

Child and
Youth Services

15,508

clients¹

\$217

million assets²

45

staff³

Services
to Adults

7,953

clients¹

\$735

million assets²

112

staff³

Estate and
Personal Trust
Services

3,568

clients¹

\$362

million assets²

46

staff³

¹ Client counts reflect the number of individual clients served throughout the year.

² Total value of assets under administration (at March 31, 2022).

³ Full time equivalent employee positions.

Performance Results

Reviewed and initiated action on 99% of critical incident reports (1,924) received directly from MCFD and DAAs within 30 calendar days of receiving the report

Reviewed 98% of the proposed minors' settlement cases (342) and advised the parties of the PGT position within 60 calendar days of all relevant information being received

Developed and implemented 93% of personalized case plans for new adult clients (203) within six months of PGT being appointed committee of estate

Reviewed 58% of submitted private committee accounts (257) within six months of receipt

Disbursed 98% of adult trust client fund requests (37,157) within 30 calendar days of receipt

Conducted client visits to 99% of PGT committee of person clients, 105 virtually and 12 in person

Disbursed 98% of client/guardian requests for funds from child and youth trust account (1,730) within 30 calendar days of request

Made 100% of major health care decisions as temporary substitute decision maker (TSDM) for incapable adults (122) under the Health Care (Consent) and Care Facility (Admission) Act, within three business days

Took protective measures for 97% of abused, neglected and self-neglecting incapable adult cases (111) under the Public Guardian and Trustee Act within one business day of confirming the risk

Secured and recorded 100% of client inventory reports (537) within five business days of receiving work order

Received rating of good or very good from 96% of intestate successors and beneficiaries that responded to the survey question rating estate administration services (206)

Transferred 96% of administered estate entitlements (\$39,373,163) to intestate successors and beneficiaries rather than transferring to the BC Unclaimed Property Society

Rights, choices and security for all British Columbians

Public Guardian
and Trustee

26,675

clients¹

\$1.3

billion assets²

281

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, 2022).

³ Full time equivalent employee positions.

⁴ Figure reflects the count or amount of particular activity across the year.

⁵ This survey is conducted every 2 years by BC Stats with the next survey expected in 2024.

Key Figures

Exceeded established investment return benchmarks

Premium Market Fund	(+0.59%)
Income Fund	(+0.09%)
Balanced Growth	(+0.17%)

Assets under administration

Client funds invested	\$1 billion
Client real property administered	\$265 million
Other	\$49 million

Business Indicators

Client bills paid ⁴	\$227 million
Client receipts processed ⁴	\$298 million

Other

Clients with trust accounts (at March 31, 2022)	15,302
Work Environment Survey Engagement Score ⁵	76

Notable Activities

Acted on approximately **3,600 legal issues**

Responded to **64 requests for information** and **4 court orders** for production of records

Investigated clients' eligibility for settlement payments in **7 class actions** and filed claims where appropriate. The PGT continues to monitor **31 class actions and/or potential class actions** on behalf of clients

Took action to align and coordinate **policy, procedure and training**, and to bolster transparency and fairness while focusing on **diversity and reconciliation**

Participated in a review of the gaps in Part 3 of the **Adult Guardianship Act** and consulted with Indigenous peoples and organizations to obtain a **broader, more inclusive perspective**

Created a **flexible work environment** that offers the options of remote work and a **four-day work week**

Remote work options **widened the applicant pool** for recruiting new staff. The PGT has been able to hire talent from across the province for certain positions

The **document management system** was expanded to include more program areas resulting in less reliance on paper files and improved access to information for staff

Began **revamping the PGT's website** and developing **online services** for some clients

97% of existing PGT staff completed at least **10 hours of client service related learning**

Made **81 public presentations** to promote better understanding of the PGT's role and services