

2019–2020 Annual Report Highlights

Notable Activities



Commenced a new statutory service, as provincial legislative amendments related to care facility admission came into force, to support due process protection for adults entering a care facility.



Developed a Truth and Reconciliation strategy to inform organizational culture and client service for the PGT with the participation of 160 staff members in working groups led by an Indigenous cultural awareness consultant and PGT leadership.



Participated in various provincial and national committees and delivered 109 presentations to raise awareness about PGT roles and areas of responsibility.



Successfully implemented the first phase of a document management system.



Significantly enhanced network infrastructure and security to improve performance and reduce exposure to the risk of cyber attacks.



Successfully moved the majority of staff in all PGT locations to work from home arrangements, in response to the COVID-19 pandemic, with minimal disruption to client service.

Child and Youth Services

15,752 Clients¹

\$193 Million Assets²

43 Staff³

Services to Adults

8,128 Clients¹

\$642 Million Assets²

104 Staff³

Estate and Personal Trust Services

3,018 Clients¹

\$275 Million Assets²

45 Staff³

¹ Clients: the number of individual clients served by both the division and by major business lines throughout the year. Because of this, the divisional total is typically less than the sum of the business lines as clients may require service in more than one business line.

² Total value of assets under administration (at March 31, 2020).

³ Full time equivalent employee positions.

“Our new role as decision maker of last resort for adults who are in need of assistance with making a care home admission decision that took effect on November 4, 2019 under the Care Facility Admission legislation, is an important addition to due process protection under BC’s adult guardianship laws for adults in vulnerable circumstances.”

Catherine M. Romanko

Public Guardian and Trustee

Performance Results

- Reviewed and initiated action on 99% of critical incident reports (1,325), received from MCFD and DAAs, within 45 calendar days of receipt of the report
- Developed and implemented or reviewed 98% of personalized case plans on behalf of child and youth clients (84) within the target timeline of 20 calendar days
- Reviewed and advised on 97% of proposed settlements, under the *Infants Act* (353), within 60 calendar days of receiving all relevant information
- Took protective measures for abused, neglected and self-neglecting incapable adults, under the *Public Guardian and Trustee Act*, within one working day of receiving report for 94% of cases handled (118)
- Made 100% of major health care decisions as temporary substitute decision maker (TSDM) for incapable adults under the *Health Care (Consent) and Care Facility (Admission) Act* (94), within the three business day time frame
- Conducted client visits to 100% of PGT committee of person clients (108)
- Completed 92% of personalized case plans for new committee of estate clients (186), within six months of appointment
- Secured and recorded 98% of client inventory reports (627) within five business days
- Developed and implemented or reviewed 93% of client investment plans (1,353) prior to the specified due date
- Transferred 93% of administered estate entitlements (\$37,719,794) to intestate successors and beneficiaries

Key Figures

Served approximately
26,500
clients

Administered over
\$1.1B
of trust assets

Self-funded
70%
of operating expenses

Invested
\$861M
of client funds

Administered
\$226M
in client real property assets

Sold
117
real properties

Paid
\$231M
client bills

Processed
\$290M
client receipts

92%
of PGT staff provided with at least 10 hours of client service related learning

269
full time equivalent employee positions provided services