



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)	14
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

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

Redactions Summary	
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.