

File No.: 04-1000-20-2020-512

September 25, 2020

s.22(1)

Dear s.22(1)

RE: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of September 22, 2020 under the ***Freedom of Information and Protection of Privacy Act*** for:

Information related to the number of mental health complaints the City has received for the West End: record of complaints categorized by type and residential area; comparative statistics related to previous years. January 1, 2020 to September 22, 2020.

We have completed the search for responsive records for this request and no responsive records have been located. The 311 Contact Centre confirms the City of Vancouver does not take specific complaints related to mental health. Please refer to the following organizations and links to their websites which may be able to respond to your request:

- Vancouver Coastal Health - <http://www.vch.ca/>
- BC211, social services - <http://www.bc211.ca/home>
- 811, HealthLink BC - <https://www.healthlinkbc.ca/about-8-1-1>
- BC Crisis Line, crisis intervention - <https://crisiscentre.bc.ca/get-help/>
- 911, or Non-emergency services - <https://www.ecomm911.ca/>

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2020-512); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature of file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

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*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

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