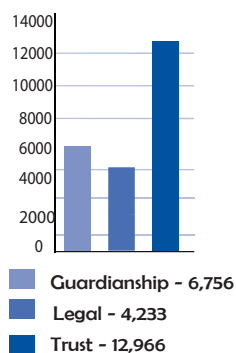


Our Roles & Clients

The PGT carries out a wide variety of roles and responsibilities for approximately 33,000 clients.

Child and Youth Services

The PGT works with children and youth as well as with their parents and guardians to help identify and secure children's legal and financial interests. It does so primarily by acting as Trustee, Guardian of Estate and Litigation Guardian.



Guardianship clients are mostly children in the continuing care of the Province. The PGT acts as their Guardian of Estate for legal and financial matters.

In most cases, the Directors under the

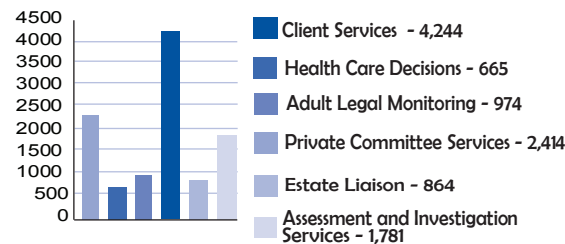
Child and Family Services Act with the Ministry of Children and Family Development and Delegated Aboriginal Agencies are the Guardian of Person of children in continuing care.

Trust monies received by the PGT on behalf of children include personal injury settlement proceeds, life insurance proceeds where a minor is a beneficiary and no trustee is named to administer funds, shares of estates where no trustee is named and also include a portion of wages earned by child entertainers.

Services for Adults

For adults who need assistance with decision making, the PGT acts as Committee of Estate, Committee of Person, Temporary Substitute Decision Maker (for health care), Representative and in a variety of other roles.

All PGT roles contribute to protecting the legal rights and personal and financial interests of adults who need assistance in decision making. The PGT gets involved only when other appropriate substitute decision makers are not available or when required by law.

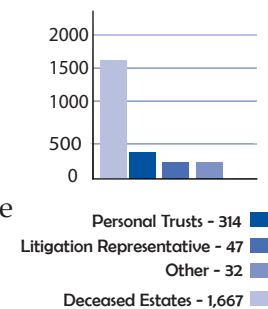


The capacity of most adult clients to make decisions is impacted by diseases of aging, mental illnesses, developmental disabilities or brain injuries. The PGT strives to balance the need for protective intervention with respect for self direction and autonomy.

Estate and Personal Trust Services

As the Official Administrator for BC, the PGT is responsible for the estates of persons who die with or without a will when an executor, next of kin, or other eligible person either does not wish to or is unable to carry out the administration of the estate.

The PGT will also act as Litigation Representative for an estate and curator of the estate of missing persons. Also, the PGT can act as Trustee where the PGT is appointed by a will, court order, or inter vivos settlement.



Our Mission

The mission of the PGT is to safeguard and uphold the legal and financial interests of children; manage the legal, financial and personal care interests of adults needing assistance in decision making; and administer the estates of deceased and missing persons.

PUBLIC GUARDIAN AND TRUSTEE

700 - 808 West Hastings Street
 Vancouver, BC V6C 3L3
 Tel: 604.660.4444
 Fax: 604.660.0374
 Email: mail@trustee.bc.ca

Additional Information

More information about the PGT can be found on the PGT website: www.trustee.bc.ca or by calling Service BC toll free:
 In Vancouver 604.660.2421
 In Victoria 250.387.6121
 Elsewhere in BC 800.663.7867

2008-2009

Year at a Glance

This brochure provides a look at many aspects of Public Guardian and Trustee (PGT) service delivery from April 1, 2008 to March 31, 2009. It also provides a snapshot of PGT staff and the number of clients served through the PGT's three main program areas: Child and Youth Services, Services to Adults, and Estate and Personal Trust Services.





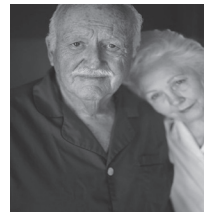
Our Results 2008-2009

- 99% of 600 critical incident reports involving children in continuing care where the PGT acts as Guardian of Estate were reviewed and action was initiated by the PGT within 60 days of receipt of the report.
- 96% of heirs and beneficiaries responding to a survey found PGT estate administration services to be good or very good.



- 290 proposed legal settlements of a child's claim for damages for less than \$5,000 were reviewed and concluded in an average time of 18 elapsed days.
- The PGT Interior-North Regional Office won a Premier's Award for facilitating a protocol agreement with Indian and Northern Affairs Canada to provide seamless transition for transfer of First Nations PGT clients between federal and provincial agencies.

- Implemented a new client property insurance program that will provide expanded service at lower costs to clients.
- 87% of 552 new Committee of Estate adult clients had personalized case plans implemented within 6 months.
- Authored the 4th Edition of the *Public Guardian and Trustee Handbook*, a legal publication of the Continuing Legal Education Society of British Columbia directed at providing information to the legal profession about legal matters within PGT's jurisdiction.



- The at risk assets of 99% of 237 apparently abused or neglected adults were protected within one day.
 - 99% of 145 major health care substitute decisions were made within three days of receiving necessary information.
 - The average age of Private Committee accounts awaiting final PGT review was 4.7 months at March 31, 2009.

- \$22,184,825 of estate funds of deceased persons were distributed of which 94% went directly to heirs and beneficiaries and 6% to the BC Unclaimed Property Society to be held until heirs come forward to claim their funds.
- The PGT focused on strengthening internal controls by taking action in a wide range of areas.

- Established 416 new RDSPs for adult clients and made 177 client contributions totaling \$262,000 so that clients will receive grants of \$529,000 as well as over \$326,000 in bonds.



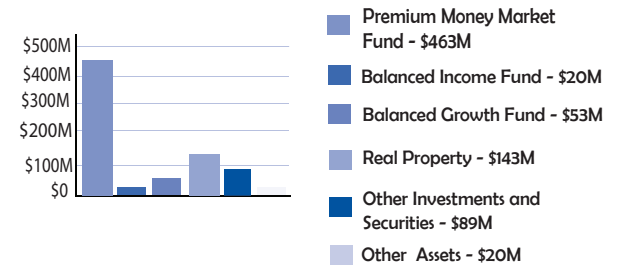
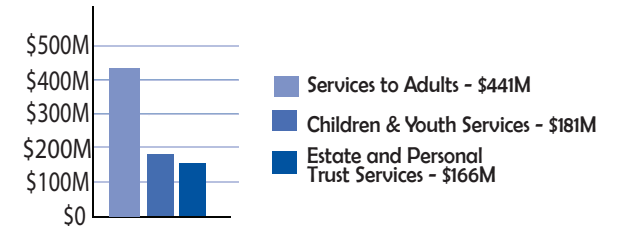
- Opened 269 new RDSPs for child and youth guardianship clients so that they will be eligible to receive \$269,000 in bonds.
- 88% of 115 new estates of deceased persons newly referred to the PGT had physical assets secured within 15 days of receiving notification of death.
- 99% of 108 adult Committee of Person clients received an annual visit from PGT staff during the year.
- 91% of 495 proposed legal settlements of a child's claim for damages of \$5,000 or more (e.g., wrongful death of a parent, personal injury from motor vehicle accidents, medical malpractice) were reviewed within 60 days.
- Out of 28,893 income and capital receipts received on behalf of clients, 96% were processed within 5 days.

- The annualized returns for PGT pooled investment funds at March 31, 2009 were as follows:

Premium Money Market Fund (1 yr) □ 3.54%
 Balanced Income Fund (5 yrs) □ 3.22%
 Balanced Growth Fund (5 yrs) □ 1.98%

- Made presentations at 63 meetings, conferences or other events.
- Awarded post-secondary educational bursaries to 19 young adults from the PGT Educational Assistance Fund, ranging from \$750 to \$1,600 and totalling \$18,700.

Asset Management



At March 31, 2009, the total value of assets managed by the PGT on behalf of its clients was \$789 million.