February 25, 2019

Dear [Redacted]:

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act File #: CSSD/11/2019

On February 18, 2019, the Department of Children, Seniors and Social Development (CSSD) received your request for access to the following records/information:

"Information regarding violence against social workers by clients, and CSSD protocols related to such. Time period: April 2009 to the date of this request."

Please be advised that the Deputy Minister for CSSD has reviewed this request and CSSD has no records responsive to your request, as the Government of Newfoundland and Labrador does not maintain records specific to violence perpetrated on social workers by CSSD clients. Additionally, there is no safety protocol exclusive to CSSD. All employees of the Government of Newfoundland and Labrador abide by the Occupational, Health and Safety guidelines set down by Service NL and these are available to the public through the Government of Newfoundland and Labrador website at https://www.servicenl.gov.nl.ca/ohs/safety_info/si_safety_programs.html.

The Access to Information and Protection of Privacy Act requires us to provide an advisory response within 10 days of receiving the request. As this request has been completed prior to day 10, this letter also serves as our Advisory Response.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the Access to Information and Protection of Privacy Act (the Act). 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.

The address and contact information of 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.

If you have any further questions, please feel free to contact me by telephone at (709) 729-5084 or by email at andrealawlor@gov.nl.ca.

Sincerely,

Andrea Lawlor, B.A., B.S.W. (Hons), R.S.W.  
Policy, Planning and Information Management Division  
Department of Children, Seniors and Social Development  
6th Floor, West Block, Confederation Building  
P.O. Box 8700, St. John's, NL A1B 4J6