speaker.
I’m getting calls to my office on a daily basis and the increased cost of gas, home heating fuel, insurance, taxes, over-the-counter medications, cuts to home care and over 300 increased fees. They are gravely worried, so what are you going to do, I ask the Minister of Children, Seniors and Social Development? What are you going to do to address these concerns of seniors and how is this a stronger tomorrow for the people of Newfoundland and Labrador?
SOME HON. MEMBERS: Hear, hear!
MR. SPEAKER: The hon. the Minister of Finance and President of Treasury Board.
MS. C. BENNETT: Mr. Speaker, I would remind the Member opposite, who would be very aware of this during the debate earlier this year, that our government, and more importantly the people of the province, have been faced with a financial crisis that was in no small part due to the poor administration of the former government.
Mr. Speaker, seniors in this province are deserving of the seniors advocate that we promised and the minister indicated that we were working on that. They are deserving of an understanding of where power rates are going to be, which the Minister of Natural Resources has spoken to earlier today about commitment to mitigate rates as a result of the Muskrat Falls project.
Minister, the Member opposite is speaking very eloquently about the importance of senior's issues. I can tell you that this side of the House is taking action to take care of that, Mr. Speaker.

SOME HON. MEMBERS: Hear, hear!

Erin Shea | Media Relations Manager
Department of Children, Seniors and Social Development
Government of Newfoundland and Labrador
P.O. Box 8700, St. John's, NL A1B 4J6
(+1) 709 729-3768 | erinshea@gov.nl.ca

Newfoundland Labrador
Children, Seniors and Social Development
Hello Minister:
It was a great discussion this afternoon around this topic. As expressed during the closing, I am pleased that government is moving forward with this initiative and that the Provincial Advisory Council on Aging and Seniors will stand in support of moving this forward. You have my personal support as well.
Two weeks ago I was invited in an advisory role to the NL 50+ Federation’s planning seminar for their Executive officers. I feel I can bring the support of the Federation behind the announcement when you are ready. I will speak to president Robert Rogers to brief him.

Leo
Hi Kelly,

Can you ask the Minister if there’s anyone specifically she’d like to invite to the press conference on Tuesday, December 13?

So far, other Ministers, along with the Citizens Rep have been mentioned.

Thanks,
Krista

Krista Dalton
Media Relations Manager
Department of Children, Seniors and Social Development
6th Floor, West Block
St. John’s, NL A1B 4J6
709-729-3768
Taylor, Jennifer

From: Dalton, Krista
Sent: Thursday, December 08, 2016 1:01 PM
To: White, Kelly
Subject: RE: CSSD Press Conference
Attachments: Press conference invite.pdf

Sure thing! Attached as a PDF.

From: White, Kelly
Sent: Thursday, December 08, 2016 12:56 PM
To: Dalton, Krista
Subject: RE: CSSD Press Conference

Ok – can you send me this as an attachment

Kelly White, Executive Assistant
Minister Sherry Gambin-Walsh
CSSD
Minister Responsible for NLHC,
Minister Responsible for the Status of Persons with Disabilities
6th Floor, West Block, Confederation Complex
P.O. Box 8700, St. John’s NL A1B 4J6
709-729-0660, kellywhite@gov.nl.ca

From: Dalton, Krista
Sent: Thursday, December 08, 2016 12:51 PM
To: White, Kelly
Subject: CSSD Press Conference

Hi Kelly,

Here’s the invite should the Minister like to send it along to her contacts. Thanks!

Press Conference

Announcing Details of New Legislation to Establish an Office of the Seniors’ Advocate

with Premier Ball and Minister Gambin-Walsh

Tuesday, December 13
12:00 p.m.
Seniors Resource Centre
24 Road Deluxe, St. John’s
(Enter Road Deluxe and proceed along St. Luke’s Complex driveway to the end. The Seniors Resource Centre is the white building on the right).

Krista Dalton
Media Relations Manager
Department of Children, Seniors and Social Development
6th Floor, West Block
St. John’s, NL A1B 4J6
709-729-3768
Press Conference

Announcing Details of New Legislation to Establish an Office of the Seniors’ Advocate

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(Enter Road Deluxe and proceed along St. Luke’s Complex driveway to the end. The Seniors Resource Centre is the white building on the right).
Taylor, Jennifer

From: Fleming, Mark
Sent: Thursday, December 08, 2016 3:09 PM
To: White, Kelly
Cc: O'Neill, Melony
Subject: RE: the Reading of the Bill

No problem. I will notify her when I bring it up at leg council on Monday. We’ll have a better sense of things then.

Mark Fleming, B.A
Government House Leader Assistant

From: White, Kelly
Sent: Thursday, December 08, 2016 3:08 PM
To: Fleming, Mark
Cc: O'Neill, Melony
Subject: RE: the Reading of the Bill

Ok – can you keep Melony in the loop here as I am having some eye surgery Monday ....thanks

Kelly White, Executive Assistant
Minister Sherry Gambin-Walsh
CSSD
Minister Responsible for NLHC,
Minister Responsible for the Status of Persons with Disabilities
6th Floor, West Block, Confederation Complex
P.O. Box 8700, St. John's NL A1B 4J6
709-729-0660, kellywhite@gov.nl.ca

From: Fleming, Mark
Sent: Thursday, December 08, 2016 3:02 PM
To: White, Kelly
Subject: RE: the Reading of the Bill

Hi Kelly,

I will have a better understanding on Monday. Will send you a note Monday morning after our morning legislative council meeting.

Thanks,
Mark

From: White, Kelly
Sent: Thursday, December 08, 2016 3:00 PM
To: Fleming, Mark
Subject: the Reading of the Bill

Mark – do you have an idea what time the reading of the Bill will take place on Tuesday for Seniors Advocate Legislation.....

Kelly White, Executive Assistant
Minister Sherry Gambin-Walsh
CSSD
Minister Responsible for NLHC,
Minister Responsible for the Status of Persons with Disabilities
6th Floor, West Block, Confederation Complex
P.O. Box 8700, St. John's NL A1B 4J6
709-729-0660, kellywhite@gov.nl.ca
Taylor, Jennifer

From: O’Neill, Melony
Sent: Monday, December 12, 2016 1:01 PM
To: Dalton, Krista
Subject: FW: OSA - Have we confirmed the change of location secondary to a snow storm? Derek will advise Gail so we can send out another message to the MHA’s.

Melony O’Neill
Director of Communications
Department of Children, Seniors and Social Development
6th Floor, West Block
St. John’s, NL A1B 4J6
709-729-5148

Newfoundland Labrador
Children, Seniors and Social Development

From: Bennett, Derek
Sent: Monday, December 12, 2016 12:58 PM
To: O’Neill, Melony; GambinWalsh, Sherry
Subject: RE: OSA - Have we confirmed the change of location secondary to a snow storm? Derek will advise Gail so we can send out another message to the MHA’s.

Please let me know if we are changing locations in anticipation of inclement weather. I will advise MHA’s and other interested parties.
I can be texted @ 541-6006 or bbm.
Derek

From: O’Neill, Melony
Sent: Monday, December 12, 2016 12:52 PM
To: GambinWalsh, Sherry
CC: Bennett, Derek
Subject: RE: OSA - Have we confirmed the change of location secondary to a snow storm? Derek will advise Gail so we can send out another message to the MHA’s.

I haven’t heard from Michelle yet, but I will try her again.

Mel

Melony O’Neill
Director of Communications
Department of Children, Seniors and Social Development
6th Floor, West Block
St. John’s, NL A1B 4J6
709-729-5148
Children, Seniors and Social Development

From: GambinWalsh, Sherry
Sent: Monday, December 12, 2016 12:52 PM
To: O’Neill, Melony
Cc: Bennett, Derek
Subject: OSA - Have we confirmed the change of location secondary to a snow storm? Derek will advise Gail so we can send out another message to the MHA’s.

Press Conference

Announcing Details of New Legislation to Establish an Office of the Seniors’ Advocate

with Premier Ball and Minister Gambin-Walsh

Tuesday, December 13
12:00 p.m.
Seniors Resource Centre
24 Road Deluxe, St. John’s

(Enter Road Deluxe and proceed along St. Luke’s Complex driveway to the end. The Seniors Resource Centre is the white building on the right).

Sherry Gambin-Walsh, MHA

District of Placentia – St. Mary’s
61 Blockhouse Road, Placentia, NL, A0B 2Y0
Telephone: (709) 227 1304
Fax: (709) 227 1307
Toll Free: (877) 898 0898

Minister of Children, Seniors and Social Development,
Minister Responsible for the Newfoundland and Labrador Housing Corporation
Minister Responsible for the Status of Persons with Disabilities
Government of Newfoundland and Labrador

(709) 729 0173
(709) 729 0659

6th Floor, West Block
Confederation Building
P.O. Box 6700
St. John’s, NL, A1B 4J6
Hi Minister,

Please find attached a draft ministerial statement for you for tomorrow. If you are okay, I will send through to the comms branch for review.

Bruce, Rick and Suzanne have reviewed.

Thanks,

Mel
Statement by
Honourable Sherry Gamlin-Walsh
Minister of Children, Seniors and Social Development
December 13, 2016

Government Introduces Legislation to Establish Office of the Senior’s Advocate

Mr. Speaker, I rise today to speak to the significant piece of legislation which will be given second reading in the House this afternoon – an *Act Respecting the Office of the Seniors’ Advocate*.

Once established, Mr. Speaker, the Office of the Seniors’ Advocate will collaborate with seniors, their families, caregivers, policy makers and frontline service providers to identify and address systemic issues facing seniors in the province. The Advocate will work with other entities, including the Office of the Citizens’ Representative and Seniors Resource Centre of Newfoundland and Labrador, but will not duplicate or impede their mandates. Rather, it will focus solely on systemic issues affecting seniors in the province and make recommendations to government accordingly.

In Newfoundland and Labrador, almost 20 per cent of our population is aged 65 or older. Within 10 years, that will increase to approximately 27 per cent. These are statistics we simply cannot ignore, Mr. Speaker.

We have heard from seniors, senior’s organizations and major stakeholders that they feel the establishment of a Seniors’ Advocate Office is a necessity in our province. Today, Mr. Speaker, we are demonstrating our commitment to the seniors of Newfoundland and Labrador. We have heard their concerns, and we have taken action.

Thank you.
In Newfoundland and Labrador, almost 20 per cent of our population is aged 65 or older.

Today in NL, almost 20 percent of our population are aged 65 or older.

Sent from my BlackBerry 10 smartphone on the Bell network.

From: O'Neill, Melony
Sent: Monday, December 12, 2016 3:27 PM
To: GambinWalsh, Sherry
Subject: MS - Office of the Seniors' Advocate

Hi Minister,

Please find attached a draft ministerial statement for you for tomorrow. If you are okay, I will send through to the comms branch for review.

Bruce, Rick and Suzanne have reviewed.

Thanks,

Mel
Hi Minister,

Here are some Q&As for you on the Office of the Seniors Advocate.

Thanks,

Mel
Q&A – An Act Respecting the Office of the Seniors Advocate

What will be the role of the Office of the Seniors’ Advocate?

The mandate of the Office of the Seniors’ Advocate is to:
- identify, review and analyze systemic issues related to seniors;
- work collaboratively with seniors’ organizations, service providers and others to identify and address systemic issues related to seniors; and,
- make recommendations to government and government agencies respecting changes to improve seniors’ services.

The capacity exists to address individual complaints through the Office of the Citizens’ Representative; inquiries and client complaint functions in Regional Health Authorities and departments; under the Adult Protection Act, and the Human Rights Commission.

The Seniors Resource Centre NL will continue to provide information and referral services.

The proposed Office of the Seniors’ Advocate will address the gap – systemic issues.

What are the duties of the Advocate?

The Advocate will be a strong, independent voice for this significant portion of our population – and their families – as we look to address the system-wide issues which impact older adults in Newfoundland and Labrador.

The powers and duties of the Advocate are consistent with other offices with similar responsibilities. The Advocate will:
- receive and review matters related to seniors;
- initiate and participate in reviews related to seniors;
- conduct research, related to seniors, including interviews and surveys;
- consult with seniors, service providers and the public;
- request information, other than personal information such as that acquired through the Personal Health Information Act or the Access to Information and Protection of Privacy Act;
- make recommendations to government, government agencies, service providers and community groups respecting legislation, policies, programs and services impacting seniors; and
- inform the public about the Office of the Seniors’ Advocate and promote awareness of systemic issues related to seniors.
How will the Advocate be chosen?

The Independent Appointments Commission will actively recruit for the Seniors’ Advocate position.

When will the office be up and running?

We have set an ambitious time line. Once the legislation is passed through the House of Assembly, regulations will be developed in consultation with key stakeholders over the next several months. Furthermore, the Independent Appointments Commission will begin its recruitment process for the Seniors’ Advocate position. Therefore, it is anticipated the office will be up and running by late Spring 2017.

How will the Office of the Seniors’ Advocate affect the roles of the Seniors Resource Centre and the Office of the Citizens’ Representative?

The Seniors’ Advocate will work with other entities, including the Office of the Citizens’ Representative and Seniors Resource Centre, but it will not duplicate or impede their mandates.

Individual issues will continue to be addressed by the Office of the Citizens’ Representative.

The Seniors Resource Centre will continue to administer its Information and Referral System. In fact, $100,000 was allocated in Budget 2016 to help create greater awareness surrounding the role of the centre, and a campaign will be launched in the new year. The Seniors Resource Centre is also well prepared to forward calls appropriately to the Office of the Citizens’ Representative, should it feel the matter is of a systemic nature.

Can you give an example of what would be considered a systemic issue?

If a matter of concern for a senior arose in a long-term care facility, as an example, it would be considered an individual matter and not an issue for the Office of the Seniors’ Advocate. If, however, similar matters were brought to the forefront by several seniors in the same facility, this could be considered to be a broader, systemic issue which the Advocate may review.

In addition to providing information to seniors in the province, the Seniors Resource Centre also receives numerous inquiries related to matters of concern affecting seniors. If their tracking system highlights multiple calls concerning the same issue, this information will be provided to the Office of the Seniors Advocate.
During fiscally challenging times, how can the Provincial Government justify establishing an Office of the Seniors' Advocate?

We feel the Office of the Seniors' Advocate is essential, even in these times of fiscal restraint. It is not a luxury.

In Newfoundland and Labrador, almost 20 per cent of our population is aged 65 or older. Within 10 years, that will increase to just short of one third of our population. These are statistics we simply cannot ignore.

We made a public commitment in our Five Point Plan to establish this office. The commitment has been repeated numerous times, and we have re-affirmed our commitment over and over again.

We also know that a policy gap exists. There needs to be an avenue to address systemic issues that impact seniors.

And, in challenging economic times, vulnerable people must have a voice – for their sake and ours.

What financial commitment has been made for the Office of the Seniors' Advocate?

Budget 2016 committed $250,000 in 2016-17 to establish the Office of the Seniors' Advocate, with an annual budget of $500,000 beginning in 2017-18.

$100,000 of the $250,000 allocated in 2016-17 is earmarked to raise awareness of existing services to seniors, the remainder will be for the establishment of the Office of the Seniors Advocate.

We are working closely with the Seniors Resource Center to make sure the public is well aware of this provincial resource; their information and referral system which is easily accessed through a convenient 1-800 number.

It is important that we help the general public understand the role the Seniors Resource Centre plays in providing information and as a referral source. As their help line is equipped to record demographics, caller needs and types of referral services, this will in turn help identify systemic issues which will be forwarded to the Seniors' Advocate.

What specific groups were consulted regarding the establishment of an Office of the Seniors' Advocate?

Beginning with the Let's Connect initiative in 2014, and up to today, individuals and seniors groups have consistently stated that the establishment of a Seniors' Advocate Office is a necessity in our province.
The need to establish the office was suggested/supported not only by a significant number of individuals, but also by a number of organizations such as the Seniors Resource Centre NL, the 50+ Federation of Newfoundland and Labrador, the Provincial Advisory Council on Aging and Seniors, the Newfoundland and Labrador Coalition of Pensioners, Retirees and Seniors Organizations and the Catholic Women’s League, among others.

**Are there Seniors’ Advocates in other provinces?**

By establishing the Office of the Seniors’ Advocate in Newfoundland and Labrador – only the third such office in Canada – we are demonstrating just how committed we are to focusing on the issues and concerns of seniors.

From a jurisdictional perspective, Alberta and British Columbia currently have a Seniors Advocate, while New Brunswick has an Ombudsman with expanded powers to include long-term care services. Not all models are the same.

**Which of the provinces with a Seniors’ Advocate will Newfoundland and Labrador’s legislation model?**

Our province has modelled the legislation on that of British Columbia. In BC, it became law in 2014 and is working very well.

It is important that the office we create will be a strong, independent voice for Newfoundland and Labrador’ seniors, along with their families. It is important that the Office and the work of the Seniors’ Advocate reflects the concerns and needs of our province and seniors. The Seniors’ Advocate will work with our existing organizations and resources to address issues in Newfoundland and Labrador. The model we will implement is designed to make that happen.
Hi Minister,

I have attached your speaking notes for the news conference at noon, in case you want them electronically.

Thanks,

Mel
Speaking Notes for Hon. Sherry Gambin-Walsh
Minister of Children, Seniors and Social Development
Office of the Seniors' Advocate – News Conference
Tuesday, December 13, 2016 @ 12:00 p.m.

- Good afternoon, everyone.

- I'm pleased to be here this morning to speak to the legislation which will receive second reading in the House of Assembly this afternoon to establish the Office of the Seniors' Advocate.

- In Newfoundland and Labrador, over 19 per cent of the population is aged 65 years or older. Within 10 years, this will increase to 27 per cent of our population. These are statistics we simply cannot ignore.

- The challenges and opportunities resulting from our aging population must be considered when we develop policies, programs and services.
• We have heard from seniors, senior’s organizations and major stakeholders, that the establishment of a Seniors’ Advocate Office is a necessity in our province.

• It was suggested, and supported, by many individuals and organizations such as:

  o the Seniors Resource Centre of Newfoundland and Labrador;
  o the Provincial Advisory Council on Aging and Seniors,
  o the 50+ Federation of Newfoundland and Labrador,
  o the Newfoundland and Labrador Coalition of Pensioners, Retirees and Seniors Organizations, and
  o the Catholic Women’s League, among others.

• Presently in Newfoundland and Labrador, we have the Office of the Citizens’ Representative which accepts complaints from individual adults of all ages including seniors.
• We also have the Seniors Resource Centre which provides a valuable information and referral service.

• But when we spoke to individuals and seniors groups and conducted our reviews, it was very clear to us that we have no mechanism to address systemic issues impacting seniors.

• By systemic issues, I mean those problems in the system overall, rather than specific, individual or isolated factors. This is a gap.

• As part of our government’s plan to support seniors, we committed to establishing an office that is independent of government and reports to the House of Assembly. This would be similar to the Auditor General or the Child and Youth Advocate, as examples.
• The Seniors Advocate will be a strong voice for this significant portion of our population – and their families – as we look to address the system-wide issues which impact older adults in Newfoundland and Labrador.

• The mandate of the Seniors’ Advocate is to:
  ➢ Identify, review and analyze systemic issues;

  ➢ Work collaboratively with seniors’ organizations, service delivery groups and others to identify and address systemic issues; and then

  ➢ Make recommendations to government respecting changes to improve services to and for seniors.

• The Seniors’ Advocate will work with other entities, including the Office of the Citizens’ Representative and Seniors Resource Centre. However, it will not duplicate or impede their mandates.
• In fact, we work closely with the Seniors Resource Centre to make sure the public is well aware of their information and referral system which is easily accessed through a convenient 1-800 number.

• It is important that we help the general public understand the role the Seniors Resource Centre plays in providing information and referring people to the proper resources. The Seniors Resource Centre will track calls and in turn, help identify systemic issues which will be forwarded to the Advocate’s office.

• It is important that the office and the work of the Advocate reflects the concerns and needs of our province and seniors. The Seniors’ Advocate will work with our existing organizations and resources to address issues in Newfoundland and Labrador.
• As I stated earlier, the Seniors Advocate will be a strong, independent voice for Newfoundland and Labrador’s seniors, along with their families. It follows through on our government’s election commitment to establish this important office.

• I look forward to bringing this legislation forward in the House of Assembly.

• Thank you.
And here are the ones for the House tomorrow afternoon, in case you want them electronically as well.

Thanks,

Mel
Mr. Speaker, I am very pleased to stand today to speak to Bill 64, an Act to Establish an Office of the Seniors' Advocate.

In Newfoundland and Labrador, almost 20 per cent of our population is aged 65 or older. Within 10 years, that will increase to just short of one third of our population. These are statistics we simply cannot ignore.

Mr. Speaker, it is crucial to have an even stronger focus on seniors than what exists today.

The challenges and opportunities resulting from our aging population must be considered when we develop policies, programs and services.
We have heard from seniors, senior’s organizations and major stakeholders that they feel the establishment of a Seniors’ Advocate Office is a necessity in our province.

In Budget 2016, we committed $500,000 yearly for the Office of the Seniors’ Advocate, once established. We made a promise in our Five Point Plan to establish this Office and have been working diligently to develop a well thought out and comprehensive legislation.

We are proud to stand today, as we move forward to fulfill that commitment.

Last spring, we debated how to best to address advocacy for seniors. We recognized, and were advised, that we did not want to duplicate services nor confuse the public.

We knew that we had a Citizens’ Representative who accepted complaints from individual adults of all ages, including seniors.
We also knew that we had a strong, well-respected community organization, that is, the Seniors Resource Centre that was already providing a valuable information and referral service.

We decided to strengthen that service and provided the Seniors Resource Centre with an additional $200,000 to expand their service.

We also knew we had a gap.

While seniors could have “individual complaints addressed by the Citizens’ Representative” and be able to “call the Seniors Resource Centre to get information,” there was no mechanism to address systemic issues.

When I refer to systemic issues, I refer to problems in an overall system, rather than specific, individual or isolated factors.
These are problems that invite a policy or program response...an area we need to learn from and change.

Therefore, systemic issues can cover a broad range of areas such as availability of appropriate housing, access to medications, accessible transportation or access to affordable food. The list goes on.

Mr. Speaker, last spring we made a decision to solve that gap by drafting legislation to establish the Office of the Seniors' Advocate.

The Office will:
- identify, review and analyze systemic issues, which will be the core mandate of the Office;
- work collaboratively with seniors’ organizations, service delivery groups and others to identify and address systemic issues; and,
- make recommendations to government respecting changes to improve services to and for seniors.
This is a good opportunity to clearly outline the powers and duties of the Advocate, Mr. Speaker.

The powers and duties of the Advocate are consistent with other offices with similar responsibilities.

The Advocate will:
- receive and review matters related to seniors;
- initiate and participate in reviews related to seniors;
- conduct research, including interviews and surveys;
- consult with seniors, service providers and the public;
- request information, other than personal information such as that acquired through the Personal Health Information Act or the Access to Information and Protection of Privacy Act;
- make recommendations to government, government agencies and service providers and community groups about legislation, policies, programs and services impacting seniors; and
- inform the public about the Office of the Seniors’ Advocate and promote awareness of systemic challenges faced by seniors.

The Independent Appointments Commission will actively recruit for the Seniors’ Advocate position.

This is a consistent, merit-based process for appointments to statutory offices and agencies, boards and commissions.

This is one of most open and accessible appointment processes in Canada. The Commission seeks individuals who are qualified, with a passion for this province and a strong desire to serve.

In conjunction with this process, regulations will be developed in consultation with key stakeholders over the next several months.

It is anticipated that the Office of the Seniors’ Advocate will be up and running by Spring 2017.
Mr. Speaker, seniors in our province have consistently, and strongly, expressed the need for an Office of the Seniors’ Advocate.

The Seniors Advocate will be a strong, independent voice for this significant portion of our population – and their families – as we look to address the individual and system-wide issues which impact older adults in Newfoundland and Labrador.

When we spoke to individuals and seniors groups, we heard loud and clear that the current mechanisms in place to handle information services and address individual issues impacting seniors are not working.

The Seniors’ Advocate will work with other entities, including the Office of the Citizens’ Representative and Seniors Resource Centre, but it will not duplicate or impede their mandates.
We are also working closely with the Seniors Resource Center to make sure the public is well aware of their information and referral system which is easily accessed through a convenient, toll free 1-800 number.

This Office will benefit seniors and also provide us with valuable feedback when we are making program changes.

Mr. Speaker, opposition will be eager to criticize government for introducing a new office during a time of fiscal restraint.

However, this office is essential, not a luxury.

Everyone in our province understands the harsh fiscal realities we, as a government, have had to address over the past year, but we also understand the challenges we face with a rapidly aging population.
Our government has a plan to ensure we are prepared for this demographic change through smarter spending and sustainable investments.

A number of these investments are already positively impacting the lives of seniors in our province.

For example, over $63.7 million for the Newfoundland and Labrador Income Supplement to help eligible low-income seniors, individuals, families, and persons with disabilities; and an annual investment of more than $57 million for the Seniors’ Benefit.

We committed to providing the best possible services and programs for our seniors, while respecting their independence.

We made a public commitment in our Platform Document, and again in our Five Point Plan, and have re-affirmed our commitment on many occasions.
In fact, our Premier led an exercise in 2014 which provided an opportunity to hear firsthand from seniors all over Newfoundland and Labrador.

The Let’s Connect initiative allowed seniors a mechanism to have their voices heard – and our Premier heard the message about the need for a Seniors’ Advocate loud and clear!

Mr. Speaker, we know there’s a policy gap where we do not have an avenue to address systemic issues that impact seniors. The establishment of the Office of the Seniors’ Advocate will address that.

This government is fulfilling its commitment. We are addressing a demonstrated need and, in times of fiscal restraint, the most vulnerable need a strong voice.

From a jurisdictional perspective, Mr. Speaker, Alberta and British Columbia currently have a Seniors Advocate.
New Brunswick has an Ombudsman with expanded powers to include long-term care services. Not all models are the same.

Our province has modelled the legislation on that of BC with one major difference: the BC Seniors Advocate reports directly to the Minister Responsible for Seniors, and our direction from Cabinet is that it report to the House of Assembly.

It is important that the office we create is designed to serve our province and our seniors, Mr. Speaker.

As our Premier stated this morning, we want to ensure that those who are unable to advocate for themselves will have their needs met through an advocacy office.

The independence of this office will be enshrined in legislation and will help ensure that the rights and interests of our seniors are given a strong, clear voice.
The Seniors’ Advocate has to work with our existing organizations and resources to address issues in Newfoundland and Labrador. The model we implement will be designed to make that happen.

As I stated earlier, the Seniors Advocate will be a strong, independent voice for Newfoundland and Labrador’s seniors, along with their families. It follows through on our government’s election commitment to establish this important office.

Again – and I cannot express it enough – in these times of economic challenges, vulnerable people need to have a voice – for their sake and ours.

I look forward to debating this legislation in the House of the Assembly.

Thank you.
The Honourable Dwight Ball, Premier of Newfoundland and Labrador, joined by the Honourable Sherry Gamblin-Walsh, Minister of Children, Seniors and Social Development, will announce details of the proposed legislation to establish an Office of the Seniors’ Advocate today (Tuesday, December 13) at 12:00 p.m. The event will now take place in the Media Centre, Ground Floor, Confederation Building.

Media planning to attend are asked to pre-register via email (doriswalsh@gov.nl.ca) or telephone 709-729-3812. Those who do not pre-register will have to proceed through the visitor entrance to access Confederation Building. All registered media will have access through the northeast entrance.

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Media Relations Manager
Department of Children, Seniors and Social Development
709-729-3768, 685-6492
kristadalton@gov.nl.ca

2016 12 13
9:10 p.m.
Melony O’Neill
Director of Communications
Department of Children, Seniors and Social Development
6th Floor, West Block
St. John’s, NL A1B 4J6
709-729-5148

Children, Seniors and Social Development

From: GambinWalsh, Sherry
Sent: Monday, December 12, 2016 6:44 PM
To: O’Neill, Melony
Subject: Fw: [Potential Junk/Spam] RE: Seniors Advocate

FYI

Sent from my BlackBerry 10 smartphone on the Bell network.

Good Evening Minister:
Just finished watching the weather forecast on Here and Now and I regret due to travel conditions I will not be able to join with and support you tomorrow on this very important announcement to seniors and their families in this province. Over the last few days I have had conversations with Robert Rogers President of the NL 50+ Federation and his first Vice president Linda Olford and together we can be a very strong voice in supporting publically the need for a Seniors’ Advocate in our province.

Leo

From: GambinWalsh, Sherry [mailto:SherryGambinWalsh@gov.nl.ca]
Sent: Tuesday, December 6, 2016 5:50 PM
To: Leo Bonnell
Subject: Re: Seniors Advocate

Thank you Leo. I look forward to moving this piece of legislation forward. It was great to see the interest groups come together in person and via phone with such short notice.

Minister

Sent from my BlackBerry 10 smartphone.

From: Leo Bonnell
Sent: Tuesday, December 6, 2016 4:46 PM
To: GambinWalsh, Sherry
Subject: Seniors Advocate

Hello Minister:
It was a great discussion this afternoon around this topic. As expressed during the closing, I am pleased that government is moving forward with this initiative and that the Provincial Advisory Council on Aging and Seniors will stand in support of moving this forward. You have my personal support as well.
Two weeks ago I was invited in an advisory role to the NL 50+ Federation’s planning seminar for their Executive officers. I feel I can bring the support of the Federation behind the announcement when you are ready. I will speak to president Robert Rogers to brief him.

Leo

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Provincial Government Introduces Legislation to Establish Office of the Seniors’ Advocate

Legislation to establish an Office of the Seniors’ Advocate will receive second reading in the House of Assembly today. Once established, the Seniors’ Advocate will collaborate with seniors, their families, caregivers, policy makers and frontline service providers to identify and address systemic issues facing seniors in the province.

“During our Let’s Connect initiative in 2014, and on many occasions since, seniors in our province have consistently, and strongly, expressed the need for an Office of the Seniors’ Advocate. As a government, the challenges and opportunities resulting from our aging population must be considered as we evolve our policies, programs and services. The legislation introduced in the House of Assembly today delivers on our commitment and will strengthen support for seniors in our province.”
- The Honourable Dwight Ball, Premier of Newfoundland and Labrador

The Office of the Seniors’ Advocate will work with other entities, including the Office of the Citizens’ Representative and the Seniors Resource Centre of Newfoundland and Labrador, but will not duplicate or impede their mandates. Rather, it will focus on systemic issues affecting seniors in the province and make recommendations to government accordingly.

“While we currently have mechanisms in place to handle requests for information, referrals to services and ways to address individual issues impacting seniors, there is a gap when it comes to addressing systemic issues. That is why seniors, seniors’ organizations and major stakeholders have called for the establishment of an Office of the Seniors’ Advocate. The advocate will be instrumental in making recommendations to government respecting changes to improve services for seniors.”
- The Honourable Sherry Gambin-Walsh, Minister of Children, Seniors and Social Development

The Seniors Resource Centre of Newfoundland and Labrador is a non-profit organization dedicated to promoting the independence and well-being of older adults in Newfoundland and Labrador through the provision of information and various programs and services. Budget 2016 provided support of $300,000 for the Seniors Resource Centre to enhance its information and referral services.
“The Seniors Resource Centre of Newfoundland and Labrador proudly supports the establishment of the Office of the Seniors’ Advocate. We share the goal of promoting healthy aging and independence of seniors throughout our province. We look forward to continuing to work with the Provincial Government, providing programs and services to meet seniors’ needs.”
- Edwina Kirkland, Chairperson of the Board of Directors, Seniors Resource Centre of Newfoundland and Labrador

Regulations will be developed in consultation with key stakeholders over the next several months and the Seniors’ Advocate will report to the House of Assembly.

QUICK FACTS
- Legislation to establish an Office of the Seniors’ Advocate will receive second reading in the House of Assembly today.
- The Seniors’ Advocate will address systemic issues facing seniors in the province.
- The new Office of the Seniors’ Advocate will complement the work of the Office of the Citizens’ Representative and Seniors Resource Centre.
- The Independent Appointments Commission will actively recruit for the Seniors’ Advocate position.

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2016 12 13
12:10 p.m.
Examples of systemic issues

As I explained earlier, systemic issues are problems in an overall system rather than specific, individual or isolated issues. For example, the BC Seniors Advocate recently completed a review and made recommendations of the use of anti-depressant medications in long term care facilities in BC; that was identified and addressed as a systemic issue. Systemic issues may relate to housing, transportation, finances and so on.
From: O'Neil, Melony  
Sent: Tuesday, December 13, 2016 3:18 PM  
To: Dalton, Krista  
Subject: FW: Role of the Adult Protection

Melony O'Neil  
Director of Communications  
Department of Children, Seniors and Social Development  
6th Floor, West Block  
St. John's, NL A1B 4J6  
709-729-5148

Children, Seniors and Social Development

From: Brake, Suzanne  
Sent: Tuesday, December 13, 2016 3:12 PM  
To: GambinWalsh, Sherry; Cooper, Bruce; O'Neil, Melony; Healey, Rick M.  
Subject: Role of the Adult Protection

Role of the Adult Protection

The Adult Protection Act protects adults who lack capacity and are victims of abuse and neglect which means all adults including seniors. It is government’s responsibility not the Seniors’ Advocate, to ensure that the Act is adhered to; in fact we have a clause in that Act to evaluate it every 5 years and have just completed a mid-term evaluation.

Suzanne Brake, PhD  
Director, Seniors and Aging Division  
Director, Adult Protection  
Department of Children, Seniors and Social Development
Taylor, Jennifer

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 3:35 PM
To: GambinWalsh, Sherry; Cooper, Bruce; O'Neill, Melony; Healey, Rick M.
Subject: How does the Advocate receive Reports?

How does the Advocate receive Reports?

Anyone can call the Office of the Seniors’ Advocate. The Advocate will identify issues in a range of ways; he or she will work closely with seniors’ organizations, retiree groups, pensioners and others with an interest in seniors issues. The Advocate may review reports by other parties that impact seniors. I am especially glad that we have enhanced the Seniors Resource Centre information and referral service and they will be working closely with the Advocate to identify systemic issues.

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development
Taylor, Jennifer

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 3:52 PM
To: Cooper, Bruce; GambinWalsh, Sherry; O'Neill, Melony; Healey, Rick M.
Subject: RE: Cut off age

Yes, that is my understanding.

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development

From: Cooper, Bruce
Sent: Tuesday, December 13, 2016 3:52 PM
To: Brake, Suzanne; GambinWalsh, Sherry; O'Neill, Melony; Healey, Rick M.
Subject: RE: Cut off age

So the CYA age cutoffs have the defacto impact of being the citizens reps?

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 3:49 PM
To: GambinWalsh, Sherry <SherryGambinWalsh@gov.nl.ca>; Cooper, Bruce <BruceCooper@gov.nl.ca>; O'Neill, Melony <MelonyO'Neill@gov.nl.ca>; Healey, Rick M. <rhealey@gov.nl.ca>
Subject: Cut off age

Cut off age

The cut off age is not specified in the Citizens’ Representative Act but a child or youth will fall under the Child and Youth Advocate Act.

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development

From: GambinWalsh, Sherry
Sent: Tuesday, December 13, 2016 3:46 PM
To: Brake, Suzanne; Cooper, Bruce; O'Neill, Melony; Healey, Rick M.
Subject: Re: Citizens’ Representative Role

The cut off age? Is it 18 and over for Citizens Rep?

Sent from my BlackBerry 10 smartphone on the Bell network.

From: GambinWalsh, Sherry
Sent: Tuesday, December 13, 2016 3:40 PM
To: Brake, Suzanne; Cooper, Bruce; O'Neill, Melony; Healey, Rick M.
Subject: Re: Citizens’ Representative Role
Ok what is the age of off?

Sent from my BlackBerry 10 smartphone on the Bell network.

**From:** Brake, Suzanne  
**Sent:** Tuesday, December 13, 2016 3:40 PM  
**To:** GambinWalsh, Sherry; Cooper, Bruce; O'Neill, Melony; Healey, Rick M.  
**Subject:** RE: Citizens' Representative Role

No....the Citizens Representative does not investigate a matter falling within the Office of the Child and Youth Advocate. This is found within section 19 (f) of the Citizens' Representative Act.

Suzanne Brake, PhD  
Director, Seniors and Aging Division  
Director, Adult Protection  
Department of Children, Seniors and Social Development

**From:** GambinWalsh, Sherry  
**Sent:** Tuesday, December 13, 2016 3:32 PM  
**To:** Brake, Suzanne; Cooper, Bruce; O'Neill, Melony; Healey, Rick M.  
**Subject:** Re: Citizens' Representative Role

Can children complaints go to the Citizens rep?

Sent from my BlackBerry 10 smartphone on the Bell network.

**From:** Brake, Suzanne  
**Sent:** Tuesday, December 13, 2016 3:26 PM  
**To:** GambinWalsh, Sherry; Cooper, Bruce; O'Neill, Melony; Healey, Rick M.  
**Subject:** Citizens' Representative Role

The Citizens’ Representative addresses individual concerns and complaints and quite capably I might add. This means all adults including seniors. Seniors throughout our province have told us that there is no mechanism to address issues that impact a broad range of people. That is a gap and we are going to address that gap. There is no need to duplicate the role of the Citizens’ Representative or diminish its mandate.

The Seniors’ Advocate will make sure that any calls received are referred to the most appropriate resource. The Advocate will work closely and collaboratively with the Citizens Representative, the Seniors Resource Center and refer to the Director of Adult Protection if necessary. We have a network of social workers throughout our province that connect daily with seniors who are vulnerable and need advocacy. That should not be the role of one advocate but rather the many resources in our system.

Suzanne Brake, PhD  
Director, Seniors and Aging Division  
Director, Adult Protection  
Department of Children, Seniors and Social Development

**From:** Brake, Suzanne  
**Sent:** Tuesday, December 13, 2016 3:26 PM
Citizens' Representative Role

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development
Director, Adult Protection
Department of Children, Seniors and Social Development
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Taylor, Jennifer

From: GambinWalsh, Sherry
Sent: Tuesday, December 13, 2016 4:11 PM
To: Brake, Suzanne; O’Neill, Melony; Cooper, Bruce; Healey, Rick M.
Subject: Re: Cut off age

Going into committee when Gerry sits down.

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 4:04 PM
To: GambinWalsh, Sherry; O’Neill, Melony; Cooper, Bruce; Healey, Rick M.
Subject: RE: Cut off age

Yes, you are correct!

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 4:04 PM
To: GambinWalsh, Sherry; O’Neill, Melony; Cooper, Bruce; Healey, Rick M.
Subject: RE: Cut off age

No (I just spoke with Barry Fleming and he confirmed).

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development

From: GambinWalsh, Sherry
Sent: Tuesday, December 13, 2016 3:53 PM
To: Brake, Suzanne
Subject: Re: Cut off age

Ok but the citizens rep does not investigate children issues - correct?

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 3:49 PM
To: GambinWalsh, Sherry; Cooper, Bruce; O’Neill, Melony; Healey, Rick M.
Subject: Cut off age

Cut off age
The cut off age is not specified in the Citizens’ Representative Act but a child or youth will fall under the Child and Youth Advocate Act.

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development

From: GambinWalsh, Sherry
Sent: Tuesday, December 13, 2016 3:46 PM
To: Brake, Suzanne; Cooper, Bruce; O’Neill, Melony; Healey, Rick M.
Subject: Re: Citizens’ Representative Role

The cut off age? Is it 18 and over for Citizens Rep?

Sent from my BlackBerry 10 smartphone on the Bell network.

From: GambinWalsh, Sherry
Sent: Tuesday, December 13, 2016 3:40 PM
To: Brake, Suzanne; Cooper, Bruce; O’Neill, Melony; Healey, Rick M.
Subject: Re: Citizens’ Representative Role

Ok what is the age of off?

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 3:40 PM
To: GambinWalsh, Sherry; Cooper, Bruce; O’Neill, Melony; Healey, Rick M.
Subject: RE: Citizens’ Representative Role

No....the Citizens Representative does not investigate a matter falling within the Office of the Child and Youth Advocate. This is found within section 19 (f) of the Citizens’ Representative Act.

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development

From: GambinWalsh, Sherry
Sent: Tuesday, December 13, 2016 3:32 PM
To: Brake, Suzanne; Cooper, Bruce; O’Neill, Melony; Healey, Rick M.
Subject: Re: Citizens’ Representative Role

Can children complaints go to the Citizens rep?

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 3:26 PM
To: GambinWalsh, Sherry; Cooper, Bruce; O’Neill, Melony; Healey, Rick M.
Subject: Citizens’ Representative Role
The Citizens’ Representative addresses individual concerns and complaints and quite capably I might add. This means all adults including seniors. Seniors throughout our province have told us that there is no mechanism to address issues that impact a broad range of people. That is a gap and we are going to address that gap. There is no need to duplicate the role of the Citizens’ Representative or diminish its mandate.

The Seniors’ Advocate will make sure that any calls received are referred to the most appropriate resource. The Advocate will work closely and collaboratively with the Citizens Representative, the Seniors Resource Center and refer to the Director of Adult Protection if necessary. We have a network of social workers throughout our province that connect daily with seniors who are vulnerable and need advocacy. That should not be the role of one advocate but rather the many resources in our system.

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development

From: Brake, Suzanne
Sent: Tuesday, December 13, 2016 3:26 PM
To: GambinWalsh, Sherry; Cooper, Bruce; O'Neill, Melony; Healey, Rick M.
Subject: Citizens' Representative Role

Citizens' Representative Role

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development
Director, Adult Protection
Department of Children, Seniors and Social Development
Three legged stool

It is our intention to be fiscally responsible and not duplicate services. One leg is the seniors advocate who addresses systemic issues; the second leg is Citizens’ representative who responds to individual complaints; and the third leg is the Seniors Resource Centre which provides information and refers people to the right places – they track the trends and forward the pressing issues to the Seniors’ Advocate. Together this three legged stool provides a solid foundation to addresses all issues impacting seniors in our province.

Suzanne Brake, PhD
Director, Seniors and Aging Division
Director, Adult Protection
Department of Children, Seniors and Social Development
Issued by the Opposition last night.

December 13, 2016
For Immediate Release

Liberals’ Seniors’ Advocate “Window Dressing”, Without Powers of the Child and Youth Advocate

Tracey Perry, Seniors Critic for the Official Opposition, said, “The Ball Liberals’ new Seniors’ Advocate will not have the investigative powers of the Child and Youth Advocate, and without those powers, people are concerned the new office is little more than window-dressing.”

“We support the concept of a Seniors’ Advocate, but one that has the mandate and power to investigate. The legislation outlines that the Advocate is to review ‘systemic’ issues and as a result does not have the mandate, power or authority to advocate for individual seniors who are troubled by the services or lack of services being received from a government agency, department, program or service provider,” said Perry.

“It was clearly stated during debate in the House of Assembly on Tuesday that ‘the concept of investigation is outside the purview of the Bill’. In other words, when a complaint is brought before the Seniors’ Advocate, the Seniors’ Advocate will not have the power to investigate it. The Advocate will have no option but to turn the matter over to the Citizens’ Representative. The Advocate will have no power to get to the bottom of concerns that seniors bring forward and bring about important change,” she said.

“The PC Opposition suggested specific ways to improve the legislation (Bill 64) by giving the Seniors’ Advocate the same investigative powers that the Child and Youth Advocate has under the law. Without these powers, the new advocate will be powerless,” said Perry.

Perry pointed out that “the former administration created a department to handle seniors’ affairs. The Liberals eliminated the seniors’ department, rolling it into the department handling children’s interests, diluting the roles of both. And now they are denying the Seniors’ Advocate investigative powers. The Liberals have not strengthened the protections of seniors, but eroded them. Seniors have suffered one setback after another under the Ball Liberals, and this is another.”

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Media Contact: Heather MacLean, Director of Communications, Office of the Official Opposition (709) 729 6105, heathermaclean@gov.nl.ca
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Government Advanced Legislative Agenda

House of Assembly Fall Session Supports Residents and Protects Vulnerable People

Legislation focused on supporting residents, as well as continuing to improve openness, transparency and accountability, highlighted the fall sitting of the House of Assembly.

"Over the last year our government set forward an ambitious legislative agenda. We have advanced important initiatives to support residents and protect vulnerable people in our communities. We have also been able to do this while actioning our vision for the future and maintaining our government’s guiding principles of greater openness, transparency and accountability."

- The Honourable Dwight Ball, Premier of Newfoundland and Labrador

Combined, 64 pieces of legislation have been passed in the House of Assembly in 2016. Examples of important legislative initiatives that were advanced in the fall include:

- Supporting the province’s aging population by creating an Office of the Seniors’ Advocate to ensure that government policies, programs and services meet their needs. The office will work collaboratively with seniors, their families, caregivers, policy makers and frontline service providers to identify and address systemic issues facing seniors.
- Providing presumptive cancer coverage to the career and volunteer firefighters that help protect the province’s families and communities.
- Strengthening the protection of individuals who have difficulty accessing credit through traditional lending institutions by requiring payday lenders to be licensed and imposing restrictions and obligations that protect consumers.
- Modernizing how public bodies purchase goods and services by replacing the decades old Public Tender Act. The new legislation brings greater transparency to the procurement process and shifts from just getting the best price to getting the best value.
- Balancing the rights of individuals to secure, respectful and private access to legal medical services, with the rights of others to protest or express dissent.
- Ensuring the most high-risk and vulnerable young people who severely and persistently abuse drugs receive treatment for their addiction even when they cannot make that decision for themselves.
- Bringing openness and transparency to government expenditures through an annual listing of all employees in departments and a number of agencies, boards, commissions, health care bodies,
educational bodies and Crown corporations who receive total compensation of more than $100,000 in a year.

- Increasing Compassionate Care Leave provisions from eight to 28 weeks, which allows family members to care for a gravely ill family member and not have to worry about job security during this very difficult time in their lives.
- Improving access to Crown lands to residents and businesses so that the true value of these assets can be realized in communities across the province. With these amendments, government is enhancing accessibility and enforcement by making much needed improvements to its processes and practices.

“As we wrap-up the fall sitting and 2016 comes to an end, I wish the individuals who contribute to the legislative process, all public service employees, all my colleagues in the legislature and everyone in Newfoundland and Labrador a Merry Christmas. I look forward to continuing our progress in 2017.”
- Premier Ball

The complete list of legislation passed in the House of Assembly is available at www.assembly.nl.ca/business/bills/ga48session1.htm.

QUICK FACTS
- The Provincial Government introduced and passed 64 pieces of legislation in 2016.
- The legislative agenda supports residents and protects vulnerable people in our communities, and maintains a commitment to openness, transparency and accountability.
- The complete list of legislation passed in the House of Assembly is available at www.assembly.nl.ca/business/bills/ga48session1.htm.

- 30 -

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2016 12 14 1:30 p.m.

Please note that pages 167-197 have been redacted under Sec. 27 (1)(c) and Sec. 27(2)(a)