Confidentiality

PGT Investigators carry PGT-issued identification and business cards so community members can verify their identity.

As the PGT has a duty to maintain our client's privacy and confidentiality, we may not be able to answer certain questions or provide specific details. The PGT representative is the only person authorized to make decisions on what private information to disclose to anyone about our client.

If you have any questions or concerns about the role of the Investigation Team, you can call the Public Guardian and Trustee and ask to speak to the Manager of Field Services.

Contact the Public Guardian and Trustee

Field Services
Public Guardian and Trustee
700–808 West Hastings Street
Vancouver, BC V6C 3L3

Phone 604-660-4444
Email fieldservices@trustee.bc.ca
Website www.trustee.bc.ca

Toll free calling is available through Service BC. After dialing the appropriate number for your area below, request to be transferred to the PGT.

Vancouver 604-660-2421
Victoria 250-387-6121
Elsewhere 800-663-7867

PGT hours of operation
Monday to Friday 8:30am to 4:30pm

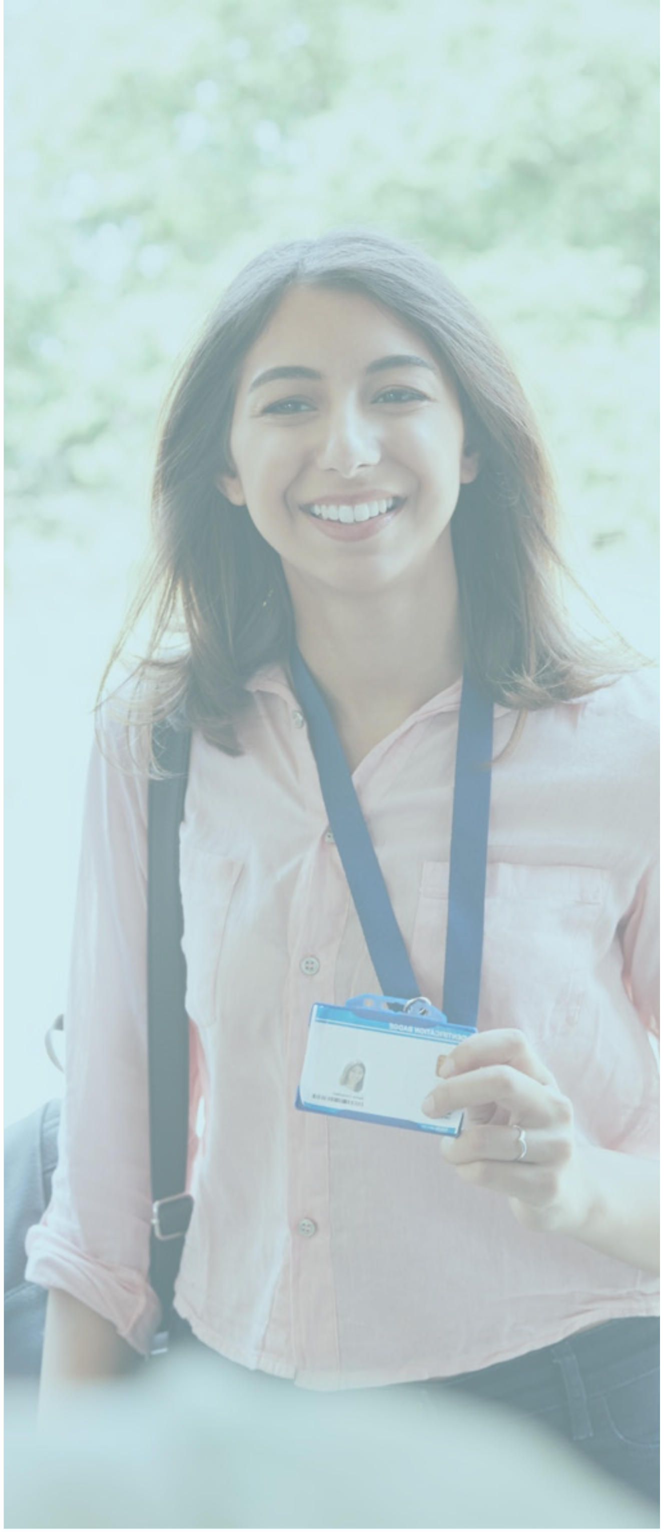
Dec-23#305

PGTBC

Protection services for client physical assets

Information about the investigation process

Public Guardian and Trustee of British Columbia



Why are we here?

Our mandate

The mandate of the Public Guardian and Trustee (PGT) is to:

- Protect the legal and financial interests of children under the age of 19 years;
- Protect the legal, financial, personal and health care interests of adults who require assistance in decision making; and
- Administer the estates of deceased and missing persons.

Our Investigation Team

When managing an adult or deceased person's estate, the PGT identifies and protects the personal information and belongings of our client and takes steps to secure assets where they are located. The PGT's Investigation Team is trained to conduct searches and protect a client's belongings. These searches can take place at a variety of locations, such as a client owned house, boat or business, rental apartment, residential care home, storage unit or other such location.

The process

For a client living in their residence, arrangements are made before the search with the client and/or their support network. The Investigator will then meet with the client and conduct an inventory of their household belongings with minimal intrusion. The Investigator will also photograph the client's belongings in the event insurance documentation is required later on.

PGT Investigators will secure a vacant location if client assets are present. If the location is a rental apartment, building managers are instructed to not allow anyone access to the location without permission from the PGT.

The PGT conducts all search and inventory activities in dual custody, meaning there will always be more than one person conducting a search. In addition to searching for a client's physical valuables, Investigators will search for important documents such as testamentary information, stocks, bonds and identification, in addition to other assets such as firearms. Each search is thorough and all belongings are carefully treated. Searches are documented with photographs, including the state of the location upon entry and exit.

Next steps

The PGT will remove any valuables from the vacant location and place them into tamper-proof sealed bags. The PGT transports the sealed bags to our safekeeping site for further cataloguing, valuation and temporary storage. The Investigation Team will deposit cash and cheques into a client's trust account at the PGT. Cleaning services are considered to remove spoiled foods and prevent possible health hazards. A PGT representative will connect with the client or deceased person's family about the client's belongings and make arrangements for access to the items as required.