



FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FOIPPA)

COMMUNITY CARE FACILITIES LICENSING PROGRAM

While everyone has rights to privacy, much of the information regarding a facility, as it relates to documentation collected by the Community Care Facilities Licensing Program, is accessible by any member of the public under the *Freedom of Information and Protection of Privacy Act*, which is provincial legislation. This means that most of the information in the licensing file may be releasable, and sometimes without a formal Freedom of Information (FOI) request.

Island Health may release information from a facility file regarding complaints, investigations, and routine inspection reports. To obtain copies of complaints, investigation reports, or for a full copy of a facility file, a formal FOI request must be made. Personal and third party information may be severed out prior to the release of the information to the requestor.

The Information Stewardship, Access and Privacy Officer exists to oversee the information and privacy practices of Island Health, and ensure they are in compliance with the policies governing those practices, as well as the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, an access and privacy legislation to which all public bodies are bound.

For more details on how Information Stewardship, Access and Privacy Office can be of assistance with matters related to privacy and confidentiality in Island Health, please visit their website at: <https://www.islandhealth.ca/about-us/accountability/information-stewardship-access-privacy>, or contact them as follows:

Phone: 250.519.1870
Toll-free: 1.877.748.2290
Fax: 250.519.1908
Email: foi@islandhealth.ca

Mailing Address:
Information Stewardship, Access and Privacy Office
1952 Bay Street
Victoria, BC V8R 1J8

Victoria
201 – 771 Vernon Avenue
Victoria, BC V8X 5A7
Ph: 250.519.3401
Fax: 250.519.3402
Website: [Community Care Facilities Licensing](#)
Updated: November 30, 2023

Nanaimo
29 – 1925 Bowen Road
Nanaimo, BC V9S 1H1
Ph: 250.739.5800
Fax: 250.740.2675

Courtenay
355 – 11th Street
Courtenay, BC V9N 1S4
Ph: 250.331.8620
Fax: 250.331.8596

Campbell River
200 – 1100 Island Highway
Campbell River, BC V9W 8C6
Ph: 250.850.2110
Fax: 250.850.2455