

**Ministry of
Housing and Social Development**

**2010/11 – 2012/13
SERVICE PLAN**

March 2010



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Message from the Minister and Accountability Statement



British Columbia is entering another year filled with great opportunities as well as some economic challenges. At the Ministry of Housing and Social Development, we will continue to build a fair and effective system of support, ensuring it remains sustainable, citizen centred and accessible to British Columbians who need assistance the most.

This is why addressing homelessness and providing access to safe, affordable and stable housing remains a priority for my Ministry. Through Housing Matters BC, the Ministry provides policy and funding support for housing programs that benefits British Columbians – from adults with developmental disabilities to seniors who want to live independently in their communities. We are building on our strong record of protecting affordable accommodation for people in greatest need across B.C., especially in Downtown Eastside Vancouver.

With our outreach initiatives, our employees and valued partners assist homeless British Columbians to connect them with housing and other essential supports they need – supports they might never access otherwise. These people may be single adults, low-income families or women and children fleeing abuse.

With almost twice as many British Columbians on Employment Insurance now than in February 2008, our employment programs are more important than ever before. Through the federal-provincial Labour Market Development Agreement, the Province is investing more than \$322 million in skills development and training programs for people out of work. This is in addition to the \$70 million annual investment in the Province’s employment programming for income assistance clients.

The budget for income assistance will increase again this year by nearly \$58 million to meet our statutory commitment to ensure this support remains available. This, in combination with our employment programs, will help people who are expected to work become independent and assist clients to contribute to their communities.

As part of our Provincial Disability Strategy, we are providing leadership to engage communities and enable a more integrated system of support that meets the needs of British Columbians with disabilities. Local disability groups and non-profit organizations have always shown great ingenuity in finding new ways to help people, and we continue to partner with them.

There are many ways in which this Ministry helps our citizens and communities. For example, through our Residential Tenancy Branch we are enhancing our dispute resolution process and educating the public, landlords and tenants on the roles and responsibilities regarding tenancies. We also continue to green the British Columbia Building Code and enhance safety standards.

To help our communities and nonprofit organizations thrive, the Province will continue to invest gaming revenues in the priority areas that provide critical programs and services to those who need them most. At the same time, we will ensure that gaming is delivered in a safe and responsible manner. This includes ensuring B.C. has a strong regulatory and legal framework and that all incidents of real or suspected wrongdoing related to gaming are properly investigated.

We are strengthening our liquor licensing and control practices to better ensure responsible liquor service and safer communities. At the same time, we are looking at ways to streamline liquor laws and policies to reduce the regulatory burden on industry.

Every year, I thank our community partners and Ministry employees who make a positive difference each day by helping British Columbians. Together, we find new and better ways to provide services and support to clients.

The Ministry of Housing and Social Development *2010/11 - 2012/13 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the service plan is prepared and for achieving the specific objectives in that plan.



Honourable Rich Coleman
Minister of Housing and Social Development
February 11, 2010

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Purpose of the Ministry

The Ministry of Housing and Social Development is responsible for delivering an integrated continuum of housing and social development programs, while safeguarding public interest in its areas of responsibility. The Ministry's key accountabilities include:

- Providing income assistance for those in need;
- Provincial housing and homeless policy, residential tenancy information and dispute resolution;
- Adult community living services delivered through Community Living British Columbia;
- Employment programming and services for unemployed and underemployed individuals, employers and communities;
- Building and technical safety policy and standards development;
- Volunteer and non-profit support;
- Liquor licensing, enforcement and distribution; and,
- Gaming policy, regulation and enforcement, problem gambling programs, licensing of charitable gaming, oversight of horse racing and gaming grants.

The Ministry leads the Provincial Disability Strategy, which manages Government's annual investment of almost \$5 billion in disability spending to ensure British Columbia has a citizen-centred system of disability supports and services that enables persons with disabilities to participate more fully in their communities.

By integrating income assistance, housing and employment programs, the Ministry provides a more comprehensive range of supports to those in need. The Ministry is focusing on clients by transforming the way we deliver services, using effective outcome-based practices and working in collaboration with other ministries and levels of government, businesses, community organizations and service agencies.

Ministry-funded services are delivered directly and through the following Crown Corporations and Agencies: British Columbia Housing Management Commission; British Columbia Lottery Corporation; Community Living British Columbia; and Liquor Distribution Branch. The Ministry works with the British Columbia Safety Authority to administer the safety regulatory system for technical products and systems including electrical and gas, boilers and pressure vessels, refrigeration systems, ski lifts, elevators, and amusement rides. The Ministry funds community services and employment and life skills programs that are delivered by third party service providers throughout the province.

In 2010/11, the British Columbia Housing Management Commission will gain responsibility for programs established under the *Homeowner Protection Act*, including residential builder licensing and the mandatory new home warranty program, and for research and education relating to residential construction. Administration of the reconstruction program has been transferred to the Ministry of Finance.

Strategic Context

Economic Outlook

The Economic Forecast Council estimates that British Columbia's real GDP contracted by 2.6 per cent in 2009. The Council projects a return to growth for B.C. in 2010 and 2011, with real GDP expected to increase by 2.9 per cent and 3.1 per cent respectively in those years. Risks to B.C.'s economic outlook include a double-dip recession originating in the United States, slower than anticipated global demand resulting in reduced demand for B.C.'s exports, a Canadian dollar valued above the current forecast, and further weakening of the American dollar resulting in significant disruptions to global commodity and financial markets.

The province's labour market is forecasted to continue its decline through 2010, with recovery lagging behind the economy's recovery. Income assistance cases, which have been rising on a year-over-year basis since February 2007, are expected to continue to increase into mid-2010. The majority of the projected increase will continue to come from workers who are temporarily displaced from the labour market. As the labour market begins to improve into 2011, the number of income assistance cases is expected to begin gradually declining. Unemployment rates in British Columbia will remain relatively low when compared to other jurisdictions in North America.

Homelessness and Housing

The housing needs of the vast majority of British Columbians are served through the private market. That said, the province has a diverse and challenging housing market with several communities among the most expensive in Canada for home ownership and rental accommodation. The availability and affordability of rental housing is a significant issue in large part due to the scarcity of new units. British Columbia's aboriginal citizens have some particular housing challenges, including over representation in the province's homeless population and under representation in home ownership.

The recent economic downturn puts additional pressure on the housing system, including provincial social housing programs and the Rental Assistance Program. There are also positive impacts, however, such as the lower costs of construction and home ownership. Demographics are another important consideration, particularly the aging population and the growth of the Aboriginal and immigrant populations.

Changing Population Characteristics

As is the case in many other jurisdictions, British Columbia is experiencing a significant demographic shift as a result of longer life expectancies, low birth rates and the aging of the baby boom generation. In 2010, British Columbia will be home to more seniors than school-aged children for the first time; by 2036, projections indicate there will be half as many school age children as seniors. The number of individuals with disabilities or who face serious barriers to employment and inclusion is also expected to increase as the population ages. Medical and technological advances will continue to result in individuals with significant health issues enjoying a longer life expectancy.

Catastrophic events and emergency management

The potential for catastrophic events to occur in future years such as an earthquake, tsunami or influenza pandemic poses significant risk to the continued delivery of mission critical services and programs to the public. In an effort to minimize the impact of such an event, the Ministry continues to develop expertise in emergency management and business continuity planning.

Social Service Integration

Challenges such as labour market uncertainty, homelessness, mental health, addictions and affordable housing shortages cannot be solved by a single organization. Their complex nature requires a collective, integrated and citizen-centered response from all levels of government, business, non profit and community organizations. The amalgamation of housing and social development programs within the Ministry supports this integrated response to complex social problems and contributes to the Province’s continued commitment to build the best system of support in Canada for persons with disabilities, those with special needs, children at risk and seniors.



Goals, Objectives, Strategies and Performance Measures

Goal 1: An integrated system of housing and social development supports.

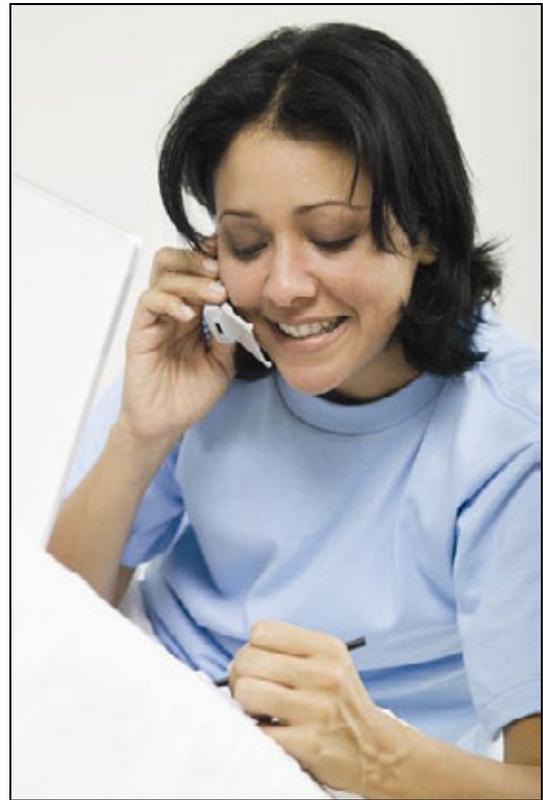
Goal 2: Safeguarded public interest.

The Ministry's programs, services and areas of responsibility contribute to two primary goals. The objectives and strategies identified in this section detail how the Ministry will successfully achieve its goals. The Ministry's performance measures are linked through the objectives to the shared goals, as indicated in the figure on the following page.

Objective 1: Income assistance for those in need.

Strategies

- Work with partner ministries to provide more accessible service to those in need, including 24/7 access to an expanded range of income assistance information and services
- Provide individualized supplemental assistance, including subsidized bus passes and dental and optical assistance, to eligible British Columbians
- Work collaboratively with other ministries, agencies, non-profits and community partners to deliver targeted and innovative community-based outreach programs to assist at risk populations, including the chronically homeless and British Columbians who are transitioning from hospitals, correctional facilities, and alcohol and drug residential treatment facilities, to access the stable housing, services and supports they need
- Simplify the Persons with Disabilities designation application and adjudication processes
- Streamline and improve the British Columbia Employment and Assistance reconsideration process by introducing improvements including clearly



informing clients of their rights to reconsideration, engaging in ongoing dialogue with legal advocates to benefit clients who request a reconsideration and providing deadline extensions for reconsideration decisions where a client needs additional time to submit evidence or documentation or where additional clarification is required and the client consents

Objective 2: British Columbians have access to safe and stable housing.

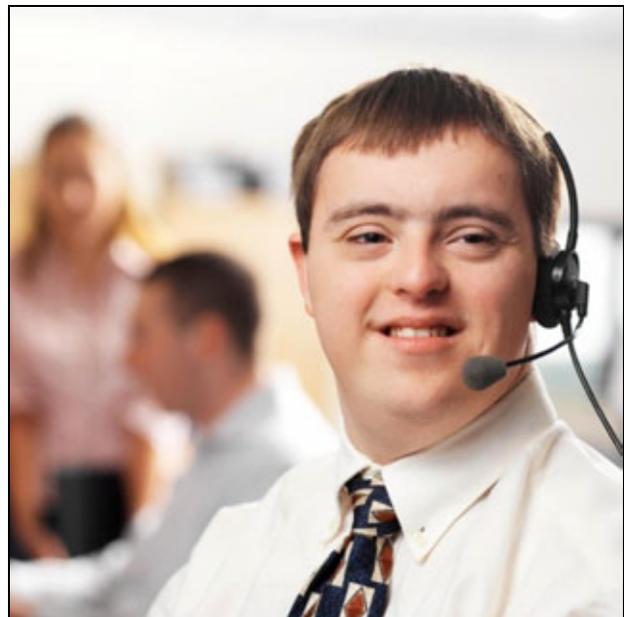
Strategies

- Provide policy and funding support for a continuum of social housing, including supportive housing for homeless individuals, and transition house and safe house services for women and children fleeing abuse
- Provide policy and funding support for targeted rental assistance to increase access to private market rentals for low income seniors and working families, and homeless individuals
- Develop new ways to encourage affordable and sustainable market housing
- Provide an effective legislative governance framework for strata corporations
- Assist landlords and tenants to resolve disputes earlier in the resolution process by increasing public education, working with partner agencies and organizations to expand the availability of consistent information regarding tenancies, and expanding the triage process and scheduling to ensure landlords' and tenants' enquiries and requests are addressed appropriately

Objective 3: An effective system of supports and services for adults with disabilities.

Strategies

- Provide adults with developmental disabilities access to high quality, responsive supports and services that enable them to meet their needs and participate as full citizens
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration of innovative and inclusive disability supports and services
- Monitor the transition process to ensure individuals with developmental disabilities remain able to transfer seamlessly from youth services offered by the Ministry of Children and Family Development to the Ministry's disability assistance program and adult community living services offered through



Community Living British Columbia

- Increase persons with disabilities' participation in the labour market by broadening employer, industry sector and community engagement in increasing employment for persons with disabilities, improving access to equipment and assistive technology and connecting job seekers with disabilities to employers through WorkAble Solutions

Objective 4: An integrated and responsive employment and labour market system.

Strategies

- Develop a flexible and inclusive one-stop system of employment and labour market services and supports
- In partnership with other ministries, community organizations and employers, deliver employment and labour market services that provides clients, employers, and communities with the individualized supports that best meet their needs
- Increase British Columbians' awareness of available employment and labour market services
- Migrate to the new cross-ministry Integrated Case Management initiative in support of improved service delivery and performance reporting

Objective 5: Safety and environmental sustainability in the design, construction and occupancy of buildings.

Strategies



- Contribute to the Province's commitment to address climate change and reduce greenhouse gas emissions by developing additional green provisions for the British Columbia Building Code to increase the water and energy efficiency of buildings
- Consult and collaborate with industry, local government representatives, and the public to address climate change
- Strengthen integrated partnerships with local government staff and officials, and industry members

Objective 6: Expanded capacity for Government and the non profit sector to respond collaboratively to social policy and service priorities.

Strategies

- Expand cross ministry and cross sector linkages to strengthen the integrated government and non-profit response to British Columbia's complex social and health priorities
- Implement the Government Non Profit Initiative Action Plan to address non profit concerns and support non profit capacity and sustainability
- Through regular consultation, support on-going dialogue with non profit organizations, service providers and social ministries to integrate responses to priority social issues
- Work with the Ministry of Advanced Education and Labour Market Development to support a non profit Labour Market Partnership that will develop and implement a non profit and volunteer sector human resource strategy

Objective 7: Effective licensing and inspection of liquor licensees.

Strategies

- Ensure regulations, policies and resources are directed at protecting public safety and the public interest
- Scrutinize applications to ensure that only qualified applicants hold liquor licenses and that establishment locations are appropriate
- Continue to target resources on high risk establishments, focusing inspections and investigations primarily on service to minors, over service, overcrowding and illicit alcohol
- Increase voluntary compliance through the expanded provision of education and information to licensees

Objective 8: Comprehensive and responsible gaming regulatory framework and programs.

Strategies

- Ensure that British Columbia has a strong regulatory and legal environment that protects customers
- Provide grants to support community programs and services across the province
- Ensure the integrity of gaming in B.C. through rigorous registration, certification, audit and investigation programs



- Continue to provide support and help to individuals experiencing gambling related problems through the Province's Responsible Gambling Program
- Develop and implement a risk management strategy for the province's gaming industry
- Oversee the regulation and operation of horse racing including developing and implementing a revitalization strategy for the industry

Performance Measure 1: Percentage of Ministry services that meet or exceed established standards

Performance Measure	Baseline 2009/10	2010/11 Target	2011/12 Target	2012/13 Target
Percentage of services that meet or exceed established standards	New measure	Maintain baseline performance	Exceed baseline	Exceed baseline

Data Source: Ministry of Housing and Social Development

Discussion

This performance measure tracks the Ministry's success in meeting its client-focused Service Standards for key services across all areas of responsibility. The Service Standards establish the Ministry's service commitments, detail the level of service British Columbians can expect from the Ministry, provide mechanisms to monitor organizational performance and support the Ministry's commitment to ongoing improvement.

Due to external economic conditions, demand for key Ministry services is expected to peak in 2010 before beginning to decline into 2011. In response, the Ministry will continue to target available resources to serve clients in a timely manner based on priority need.

The Ministry is refining the measurement methodologies for this performance measure while data is being collected and reviewed. Baseline results will be reported in a future Annual Service Plan Report; targets will be updated and published in future Service Plans based on performance data and caseload information.

Performance Measure 2: Percentage of B.C. population aged 19 to 64 receiving temporary assistance

Performance Measure	2001/02 Baseline ¹	2009/10 Forecast	2010/11 Target	2011/12 Target	2012/13 Target
Percentage of the B.C. population aged 19 to 64 receiving temporary assistance with employment-related obligations	3.4%	1.5%	1.8%	1.6%	1.3%

Data Source: Temporary assistance caseload numbers – Employment and Income Assistance Branch, Ministry of Housing and Social Development; B.C. Population – BC Stats

¹ Result for March 2002

Discussion

Within the context of the provincial economy, the Ministry influences the achievement of this measure through its policy framework and employment and labour market programs and services that encourage independence, employment and community participation. Assisting clients to find sustainable employment is a critical aspect of the Ministry's work.

The baseline reflects the Ministry's caseload for March 2002, the month prior to the introduction of the BC Employment and Assistance Program. While the Ministry's policy framework and employment programs continue to support independence, the employable caseload is expected to continue to increase in 2010 due to the economic downturn and softening labour demand.

As the economy is expected to recover and strengthen in the latter part of 2010 and into 2011, the Ministry's employable caseload is expected to decrease and stabilize.

Performance Measure 3: Percentage of homeless individuals accessing housing who remain housed six months after placement

Performance Measure	2008/09 Baseline ¹	2009/10 Forecast ²	2010/11 Target	2011/12 Target	2012/13 Target
Percentage of homeless individuals accessing housing who remain housed six months after placement	87%	60%	85%	85%	85%

Data Source: British Columbia Housing Management Commission

1 Based on partial-year data given the measure's six month reporting time period and commencement of data collection by service providers as of April 1, 2008.

2 The target for 2009/10 was based on preliminary research in other jurisdictions prior to the availability of baseline data, while future targets reflect actual results in British Columbia

Discussion

Tracking the percentage of individuals who access housing and remain housed six months after their placement allows the Ministry to assess how well it is meeting the goal of improving access to housing and support services for homeless British Columbians. Based on initial data collection, previously published targets have been increased to reflect services and strategies which are client driven and promote longer term housing stability.



This measure takes into account the number of homeless people that become

housed in stable environments with appropriate supports in place, aimed at preventing them from returning to the street. Initial targets were based on preliminary research in other jurisdictions. The Ministry now has access to a full year of baseline data from British Columbia with which future targets were established.

Performance Measure 4: Percentage of disability assistance cases with income

Performance Measure	2002/03 Baseline	2009/10 Forecast	2010/11 Target	2011/12 Target	2012/13 Target
Percentage of disability assistance cases with income from working or a volunteer supplement	13.2%	20%	20%	20%	20%

Data Source: Employment and Income Assistance Branch, Ministry of Housing and Social Development

Discussion

The Ministry provides supports to assist clients with the Persons with Disabilities designation in pursuing employment opportunities. This measure tracks the Ministry’s success in assisting persons with disabilities to realize their goals of employment, which increases self-reliance and community involvement. The baseline reflects the Ministry’s caseload for March 2003.

In a softening labour market, workers with disabilities can be disproportionately affected, as they often work in casual or part-time positions that may be the first positions affected by labour market instability. The Ministry is committed to providing supports to employers and employees and job seekers with disabilities to reduce the impact to these workers.

Performance Measure 5: Percentage or number of employment program clients who achieve employment

Performance Measure	Baseline ¹	2009/10 Forecast	2010/11 Target	2011/12 Target	2012/13 Target
BC Employment Program <ul style="list-style-type: none"> Percentage of program clients who achieve \$560 or 70 hours of work per month 	23%	25%	25%	25%	25%
Employment Insurance Part II programming <ul style="list-style-type: none"> Number of Employment Insurance clients returned to employment 	TBD	20,000	20,000	20,000	20,000

Data Source: Employment and Labour Market Services Division, Ministry of Housing and Social Development

¹ The BC Employment Program baseline year is 2006/07. The Employment Insurance Part II program measure was transferred to the Province from the federal government in February 2009 and the Ministry is establishing a baseline in 2009/10. It will be reported in the 2009/10 Annual Service Plan Report, expected to be released in the summer of 2010.

Discussion

Providing support to clients of the British Columbia Employment Program and Employment Insurance Part II programming helps them move toward economic independence. This measure tracks clients who achieve employment through the British Columbia Employment Program and through Employment Insurance Part II programming that was devolved from the federal government in February 2009. In particular, the measure tracks the level of success the Ministry has in placing clients in employment under the specific program criteria.



Employment and labour market programs are moving through a period of transformation in British Columbia. The existing performance measure is reflective of the current system; however, as service delivery is enhanced to better meet the needs of unemployed and underemployed British Columbians, a new performance measure will be developed. Until that time, the existing measure remains relevant and the Ministry will continue to track and report on it.

Performance Measure 6: Number of dispute resolution requests per 1000 of adult population in British Columbia

Performance Measure	2008/09 Baseline	2009/10 Forecast	2010/11 Target	2011/12 Target	2012/13 Target
Number of dispute resolution requests per 1000 of British Columbia adult population (over age 19)	7.04	6.90	6.77	6.65	6.54

Data Source: Ministry of Housing and Social Development, Residential Tenancy Branch – Records of dispute resolution requests; BC Stats –Table 6, British Columbia Population by Age

Discussion

Landlords and tenants can educate themselves about residential tenancy rules and legislation by accessing information through one of the many avenues provided by the Ministry. These efforts are designed to encourage positive relationships between landlords and tenants, thereby increasing the chances of successful tenancies. This outcome is reflected in the new performance measure, as the Ministry expects a reduction in the number of landlords and tenants requesting help to resolve disputes.

The Ministry has no way of determining accurately the number of tenancies in the province, though it is estimated to be approximately one third of the adult population. Tying the number of dispute resolutions to adult population provides a comparable measure across fiscal years, as the number of

tenancies increases with population increase. The Ministry influences the performance results by implementing the strategies listed above.

Performance Measure 7: Percentage of inspected/investigated liquor licensees in compliance

Performance Measure	2003/04 Baseline	2009/10 Forecast	2010/11 Target	2011/12 Target	2012/13 Target
Percentage of inspected/investigated liquor licensees in compliance	80%	93.7%	95%	95%	95%

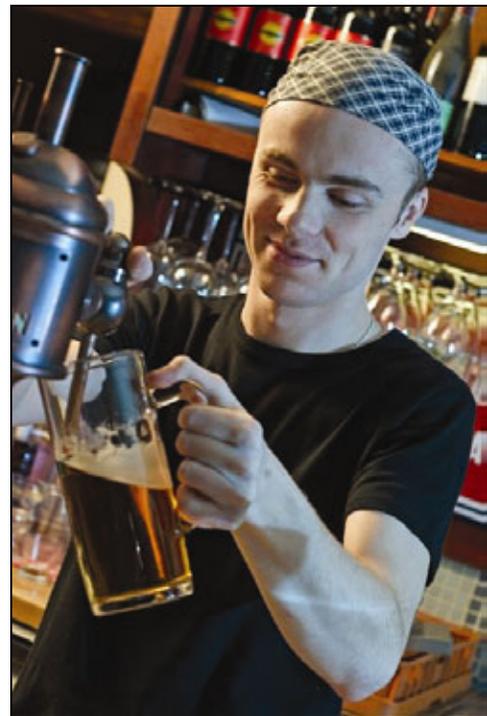
Data Source: Records of inspections and contravention notices issued, Liquor Control and Licensing Branch – Ministry of Housing and Social Development

Discussion

The Ministry tracks the percentage of inspected or investigated liquor licensees who are found to be in compliance with provincial liquor licensing regulations. Over 9,000 inspections are conducted annually of almost 10,000 licensees across all regions of the province. The Ministry focuses resources on high risk establishments, so some establishments may be visited more than once in a given year, while others may not be visited at all.

Increased voluntary compliance indicates the level at which licensees understand and are willing to cooperate with the liquor regulatory framework. An increase in voluntary compliance in areas such as over-service and prevention of service to minors may also indicate that liquor misuse is decreasing, increasing the safety of British Columbians.

In alignment with the strategies listed above, the Ministry continues to target resources on public safety contraventions and high risk or problem establishments. This targeted approach leads to a greater certainty of enforcement consequences for non-compliant licensees. In the short term, this leads to a higher degree of voluntary compliance. Over the longer term, however, the reported compliance rate may be seen to decrease due to the focus on high risk, chronically non-compliant licensees.



Performance Measure 8: Gaming services that meet or exceed established performance standards

Performance Measure	Baseline	2009/10 Forecast	2010/11 Target	2011/12 Target	2012/13 Target
Gaming Service Score	New measure	New measure	Establish baseline	TBD	TBD

Data Source: Gaming Policy and Enforcement Branch, Ministry of Housing and Social Development

Discussion

The Ministry is piloting a new performance measure in 2010/11 that will examine performance related to gaming services. The Service Score will combine several measurements that indicate the Ministry’s ability to meet these predetermined standards. Examples of service standards may include the percentage of charitable gaming event licence applications processed within three business days for B and D licences and 60 business days for A and C licences, and the percentage of gaming workers registration processed within three business days.

The Service Score will be roughly related to percentage, so a score of fifty would correspond to a statement that the Ministry meets its service standards fifty per cent of the time. Similarly, the closer the score is to one hundred, the closer the Ministry is to meeting its service standards one hundred per cent of the time.

A baseline for this new measure will be established in 2010/11 and targets will be published in a future Service Plan.

Resource Summary Table

Core Business Area	2009/10 Restated Estimates ^{1,2}	2010/11 Estimates	2011/12 Plan	2012/13 Plan
Operating Expenses (\$000)				
Income Assistance	1,523,652	1,581,443	1,548,343	1,548,348
Employment	82,843	71,853	71,208	71,208
Housing	357,528	348,815	346,996	346,996
Community Living BC	668,224	681,554	681,538	681,538
Gaming Policy and Enforcement	17,493	17,241	16,910	16,905
Liquor Control and Licensing	1	1	1	1
Employment and Assistance Appeal Tribunal	1,629	1,629	1,629	1,629
Executive and Support Services	17,916	17,460	16,986	16,986
Housing Endowment Fund Special Account	10,000	10,000	10,000	10,000
Total	2,679,286	2,729,996	2,693,611	2,693,611

Ministry of Housing and Social Development

Core Business Area	2009/10 Restated Estimates ^{1,2}	2010/11 Estimates	2011/12 Plan	2012/13 Plan
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Executive and Support Services ³	41,800	34,414	36,583	31,901
Total	41,800	34,414	36,583	31,901
Capital Grants (\$000)				
Housing Capital Funding ⁴	144,464	208,380	73,655	15,000
Total	144,464	208,380	73,655	15,000

1 Amounts have been restated for comparative purposes only, to be consistent with Schedule A of the 2010/11 Estimates.

2 The 2009/10 restated estimates reflect a change in funding model for corporately provided operations support such as accommodation, most information technology, freedom of information, corporate accounting services, payroll, and corporate sustainability. Funds previously held in Ministries for these activities were centralized into Shared Services BC, the existing service delivery body for these services.

3 Ministry Capital Expenditures includes funding of \$34M in 2009/10, \$28.2M in 2010/11, \$29.9M in 2011/12 and \$31M in 2012/13 for the Integrated Case Management System (ICM).

4 The grant for Housing Capital Funding meets the British Columbia Housing Management Commission's objective to increase the supply of housing for those at risk of homelessness and to fund infrastructure projects to increase the supply of provincially owned housing for seniors and persons with disabilities.

Ministry Contact Information

Service BC refers members of the public to the appropriate Ministry office, and transfers calls and forwards e-mails free of charge. Hours of operation for Service BC are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding statutory holidays.

- In Victoria, call: 250 387-6121
- In Vancouver, call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- E-mail address: EnquiryBC@gov.bc.ca
- Telephone Device for the Deaf (TDD)
 - In Vancouver, call: 604 775-0303
 - Elsewhere in British Columbia, call: 1 800 661-8773

Employment and Income Assistance

The Ministry has approximately 100 Employment and Income Assistance offices throughout British Columbia. To find the office that provides services for a specific community, go to: www.hsd.gov.bc.ca/contacts/city.htm, or contact the Ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

Gaming Policy and Enforcement Branch

Contact information can be accessed at: www.hsd.gov.bc.ca/gaming/contact/index.htm.

For more information on gaming policy and enforcement in British Columbia, visit the website at: www.hsd.gov.bc.ca/gaming.

Government Non Profit Initiative

www.nonprofitinitiative.gov.bc.ca/index.html

Employment and Labour Market Services

General Enquiries: 250 356-0050

Liquor Control and Licensing Branch

- In Victoria, call: 250 387-1254
- Elsewhere in British Columbia, call: 1 866 209-2111

For more information on liquor control and licensing in British Columbia, visit the website at: www.hsd.gov.bc.ca/lclb/.

To find the Liquor Control and Licensing office that provides services for a specific community, go to: www.hsd.gov.bc.ca/lclb/branch/contact.htm.

Housing Programs and Construction Standards

For more information on housing programs and construction standards, visit the website at: www.housing.gov.bc.ca/.

Residential Tenancy Branch

Contact information can be accessed at: www.rto.gov.bc.ca/content/contactUs/default.aspx.

Complete information about the Residential Tenancy Branch, including services, locations and answers to common questions, can be found on the website at: www.rto.gov.bc.ca/.

You can also speak to an information officer or listen to the recorded information line.

- In Victoria, call: 250 387-1602
- In the Lower Mainland, call: 604 660-1020
- Elsewhere in British Columbia, call: 1 800 665-8779

Hyperlinks to Additional Information

10 by 10 Challenge: www.10by10challenge.gov.bc.ca/

British Columbia Employment and Assistance Services Map:
www.hsd.gov.bc.ca/ministry/MEIA_lmap.pdf

British Columbia Housing Management Commission: www.bchousing.org

British Columbia Building Codes: www.bccodes.ca

British Columbia Lottery Corporation: www.bclc.com

British Columbia Safety Authority: www.safetyauthority.ca

Community Living British Columbia: www.communitylivingbc.ca

Labour Market Development Agreement: www.labourmarketservices.gov.bc.ca/

Online Resource (British Columbia Employment and Assistance Policies and Procedures):
www.gov.bc.ca/meia/online_resource/

Personal Supports: www.personalsupports.bc.ca/

Rental Assistance Program: www.bchousing.org/programs/RAP

Shelter Aid for Elderly Renters: www.bchousing.org/programs/SAFER