

File No.: 04-1000-20-2023-169

June 1, 2023

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 March 24, 2023 under the ***Freedom of Information and Protection of Privacy Act*** for:

**Record of briefing notes, reports, and related correspondence regarding TikTok use on City hardware, software, mobile devices, networks and systems, and the City directive to stop using TikTok. Date range: January 15, 2023 to March 23, 2023.**

All responsive records are attached. Some information in the records has been severed (blacked out) under s.13(1) and s.15(1)(l) of the Act. You can read or download these sections here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00).

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](mailto: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 (#04-1000-20-2023-169); 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,

*[Signed by Cobi Falconer]*

**Cobi Falconer, MAS, MLIS, CIPP/C**  
**Director, Access to Information & Privacy**  
[cobi.falconer@vancouver.ca](mailto:cobi.falconer@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response package)

:pm

**From:** ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)  
**To:** ["Direct to Mayor and Council - DL"](#) s.15(1)(l)  
**CC:** ["City Manager's Correspondence Group - DL"](#) s.15(1)(l)  
["Healy, Tadhg" <Tadhg.Healy@vancouver.ca>](mailto:Tadhg.Healy@vancouver.ca)  
**Date:** 3/13/2023 11:03:09 AM  
**Subject:** TikTok on City-Issued Devices

Dear Mayor and Council,

You'll find below staff's responses to a set of questions from Councillor Zhou concerning the City's upcoming removal of TikTok from City devices. Given the removal will happen by end-day tomorrow, we are circulating these responses now, rather than in the regular Friday Council q&a distribution.

1.  
**With the recommendations from you and Tadhg below, how can we officially proceed the ban? Do we need a motion?**
  - ☐ We have a Technology acceptable use policy that governs the use of City issued devices (<https://policy.vancouver.ca/ADMIN035.pdf>). This policy allow us to proceed with blocking the app from City-issued devices if we have privacy concerns, and no Council resolution is required.
2.  
**Is banning the apps from existing devices and future devices technically possible?**
  - ☐ Yes, using our device management software we can both detect and block specific apps from City issued devices.
3.  
**Will city issue a public statement about the ban, like what city of Toronto did?**
  - ☐ At this time there have been no media inquiries related to TikTok usage by City of Vancouver staff, and as such we are not currently planning on issuing a public statement.
4.  
**Can we have an update and confirmation to council once the app is removed from all city-issued devices?**
  - ☐ The app will be removed from all devices by end of day tomorrow, Tuesday March 13<sup>th</sup>, 2023.

5.

**How can we monitor to ensure the app will not be downloaded again**

□

Our device management software allows us to block the app so once that block is in place its not possible to download it.

Our Technology Services department can also run periodic scans to confirm that the app has not been downloaded to City issued devices.

All the best,

Karen

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**Karen Levitt**, Deputy City Manager (she/her)  
karen.levitt@vancouver.ca **telephone** (604) 873-7251

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Skwxwú7mesh/Squamish and səliłwətał/Tsleil-Waututh nations.



**From:** ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)  
**To:** ["Healy, Tadhg" <Tadhg.Healy@vancouver.ca>](mailto:Tadhg.Healy@vancouver.ca)  
**CC:** ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)  
**Date:** 3/8/2023 5:19:52 PM  
**Subject:** RE: emerging item - TikTok app federal staff ban

Great. Thanks Tadhg.  
Paul

---

**From:** Healy, Tadhg <Tadhg.Healy@vancouver.ca>  
**Sent:** Wednesday, March 08, 2023 5:15 PM  
**To:** Mochrie, Paul <Paul.Mochrie@vancouver.ca>  
**Cc:** Levitt, Karen <karen.levitt@vancouver.ca>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Quick update on this – we will target next Tuesday afternoon to implement the block and are coordinating with Internal comms to ensure appropriate messaging etc.

Regards

Tadhg

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**From:** Healy, Tadhg  
**Sent:** Tuesday, March 7, 2023 8:53 AM  
**To:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Cc:** Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Thanks Paul, I will have our team proceed with the policy changes needed to block the app from City issued devices.

Regards

Tadhg

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**From:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Sent:** Tuesday, March 7, 2023 7:35 AM  
**To:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Cc:** Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Much appreciated, Tadhg. I will send to Council this am and will copy you as a contact for any questions/concerns.

Paul

---

**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Monday, March 06, 2023 11:50 AM  
**To:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Cc:** Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Hi Paul,

Here you go - feel free to edit as you see fit let me know if you need anything else. I left the sign off blank as I wasn't sure if you wanted this note to come from me to Council or from yourself.

Regards,

Tadhg

----- Draft note for Mayor and Council -----

Dear Mayor and Council,

s.13(1)



Regards,

-----END Draft note for Mayor and Council -----

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**From:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Sent:** Monday, March 6, 2023 7:24 AM  
**To:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>

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**Cc:** Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Thanks Tadhg.

Would you be able to draft a brief note that I can share with Council to advise them of this direction?  
If there is any major heartburn for them, it would be good for us to understand before we implement.

Paul

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**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Saturday, March 04, 2023 5:38 PM  
**To:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Subject:** Re: emerging item - TikTok app federal staff ban

Agreed. Delta, Maple Ridge and Metro Van are also now implementing bans on TikTok for staff devices. At this point I believe we should strongly consider this option. Let me know if you want to have a quick chat on it.

Cheers

Tadhg

Tadhg Healy (he/him)  
Chief Technology Officer  
City of Vancouver

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**From:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Sent:** Thursday, March 2, 2023 11:50:15 AM  
**To:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Thanks. I was reading a CBC piece this morning that indicated that the app accesses contacts and calendars. If that's true, that would seem pretty problematic from a privacy perspective, given the extent of personal information about third parties that would be accessible through City devices.

Paul

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**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Thursday, March 02, 2023 10:26 AM



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**To:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Not at this point that I am aware, seems it's currently being positioned as a privacy (as opposed to a cybersecurity) concern given that TikTok harvests a lot of data about the user and their behaviours and that that data is potentially available to the Chinese government in a similar fashion to the data harvested by apps such as Facebook could be made available to the US government.

Regards,

Tadhg

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**From:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Sent:** Wednesday, March 1, 2023 6:20 PM  
**To:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Thanks Tadhg. Are the Province or Feds sharing any more intel regarding their decisions on this? Is there something beyond "based in China"?

Paul

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**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Wednesday, March 01, 2023 5:18 PM  
**To:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Hi Paul,

Our data shows that 132 devices out of our fleet of ~2700 have the TikTok app installed (~5%). Let me know if you have any further questions or would like me to put together a more formal options analysis. Will await your direction on next steps given the political nature of this topic.

Regards,

Tadhg

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**From:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Sent:** Tuesday, February 28, 2023 10:21 AM  
**To:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Thanks Tadhg. I see that BC's privacy commissioner is also part of a joint review that is being undertaken nationally.



Paul

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**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Tuesday, February 28, 2023 9:25 AM  
**To:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Subject:** RE: emerging item - TikTok app federal staff ban

Hi Paul,

Quick update on this:

- 1) At a CISO working group meeting this morning David Polano found out that the Province of BC is likely to follow suit and ban TikTok from staff devices – I will let you know when I find out more about timing etc.
- 2) I have approved a policy update that will allow us to determine the number of TikTok app installs across our mobile device fleet. There is no impact to the end user for this change.

Regards,

Tadhg

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**From:** Healy, Tadhg  
**Sent:** Monday, February 27, 2023 4:45 PM  
**To:** Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
**Subject:** emerging item - TikTok app federal staff ban

Hi Paul,

Hope you are well. As discussed earlier the federal government has announced that it is removing /blocking the TikTok app from being downloaded by staff devices for security reasons (<https://www.cbc.ca/news/politics/government-tiktok-phones-ban-1.6761737>) related to the amount of data being harvested and possibly accessed in China.

We do have the technical capability to remove the app from any staff phones where it has been installed and block any subsequent downloads. It would take a few days to test and implement the change on our device management software and we would also need to work with CEC on the comms should we decide to take this step.

At this point we don't have evidence pointing at TikTok being a security risk for the City of Vancouver – typically apps that are available in the Apple and Google stores are vetted extensively by those companies prior to being made available but as per the above CBC article a number of Governments have recently taken steps to remove the app from staff devices citing security concerns.

Additionally at this time we do not have a corporate CoV TikTok account but I believe CEC has been

doing some informal exploration into what it would take to set up and maintain an account should it be required in the future.

I've sent a note to a group of other municipal CIOs to see if they are considering following suit.

Let me know if you have any follow up questions or direction.

Regards,

Tadhg

Tadhg Healy (he/him) | Chief Technology Officer  
Technology Services | City of Vancouver  
[tadhg.healy@vancouver.ca](mailto:tadhg.healy@vancouver.ca)  
604-829-2047

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

**From:** "Foster, Kyle" <kyle.foster@vancouver.ca>  
**To:** "Kyle Kennedy" <kkennedy@vancouvereconomic.com>  
"Marley, Eleena \ (Vancouver Economic)" <emarley@vancouvereconomic.com>  
"Healy, Tadhg" <Tadhg.Healy@vancouver.ca>  
**CC:** "Pearly Kheriwal" <pkheriwal@vancouvereconomic.com>  
**Date:** 3/15/2023 11:36:56 AM  
**Subject:** RE: Removing tiktok of VEC devices

Hi Kyle,

No, the policy is targeted on City issued devices, not users – and therefore has no effect on City employees using City credentials on other devices.

Regards,

Kyle Foster  
Acting Director, Infrastructure & Operations  
d.604.829.4215  
m.604.218.0763

---

**From:** Kyle Kennedy <kkennedy@vancouvereconomic.com>  
**Sent:** Wednesday, March 15, 2023 11:29 AM  
**To:** Marley, Eleena (Vancouver Economic) <emarley@vancouvereconomic.com>; Healy, Tadhg <Tadhg.Healy@vancouver.ca>; Foster, Kyle <kyle.foster@vancouver.ca>  
**Cc:** Pearly Kheriwal <pkheriwal@vancouvereconomic.com>  
**Subject:** [EXT] RE: Removing tiktok of VEC devices

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

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Hi Tadhg,

Does this impact City staff who might use their personal phone and have their work account on that device?

Thank you,

Kyle

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**From:** Eleena Marley <emarley@vancouvereconomic.com>  
**Sent:** Wednesday, March 15, 2023 11:08 AM  
**To:** Healy, Tadhg <Tadhg.Healy@vancouver.ca>; Foster, Kyle <kyle.foster@vancouver.ca>  
**Cc:** Kyle Kennedy <kkennedy@vancouvereconomic.com>; Pearly Kheriwal <pkheriwal@vancouvereconomic.com>



**Subject:** Re: Removing tiktok of VEC devices

Thanks for the quick response Tadhg - We'll send an equivalent our to our team.

Hope you are well

E

---

**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Wednesday, March 15, 2023 10:01 AM  
**To:** Eleena Marley <[emarley@vancouvereconomic.com](mailto:emarley@vancouvereconomic.com)>; Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
**Cc:** Kyle Kennedy <[kkennedy@vancouvereconomic.com](mailto:kkennedy@vancouvereconomic.com)>; Pearly Kheriwal <[pkheriwal@vancouvereconomic.com](mailto:pkheriwal@vancouvereconomic.com)>  
**Subject:** RE: Removing tiktok of VEC devices

Hi Eleena,

[removing Karen from cc]

I've cc'd Kyle who is the technical lead on our side. In terms of policy we didn't create or adjust any policy as this is already covered within our Technology Acceptable Use policy. At the last time of checking there was about 130 devices (out of ~2700 across the fleet) that had TikTok installed.

Regarding staff notification this was the announcement that was placed on Currents:  
<https://currents.vancouver.ca/SitePages/TikTok-video-sharing-app-to-be-removed-from-City-devices-2023.aspx>

Let me know if you have any questions.

Regards,

Tadhg

---

**From:** Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>  
**Sent:** Wednesday, March 15, 2023 9:46 AM  
**To:** Marley, Eleena (Vancouver Economic) <[emarley@vancouvereconomic.com](mailto:emarley@vancouvereconomic.com)>  
**Cc:** Kyle Kennedy <[kkennedy@vancouvereconomic.com](mailto:kkennedy@vancouvereconomic.com)>; Pearly Kheriwal <[pkheriwal@vancouvereconomic.com](mailto:pkheriwal@vancouvereconomic.com)>; Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Subject:** RE: Removing tiktok of VEC devices

Tadhg,

Can you pls connect with Eleena on this so that VEC can harmonise with the City on this?

k.

---

**From:** Eleena Marley <[emarley@vancouvereconomic.com](mailto:emarley@vancouvereconomic.com)>



---

Sent: Wednesday, March 15, 2023 9:44 AM

To: Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>

Cc: Kyle Kennedy <[kkennedy@vancouvereconomic.com](mailto:kkennedy@vancouvereconomic.com)>; Pearly Kheriwal  
<[pkheriwal@vancouvereconomic.com](mailto:pkheriwal@vancouvereconomic.com)>

Subject: [EXT] Removing tiktok of VEC devices

Morning Karen, I didn't get a COV staff notification of the tiktok ban, but see it has made a biv news article. Can you point me to the person who is leading on this at COV so I can get the policy and staff notification and then Kyle/Pearly will replicate at VEC.

Thanks

E

**From:** "LAI, Raymond" <Raymond.LAI@vpd.ca>  
**To:** "Healy, Tadhg" <Tadhg.Healy@vancouver.ca>  
"Cahill, Kay" <Kay.Cahill@vpl.ca>  
**CC:** "Foster, Kyle" <kyle.foster@vancouver.ca>  
**Date:** 3/15/2023 3:00:45 PM  
**Subject:** RE: TikTok app block - FYI

Thanks, Tadhg, our MDM controls the app store. Users can only install apps from an "allowed list". TikTok is not on the list.

We also blocked TikTok from our firewall s.15(1)(c). We also supplied one standalone phone to public affairs for their TikTok needs.

**Raymond Lai** | CISSP  
*Director, Information & Communications Technology*  
Vancouver Police Department  
(604) 717-3999 [www.vpd.ca](http://www.vpd.ca)

---

**From:** Healy, Tadhg <Tadhg.Healy@vancouver.ca>  
**Sent:** Wednesday, March 15, 2023 12:12 PM  
**To:** Cahill, Kay <Kay.Cahill@vpl.ca>; LAI, Raymond <Raymond.LAI@vpd.ca>  
**Cc:** Foster, Kyle <kyle.foster@vancouver.ca>  
**Subject:** TikTok app block - FYI

Hi Kay and Raymond,

Hope you are both doing well. Just a quick note to let you know that the City decided last week to implement a block on the video social media app TikTok on staff issued devices. The block went into place on our fleet yesterday afternoon and I've copied below the notification text that was provided on our Currents intranet advising staff of this position.

**March 10, 2023 — Starting March 14, the video-sharing social media app TikTok will no longer be available to access or download on City-issued mobile devices.**

**The Government of Canada recently decided to remove TikTok from mobile devices issued to staff, citing privacy and security concerns related to the amount and type of data harvested by the app (e.g. contacts, calendar, keystroke patterns etc.). Following this decision, several Crown corps, the Province of BC, Metro Vancouver and a number of municipalities have followed suit.**

**Given that TikTok is not an application used for City work delivery and the potentially significant privacy implications here, the City is taking the same action and will be**

removing the app from all City-issued devices. This will take effect at 3 pm on Tuesday, March 14.

If you have any questions or concerns regarding this matter, please speak to your manager.

Apologies for not letting you know that we were taking these steps in advance – we will work to tighten up our process and communication moving forward. Let myself or Kyle know if you have any other questions.

Regards,

Tadhg

Tadhg Healy (he/him) | Chief Technology Officer  
Technology Services | City of Vancouver  
[tadhg.healy@vancouver.ca](mailto:tadhg.healy@vancouver.ca)  
604-829-2047

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**From:** ["Qereshniku, Natasha" <Natasha.Qereshniku@vancouver.ca>](mailto:Natasha.Qereshniku@vancouver.ca)  
**To:** ["Healy, Tadhg" <Tadhg.Healy@vancouver.ca>](mailto:Tadhg.Healy@vancouver.ca)  
**CC:** ["MacKenzie, Angela" <Angela.MacKenzie@vancouver.ca>](mailto:Angela.MacKenzie@vancouver.ca)  
**Date:** 3/14/2023 4:23:03 PM  
**Subject:** RE: TikTok media request

No problem and thanks so much for your quick response.  
Best,  
Natasha

---

**From:** Healy, Tadhg <Tadhg.Healy@vancouver.ca>  
**Sent:** Tuesday, March 14, 2023 4:16 PM  
**To:** Qereshniku, Natasha <Natasha.Qereshniku@vancouver.ca>  
**Cc:** MacKenzie, Angela <Angela.MacKenzie@vancouver.ca>  
**Subject:** Re: TikTok media request

Looks good to me.  
Thanks for the opportunity to review.

Regards

Tadhg

Tadhg Healy (he/him)  
Chief Technology Officer  
City of Vancouver

---

**From:** Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
**Sent:** Tuesday, March 14, 2023 4:07:00 PM  
**To:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Cc:** MacKenzie, Angela <[Angela.MacKenzie@vancouver.ca](mailto:Angela.MacKenzie@vancouver.ca)>  
**Subject:** RE: TikTok media request

Hi Tadhg,

We have received the below media inquiry regarding the City's policy on TikTok and WeChat.

Please see the drafted response below and let us know if you have any concerns or changes to this response. Messaging was pulled from the M&C note.

Thank you,

Natasha



s.13(1)

Best,  
Natasha

From: Bob Mackin <[bob@thebreaker.news](mailto:bob@thebreaker.news)>  
Sent: Tuesday, March 14, 2023 3:25 PM  
To: Media <[media@vancouver.ca](mailto:media@vancouver.ca)>  
Subject: [EXT] media request

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hello,  
What is the status of the City of Vancouver policy with regard to TikTok and WeChat apps on devices used by staff and elected officials? The federal and B.C. governments recently announced that TikTok would no longer be allowed on government devices of all types. Will the city follow?

Sincerely,

Bob Mackin  
reporter, theBreaker.news  
604-982-9130

--

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**From:** "Levitt, Karen" <karen.levitt@vancouver.ca>  
**To:** "Zhou, Lenny" <Lenny.Zhou@vancouver.ca>  
**CC:** "City Manager's Correspondence Group - DL" s.15(1)(l)  
"Healy, Tadhg" <Tadhg.Healy@vancouver.ca>  
"MacKenzie, Angela" <Angela.MacKenzie@vancouver.ca>  
"Direct to Mayor and Council - DL" s.15(1)(l)  
**Date:** 3/13/2023 5:19:09 PM  
**Subject:** RE: TikTok on City-Issued Devices - Proactive Communications

5% of all the City's devices is the correct figure, apologies for the error.

Karen

---

**From:** Zhou, Lenny <Lenny.Zhou@vancouver.ca>  
**Sent:** Monday, March 13, 2023 5:00 PM  
**To:** Levitt, Karen <karen.levitt@vancouver.ca>; Direct to Mayor and Council - DL s.15(1)(l)  
**Cc:** City Manager's Correspondence Group - DL s.15(1)(l) Healy, Tadhg <Tadhg.Healy@vancouver.ca>; MacKenzie, Angela <Angela.MacKenzie@vancouver.ca>  
**Subject:** Re: TikTok on City-Issued Devices - Proactive Communications

Thanks so much Karen and the team!!

Sorry another follow up question, in the previous email from Paul, it says "TikTok has been installed on 132 city issued mobile devices (~5%)". This email below says less than 1%? Could you please clarify?

Best,  
Lenny

---

**From:** Levitt, Karen  
**Sent:** March 13, 2023 3:56 PM  
**To:** Direct to Mayor and Council - DL  
**Cc:** City Manager's Correspondence Group - DL; Healy, Tadhg; MacKenzie, Angela  
**Subject:** TikTok on City-Issued Devices - Proactive Communications

Hi,

This email responds to a question from Councillor Zhou concerning the City's decision to block the TikTok app from City devices.

**Question from C' Zhou:** *A quick follow up question, is this info confidential (specifically about the removal of TikTok by EOD tomorrow)? People asked me about our plan and I want to provide them an answer. Can I also share this on social media?*

**Staff response:** *The City's decision to block the TikTok app from City-issued devices is not confidential and it's fine to share this information with anyone who asks. However, staff would advise against sharing this proactively on social media. The City has not received any related media inquiries or issued a public statement, and it may draw unnecessary attention. We note that less than one per cent of City-issued devices had the app installed.*

Thanks,

Karen

---

**Karen Levitt**, Deputy City Manager (she/her)  
karen.levitt@vancouver.ca **telephone** (604) 873-7251

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Skwxwú7mesh/Squamish and səliłwətaʔ/Tsleil-Waututh nations.



**From:** ["Rosa, Donnie" <Donnie.Rosa@vancouver.ca>](mailto:Donnie.Rosa@vancouver.ca)  
**To:** ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)  
**CC:** ["Healy, Tadhg" <Tadhg.Healy@vancouver.ca>](mailto:Tadhg.Healy@vancouver.ca)  
["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)  
**Date:** 3/8/2023 5:07:31 PM  
**Subject:** Re: TikTok on City-issued devices  
**Attachments:** image001.png

Thanks.

Can we also ban Twitter? :)

I guess that's wishful.

Donnie

*(she/they)*

GM, Board of Parks & Recreation

On Mar 8, 2023, at 5:06 PM, Mochrie, Paul  
<Paul.Mochrie@vancouver.ca> wrote:

\u-257 ?

Hi Donnie,

I should have copied you on the following message as well in order that you can share with your Commissioners. Sorry about that.

I have not received any concerns from Council.

Cheers,  
Paul

---

**From:** Mochrie, Paul <Paul.Mochrie@vancouver.ca>  
**Sent:** Tuesday, March 07, 2023 7:42 AM  
**To:** Direct to Mayor and Council - DL s.15(1)(l)  
**Cc:** City Manager's Correspondence Group - DL s.15(1)(l) Healy, Tadhg  
<Tadhg.Healy@vancouver.ca>  
**Subject:** TikTok on City-issued devices



Good morning Mayor and Council,

As you may have heard, the Government of Canada recently decided to remove the video-sharing social media app TikTok from mobile devices issued to staff, citing privacy and security concerns related to the amount and type of data harvested by the app (e.g. contacts, calendar, keystroke patterns etc.).

Following this decision, several Crown corps, the Province of BC, Metro Vancouver and a number of municipalities in the Lower Mainland have followed suit. We have also be reviewing the use of TikTok app on City-issued devices and the associated privacy risks. At present, TikTok has been installed on 132 City issued mobile devices (approx. 5% of our fleet).

Given the fact that TikTok is not a work-related application and presents potentially significant privacy implications, Tadhg Healy, our Chief Technology Officer and I recommend we proceed with removing the app from City-issued devices.

If you have any questions or concerns regarding this matter, please do not hesitate to contact Tadhg or me.

Best,  
Paul

**Paul Mochrie** (he/him)  
City Manager  
City of Vancouver  
[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)  
604.873.7666

<image001.png>

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwx̱u817 \_wú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.



**From:** ["MacKenzie, Angela" <Angela.MacKenzie@vancouver.ca>](mailto:Angela.MacKenzie@vancouver.ca)  
**To:** ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)  
**CC:** ["Healy, Tadhg" <Tadhg.Healy@vancouver.ca>](mailto:Tadhg.Healy@vancouver.ca)  
**Date:** 3/13/2023 1:44:41 PM  
**Subject:** RE: TikTok on City-Issued Devices

Hi Karen,

A draft response for your review is below.

s.13(1)



I don't believe any other municipality has engaged in proactive communications on this, but would need more time to confirm if you feel that's an important point to include.

Angela

[Angela MacKenzie](#) (she/her)  
Associate Director

Civic Engagement & Communications  
City of Vancouver  
c.s.15(1)(l)

The City of Vancouver is on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliwətaʔ (Tsleil-Waututh) Nations.

**From:** MacKenzie, Angela  
**Sent:** Monday, March 13, 2023 12:20 PM  
**To:** Levitt, Karen <karen.levitt@vancouver.ca>  
**Cc:** Healy, Tadhg <tadhg.healy@vancouver.ca>  
**Subject:** RE: TikTok on City-Issued Devices

Hi Karen,

I'll send a draft response to you shortly.

Angela

[Angela MacKenzie](#) (she/her)  
Associate Director

Civic Engagement & Communications  
City of Vancouver

C s.15(1)(l)

The City of Vancouver is on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

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**From:** Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>  
**Sent:** Monday, March 13, 2023 12:15 PM  
**To:** MacKenzie, Angela <[Angela.MacKenzie@vancouver.ca](mailto:Angela.MacKenzie@vancouver.ca)>  
**Cc:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Subject:** RE: TikTok on City-Issued Devices

Angela (Tadhg) –

Can you pls provide me with a response for C' Zhou?

k.

---

**From:** Zhou, Lenny <[Lenny.Zhou@vancouver.ca](mailto:Lenny.Zhou@vancouver.ca)>  
**Sent:** Monday, March 13, 2023 11:18 AM  
**To:** Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>  
**Subject:** RE: TikTok on City-Issued Devices

Thanks so much Karen. Very helpful! Great to see CoV takes leadership in protecting privacy and security of the use of mobile devices.

A quick follow up question, is this info confidential (specifically about the removal of TikTok by EOD tomorrow)? People asked me about our plan and I want to provide them an answer. Can I also share this on social media?

Cheers  
Lenny

**Lenny Zhou, MMOR** his/him  
Vancouver City Councillor  
453 W. 12<sup>th</sup> Avenue, Vancouver, BC V5Y 1V4  
Email: [lenny.zhou@vancouver.ca](mailto:lenny.zhou@vancouver.ca)  
Twitter: @LennyNanZhou

**Assistant**  
Davin Fung  
Email: [davin.fung@vancouver.ca](mailto:davin.fung@vancouver.ca)



The City of Vancouver acknowledges that it is situated on the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.



From: Levitt, Karen <[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)>

Sent: Monday, March 13, 2023 11:03 AM

To: Direct to Mayor and Council - DL s.15(1)(l)

Cc: City Manager's Correspondence Group - D s.15(1)(l) Healy, Tadhg  
<[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>

Subject: TikTok on City-Issued Devices

Dear Mayor and Council,

You'll find below staff's responses to a set of questions from Councillor Zhou concerning the City's upcoming removal of TikTok from City devices. Given the removal will happen by end-day tomorrow, we are circulating these responses now, rather than in the regular Friday Council q&a distribution.

**1. With the recommendations from you and Tadhg below, how can we officially proceed the ban? Do we need a motion?**

- ☐ We have a Technology acceptable use policy that governs the use of City issued devices (<https://policy.vancouver.ca/ADMIN035.pdf>). This policy allow us to proceed with blocking the app from City-issued devices if we have privacy concerns, and no Council resolution is required.

**2. Is banning the apps from existing devices and future devices technically possible?**

- ☐ Yes, using our device management software we can both detect and block specific apps from City issued devices.

**3. Will city issue a public statement about the ban, like what city of Toronto did?**

- ☐ At this time there have been no media inquiries related to TikTok usage by City of Vancouver staff, and as such we are not currently planning on issuing a public statement.

**4. Can we have an update and confirmation to council once the app is removed from all city-issued devices?**

- ☐ The app will be removed from all devices by end of day tomorrow, Tuesday March 13<sup>th</sup>, 2023.

**5. How can we monitor to ensure the app will not be downloaded again**

- ☐ Our device management software allows us to block the app so once that block is in place its not possible to download it. Our Technology Services department can also run periodic scans to confirm that the app has not been downloaded to City issued devices.

All the best,

Karen

---

**Karen Levitt**, Deputy City Manager (she/her)  
[karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca) **telephone** (604) 873-7251

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**From:** ["Healy, Tadhg" <tadhg.healy@vancouver.ca>](mailto:tadhg.healy@vancouver.ca)  
**To:** ["Foster, Kyle" <kyle.foster@vancouver.ca>](mailto:kyle.foster@vancouver.ca)  
["Smolders, Cathy" <Cathy.Smolders@vancouver.ca>](mailto:Cathy.Smolders@vancouver.ca)  
**Date:** 3/7/2023 8:32:00 AM  
**Subject:** TikTok app ban from City devices

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Hi both,

As you might be aware I have been going back and forth with the City Manager over the last week or so since the federal government decided to block the TikTok app from staff issued devices. Based on the fact that TikTok is not a work application and presents potentially significant privacy implications we have made the decision to block the app from City of Vancouver issued devices. This decision was been communicated to Mayor and Council this morning.

Before we take any action can you get back to me with what next steps on your end are to block the app from being downloaded and let me know if there is a way to remove it from the 130 or so devices that have already downloaded it. We will also need to consider a comms piece around this so I will connect with CEC.

Regards,

Tadhg

Tadhg Healy (he/him) | Chief Technology Officer  
Technology Services | City of Vancouver  
[tadhg.healy@vancouver.ca](mailto:tadhg.healy@vancouver.ca)  
604-829-2047

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Sk̓wxwú7mesh (Squamish), and səliwətał (Tsleil-Waututh) Nations.



**From:** "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>  
**To:** "Direct to Mayor and Council - DL" s.15(1)(l)  
**CC:** "City Manager's Correspondence Group - DL" s.15(1)(l)  
"Healy, Tadhg" <Tadhg.Healy@vancouver.ca>  
**Date:** 3/7/2023 7:41:50 AM  
**Subject:** TikTok on City-issued devices

Good morning Mayor and Council,

As you may have heard, the Government of Canada recently decided to remove the video-sharing social media app TikTok from mobile devices issued to staff, citing privacy and security concerns related to the amount and type of data harvested by the app (e.g. contacts, calendar, keystroke patterns etc.).

Following this decision, several Crown corps, the Province of BC, Metro Vancouver and a number of municipalities in the Lower Mainland have followed suit. We have also be reviewing the use of TikTok app on City-issued devices and the associated privacy risks. At present, TikTok has been installed on 132 City issued mobile devices (approx. 5% of our fleet).

Given the fact that TikTok is not a work-related application and presents potentially significant privacy implications, Tadhg Healy, our Chief Technology Officer and I recommend we proceed with removing the app from City-issued devices.

If you have any questions or concerns regarding this matter, please do not hesitate to contact Tadhg or me.

Best,  
Paul

**Paul Mochrie** (he/him)  
City Manager  
City of Vancouver  
[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)  
604.873.7666



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**From:** "MacKenzie, Angela" <Angela.MacKenzie@vancouver.ca>  
**To:** "Qereshniku, Natasha" <Natasha.Qereshniku@vancouver.ca>  
**Date:** 3/14/2023 3:49:41 PM  
**Subject:** FW: TikTok on City-Issued Devices

Hi Natasha,

Here's the response we drafted for KL on Cllr. Zhou's question about sharing the blocking of the TikTok app on social media for your reference:

**Question from C' Zhou:** *A quick follow up question, is this info confidential (specifically about the removal of TikTok by EOD tomorrow)? People asked me about our plan and I want to provide them an answer. Can I also share this on social media?*

**Staff response:** s.13(1)  
s.13(1)

Angela MacKenzie (she/her)  
Associate Director

Civic Engagement & Communications  
City of Vancouver  
c s.15(1)(l)

The City of Vancouver is on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwetəł (Tsleil-Waututh) Nations.

**From:** Levitt, Karen <karen.levitt@vancouver.ca>  
**Sent:** Monday, March 13, 2023 11:03 AM  
**To:** Direct to Mayor and Council - DL s.15(1)(l)  
**Cc:** City Manager's Correspondence Group - DL s.15(1)(l) Healy, Tadhg  
<Tadhg.Healy@vancouver.ca>  
**Subject:** TikTok on City-Issued Devices

Dear Mayor and Council,

You'll find below staff's responses to a set of questions from Councillor Zhou concerning the City's upcoming removal of TikTok from City devices. Given the removal will happen by end-day tomorrow, we are circulating these responses now, rather than in the regular Friday Council q&a distribution.

**1. With the recommendations from you and Tadhg below, how can we officially proceed the ban? Do we need a motion?**

- ☐ We have a Technology acceptable use policy that governs the use of City issued devices (<https://policy.vancouver.ca/ADMIN035.pdf>). This policy allow



us to proceed with blocking the app from City-issued devices if we have privacy concerns, and no Council resolution is required.

**2. Is banning the apps from existing devices and future devices technically possible?**

- ☐ Yes, using our device management software we can both detect and block specific apps from City issued devices.

**3. Will city issue a public statement about the ban, like what city of Toronto did?**

- ☐ At this time there have been no media inquiries related to TikTok usage by City of Vancouver staff, and as such we are not currently planning on issuing a public statement.

**4. Can we have an update and confirmation to council once the app is removed from all city-issued devices?**

- ☐ The app will be removed from all devices by end of day tomorrow, Tuesday March 13<sup>th</sup>, 2023.

**5. How can we monitor to ensure the app will not be downloaded again**

- ☐ Our device management software allows us to block the app so once that block is in place its not possible to download it. Our Technology Services department can also run periodic scans to confirm that the app has not been downloaded to City issued devices.

All the best,

Karen

---

**Karen Levitt**, Deputy City Manager (she/her)  
karen.levitt@vancouver.ca telephone (604) 873-7251

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**From:** "Pontikis, Maria" <Maria.Pontikis@vancouver.ca>  
**To:** "Qereshniku, Natasha" <Natasha.Qereshniku@vancouver.ca>  
**Date:** 3/20/2023 1:17:31 PM  
**Subject:** FW: TikTok on City-Issued Devices

FYI

**From:** Levitt, Karen <karen.levitt@vancouver.ca>  
**Sent:** Monday, March 13, 2023 11:03 AM  
**To:** Direct to Mayor and Council - DL s.15(1)(l)  
**Cc:** City Manager's Correspondence Group - DL s.15(1)(l) Healy, Tadhg <Tadhg.Healy@vancouver.ca>  
**Subject:** TikTok on City-Issued Devices

Dear Mayor and Council,

You'll find below staff's responses to a set of questions from Councillor Zhou concerning the City's upcoming removal of TikTok from City devices. Given the removal will happen by end-day tomorrow, we are circulating these responses now, rather than in the regular Friday Council q&a distribution.

1. **With the recommendations from you and Tadhg below, how can we officially proceed the ban? Do we need a motion?**
  - ☐ We have a Technology acceptable use policy that governs the use of City issued devices (<https://policy.vancouver.ca/ADMIN035.pdf> ). This policy allow us to proceed with blocking the app from City-issued devices if we have privacy concerns, and no Council resolution is required.
2. **Is banning the apps from existing devices and future devices technically possible?**
  - ☐ Yes, using our device management software we can both detect and block specific apps from City issued devices.
3. **Will city issue a public statement about the ban, like what city of Toronto did?**
  - ☐ At this time there have been no media inquiries related to TikTok usage by City of Vancouver staff, and as such we are not currently planning on issuing a public statement.
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  - ☐ The app will be removed from all devices by end of day tomorrow, Tuesday March 13<sup>th</sup>, 2023.
5. **How can we monitor to ensure the app will not be downloaded again**

- Our device management software allows us to block the app so once that block is in place its not possible to download it. Our Technology Services department can also run periodic scans to confirm that the app has not been downloaded to City issued devices.

All the best,

Karen

---

**Karen Levitt**, Deputy City Manager (she/her)  
karen.levitt@vancouver.ca **telephone** (604) 873-7251

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**From:** "Pontikis, Maria" <Maria.Pontikis@vancouver.ca>  
**To:** "Civic Engagement and Communications Management - DL" s.15(1)(l)  
**Date:** 3/7/2023 8:21:53 AM  
**Subject:** Fwd: TikTok on City-issued devices

Please see below. If you have any staff with TikTok on work devices, they should either delete the app or bring forward the work use case for discussion with you as their manager.

Begin forwarded message:

**From:** "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>  
**Date:** March 7, 2023 at 7:41:47 AM P s.15(1)(l)  
**To:** Direct to Mayor and Council - DL s.15(1)(l)  
**Cc:** City Manager's Correspondence Group - DL s.15(1)(l)  
"Healy, Tadhg" <Tadhg.Healy@vancouver.ca>  
**Subject:** TikTok on City-issued devices

\u-257 ?

Good morning Mayor and Council,

As you may have heard, the Government of Canada recently decided to remove the video-sharing social media app TikTok from mobile devices issued to staff, citing privacy and security concerns related to the amount and type of data harvested by the app (e.g. contacts, calendar, keystroke patterns etc.).

Following this decision, several Crown corps, the Province of BC, Metro Vancouver and a number of municipalities in the Lower Mainland have followed suit. We have also be reviewing the use of TikTok app on City-issued devices and the associated privacy risks. At present, TikTok has been installed on 132 City issued mobile devices (approx. 5% of our fleet).

Given the fact that TikTok is not a work-related application and presents potentially significant privacy implications, Tadhg Healy, our Chief Technology Officer and I recommend we proceed with removing the app from City-issued devices.

If you have any questions or concerns regarding this matter, please do not hesitate to contact Tadhg or me.

Best,  
Paul

**Paul Mochrie** (he/him)  
City Manager  
City of Vancouver



[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)

604.873.7666



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwx̱wú7mesh (Squamish), and səlilwətaʔ (Tsleil-Waututh) Nations.

**From:** ["MacKenzie, Angela"](mailto:Angela.MacKenzie@vancouver.ca) <Angela.MacKenzie@vancouver.ca>  
**To:** ["Qereshniku, Natasha"](mailto:Natasha.Qereshniku@vancouver.ca) <Natasha.Qereshniku@vancouver.ca>  
**Date:** 3/13/2023 3:43:14 PM  
**Subject:** RE: RE: TikTok approach in other cities

Thank you so much!

[Angela MacKenzie](#) (she/her)  
Associate Director

Civic Engagement & Communications  
City of Vancouver  
c [s.15\(1\)\(l\)](#)

The City of Vancouver is on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

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**From:** Qereshniku, Natasha <Natasha.Qereshniku@vancouver.ca>  
**Sent:** Monday, March 13, 2023 3:42 PM  
**To:** MacKenzie, Angela <Angela.MacKenzie@vancouver.ca>  
**Subject:** RE: TikTok approach in other cities

Hi Angela,

I heard back from some of the other municipalities in our network about their approach to TikTok as it relates to the Cllr's inquiry.

**Toronto**

The City of Toronto put out a news release on Friday about TikTok that can be [found here](#). They also paused posting on their account.

*(Note they have an account they are quite active on)*

**Saskatoon**

The City of Saskatoon is working on a decision report with recommendations for their executive leadership through their cybersecurity/IT leads. Since they do not post content, and only secured the organizations name with an account, the decision will focus more on employee devices.

I'll let you know if I hear from anyone else in the next few days. Let me know if you need anything in the meantime.

Cheers,

[Natasha Qereshniku](#) (she/her)  
Communications Manager – Media and Issues  
Civic Engagement and Communications  
[natasha.qereshniku@vancouver.ca](mailto:natasha.qereshniku@vancouver.ca)  
c [s.15\(1\)\(l\)](#)



I am grateful to live and work on the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) nations.



**From:** ["Qereshniku, Natasha" <Natasha.Qereshniku@vancouver.ca>](mailto:Natasha.Qereshniku@vancouver.ca)  
**To:** ["Mintenko, Julie" <Julie.Mintenko@Saskatoon.ca>](mailto:Julie.Mintenko@Saskatoon.ca)  
["Ashalea Stone" <Ashalea.Stone@toronto.ca>](mailto:Ashalea.Stone@toronto.ca)  
["Angelica Santos" <Angelica.Santos@toronto.ca>](mailto:Angelica.Santos@toronto.ca)  
["Lisa Corcoran" <LCorcoran@kelowna.ca>](mailto:LCorcoran@kelowna.ca)  
["Couture, Megan" <Couturm@halifax.ca>](mailto:Couturm@halifax.ca)  
["Sgabellone, Rick" <Rick.Sgabellone@ottawa.ca>](mailto:Rick.Sgabellone@ottawa.ca)  
[Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca)  
["Peters, Lyndia M." <Lyndia.Peters@calgary.ca>](mailto:Lyndia.Peters@calgary.ca)  
[asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca)  
["James, Rosina" <Rosina.James@ottawa.ca>](mailto:Rosina.James@ottawa.ca)  
["Francine Antonio Forte" <Francine.AntonioForte@toronto.ca>](mailto:Francine.AntonioForte@toronto.ca)  
**CC:** ["McMahon, Megan" <Megan.Mcmahon@vancouver.ca>](mailto:Megan.Mcmahon@vancouver.ca)  
["Delf, Rowena" <Rowena.Delf@vancouver.ca>](mailto:Rowena.Delf@vancouver.ca)  
**Date:** 3/13/2023 1:43:00 PM  
**Subject:** RE: Social media contacts

Thank you both for your prompt responses – very helpful.

We are similar to you Julie in that we have been communicating internally through our Internal coms team and Tech Services as it's removed from sta phones (a small number). We have yet to issue anything public given we weren't ac ve on an account but this is being discussed internally. Will let you know if anything changes for us.

Best,  
Natasha

---

From: Mintenko, Julie <Julie.Mintenko@Saskatoon.ca>  
Sent: Monday, March 13, 2023 1:37 PM  
To: Ashalea Stone <Ashalea.Stone@toronto.ca>; Qereshniku, Natasha <Natasha.Qereshniku@vancouver.ca>; Angelica Santos <Angelica.Santos@toronto.ca>; Lisa Corcoran <LCorcoran@kelowna.ca>; Couture, Megan <Couturm@halifax.ca>; Sgabellone, Rick <Rick.Sgabellone@ottawa.ca>; Juan.Herrera@surrey.ca; Peters, Lyndia M. <Lyndia.Peters@calgary.ca>; asim.kirmani@calgary.ca; James, Rosina <Rosina.James@ottawa.ca>; Francine Antonio Forte <Francine.AntonioForte@toronto.ca>  
Cc: McMahon, Megan <Megan.McMahon@vancouver.ca>; Delf, Rowena <Rowena.Delf@vancouver.ca>  
Subject: [EXT] RE: Social media contacts

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hello,

The City of Saskatoon is working on a decision report with recommendations for our executive

leadership through our cybersecurity/IT leads. Since we do not post content, and only secured the organizations name with an account, the decision will focus more on employee devices.

Happy to update once a decision is officially made and a recommendation chosen.

This is helpful to hear the precautionary measures taken elsewhere.

Best,

Julie

**Julie Mintenko | 306.975.3484**

Social Media Consultant II

Communications & Public Engagement, Strategy & Transformation Division

City of Saskatoon | 222 3<sup>rd</sup> Avenue North | Saskatoon, SK S7K 0J5

*Treaty 6 Territory & Homeland of the Métis*

[julie.mintenko@saskatoon.ca](mailto:julie.mintenko@saskatoon.ca)

[www.saskatoon.ca](http://www.saskatoon.ca) [\[saskatoon.ca\]](http://saskatoon.ca)

Pronouns: She/Her/Hers

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Please contact the sender and delete the message and any attachments*

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**From:** Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>

**Sent:** Monday, March 13, 2023 2:28 PM

**To:** 'Qereshniku, Natasha' <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Mintenko, Julie <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>  
**Cc:** McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>

**Subject:** RE: Social media contacts

**[Warning: This email originated outside our email system. Do not click links or open attachments unless you recognize the sender and know the content is safe.]**

Hi Natasha (and everyone else),

The City of Toronto put out a news release on Friday about TikTok that can be found here:

[https://www.toronto.ca/news/city-of-toronto-statement-regarding-tiktok-application/\[can01.safelinks.protection.outlook.com\]](https://www.toronto.ca/news/city-of-toronto-statement-regarding-tiktok-application/[can01.safelinks.protection.outlook.com])

We also paused posting on our account.

Where is everyone else at regarding this?



Thanks,  
Ashalea

---

**From:** Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
**Sent:** March 13, 2023 3:34 PM  
**To:** Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Mintenko, Julie <[Julie.Mintenko@saskatoon.ca](mailto:Julie.Mintenko@saskatoon.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>  
**Cc:** McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>  
**Subject:** [External Sender] RE: Social media contacts

Hi everyone,

Following up on our chain around TikTok with another question for the group.

Have any of you issued proactive public communications about the removal of TikTok from staff phones? Or, have you had any media interest regarding this? Looking to gain an understanding of the approach across other teams.

Thanks so much,

Natasha Qereshniku (she/her)  
Communications Manager – Media and Issues  
Civic Engagement and Communications  
[natasha.qereshniku@vancouver.ca](mailto:natasha.qereshniku@vancouver.ca)



I am grateful to live and work on the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔ (Tsleil-Waututh) nations.

---

**From:** Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>  
**Sent:** Thursday, March 9, 2023 10:22 AM  
**To:** Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>  
**Cc:** Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Mintenko, Julie <[Julie.Mintenko@saskatoon.ca](mailto:Julie.Mintenko@saskatoon.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>  
**Subject:** RE: Social media contacts



Hi everyone,

I haven't jumped into the conversation yet and thought I should introduce myself. My name is Rowena and I am a social media strategist working alongside Megan McMahon with the City of Vancouver.

As Megan mentioned in her initial response. The City of Vancouver has secured the official handle @cityofvancouver on TikTok to ensure no impersonators attempt to look and act like us, as there have already been quite a few that our team flagged to TikTok to be removed. However, we're not going to be using the account at all. We also made sure account set up of this handle was not managed on our City issued phones. We are not moving to take any action to close this account.

After the ban of TikTok by the Federal government the City of Vancouver made the decision to block TikTok from staff phones. Our Tech service team is now working through the next steps to implement that block from a technical perspective.

Hope this helps,

Rowena

---

From: Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>

Sent: Thursday, March 9, 2023 9:34 AM

To: Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>

Cc: Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Mintenko, Julie <[Julie.Mintenko@saskatoon.ca](mailto:Julie.Mintenko@saskatoon.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>;

[Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca);

Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha

<[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio

Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>

Subject: [EXT] RE: Social media contacts

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Hi everyone!

If you haven't responded yet, Toronto would really appreciate any insight into any actions you might be taking with TikTok as we continue to consider our decisions.

Thanks in advance,  
Angelica



**Angelica Santos**

Communications Advisor

Strategic Public and Employee Communications

Metro Hall, 55 John St, 12<sup>th</sup> Floor

Tel: 416-338-3379 Cell: 416-906-0152 Email: [angelica.santos@toronto.ca](mailto:angelica.santos@toronto.ca)

---

From: Angelica Santos

Sent: February 28, 2023 3:32 PM

To: 'Lisa Corcoran' <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>

Cc: Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Mintonko,

Julie <[Julie.Mintonko@saskatoon.ca](mailto:Julie.Mintonko@saskatoon.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>;

[Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca);

Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha

<[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio

Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>

Subject: RE: Social media contacts

Thanks for responses, all! Re: engagement platforms. Toronto currently uses Hootsuite Enterprise for social media management+, though our current contract ends this year and we are going to market this spring with an RFP.

---

From: Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>

Sent: February 28, 2023 2:28 PM

To: McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>

Cc: Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>;

Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Mintonko, Julie <[Julie.Mintonko@saskatoon.ca](mailto:Julie.Mintonko@saskatoon.ca)>;

Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M.

<[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>;

Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; James, Rosina

<[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>

Subject: Re: Social media contacts

We're currently using Bang the Table

On Feb 28, 2023, at 11:15 AM, McMahon, Megan

<[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)> wrote:

\u-257 ?

**CAUTION: External email - Check before you click!**

Hi All,

The City of Vancouver has secured the official handle @cityofvancouver on TikTok to ensure no impersonators attempt to look and act like us, as there have already been quite a few that our team flagged to TikTok to be removed. However, we're not going to be using the account at all. We also made sure account set up of this handle was not managed on our City issued phones.



@Lisa – which engagement platform are you currently using? We're not exploring this as of yet but good to note.

Cheers,  
Megan

---

**From:** Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>  
**Sent:** Tuesday, February 28, 2023 10:10 AM  
**To:** Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Mintenko, Julie <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; Juan.Herrera@surrey.ca; Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>  
**Subject:** [EXT] RE: Social media contacts

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Hi Angelica

The City of Kelowna does not have a Tik Tok account at this stage – we don't have the resources to produce the content for it.

We haven't made a declaration about Tik Tok on City issues phones as of yet but is looking at it.

Another question – is anyone looking at new engagement platforms? We are looking to change s.15(1)(l)

Lisa

**Lisa Corcoran**  
Communications Manager | City of Kelowna  
250-864-0934 | [lcorcoran@kelowna.ca](mailto:lcorcoran@kelowna.ca)  
*Kelowna is located on the traditional, ancestral, unceded territory of the syilx/Okanagan people*

---

**From:** Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>  
**Sent:** Tuesday, February 28, 2023 9:32 AM



To: Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Mintonko, Julie <[Julie.Mintonko@Saskatoon.ca](mailto:Julie.Mintonko@Saskatoon.ca)>; Ashlea Stone <[Ashlea.Stone@toronto.ca](mailto:Ashlea.Stone@toronto.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Francine Antonio Forte <[Francine.AntonioForte@toronto.ca](mailto:Francine.AntonioForte@toronto.ca)>  
Subject: RE: Social media contacts

**CAUTION: External email - Check before you click!**

Hello everyone!

Angelica from Toronto, looking to resurrect this thread to start talking about TikTok. Given the news yesterday that the federal government is [banning TikTok](#) [[can01.safelinks.protection.outlook.com](#)]

[[can01.safelinks.protection.outlook.com](#)]

[[can01.safelinks.protection.outlook.com](#)] on mobile devices, with some other government agencies following suit (such as [CSIS](#)

[[can01.safelinks.protection.outlook.com](#)]

[[can01.safelinks.protection.outlook.com](#)]

[[can01.safelinks.protection.outlook.com](#)] and [Quebec](#)

[[can01.safelinks.protection.outlook.com](#)]

[[can01.safelinks.protection.outlook.com](#)]

[[can01.safelinks.protection.outlook.com](#)]), we wanted to ask:

1. Do any of you have a presence on TikTok for the purposes of government communication?
  1. FYI – [Toronto](#) [[can01.safelinks.protection.outlook.com](#)] [[can01.safelinks.protection.outlook.com](#)] [[can01.safelinks.protection.outlook.com](#)] does
2. Do you currently allow TikTok on your City-issued devices and if so, are you having any conversations about continuing the use of it?

Hoping to start a discussion about this while aware the news may evolve as the day goes on.

Thanks,  
Angelica

<image001.png>

**Angelica Santos**

Communications Advisor

Strategic Public and Employee Communications

Metro Hall, 55 John St, 12<sup>th</sup> Floor

Tel: 416-338-3379 Cell: 416-906-0152 Email: [angelica.santos@toronto.ca](mailto:angelica.santos@toronto.ca)

---

From: Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>  
Sent: November 18, 2022 11:17 AM  
To: Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Mintenko, Julie <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; Juan.Herrera@surrey.ca; Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
Cc: James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
Subject: RE: Social media contacts

Hi everyone,

So glad to be included on this thread. I rarely see this many Megans in one place!

We too are in monitoring mode. We have a short-term contingency plan to shift our public service announcement / daily meeting communications to Facebook should Twitter go offline or become unavailable.

We're in the early days of investigating Mastodon. Someone has already created a Halifax server, so I'm working to figure out, should we go in this direction, if a server or account is more appropriate.

Thanks again all,  
Megan

---

From: Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>  
Sent: Friday, November 18, 2022 12:04 PM  
To: McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Mintenko, Julie <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; Juan.Herrera@surrey.ca; Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
Cc: James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
Subject: [External Email] Re: Social media contacts

*[This email has been received from an external person or system]*

We are still in monitoring mode, though we are making sure anything we announce on Twitter is also announced on one of our other platforms.



Fortunately, we have a quiet weekend planned for announcements.

We are plotting a campaign to remind people there are other ways to receive City news.

FYI, we have lost a little over 1,000 Twitter followers, or roughly 0.4 per cent of our membership, in the last 28 days. Let's see what that's like on Monday.

RS

---

**From:** McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>  
**Sent:** November 17, 2022 8:22 PM  
**To:** Mintenko, Julie <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Ashlea Stone <[Ashlea.Stone@toronto.ca](mailto:Ashlea.Stone@toronto.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca) <[Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca)>; Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca) <[asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca)>; Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
**Subject:** RE: Social media contacts

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**ATTENTION :** Ce courriel provient d'un expéditeur externe. Ne cliquez sur aucun lien et n'ouvrez pas de pièce jointe, excepté si vous connaissez l'expéditeur.

Hi All,

Just wanted to put on your radar there's some strings of Twitter servers crashing due to significant loss of staff.

- <https://twitter.com/MattNavarra/status/1593392412163964928> [[can01.safelinks.protection.outlook.com](https://can01.safelinks.protection.outlook.com)]  
[[can01.safelinks.protection.outlook.com](https://can01.safelinks.protection.outlook.com)]  
[[can01.safelinks.protection.outlook.com](https://can01.safelinks.protection.outlook.com)]
- <https://twitter.com/nitashatiku/status/1593399704636620800> [[can01.safelinks.protection.outlook.com](https://can01.safelinks.protection.outlook.com)]  
[[can01.safelinks.protection.outlook.com](https://can01.safelinks.protection.outlook.com)]  
[[can01.safelinks.protection.outlook.com](https://can01.safelinks.protection.outlook.com)]

We're working on proactive messaging to address this on our accounts, should this happen (both on Twitter and for our other platforms, in case Twitter does indeed crash).



Please let us know if you're also aware and have an approach your looking at?

Many thanks,  
Megan

---

**From:** McMahon, Megan  
**Sent:** Thursday, November 17, 2022 3:19 PM  
**To:** 'Mintenko, Julie' <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Delf, Rowena <[Rowena.Delf@vancouver.ca](mailto:Rowena.Delf@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
**Subject:** RE: Social media contacts

Hi All,

Appreciate all this info!

Looping in a few more folks from City of Vancouver. Our focus so far:

We are considering Mastodon but haven't looked into it enough yet. We're preparing plans for the "what if" scenarios: should we decide to stay on TW, leave TW and switch to Mastodon/a different platform, or leave TW entirely and only focus on our other platforms. Will keep the group updated on our findings and next steps forward.

Best,  
Megan

---

**From:** Mintenko, Julie <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>  
**Sent:** Thursday, November 17, 2022 11:12 AM  
**To:** Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>; Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca)  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
**Subject:** [EXT] RE: Social media contacts

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Hi everyone,

At the City of Saskatoon, we've kept our focus mainly on Facebook, Twitter, and Instagram. We've delved more into the stories & reels over the past two years. We created a TikTok account to "own" our name, but have not had the resources to create content that matches the platform/audience yet. Keeping an eye on other Canadian cities – really impressed with the City of Brampton's effort on TikTok. We're on NextDoor and piloted using the platform as a flyer drop/targeted messaging tool around planning & development & public engagement opportunities, and may potentially expand it to other service areas such as targeted communications regarding neighbourhood construction projects. We have not yet looked into Mastodon. Definitely let this group know if you find it to be a useful way to reach your audiences, and any challenges/successes!

Happy to chat social any time.

Best,

Julie

**Julie Mintenko | 306.975.3484**

Social Media Consultant II

Communications & Public Engagement, Strategy & Transformation Division

City of Saskatoon | 222 3<sup>rd</sup> Avenue North | Saskatoon, SK S7K 0J5

*Treaty 6 Territory & Homeland of the Métis*

[julie.mintenko@saskatoon.ca](mailto:julie.mintenko@saskatoon.ca)

[www.saskatoon.ca](http://www.saskatoon.ca) [\[saskatoon.ca\]](http://saskatoon.ca) [\[can01.safelinks.protection.outlook.com\]](mailto:can01.safelinks.protection.outlook.com)

[\[can01.safelinks.protection.outlook.com\]](mailto:can01.safelinks.protection.outlook.com) [\[can01.safelinks.protection.outlook.com\]](mailto:can01.safelinks.protection.outlook.com)

Pronouns: She/Her/Hers

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---

**From:** Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>

**Sent:** Thursday, November 17, 2022 1:02 PM

**To:** Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; 'McMahon, Megan' <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca); Mintenko, Julie <[Julie.Mintenko@Saskatoon.ca](mailto:Julie.Mintenko@Saskatoon.ca)>

**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>

**Subject:** RE: Social media contacts

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Hi all,

Angelica from Toronto here, adding Julie from Saskatoon to this thread.



**@Rick:** we recently created an account for Mastodon (as in, one account under one server) but haven't dove deep into it yet. We are interested in exploring other platforms and also looked into Next Door and Tridel. We can keep this group updated on our findings.

---

**From:** Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>  
**Sent:** November 17, 2022 10:22 AM  
**To:** Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; 'McMahon, Megan' <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca); Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kirmani@calgary.ca](mailto:asim.kirmani@calgary.ca)  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>  
**Subject:** Re: Social media contacts

Apologies, I misspelled Asim's name on the last thread.

RS

---

**From:** Sgabellone, Rick <[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)>  
**Sent:** November 17, 2022 10:19 AM  
**To:** Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; 'McMahon, Megan' <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca) <[Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca)>; Peters, Lyndia M. <[Lyndia.Peters@calgary.ca](mailto:Lyndia.Peters@calgary.ca)>; [asim.kimani@calgary.ca](mailto:asim.kimani@calgary.ca) <[asim.kimani@calgary.ca](mailto:asim.kimani@calgary.ca)>  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>  
**Subject:** Re: Social media contacts

Adding Lyndia and Asim from Calgary to the conversation.

**Question for the group:** Has anyone taken a deep dive yet into Mastadon? Maybe you would have some advice for the rest of the group who are considering a similar move?

RS

---

**From:** Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>  
**Sent:** November 15, 2022 2:31 PM  
**To:** 'McMahon, Megan' <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; [graphic\\_design\\_graphique@ottawa.ca](mailto:graphic_design_graphique@ottawa.ca); Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca) <[Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca)>  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>; Angelica Santos <[Angelica.Santos@toronto.ca](mailto:Angelica.Santos@toronto.ca)>



**Subject:** RE: Social media contacts

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Hi everyone!

Nice to e-meet you. And thanks Rick for getting this group started.

Adding in 50% more of the City of Toronto's Social Media Team by including Angelica Santos in who also can share and add in other contacts she's worked with in the past.

Looking forward to chatting with everyone.

Ashalea

---

**From:** McMahon, Megan [<mailto:Megan.McMahon@vancouver.ca>]  
**Sent:** November 15, 2022 2:20 PM  
**To:** graphic\_design\_graphique <[graphic\\_design\\_graphique@ottawa.ca](mailto:graphic_design_graphique@ottawa.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; Ashalea Stone <[Ashalea.Stone@toronto.ca](mailto:Ashalea.Stone@toronto.ca)>; Lisa Corcoran <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>; [Juan.Herrera@surrey.ca](mailto:Juan.Herrera@surrey.ca)  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
**Subject:** RE: Social media contacts

Adding Juan Herrera from the City of Surrey to this thread.

---

**From:** McMahon, Megan  
**Sent:** Monday, November 14, 2022 2:14 PM  
**To:** 'graphic\_design\_graphique' <[graphic\\_design\\_graphique@ottawa.ca](mailto:graphic_design_graphique@ottawa.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; [ashalea.stone@toronto.ca](mailto:ashalea.stone@toronto.ca); 'Lisa Corcoran' <[LCorcoran@kelowna.ca](mailto:LCorcoran@kelowna.ca)>  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
**Subject:** RE: Social media contacts

Thanks Rick, appreciate you putting us all in touch. It's a pleasure to e-meet you all.

Copying in Lisa from City of Kelowna who would like to be in the loop as well.

Likely City of Surrey will also be interested, I am connecting with them tomorrow.

Very best,  
Megan

**From:** graphic\_design\_graphique <[graphic\\_design\\_graphique@ottawa.ca](mailto:graphic_design_graphique@ottawa.ca)>  
**Sent:** Monday, November 14, 2022 2:02 PM  
**To:** McMahon, Megan <[Megan.McMahon@vancouver.ca](mailto:Megan.McMahon@vancouver.ca)>; Couture, Megan <[Couturm@halifax.ca](mailto:Couturm@halifax.ca)>; [ashalea.stone@toronto.ca](mailto:ashalea.stone@toronto.ca)  
**Cc:** James, Rosina <[Rosina.James@ottawa.ca](mailto:Rosina.James@ottawa.ca)>  
**Subject:** [EXT] Social media contacts

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Hello all,

Thank you, Megan M. and Ashalea, for taking the time to talk with me Thursday. I'm looking forward to chatting with Megan C. tomorrow.

As discussed, if anyone is looking to exchange ideas or information about how to approach a particular social media challenge, be it Twitter or any other, I hope this collective can help.

I also reached out to Lyndia Peters in Calgary and Kris Berezanski in Edmonton but received no reply.

If any of you have contacts to add to this list, please do so.

I have included my colleague Rosina James to this list because she returns to lead social media here in Ottawa.

Thanks all.

RS

Rick Sgabellone

Senior Communications Officer | Agent principal des communications

Public Information and Media Relations | Information du public et relations avec les médias

City of Ottawa|Ville d'Ottawa  
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Ottawa, ON K1P 1J1  
Tel./Tél. 613-580-2424, ext./poste 12905  
[Rick.Sgabellone@ottawa.ca](mailto:Rick.Sgabellone@ottawa.ca)<<mailto:Rick.Sgabellone@ottawa.ca>>



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'



**From:** ["Qereshniku, Natasha" <Natasha.Qereshniku@vancouver.ca>](mailto:Natasha.Qereshniku@vancouver.ca)  
**To:** ["Hutchinson, Kira" <kira.hutchinson@vancouver.ca>](mailto:kira.hutchinson@vancouver.ca)  
["Healy, Tadhg" <tadhg.healy@vancouver.ca>](mailto:tadhg.healy@vancouver.ca)  
**CC:** ["Foster, Kyle" <kyle.foster@vancouver.ca>](mailto:kyle.foster@vancouver.ca)  
**Date:** 3/8/2023 3:13:00 PM  
**Subject:** RE: TikTok app ban - CEC support

---

Hi there,

Agreed with Kira on the approach below. It enables staff to be proactive and remove it from their phones before the City does it for them which seems appropriate/fair.

@Kira, let me know if your team needs any support from mine on this but seems you have well in hand.

Will circle back if media inquire about the CoV approach on this one. So far, we haven't had any.

Thanks,  
Natasha

---

From: Hutchinson, Kira <Kira.Hutchinson@vancouver.ca>  
Sent: Wednesday, March 8, 2023 3:09 PM  
To: Healy, Tadhg <Tadhg.Healy@vancouver.ca>; Qereshniku, Natasha <Natasha.Qereshniku@vancouver.ca>  
Cc: Foster, Kyle <kyle.foster@vancouver.ca>  
Subject: RE: TikTok app ban - CEC support

Hi Tadhg, happy to connect on this.

Sounds like we can do an all star deal, and if anyone has questions we can respond accordingly. I'm happy it is such a small number, and I am sure many of them have heard how federal government has banned it. So this won't come as a surprise.

I almost thought of targeting those we know with it, but that approach feels a little too big brother, ironically.

Thanks,  
Kira

---

From: Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
Sent: Wednesday, March 8, 2023 2:42 PM  
To: Hutchinson, Kira <[Kira.Hutchinson@vancouver.ca](mailto:Kira.Hutchinson@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
Cc: Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
Subject: TikTok app ban - CEC support

Hi Kira and Natasha,

This week the City made the decision to block the TikTok social media app from staff phones. Kyle's team is now working through next steps to implement that block from a technical perspective but I'd like to get your thoughts on best approach for communicating this to staff. For reference based on our data only ~130 of our 2700 devices (~5%) have the app installed at this time. Mayor and Council have been informed of the approach and I haven't received any follow up questions at this point.

Regards,

Tadhg

Tadhg Healy (he/him) | Chief Technology Officer  
Technology Services | City of Vancouver  
[tadhg.healy@vancouver.ca](mailto:tadhg.healy@vancouver.ca)  
604-829-2047

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.

**From:** ["Hutchinson, Kira" <Kira.Hutchinson@vancouver.ca>](mailto:Kira.Hutchinson@vancouver.ca)  
**To:** ["Qereshniku, Natasha" <Natasha.Qereshniku@vancouver.ca>](mailto:Natasha.Qereshniku@vancouver.ca)  
**Date:** 4/3/2023 1:07:37 PM  
**Subject:** FW: TikTok app ban - CEC support

---

**From:** Hutchinson, Kira  
**Sent:** Thursday, March 9, 2023 9:22 AM  
**To:** Foster, Kyle <kyle.foster@vancouver.ca>  
**Cc:** Smith, Tessa <Tessa.Smith@vancouver.ca>  
**Subject:** RE: TikTok app ban - CEC support

Thanks Kyle, Tessa in my team is working on this.

Tessa thinks a user push would be beneficial, so I will leave it to you both to consider, but we definitely need an all-staff explanation regardless.

Thanks,  
Kira

---

**From:** Foster, Kyle <kyle.foster@vancouver.ca>  
**Sent:** Wednesday, March 8, 2023 5:58 PM  
**To:** Hutchinson, Kira <Kira.Hutchinson@vancouver.ca>  
**Cc:** Qereshniku, Natasha <Natasha.Qereshniku@vancouver.ca>; Healy, Tadhg <Tadhg.Healy@vancouver.ca>  
**Subject:** RE: TikTok app ban - CEC support

Hi Kira,

Tadhg asked I reach out to you to coordinate the communication of enabling a TikTok block on all City issued mobile devices. We plan to implement the block at 3pm, Tuesday, March 14<sup>th</sup>. I provide below a summary of the details I think CEC would need to communicate this TikTok block to the City. Are you able to assign someone from CEC to this? I am available to answer any questions or provide more information if needed.

#### Effect

- ☐ Shortly after we put these technical policies in place at 3pm, Tuesday:
  - o City iPhone users will no longer be able to install TikTok from Apple Store, AND
  - o the ~130 existing TikTok users will no longer be able to see or run it

#### Timeline

- ☐ We're planning to implement 3pm, Tuesday, March 14<sup>th</sup>
- ☐ Will not instantly affect all devices, but rather as devices check in they'll receive rule (within a couple hours if powered on)

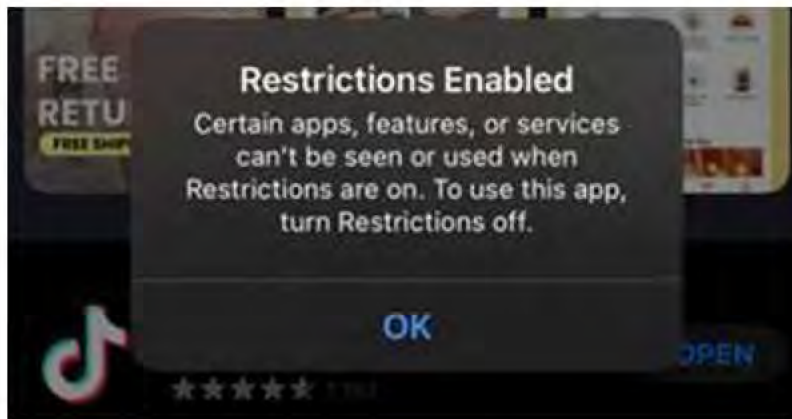


### User Experience

- ☐ ~130 existing TikTok users will no longer be able to see or run it
- ☐ For users who try to install it from Apple Store, they'll get a screen as shown below (we cannot alter wording)

### Additional Notes

- ☐ We have ~2700 iPhones, ~130 of which already have TikTok installed
- ☐ We have ~100 Android devices which we deploy in a locked down config where users can only choose from a list of apps we've approved (and TikTok is not one of them)
  - o so it is only iPhones we need to worry about
- ☐ Background: the City decision to block TikTok is in alignment with similar blocks done by [federal](#) and BC provincial governments



I hope the detail above is everything your department will need to communicate this change to the City. I'm just a Chat away if you or your staff have questions though.

Regards,

Kyle Foster  
Acting Director, Infrastructure & Operations  
d.604.829.4215  
m.604.218.0763

---

**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Wednesday, March 8, 2023 2:42 PM  
**To:** Hutchinson, Kira <[Kira.Hutchinson@vancouver.ca](mailto:Kira.Hutchinson@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
**Cc:** Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
**Subject:** TikTok app ban - CEC support

Hi Kira and Natasha,

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team is now working through next steps to implement that block from a technical perspective but I'd like to get your thoughts on best approach for communicating this to staff. For reference based on our data only ~130 of our 2700 devices (~5%) have the app installed at this time. Mayor and Council have been informed of the approach and I haven't received any follow up questions at this point.

Regards,

Tadhg

Tadhg Healy (he/him) | Chief Technology Officer

Technology Services | City of Vancouver

[tadhg.healy@vancouver.ca](mailto:tadhg.healy@vancouver.ca)

604-829-2047

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

**From:** ["Smith, Tessa" <Tessa.Smith@vancouver.ca>](mailto:Tessa.Smith@vancouver.ca)  
**To:** ["Qereshniku, Natasha" <Natasha.Qereshniku@vancouver.ca>](mailto:Natasha.Qereshniku@vancouver.ca)  
**CC:** ["Hutchinson, Kira" <Kira.Hutchinson@vancouver.ca>](mailto:Kira.Hutchinson@vancouver.ca)  
**Date:** 4/3/2023 1:29:16 PM  
**Subject:** FW: TikTok app ban - CEC support

---

Hi Natasha,

Kira asked me to forward this to you. Note that the final version we [posted on Currents](#) varied slightly from what Kyle sent below – since there was no action for staff to take, we left out the “no action is required” part!

Thanks,  
Tessa

---

From: Smith, Tessa  
Sent: Thursday, March 9, 2023 2:44 PM  
To: Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
Cc: Hutchinson, Kira <[kira.hutchinson@vancouver.ca](mailto:kira.hutchinson@vancouver.ca)>  
Subject: RE: TikTok app ban - CEC support

Thanks Kyle!

Tessa

---

From: Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
Sent: Thursday, March 9, 2023 2:24 PM  
To: Smith, Tessa <[Tessa.Smith@vancouver.ca](mailto:Tessa.Smith@vancouver.ca)>  
Cc: Hutchinson, Kira <[Kira.Hutchinson@vancouver.ca](mailto:Kira.Hutchinson@vancouver.ca)>  
Subject: RE: TikTok app ban - CEC support

Hi Tessa,

Wording change in red below, but otherwise looks good. Please go ahead with City Insider, and Currents item.

Regards,

Kyle Foster  
Acting Director, Infrastructure & Operations  
d.604.829.4215  
m.604.218.0763

---

From: Smith, Tessa <[Tessa.Smith@vancouver.ca](mailto:Tessa.Smith@vancouver.ca)>  
Sent: Thursday, March 9, 2023 11:41 AM  
To: Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>



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Cc: Hutchinson, Kira <[Kira.Hutchinson@vancouver.ca](mailto:Kira.Hutchinson@vancouver.ca)>  
Subject: RE: TikTok app ban - CEC support  
Importance: High

Hi Kyle,

How does this sound for City Insider and Currents?

We're hoping to send the City Insider at around 3pm this afternoon so if you're able to review by then that would be great.

Thanks,  
Tessa

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### **TikTok video sharing app to be removed from City-issued devices**

Starting March 14, the video-sharing social media app TikTok will no longer be available to access or download on City-issued mobile devices.

The [Government of Canada recently decided to remove TikTok from mobile devices](#) issued to staff, citing privacy and security concerns related to the amount and type of data harvested by the app (e.g. contacts, calendar, keystroke patterns etc.). Following this decision, several Crown corps, the Province of BC, Metro Vancouver and a number of municipalities have followed suit.

Given that TikTok is not an application used for City work delivery and the potentially significant privacy implications here, **the City is taking the same action and will be removing the app from all City-issued devices**. This will take effect at 3 pm on Tuesday, March 14. If you currently have the app on your work device, ~~be sure to delete it before this time. it will no longer be available on your device after this time – no action is required on your part.~~

If you have any questions or concerns regarding this matter, please speak to your manager.

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From: Hutchinson, Kira <[Kira.Hutchinson@vancouver.ca](mailto:Kira.Hutchinson@vancouver.ca)>  
Sent: Thursday, March 9, 2023 9:22 AM  
To: Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
Cc: Smith, Tessa <[Tessa.Smith@vancouver.ca](mailto:Tessa.Smith@vancouver.ca)>  
Subject: RE: TikTok app ban - CEC support

Thanks Kyle, Tessa in my team is working on this.

Tessa thinks a user push would be beneficial, so I will leave it to you both to consider, but we definitely need an all-staff explanation regardless.

Thanks,  
Kira

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**From:** Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
**Sent:** Wednesday, March 8, 2023 5:58 PM  
**To:** Hutchinson, Kira <[Kira.Hutchinson@vancouver.ca](mailto:Kira.Hutchinson@vancouver.ca)>  
**Cc:** Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>; Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Subject:** RE: TikTok app ban - CEC support

Hi Kira,

Tadhg asked I reach out to you to coordinate the communication of enabling a TikTok block on all City issued mobile devices. We plan to implement the block at 3pm, Tuesday, March 14<sup>th</sup>. I provide below a summary of the details I think CEC would need to communicate this TikTok block to the City. Are you able to assign someone from CEC to this? I am available to answer any questions or provide more information if needed.

#### Effect

- ☐ Shortly after we put these technical policies in place at 3pm, Tuesday:
  - City iPhone users will no longer be able to install TikTok from Apple Store, AND
  - the ~130 existing TikTok users will no longer be able to see or run it

#### Timeline

- ☐ We're planning to implement 3pm, Tuesday, March 14<sup>th</sup>
- ☐ Will not instantly affect all devices, but rather as devices check in they'll receive rule (within a couple hours if powered on)

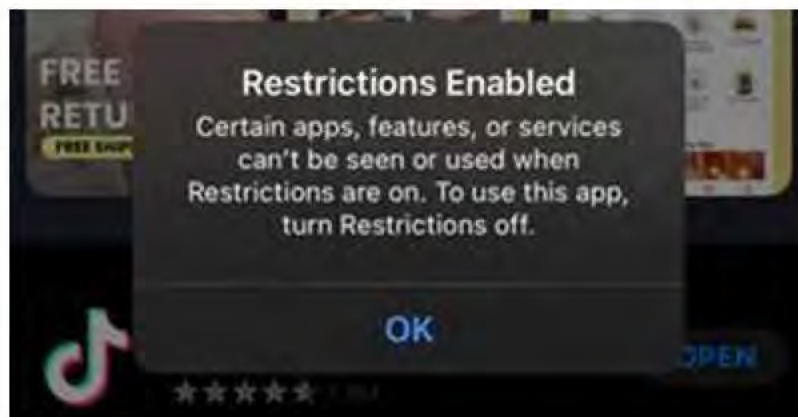
#### User Experience

- ☐ ~130 existing TikTok users will no longer be able to see or run it
- ☐ For users who try to install it from Apple Store, they'll get a screen as shown below (we cannot alter wording)

#### Additional Notes

- ☐ We have ~2700 iPhones, ~130 of which already have TikTok installed
- ☐ We have ~100 Android devices which we deploy in a locked down config where users can only choose from a list of apps we've approved (and TikTok is not one of them)
  - so it is only iPhones we need to worry about
- ☐ Background: the City decision to block TikTok is in alignment with similar blocks done by [federal](#) and BC provincial governments





I hope the detail above is everything your department will need to communicate this change to the City. I'm just a Chat away if you or your staff have questions though.

Regards,

Kyle Foster  
Acting Director, Infrastructure & Operations  
d.604.829.4215  
m.604.218.0763

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**From:** Healy, Tadhg <[Tadhg.Healy@vancouver.ca](mailto:Tadhg.Healy@vancouver.ca)>  
**Sent:** Wednesday, March 8, 2023 2:42 PM  
**To:** Hutchinson, Kira <[Kira.Hutchinson@vancouver.ca](mailto:Kira.Hutchinson@vancouver.ca)>; Qereshniku, Natasha <[Natasha.Qereshniku@vancouver.ca](mailto:Natasha.Qereshniku@vancouver.ca)>  
**Cc:** Foster, Kyle <[kyle.foster@vancouver.ca](mailto:kyle.foster@vancouver.ca)>  
**Subject:** TikTok app ban - CEC support

Hi Kira and Natasha,

This week the City made the decision to block the TikTok social media app from staff phones. Kyle's team is now working through next steps to implement that block from a technical perspective but I'd like to get your thoughts on best approach for communicating this to staff. For reference based on our data only ~130 of our 2700 devices (~5%) have the app installed at this time. Mayor and Council have been informed of the approach and I haven't received any follow up questions at this point.

Regards,

Tadhg

Tadhg Healy (he/him) | Chief Technology Officer  
Technology Services | City of Vancouver  
[tadhg.healy@vancouver.ca](mailto:tadhg.healy@vancouver.ca)  
604-829-2047

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the



x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Skwxwú7mesh (Squamish), and səliwətaɬ (Tsleil-Waututh) Nations.