



TRANSPARENCY AND FREEDOM OF INFORMATION

Interior Health would like to acknowledge that it operates and provides services on the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and Tšilhqot'in Nations.

Interior Health recognizes that a diverse workplace includes all people, particularly those belonging to historically, systemically, and/or persistently marginalized groups, as well as individuals with protected characteristics under the B.C. Human Rights Code.

1.0 INTRODUCTION

1.1 Purpose

To promote Interior Health's (IH) open, transparent and accountable culture that meets legal obligations, including but not limited to the Freedom of Information and Protection of Privacy Act (FIPPA).

1.2 Applicability

This policy applies to all IH [Employees](#).

1.3 Scope

This policy applies to [Corporate Records](#) in IH's [Custody](#) and/or [Control](#) that are created and maintained for the purpose of IH business at designated IH worksites and/or flexible work locations, in accordance with IH Policy [AU1300 – Flexible Work Locations](#).

This policy **does not** cover:

- [Personal Health Record](#). See Policy [AT0100 – Health Records](#)
- Record management requirements. See Policy [AL0700 – Records – Retention, Storage and Destruction of](#).
- [Corporate Records](#) available for purchase by the public, including but not limited to comfort letters, septic searches, sewerage filings, subdivision files, and other Environmental Health services.

2.0 POLICY

- 2.1** The public is provided with inclusive and equitable access to [Corporate Records](#) in accordance with FIPPA.
- 2.2** Established processes are in place to guide IH to meet its legal obligations in accordance with FIPPA and to maintain an open, transparent and accountable culture.
- 2.3** Incurred expenses and/or fees, including a \$10 application fee, are charged to [Applicants](#) in accordance with FIPPA and/or at the discretion of the IH FOI Services.
- 2.4** [Corporate Records](#) disclosure processes include escalation to IH teams at the discretion of the FOI Services.

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Proactive/Routine Disclosure Program

2.5 A proactive/routine disclosure program is in place to:

- Coordinate access to [Corporate Records](#) available for proactive/routine disclosure;
- Collaborate with IH departments to support the identification, management, and publishing of [Corporate Records](#) appropriate for proactive/routine disclosure to the public;
- Review FOI requests routinely and establish categories of [Corporate Records](#) appropriate for proactive/routine disclosure; and
- Develop resources to support [Employees](#) and the public to access [Corporate Records](#) available for proactive/routine disclosure on a public website.

Freedom of Information Requests

2.6 [Applicants](#) and the related FOI requests are responded to in accordance with FIPPA standards and timelines.

2.7 FOI requests are processed and responded to in electronic format and managed with respectful and courteous communication and behaviours.

- Non-electronic formats are used by exception and considered on a case-by-case basis.

2.8 Requests for [Corporate Records](#) that contain the [Applicant's](#) own personal information require a verified copy of 1 piece of the [Applicant's](#) government issued identification before processing.

2.9 [Employee Information](#) is released in strict compliance with FIPPA and other legislation or legal requirements.

- Personal email accounts and messaging apps used by [Employees](#) to perform their duties for public body business are subject to FOI disclosure requests.

2.10 Notification of person-specific or sensitive FOI requests are sent to IH teams at the discretion of IH FOI Services.

3.0 RESPONSIBILITIES

Freedom of Information Services

- Establish the Proactive/Routine Disclosure Program
- Review requests for [Corporate Records](#) and act to carry out one or more of the following:
 - direct [Applicants](#) to publicly available [Corporate Records](#) through the routine/proactive disclosure program;

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- send [Call for Record](#) request(s) to the appropriate department(s) and/or [Employee\(s\)](#) and include details about what [Corporate Records](#) are requested and instructions, including time estimations and deadlines.
- Verify 1 piece of the [Applicant's](#) government issued identification and include with requests for [Corporate Records](#) that include the [Applicants](#) own personal information.
- Maintain respectful and courteous [Employee-Applicant](#) communications and behaviours.
 - Issue a written warning to an [Applicant](#) who is not in compliance with respectful and courteous communication and behaviour.
 - Hold discretionary decision making to apply to the *Office of the Information and Privacy Commissioner for BC* to disregard a request for [Corporate Records](#) due to abusive or malicious communication or behaviours related to the request.
- Holds discretionary decision making for incurred expenses and/or fees, non-electronic process requests, and [Employee](#) notification.

Employees

- Successfully complete the annual education requirements. See [iLearn#1331: Annual Privacy, Security, and Freedom of Information Training](#).
- Review requests for [Corporate Records](#) and act right away to carry out one or more of the following:
 - acknowledge and direct [Applicants](#) to publicly available [Corporate Records](#)
 - acknowledge and direct [Applicants](#) and/or forward requests to IH FOI Services
 - comply with [Call for Record](#) requests within the specified timeline
- Protect the confidentiality and anonymity of [Applicants](#) and disclose [Applicants'](#) identity only where it is required to perform duties.

Applicants

- Submit requests for [Corporate Records](#) in accordance with FIPPA and IH processes.
- Maintain respectful and courteous [Employee-Applicant](#) communications and behaviours.
- Present 1 (one) piece of government issued identification to be verified and included with requests for [Corporate Records](#) that include their own personal information.
- Make payment, in full, on or before the due date indicated on the invoice.

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4.0 COMPLIANCE

Incidents of non-compliance with this policy are investigated to identify barriers and to facilitate compliance. Evidence of disregard of policy requirements is handled as a disciplinary matter, up to and including termination of employment, services, and/or privileges.

5.0 MONITORING AND EVALUATION

This policy is reviewed every 5 years and as needed by the Policy Steward.

6.0 INQUIRIES

The regional policy library page linked in the footer lists the policy steward that oversees each policy. If you have questions regarding the policy content, reach out to the appropriate policy steward or email fippa@interiorhealth.ca

All other inquiries can be directed to the policy office: IHPolicy@interiorhealth.ca

7.0 RELATED DOCUMENTS

- [AU1300](#) – Flexible Work Location

8.0 REFERENCES

Freedom of Information and Protection of Privacy Act, RSBC 1996, c. 165. (2026). BC Laws. https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96165_00

9.0 DEFINITIONS

TERM	DEFINITION
Applicant	A person or a party who has made a request under the <i>Freedom of Information and Protection of Privacy Act</i> for access to Corporate Records in the Control and/or Custody of Interior Health.
Call for Record	Process where IH Freedom of Information (FOI) Services requests the department that holds the relevant Corporate Records to provide those Corporate Records .
Control	In this policy, to mean the authority to manage the Corporate Records throughout their life cycle, including creation, retention and destruction.
Corporate Records	Term is used in this policy in alignment with definition of 'Records' in the <i>Freedom of Information and Protection of Privacy Act</i> , and includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by

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	graphic, electronic, mechanical or other means, but does not include a computer program or any other mechanism that produces Corporate Records .
Custody	In this policy, to mean physical possession of a Corporate Record .
Employee	A person currently acting on behalf of IH, inclusive of medical staff, volunteers, students, contractors and workers.
Employee Information	May be a subset of Corporate Records ; however, for purposes of this policy, refers to information, both personal and job-related, whether written or verbal, related to the Employee .

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