



**DISTRICT OF HUDSON'S HOPE
SPECIAL COUNCIL MEETING AGENDA**

Council Chambers

Monday, July 5th, 2021 at 6:00 p.m.

- 1. Call to Order:**
- 2. Adoption of Agenda by Consensus:**
- 3. Declaration of Conflict of Interest:**
- 4. Adoption of Minutes:**
- 5. Staff Reports**
SR1 Letter of Complaint – Public Service Announcements (PSA's) Page 2
- 6. In-Camera Session:**
ICS1 Notice of Closed Session Page 12
- 7. Adjournment**

REQUEST FOR DECISION

RFD#: 2021MR19	Date: July 2, 2021
Meeting#: CM070521	Originator: Mokles Rahman
RFD TITLE: Personal contact information on the Public Service Announcements (PSA)	

RECOMMENDATION:

THAT the District of Hudson's Hope Council receive this report for information and discussion.

BACKGROUND:

In response to a Letter of Complaint on Public Service Announcements (PSA), the District Council on May 25, 2021 directed Staff as follows:

A discussion ensued regarding contact information and it was noted that this should be included in the body of the Public Service Announcements; the Library will be contacted to request this.

DISCUSSION:

Staff had a meeting with the Library Director and Library Board Chair on Wednesday June 23, 2021. The gist of the meeting is that Library Director will communicate with the Library Board to know whether they can issue PSA with people's personal information. Once she hears from the board, she will get back to the District.

District staff proposed to issue a PSA reminding people to provide their contact information. Only those who would provide contact information, their PSAs would be issued. Library representatives think that this would be a violation of FOIPP Act and Library Act or Policy. The CAO of the District does not think that it would be a violation of the FOIPP Act as people will be providing their contact information willingly. Library representatives believe that their own privacy policy may be more stringent than the District's policy or FOIPP.

Even Library is contractor of the District in issuance of the PSA, Library representatives think that they have to follow the Library Act and policy.

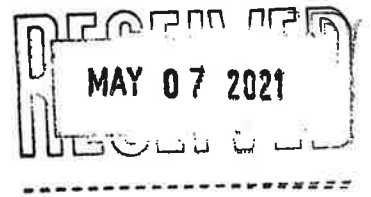
ATTACHMENTS:

C1 Correspondence (Council Meeting May 25, 2021) regarding Letter of Complaints on PSA

Report prepared and approved by:



Mokles Rahman, CAO



Council
District of Hudson's Hope
Hudson's Hope, BC

8 May 2021

RE: LACK OF ID AND CONTACT INFORMATION IN HHPsAs

I think it is important that submitters of PSAs to the HHPSA system should be identified with valid contact information. I have been in contact with the library administrator, Amber Norton, regarding this issue, but have not received any satisfactory responses.

I am elevating this to the DOHH. It is my opinion that the DOHH is responsible for ensuring that the HHPSA system is administered in a way that is in the best interests of the community.

In this complaint I will be referring to two specific PSAs that were published on 19 March and 22 March. Both had incorrect information. I will make the argument that if the submitter of the PSAs with incorrect information had been identified, it would have been possible to contact that person/organization for verification and/or suggest corrections. With the current system, as administered by the library, this is not possible.

I have enclosed copies of my Email discussions with Amber Norton regarding these PSAs.

The first PSA was published on Friday, 19 March. It contained the standard provincial information based on age range to be eligible for a vaccine on 25 or 26 March. In fact, anyone born in 1951 or earlier could get a vaccine (which means anyone 69 and turning 70 in 2021 was eligible), and that information was only available by checking the Northern Health Authority, as suggested by the provincial information.

I INFORMED HHPSA ADMIN ABOUT THIS ERROR. On Monday, 22 March, another PSA with updated information was published, but once again the criteria for eligibility were wrong, saying that you had to be 70+ years old to get a vaccine (it should have stated the 1951 criteria which could have been discovered after I pointed out the error).

I wrote to the library again on 24 March to again try to get this corrected, but to no avail. All that was needed was for the PSA admin to check the information I had provided, or simply check the Northern Health website about vaccines in Hudson's Hope, and the incorrect information could have been corrected while there was still time. I believe that there were likely people in Hudson's Hope who were eligible

but did not think they were - as some of my friends told me when I informed them of the error.

Amber Norton claims that users of the PSA system fall under the same privacy policies as library patrons. In my opinion, this should not be the case. Users of the PSA system do not have to be library patrons, they do not even need to live in Hudson's Hope, or the surrounding area. I have no problem with library policies for library patrons, but to extend the library privacy policy to others who are not necessarily library patrons is not justified in my opinion.

When clear identity and contact information is not provided with PSAs, the possibility always exists for false and misleading information to be mistakenly or intentionally published. I am not aware of intentionally false information ever being published in a PSA, but this certainly can happen; however, it only becomes a problem when there is no method to contact the original submitter to double check.

My recommendation is that a submitter of a PSA be required to provide a name and Email (phone number should remain optional), and the PSA heading should show the source of the EMail, not simply HHPSA Owner.

Steven W. Metzger
PO Box 113
Hudson's Hope, BC V0C 1V0
250-783-0790

Cc: Hudson's Hope Library Board
Enclosures (3): copies of Email threads

A handwritten signature in black ink, reading "Steven W. Metzger". The signature is fluid and cursive, with a long horizontal flourish extending from the bottom of the name.



Steve Metzger <stevengrace.om@gmail.com>

COVID Vaccines March 20/21

4 messages

HHPSA Owner <hhpsa@hudsonshope.ca>
 Reply-To: HHPSA Owner <hhpsa@hudsonshope.ca>
 To: "stevengrace.om" <stevengrace.om@gmail.com>

22 March 2021 at 10:35

There are still some spots available.

Vaccine bookings expanded for Fort St. John, Hudson's Hope seniors

21,040 vaccine doses had been given across northern B.C.

The clinic entrance at the Fort St John Health Unit - March 18, 2021

Northern Health says Fort St. John and Hudson's Hope residents older than 70, as well as indigenous residents older than 55 can now call to book an appointment for their COVID-19 vaccine.

The health authority says it is looking to fill open appointment slots for current clinics running until March 26.

The appointments are being opened on "a special, first-come first-serve" basis, Northern Health said.

As of Friday, 21,040 vaccine doses had been given across northern B.C.

Northern Health says 700 doses of the Pfizer vaccine have been planned for the current Fort St. John clinics.

The BC Centre for Disease Control reports 68 COVID cases in northeast B.C. between March 12 to 18.

The BCCDC also flagged three flights for exposures this week, including:

- Air Canada flight 8182, Fort St. John to Vancouver on March 17, affected rows 6 to 12
- Air Canada flight 8181, Vancouver to Fort St. John on March 15, affected rows 4 to 10
- WestJet flight 3307, Fort St. John to Calgary on March 15, affected rows 2 to 8

To book a vaccine appointment, call 1-844-255-7555.

[One-click Unsubscribe](#)

Steve Metzger <stevengrace.om@gmail.com>
 To: HHPSA Owner <hhpsa@hudsonshope.ca>

22 March 2021 at 15:10

This is the reason I think the author of PSAs should be visible. The information is wrong. Anyone born in 1951 or earlier can book. That means that you can be turning 70 this year, and are still 69 now. We should be able to respond directly to creators of PSAs. Whoever wrote this should correct it!

Steve Metzger

[Quoted text hidden]

Power To the Peaceful...Work hard, but never hurry...
Hold your breath for a better day,
and you'll never learn how to breathe.

Hudson's Hope PSA <hhpsa@hudsonshope.ca>
To: "stevengrace.om" <stevengrace.om@gmail.com>

22 March 2021 at 17:12

Mr. Metzger,

The sender is protected as noted in the Additional Notes and may be inferred from the Privacy Respected portion of our HHPSA Acceptable Use Policy document. If a person wants to give contact information, that is up to them to determine how they would like to be contacted. HHPSA Admin will seek out this information if it is determined to be important to the content of the PSA being sent, in this case it was not.

HHPSA Admin double checked the PSA content prior to sending the PSA. The original sender sent this PSA on Saturday at 6:05 pm. This information was determined to be correct on the date and time that it was sent and was confirmed by the following news link which shows this update from Saturday March 20th at 1:52 pm. The news link uses age wording, rather than the year of birth as is written on the Northern Health website, so that is likely the source that you want to direct your complaint to with regard to content.

<https://www.alaskahighwaynews.ca/fort-st-john/vaccine-bookings-expanded-for-fort-st-john-hudsons-hope-seniors-3562052>

HHPSA Admin

[Quoted text hidden]



HHPSA Acceptable Use Policy CLIENT COPY.pdf
399K

Steve Metzger <stevengrace.om@gmail.com>
To: Hudson's Hope PSA <hhpsa@hudsonshope.ca>

22 March 2021 at 18:50

The problem is that you followed a news link, rather than the official information. You must know who the sender is, so you should contact them and have the correction made. The information sent out using ages instead of birth year was incorrect (and it was incorrect when sent to you) and should have been caught by someone - like HHPSA Admin - so why did you not catch it? Did you not see that the original PSA on Friday said to check your local health authority? Did you not follow that suggestion and check and discover that Hudson's Hope was different from the provincial plan? The answer to the next question is known: Did you not see that 1951 was the criterion? Were you not confused by the conflicting information

Special Council Meeting May 25, 2021

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... from the provincial and the northern health sites? I was, so I called to see what the deal was, and discovered that I could book an appointment. So many of us were able to make bookings on the weekend.

This error on such an important topic should have been caught by HHPA Admin. To pawn it off on the media is only an "oh, not my fault" escape, only an attempt to deflect accountability for the error. The information is still wrong, and should be corrected because some who see this PSA will think they are not eligible when they are.

PRIVACY AND SENDER ID

There is no mention in the additional notes about protection. There is a comment about a technical issue, and that is all. So that part of your response is incorrect. Technical issues have solutions! You just leave the system open for trolling - although I do not believe that has ever happened - which is one of the common occurrences now when identification is not required.

And, I challenge you to show me specifically the reference in the Privacy Respected section that prohibits the senders names being public. Your response with it's "may be inferred" is obfuscation.

BTW - either call me by my first name, it's not like we don't know who is talking here - or at least get my last name correct!

Steve

[Quoted text hidden]



Steve Metzger <stevengrace.om@gmail.com>

Vaccines

1 message

Steve Metzger <stevengrace.om@gmail.com>
To: HHPsa <hhpsa@hudsonshope.ca>

23 March 2021 at 13:41

I don't see any change to the incorrect information that I have pointed out. Why has this not been corrected when it is such an important issue? There will be seniors who think that they can not get an appointment yet when, in fact, they can. But they need the correct information to know that they can book now.

Steve Metzger
Hudson's Hope.

Power To the Peaceful...Work hard, but never hurry...
Hold your breath for a better day,
and you'll never learn how to breathe.



Steve Metzger <stevengrace.om@gmail.com>

One More Try

4 messages

Steve Metzger <stevengrace.om@gmail.com>
To: HHPsa <hhpsa@hudsonshope.ca>

24 March 2021 at 12:38

I'm having trouble believing that the correction has not been made to the incorrect information that was sent out on Friday and then again on Monday about vaccines appointments. This is such an important issue, and you were informed that there were problems, yet as far as I can tell no action has been taken to make corrections. The public of Hudson's Hope now has wrong information about vaccine bookings. I think you have a responsibility to correct information that you know is wrong when such an important health issue is involved.

I am very disappointed in this lack of respect for our community and our community members.

Also, I assume you don't want to discuss privacy any more because you don't have a response to my comments on your comments about any privacy policies. It seems that if there is a response to my comments that explains what is wrong with my analysis, you would have made that response. Stonewalling, and that seems to me what you are doing by stopping the conversation, is a way out of these kinds of situations, just not a way to create positive outcomes.

Steve Metzger
Hudson's Hope

--
Power To the Peaceful...Work hard, but never hurry...
Hold your breath for a better day,
and you'll never learn how to breathe.

Hudson's Hope PSA <hhpsa@hudsonshope.ca>
To: "stevengrace.om" <stevengrace.om@gmail.com>

24 March 2021 at 18:10

Steve,

I have two apologies to make. Firstly, I am sorry for the mistake with your name. I have an uncle with the last name of Mezger and it is automatic for me to type that, and to not see it as a mistake when proof reading. I also tend to use a formal greeting when responding to a formal email, as is the case with a complaint but as you may note above I have used your first name as requested. Secondly, I am sorry for the delayed response. Had you driven past the library, you may have noted that my vehicle was not here yesterday as I was away for the day. In my absence, my staff are directed to leave complaints or technical issues, that they don't feel prepared to respond to, for me when I am away, and they were just following that protocol. When I arrived back to work this morning, I had seen your additional emails and that you had escalated your complaint beyond my expectations, even with a heads up from staff that you had sent additional emails that did not seem time sensitive to them or myself. I then chose to speak to my Library Board Chair regarding this matter, which did not happen until 4:00 this afternoon due to us both having other commitments to attend to. I regret that neither my staff nor I took the opportunity to let you know that there would be a delay in response, and for that I am sorry.

I assure you that your emails were not being ignored, and that I took time to double check that I felt that the information shared was correct within the context of the time and way it was shared. It is not normally our policy to do an in depth check of the "correctness" of a PSA, but in this circumstance I did because it is a sensitive issue. When I had concluded my fact checking to ensure that the information that was being shared was still up to date, it appeared to be so. I had used the headline to search the internet I thought that the easiest way to get directly to the original content, and the news blurb was the first link that came up. I looked at the news blurb to see if there were any edits or retractions noted, and there were not. I then followed through with looking directly at the Northern Health website to again confirm the information. The information shared was not intended to be a Health Authority posting, so to me it was correct in that it was relaying information from a press source but indirectly relaying an informational update from the Health Authority.

Another press source, discovered today, confirmed the information and further iterated that Northern Health had posted on their social media page. <https://energeticcity.ca/2021/03/20/81126/>

"Please note, this is a special, first-come, first-serve circumstance – anybody aged 70/55+ who doesn't get an appointment for March will have the opportunity to get vaccinated later, during Phase 3 of the immunization plan," read the Facebook post.

This is the exact wording used by the Health Authority but it is possible that they used different restrictions for their call centre. Once they had enough publicity on this matter, they removed the post from their Facebook page.

Your assumptions regarding the depth that I went in to when researching this PSA prior to sending it are all incorrect.

Please refer to **"It is HHPL policy to respect the privacy of its members in accordance the Freedom of Information and Protection of Privacy Act. "** in the Privacy Respected section. It is Library policy and procedure to protect personal information of our patrons, and by extension, the users of the PSA system. You referenced the "technical issue" portion of our policy, and I just wanted to clarify that at first it was a technical issue that lead us to write our policy the way that you've seen it. We had a spam issue shortly after taking over the PSA system that made us turn to a different platform to send PSAs. This new platform now has us more consciously making the choice to allow PSA users to disclose their personal information on their own terms. A persons identity is known by the PSA team, it does not have to be disclosed to every PSA recipient in accordance to our internal procedure. If contact information is deemed by staff to be important to a PSA, please be assured that we do follow up with senders that may have inadvertently missed including their contact information in their PSA.

I hope this addresses all of your quieries, and again I am sorry for the name mix up and delayed response to your emails.

HHPSA Admin

Amber Norton

Library Director

[Quoted text hidden]

Steve Metzger <stevengrace.om@gmail.com>
 To: Hudson's Hope PSA <hhpsa@hudsonshope.ca>

7 May 2021 at 10:50

THERE IS ONLY ONE MAJOR ISSUE IN MY MIND. PSA SUBMITTERS NEED TO BE IDENTIFIED SO THAT RAPID CLARIFICATION IS POSSIBLE IF NEEDED. ALL OF WHAT FOLLOWS WOULD BE MOOT IF THE SUBMITTERS COULD BE CONTACTED DIRECTLY.

Let me start by saying that I understand that general PSAs about things for sale, etc. will have contact information included (usually in the text). That's not the issue. The issue is about informational PSAs with no way to contact the submitter to verify or correct something in the PSA. THE SOLUTION TO THIS IS TO HAVE ALL SUBMITTERS IDENTIFIED AND CONTACTABLE.

THE BOTTOM LINE IS THAT YOU ALLOWED INCORRECT INFORMATION ABOUT VACCINE AVAILABILITY TO BE PUBLISHED, WITH NO WAY FOR USERS TO VERIFY THE INFORMATION. THAT CAN HAPPEN. BUT WHEN INFORMED THAT THE INFORMATION WAS INCORRECT YOU DID NOTHING. THAT SHOULD NEVER HAPPEN.

You have not addressed any of the issues I have raised in this and previous Email threads. You have only tried to provide convoluted justifications for your actions regarding the questions I have raised. I am going to briefly review two of your responses, and I will be filing a complaint with DOHH, under whose authority you administer the PSA system. I believe it is DOHH responsibility to determine what is in the best interests for the community regarding identifying PSA submitters, and for ensuring that the service is provided in a way that is best for the community. I will be using this case of wrong information about a critical issue as an example supporting my complaint. My Emails to you and your responses will be part of my complaint submission to DOHH.

Review of two of your previous comments:

"When I arrived back to work this morning, I had seen your additional emails and that you had escalated your complaint beyond my expectations, even with a heads up from staff that you had sent additional emails that did not seem time sensitive to them or myself." That you and your staff did not consider my comments time-sensitive is very hard to believe. COVID vaccinations are a time-sensitive issue! I had told you about the errors in both PSAs (Friday 19 April, and Monday 22 April). I wrote to you on 24 April and said: "This is such an important issue, and you were informed that there were problems, yet as far as I can tell no action has been taken to make corrections. The public of Hudson's Hope now has wrong information about vaccine bookings. I think you have a responsibility to correct information that you know is wrong when such an important health issue is involved." You still had a chance to get the correct information out, but you did nothing. THERE WOULD BE NO PROBLEM IF SUBMITTERS COULD BE CONTACTED DIRECTLY!

I assure you that your emails were not being ignored, and that I took time to double check that I felt that the information shared was correct within the context of the time and way it was shared. It is not normally our policy to do an in depth check of the "correctness" of a PSA, but in this circumstance I did because it is a sensitive issue. When I had concluded my fact checking to ensure that the information that was being shared was still up to date, it appeared to be so. I had used the headline to search the internet I thought that the easiest way to get directly to the original content, and the news blurb was the first link that came up. I looked at the news blurb to see if there were any edits or retractions noted, and there were not. I then followed through with looking directly at the Northern Health website to again confirm the information. The information shared was not intended to be a Health Authority posting, so to me it was correct in that it was relaying information from a press source but indirectly relaying an informational update from the Health Authority. The problem with all of this is that even after you were informed that the information in both Friday and Monday PSAs was incorrect, you did nothing to correct it. You also say you checked the Northern Health Authority website, but obviously not well enough because you did not find the information that I found quite easily and was then able to inform some friends that they could get vaccines. And you obviously did not contact the original sender to verify the posting after my questions had been raised, or the corrections would have been made.

THIS IS WHY SUBMITTERS OF PSAs SHOULD BE IDENTIFIED. IT ALLOWS FOR QUICK CORRECTION OF FALSE INFORMATION. YOU, AS THE ADMINISTRATOR SHOULD NOT BE HAVING TO CHECK ALL INCOMING PSAs FOR ACCURACY. IT SHOULD BE UP TO USERS TO VERIFY ACCURACY, BUT WE CAN'T DO THAT WITHOUT CONTACT INFORMATION. THE SIMPLE STEP OF REQUIRING ID AND CONTACT INFORMATION WITH A PSA SUBMISSION WOULD ALLOW USERS LIKE ME TO CONTACT A PERSON DIRECTLY WITH A QUESTION OR COMMENT. IN THIS PARTICULAR CASE, THIS WOULD HAVE LED TO A RESOLUTION OF THE PROBLEM, AND MORE PEOPLE WOULD HAVE BEEN AWARE THAT THEY WERE ELIGIBLE FOR A VACCINE.

Finally, you have not responded to my challenge to show me a direct quote from the privacy policies that allows a PSA submitter to remain anonymous. When you say that something in policy can be inferred, that's not policy, that's personal interpretation that you can spin any way you choose. I also do not accept your position that users of the HHPSA system fall under the same policies and procedures as library patrons. PSA users do not have to be library patrons to use the PSA system. They don't even have to live in Hudson's Hope. The HHPSA system is not part of the library. It is a service administered by the library for the DOHH. It's a stretch to try to describe this any differently.

Awaiting your response...

Steve Metzger

[Quoted text hidden]

Hudson's Hope PSA <hhpsa@hudsonshope.ca>
To: "stevengrace.om" <stevengrace.om@gmail.com>
Cc: "director.hhpl" <director.hhpl@pris.ca>

7 May 2021 at 11:21

Steve,

I have read and acknowledge your email. I will be speaking to my board chair and contacts at the District of Hudson's Hope (the contact that takes responsibility for following up with your complaint). I will follow up with this email in accordance to District of Hudson's Hope complaint procedures.

Since these email interactions have caused stress and anxiety for all of our staff who engage with administration of the PSA system, this will not be readdressed with staff until such a time that an inquiry deems it appropriate to do so,. For that reason, please direct any further emails with regard to this matter to director.hhpl@pris.ca, as all three of us have access to this email address and I do not wish to cause them any further distress.

Thank you,

Amber Norton

HHPSA Admin

[Quoted text hidden]

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council
FROM: Jeanette McDougall, Corporate Officer
DATE: July 5, 2021
SUBJECT: NOTICE OF CLOSED SESSION

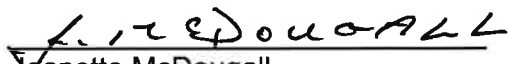
RECOMMENDATION:

THAT Council move to a Closed Meeting for the purpose of discussing the following items:

- **Community Charter Section 90 (1) (k) and (c):**
 - (g) *Litigation or potential litigation affecting the municipality*
 - *New Water Treatment Plant – Substantial Completion and Partial Holdback Release*

ALTERNATIVE OPTIONS:

The Council may recess to a Closed Meeting to discuss whether the proposed agenda items properly belong in a Closed Meeting (*Community Charter Section 90(1) (n)*).



Jeanette McDougall,
Corporate Officer