



February 14, 2019

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We are writing about your recent behaviour when interacting with the ministry on where you .

This type of behaviour is not acceptable due to . If you continue this behaviour, you will not be allowed to interact with the ministry directly and will have to access services through a third party administrator. Should this be necessary, you will be advised by the ministry of the process and provided with the necessary documents.

For more information about third party administration, please visit the ministry website at: [www.gov.bc.ca/bcea/individualcasemanagement](http://www.gov.bc.ca/bcea/individualcasemanagement)

Additionally, you may choose to register for My Self Serve (information sheet enclosed). My Self Serve gives you simple and secure online access to ministry services wherever you access the Internet. With My Self Serve, you can view and submit your Monthly Report, view your cheque information, create and submit service requests, view and reply to messages and upload necessary attachments.

Our Ministry toll free line is also available to assist you at 1-866-866-0800.

Our ministry values safety. We want a safe workplace where staff and clients are treated with courtesy, dignity and respect. We hope, with your cooperation, that third party administration will not be necessary. With your help, we can continue to provide you with service via phone and through your local ministry office. If you have any questions, please call 1-866-866-0800 and request a phone call with a supervisor. You may also initiate a request to speak to a supervisor at your local ministry service office.

Thank you,

Attachments: MySS Brochure/Handout

The Ministry of Social Development and Poverty Reduction operates under the authority of the *Employment and Assistance Act* and Regulations, and the *Employment and Assistance for Persons with Disabilities Act* and Regulations.

**Ministry of Social  
Development and  
Poverty Reduction**

HR3533 (19/01/22)

Security Classification: PERSONAL

**Mailing Address**

**Telephone:  
Facsimile:**