



Health and Social Services  
PO Box 2703, Whitehorse, Yukon Y1A 2C6

July 8, 2025

Sent by Secure File Transfer

Applicant c/o  
Access and Privacy Officer  
Corporate Information Management, ATIPP Office

**SUBJECT: Final Response Access Request 25-040**

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The Department of Health and Social Services has searched the records of Social Supports, the Deputy Minister's Office, and Emergency Medical Services for records responsive to Access Request 25-040:

**This is a program information request. This request is for non-personal records concerning the Whitehorse Emergency Shelter (405 Alexander Street). I request all internal and external communications - including emails, meeting minutes, memos, discussion notes, and drafts - related to the development, revision, or implementation of policies governing:**

- (a) Monitoring and supervision of shelter guests, including high-risk spaces (including but not necessarily limited to washrooms and showers);**
- (b) Accessibility and availability of first aid kits, AED defibrillators, and naloxone kits;**
- (c) Identifying when shelter guests exceed the level of care staff can provide and when to involve EMS;**
- (d) Emergency response protocols, including overdose intervention and medical emergencies;**
- (e) Staff training requirements regarding medical emergencies and resident care;**
- (f) Safe lifting procedures for intoxicated or unconscious guests; (g) Video review and retention policies for critical incidents;**
- (g) Training requirements for staff, particularly in First Aid, overdose response, naloxone administration, and handling intoxicated shelter guests;**
- (h) Ensuring policies, procedures, and guidelines are evidence-based, best practices, and/or data-driven.**

**Timeframe: January 1, 2018 - April 7, 2025.**

## Decision

The Head of the Department of Health and Social Services has approved the following response to this request:

### Access Granted in Part

Certain types of information have been redacted pursuant to the Access to Information and Protection of Privacy Act. A summary of these redactions is enclosed. (enclose summary of redactions)

### Final Cost

Fees totaling \$ must be paid before access can be provided. There are no charges associated with duplicate and out-of-scope records. The following is a breakdown of the fee calculation:

Fee Calculation Summary	
Total hours: (700 pages processed @ 50 pages/hour)	<b>14</b>
Hours provided free of charge:	5
Total Cost Payable (9 hours @ \$30.00/hour)	\$270
Deposit paid:	\$601.50
<b>Total Fees Owed:</b>	<b>-\$331.50</b>

Pursuant to section 66 of the Access to Information and Protection of Privacy Act you may contact Yukon's Information and Privacy Commissioner with a complaint in respect to this response. Section 66 states:

An applicant may, in respect of the head of a responsive public body's response to their access request under section 64, make a complaint to the commissioner by filing the complaint in accordance with section 90.

Should you wish to do so, please refer your written complaint within 30 business days to the Information and Privacy Commissioner at:

Yukon Information and Privacy Commissioner  
3162 Third Avenue, Main Floor, Whitehorse, Yukon Y1A 1G3  
E-mail: [intake@yukonombudsman.ca](mailto:intake@yukonombudsman.ca)  
Phone: (867) 667-8468; (toll free: 1-800-661-0408 ext. 8468)

**Contact Person in Department**

If the applicant has any questions, please contact Simone Kitchen, Designated Access Officer for Department of Health and Social Services at 867-332-6135 or [simone.kitchen@yukon.ca](mailto:simone.kitchen@yukon.ca).

Enclosure (3)

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### **Summary of Redactions**

ATIPP File #: 25-040

<b>Records Summary</b>	
Initial Page Count:	955
Duplicates:	70
Out of scope:	185
Pages redacted in full:	0
Final Page Count:	700

<b>Redactions Summary</b>	
67(1)(h)	Disclosure of the information would reveal information about the contents of a cabinet record
70(1)	Disclosure of the information would be an unreasonable invasion of a third party's privacy
73(a)	Information is subject to legal privilege of a public body or any other individual
74(1)(a)	Advice or recommendations prepared by or for a public body or minister
77(1)(c)	Disclosure of the information could significantly harm the competitive or negotiating position of a third party

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Notes:

Out of scope records may include records outside of the time frame of the request and/or records unrelated to the subject matter of the request.