

This report highlights activities the Advisory Committee to the CLBC Board of Directors engaged in from June 2010 – June 2011. During this period, much of the focus was on developing clarity about the Committee's role and mandate, and its relationship with both the CLBC Board of Directors and Community Councils.

## Background: Advisory Committee Role and Mandate

The Advisory Committee to CLBC's Board of Directors is a requirement under the *Community Living Authority Act*. The Committee provides information and advice to the Board to assist with its governance and decision making. To fulfill this purpose, the Advisory Committee:

- ♦ Ensures two-way communication between Community Councils and the Board by acting as a link to the Board on both successes and concerns identified by Community Councils that have provincial implications for CLBC and those it serves
- ♦ Recommends improvements to policy and practice for CLBC Board and staff consideration to enhance the quality of life for people served by CLBC
- ♦ Examines particular issues requested by the Board

Norah Flaherty, chair of the Quality and Service Committee, and Darryl Harand, Quality and Service Committee member, attend all Advisory Committee meetings. They liaise with and on behalf of the Board on matters of mutual interest which are aligned with the Advisory Committee's and Quality and Service Committee's respective Terms of Reference.

The Advisory Committee first met April 15, 2007. The Committee's current Terms of Reference were revised by the CLBC Board on September 29, 2009 to better align the work of the Committee and Community Councils. Until then, the Advisory Committee had struggled to develop an identity. This was due, in part, to a 2006 recommendation by the Adult Transformation Working Group, which played an advisory role in the transition from MCFD to CLBC, that there **not** be any formal linkage between the Committee and Councils.

The first meeting of the newly reconstituted Advisory Committee took place March 31, 2010 and focused on reviewing the revised Terms of Reference.

## 2010 – 2011 Meeting Schedule

### 1. June 26, 2010

Advisory Committee and Community Council representatives, along with CLBC Board and senior management team members met June 26, 2010 at their annual joint meeting. The Board chair provided an update on its work and each Council spoke to its annual report.

Agenda topics included:

- ♦ Communications [new website; community resource database; Council video; publications; Video conferencing and the Advisory Committee]
- ♦ CLBC's ageing project
- ♦ Successful examples of community engagement
- ♦ Small group work to explore future opportunities to promote inclusion and increase transportation options

## 2. September 25, 2010

In addition to updates provided by each Committee member on the work of their Community Councils, meeting highlights included three presentations to obtain feedback from Committee members.

- ♦ **Leo Spalteholz, CanAssit** – Conducted a focus group as part of a social media research project funded by CLBC that was evaluating the accessibility of various social media for adults with developmental disabilities
- ♦ **Marsha Goldford, CLBC Director, Human Resources** – Provided an overview of the WOW!clbc program, an external recognition program for self-advocates, family members, service providers and community partners. Committee members acknowledged the opportunity for their Community Councils to be involved and agreed to canvass whether their Council would be interested in partnering with CLBC Human Resources on this program. Members agreed to ask Council members if they would like to be part of the selection process
- ♦ **Marie Sabine, Surrey/Delta Advisory Committee representative and Jule Hopkins, CLBC Manager, Safeguards and Accountability** – Discussed CLBC's plans to hold a series of meetings with senior parents, many of whom have sons and daughters living at home, as part of a broader provincial ageing project [Seniors/Complex Care] looking at issues associated with ageing parents who have ageing sons and daughters, many with complex care needs. Jule Hopkins advised that Community Councils would be asked if they would like to be involved in this project by hosting a community conversation

## 3. December 6, 2010

A meeting was held meeting between the Advisory Committee Chair and the CLBC Board chair, Quality Service Committee Chair and senior staff to discuss ideas to assist the Advisory Committee to achieve its mandate and support CLBC to achieve its vision and mission. Agreement was reached on four broad areas the Advisory Committee could provide feedback on:

- ♦ What is working / not working locally
- ♦ Proposed CLBC policies that impact individuals and families
- ♦ CLBC's strategic plan
- ♦ Initiatives that flow from CLBC's annual operational plan

The Quality and Service Committee approved these four broad areas at its January 26, 2011 meeting.

#### 4. March 5, 2011

Discussion focused on linkages to the Board via the Quality and Service Committee, and the four broad areas the Advisory Committee could focus on to support CLBC to achieve its vision and mission. There was unanimous agreement that this direction provided clarity for the work of the Advisory Committee. Members appreciated Denise Turner's attendance and her comments about the important role played by the Advisory Committee in helping the Board to better understand issues that the community living sector faces. Committee members also provided updates on the work of their Councils.

The Committee agreed to develop a clear process to determine the best way for Community Councils to convey their issues and concerns to the Advisory Committee. This work was undertaken with feedback from the Councils and resulted in the completion of a reporting template on May 12, 2011. Councils can use this to identify and communicate issues they believe have the potential to impact individuals, families, service providers and communities across the province served by CLBC.

The agreed process is that the Advisory Committee will discuss the issue raised by the Council and through a motion determine whether a recommendation(s) will be forwarded to the Board or CLBC staff for consideration. Once the Advisory Committee has discussed the issue, the Committee Chair will inform the Community Council of the Committee's discussion and response. The Advisory Committee chair will keep Community Councils apprised of actions taken by CLBC with respect to any recommendations forwarded to the Board or staff.

A follow up presentation at the meeting on CLBC's ageing project sought feedback on the approach currently being used, along with next steps.

### General Developments

The Advisory Committee continued to develop norms of working together in a respectful and open manner. This facilitated quarterly meetings in which discussions were both focused and candid. To support the Committee to work together as a cohesive group, members participated in an online self-evaluation survey in April - May, 2011. Key results are presented below.

Members understand the Committee's Terms of Reference and work together.		
Answer Options	Response Percent	Response Count
Strongly Agree	0.0%	0
Agree	100.0%	8
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	<i>answered question</i>	<b>8</b>
	<i>skipped question</i>	<b>0</b>

**We have a positive working relationship with the CLBC Quality and Service Committee.**

Answer Options	Response Percent	Response Count
Strongly Agree	12.5%	1
Agree	50.0%	4
No opinion	37.5%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**The way the Advisory Committee is organized contributes to helping people to lead good lives in welcoming communities.**

Answer Options	Response Percent	Response Count
Strongly Agree	0.0%	0
Agree	62.5%	5
No opinion	25.0%	2
Disagree	12.5%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**Committee decisions are made in a way that respects all members' views.**

Answer Options	Response Percent	Response Count
Strongly Agree	25.0%	2
Agree	75.0%	6
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**Our work is treated respectfully by the CLBC Board.**

Answer Options	Response Percent	Response Count
Strongly Agree	12.5%	1
Agree	37.5%	3
No opinion	50.0%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**We have had regular meetings.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	25.0%	2
Agree	75.0%	6
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**There has been good attendance at every meeting.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	37.5%	3
Agree	62.5%	5
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**Meeting agendas help us focus on what is important.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	25.0%	2
Agree	75.0%	6
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**We conduct ourselves and work together by following the Committee's Terms of Reference.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	12.5%	1
Agree	75.0%	6
No opinion	12.5%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**People are encouraged to speak at meetings. People feel heard at meetings.**

Answer Options	Response Percent	Response Count
Strongly Agree	50.0%	4
Agree	50.0%	4
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**I attend Committee meetings on a regular basis.**

Answer Options	Response Percent	Response Count
Strongly Agree	71.4%	5
Agree	28.6%	2
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>1</b>

**I read reports and other materials before our meetings.**

Answer Options	Response Percent	Response Count
Strongly Agree	85.7%	6
Agree	14.3%	1
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>1</b>

**I am encouraged to express my opinions at meetings.**

Answer Options	Response Percent	Response Count
Strongly Agree	42.9%	3
Agree	57.1%	4
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>1</b>

**I follow through on the commitments I make in meetings.**

Answer Options	Response Percent	Response Count
Strongly Agree	42.9%	3
Agree	57.1%	4
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>1</b>

**I maintain confidentiality of all Committee decisions and support them once made.**

Answer Options	Response Percent	Response Count
Strongly Agree	71.4%	5
Agree	28.6%	2
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>1</b>

**CLBC staff support is effective in helping us to carry out our work.**

Answer Options	Response Percent	Response Count
Strongly Agree	37.5%	3
Agree	62.5%	5
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

**Members receive needed information and reports in advance [e.g. agenda; background materials].**

Answer Options	Response Percent	Response Count
Strongly Agree	37.5%	3
Agree	50.0%	4
No opinion	12.5%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

Information provided by Community Councils helps us do our work.		
Answer Options	Response Percent	Response Count
Strongly Agree	25.0%	2
Agree	75.0%	6
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

We communicate key issues to the Board that Community Councils have identified through the Quality and Service Committee.		
Answer Options	Response Percent	Response Count
Strongly Agree	25.0%	2
Agree	37.5%	3
No opinion	37.5%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

The Quality and Service Committee is an effective communication link to the CLBC Board.		
Answer Options	Response Percent	Response Count
Strongly Agree	25.0%	2
Agree	12.5%	1
No opinion	62.5%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

Overall Rating		
Answer Options	Response Percent	Response Count
Excellent	37.5%	3
Very good	12.5%	1
Good	37.5%	3
Satisfactory	12.5%	1
Work is needed	0.0%	0
<i>answered question</i>		<b>8</b>
<i>skipped question</i>		<b>0</b>

Brian Salisbury, CLBC liaison to the Advisory Committee, is now the liaison to Community Councils. Having one contact has improved communication between the Committee and Councils and helped to clarify their working relationship.

The Advisory Committee chair is now a standing member of the Quality of Life Steering Committee. This group will support the introduction of the QoL framework by providing guidance on important implementation issues and recommending approaches that will enhance efforts to successfully implement the QoL framework and create community living sector understanding and support.

## **Advisory Committee Transportation Study Recommendations**

On March 31, 2008 the Committee presented a report to the CLBC Board entitled *Where To From Here? A report on the impact of transportation services on people living with a developmental disability*. The report noted that . . . *Transportation is not an issue that CLBC can solve alone. However, CLBC has the capacity to influence decision-makers so that both barriers and solutions can be identified and worked on to enhance the quality of life for people with developmental disabilities in British Columbia.*

Effective transportation is a key element that enables adults with developmental disabilities to achieve a good quality of life. Other fundamental elements include opportunities to work and contribute, having enduring social relationships and being able to access to appropriate housing. Indeed, transportation and housing are foundational elements; they are necessary to support people to achieve their relationship and employment goals.

Lack of transportation options is an issue many Councils have encountered. As an extension of CLBC, Community Councils are uniquely positioned to influence this issue at the local level, as responsibility for transportation is largely the mandate of municipal government. On March 17, 2010 Stephen Russell and Brian Salisbury sent an email to Council chairs about the issue of transportation. Councils, with the support of their Community Planning and Development Manager, were asked to consider ways to support the provision of adequate transportation services in their communities and more specifically, in those Council areas where there is agreement that this is an important issue, to consider including transportation related goals in their annual work plans. As of March 31, 2011 one Community Council had addressed transportation in its annual work plan.

## **Conclusion**

The Advisory Committee met for the first time on April 15, 2007. The Advisory Committee initially struggled to develop an identity; however, the Committee is now developing greater clarity about how it will conduct its work. The revised Terms of Reference, and guidance approved by the Quality and Service Committee has been instrumental in this regard. The Committee is optimistic it will provide important feedback to the CLBC Board and management in 2011 – 2012.

Respectfully submitted by

Ross Spina

Chair, Advisory Committee

July 1, 2011