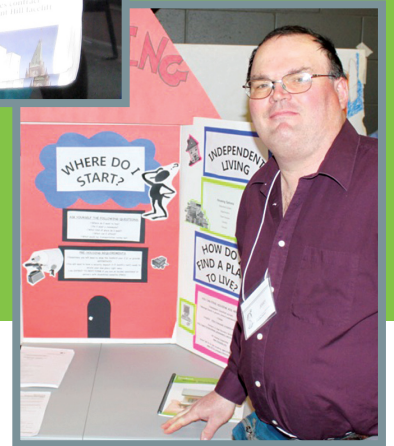


Annual Report of the Advisory Committee to CLBC's Board of Directors



For the period of
June 1, 2011 – May 31, 2012



COMMUNITY LIVING
BRITISH COLUMBIA

Key Messages for the CLBC Board of Directors

This report highlights significant activities and accomplishments of the Advisory Committee to the CLBC Board of Directors for the period of June 1, 2011 – May 31, 2012.

Committee members would like to highlight the following messages for the CLBC Board:

- ◆ The Committee continued to mature as a group by further clarifying its role and mandate, and its working relationship with the CLBC Board of Directors and Community Councils
- ◆ The annual joint meeting on April 14th was a cross roads event; members welcomed the opportunity to meet with the Board, Council Chairs and CLBC management to dialogue about difficult issues related to improving communication and collaboration between Community Councils, the Advisory Committee and CLBC Board and staff; supporting Community Councils to be successful in achieving their goals; and enhancing the sustainability of Community Councils. While tensions still exist, members remain committed to talk about them with a view to finding solutions. The creation of a Task Force to take the ideas generated at the annual meeting and to help CLBC move forward was a very positive outcome
- ◆ Committee members appreciated Board Chair Denise Turner's willingness to attend Advisory Committee meetings from time to time and to provide updates on what was happening at CLBC. We were very appreciative of her candour about some of the mistakes CLBC made during the fall of 2011, and some of the actions that CLBC is taking in response to government feedback
- ◆ Norah Flaherty and Darryl Harand, who represent the CLBC Board's Quality and Service Committee, continued to provide important updates on CLBC's work and that of their Quality and Service Committee. Their presence as ex officio members on the Advisory Committee did much to enhance two-way communication between the Board and the Committee
- ◆ The Advisory Committee Chair sits on CLBC's Quality of Life Steering Committee. This important initiative will help self advocates to have a real say in how supports and services are provided throughout the province and the Committee welcomes the opportunity to play a role in this future oriented project
- ◆ This year's meeting agendas have focused much more on providing opportunities for Committee members to provide feedback on some of the significant projects that CLBC is implementing. This gives the Committee comfort that our voices do indeed matter and that we have a real chance to influence policy and practice
- ◆ Participating in the June 11, 2011 – Annual joint meeting of the CLBC Board and staff, Community Council Chairs and Advisory Committee was an important opportunity for all volunteers. Members valued the opportunity to share their thoughts and ideas at a meeting that focused on exploring strengths, weaknesses, opportunities and threats, and possible key directions for CLBC to focus on as part of its 2012/13 – 2014/15 Strategic Plan

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 as ex officio members. They liaise with and on behalf of the CLBC Board on matters of mutual interest which are aligned with the Advisory Committee's and Quality and Service Committee's respective Terms of Reference. Brian Salisbury, CLBC's Director of Strategic Planning, serves as staff liaison to the Advisory Committee.

2011 – 2012 Meeting Schedule

Below are highlights from the various meetings that Advisory Committee members participated in during the reporting period covered by this report.

1. June 11, 2011 - Annual joint meeting of the CLBC Board and staff, Community Council Chairs and Advisory Committee

Advisory Committee members and representatives from the Community Councils, along with CLBC Board and senior management team members met June 11, 2011 for their annual joint meeting. The agenda focused on supporting the development of CLBC's 2012/13 – 2014/15 strategic plan. Led by contractor Dr. Michael Shoop, the objectives of the planning session included:

- ◆ Conducting an analysis of strengths, weaknesses, opportunities and threats (SWOT) associated with CLBC, service providers and the community
- ◆ Identifying 3-4 potentially important strategic directions for CLBC to pursue over the next 3-5 years
- ◆ Identifying 3-4 priorities that would provide the CLBC Board and staff with important insights for the development of the new strategic plan

Advisory Committee members were particularly pleased to have had an opportunity to provide input during the very early stages of this planning process which is important to both CLBC and the community living sector. We believe that hearing from the grass roots is critical and that our ideas will help to ensure that the service delivery system becomes more effective and responsive to the needs of adults with developmental disabilities and their families.

2. September 24, 2011

- ◆ Dr. Michael Shoop provided an overview of the DRAFT 2012/13 – 2014/15 Strategic Plan. Key areas of focus were the proposed refreshed mission, vision and values statements and the three key strategic directions. This was a great opportunity for Committee members to provide feedback which we understood would be shared with the CLBC Board of Directors at their September 28th Board meeting
- ◆ A discussion took place on the challenges experienced by many Community Councils in recruiting new members; within the next 18 months, terms for a significant number of Community Council members will finish and there is concern this will create a problem for Council sustainability
- ◆ Ross Spina was elected unanimously by members of the Advisory Committee to serve a second one-year term as Advisory Committee Chair
- ◆ Staff support, Brian Salisbury introduced Committee members to the *Rights of Individuals Served Policy* which CLBC must complete as part of its preparation for CARF accreditation
- ◆ Members viewed a screening of the Light the Way video. The South Island Community Council facilitated the development of this 10-minute video on best practices for Councils to include self-advocates in a meaningful way in their work. Committee members were impressed with the quality of the video which will be sent to Council chairs and CLBC Community Planning and Development managers, and uploaded to CLBC's website
- ◆ Committee member provided updates on the work of their respective Community Council

3. January 14, 2012

- ◆ Members received and discussed two reports that they had asked be prepared by CLBC staff:
 - A Complaints Resolution report prepared by Paula Grant, Director of Quality Assurance
 - A report prepared by Richard Hunter, Vice President of Corporate Services, on actions CLBC has taken to address equity issues since July 2005

Both reports provided members with additional insights into the complex workings of CLBC as a publically funded crown agency

- ◆ As a follow up to an issue discussed previously by Committee members, Executive Assistant Erin Greenlay presented a report which outlined the number of current Community Council members, members whose current terms have expired, members whose terms will expire within the next year, and members who will reach their 6 year term limit within the next year. Brian Salisbury spoke to the issue of recruitment and indicated CLBC is developing a list of strategies that Community Councils can use to support their recruitment efforts
- ◆ Marsha Goldford, CLBC's Director of Human Resources, discussed WOWclbc!, an awards program that acknowledges the important contributions community members make to help CLBC fulfill its vision of "*good lives in welcoming communities*". Since Community Councils will assist with this year's program, they will participate on the selection committee, share information locally and help with presentation ceremonies in four regional communities

- ◆ Jessica Humphrey, CLBC's Self-Advocate Advisor, gave Committee members an overview of the Rights of Individuals Policy including why it was developed and the process that will be used to engage self-advocates and other stakeholders to gather input and feedback. An important suggestion made by our Committee was to reference Representation Agreements as a way to support individual decision-making
- ◆ In the context of the discussion about recruitment and Council sustainability, Ross Spina spoke to a letter written by Thompson Cariboo Chair Doug Butler, dated January 12, 2012 which recommended that ". . . *the annual June meeting of Community Councils be moved to an early Spring meeting so that a wider conversation can take place about challenges faced by Councils, their mandates and their future sustainability*". After discussing this letter, the Advisory Committee approved a motion to replace the June 16th meeting with the Board with the already scheduled April 14th Advisory Committee meeting to discuss Council sustainability strategies. The CLBC Board subsequently agreed with our recommendation
- ◆ Brian Salisbury spoke to a report that addressed how CLBC had responded to issues raised previously by the Advisory Committee in which a formal response was requested from the Board or CLBC staff. This helped to close the communication loop on this important issue. It should be noted that this report dealt with those issues that had been raised by Councils prior to the communication protocol agreed to by all Community Councils to use when forwarding Council concerns to the Advisory Committee. There is now have a process in place to record and track the status of these issues, which will streamline communication between all parties

4. April 14, 2012 - Annual joint meeting of the CLBC Board and staff, Community Council Chairs and Advisory Committee

- ◆ Advisory Committee members, Community Council Chairs (or their designate), and the CLBC Board of Directors and management met at their annual joint meeting to clarify and improve the working relationship between Community Councils and CLBC. The goal was to develop a common understanding of the issues and to identify ways to strengthen and enhance the work of Community Councils
- ◆ The 2012 annual joint meeting was originally scheduled for June 16, 2012; however, due to concerns about the challenges Community Councils face, including their ongoing sustainability and carrying out their current Terms of Reference, the Advisory Committee approved a motion at its January 14, 2012 meeting requesting that CLBC move the June 16th meeting to April 14th. At its January 24, 2012 meeting, the Board agreed to move the annual meeting to April 14th, acknowledging the need to address the Advisory Committee's concerns in a timely way
- ◆ A planning committee was struck and chose the following areas to focus on for the meeting:
 1. Improving communication and collaboration between Community Councils, Advisory Committee and CLBC Board and staff
 2. Supporting Community Councils to be successful in achieving their goals
 3. Enhancing the sustainability of Community Councils

- ◆ In developing the April 14th agenda, the planning committee agreed to an interactive process that would support participants to develop a full understanding of the issues Community Councils face. The planning committee also supported the appointment of a Task Force to make recommendations by July 31, 2012 for CLBC's consideration in the three areas listed above
- ◆ A common theme that emerged was the need to be clear about the role each group plays in community living, be they Board members, volunteers or CLBC staff. While it was agreed that each has a unique role, there was acknowledgement that these roles complement each other as part of a true partnership. Effective collaboration will only result when role clarity is established for everyone. There was also agreement that any proposed structures and processes should only be created once role clarity was achieved
- ◆ Concern was expressed about ensuring that expectations of volunteers are realistic given their responsibilities, interests, and commitments. There was overwhelming consensus that whatever is eventually decided upon in terms of roles and responsibilities for Councils, that they must be meaningful, and supported by effective two-way communication. Some Council members also expressed concern that they are often task focused and that while groups often come up with many good ideas, implementation can be difficult. Councils want and need tools and support to carry out their mandate
- ◆ Participants want to see positive results for adults with developmental disabilities and they want to be part of the process to make a difference! However, having meaningful involvement means playing roles that add value to CLBC and being appreciated and celebrated for the work they do. As one participant commented, *"we need connection before direction"*
- ◆ In the afternoon, Allison Bond, Assistant Deputy Minister with the Ministry of Social Development gave an overview of how government is proposing to move forward in its dialogue with stakeholders to create an improved and integrated approach to cross-government delivery of services to adults with developmental disabilities. Advisory Committee and Council members welcomed the opportunity to provide feedback directly
- ◆ The first meeting of the Task Force took place at CLBC on May 17, 2012 and their DRAFT report was shared with the Advisory Committee at its June 16, 2012 meeting to obtain feedback
- ◆ CLBC's Quality and Service Committee will review the Task Force's report and management's response at its September 19th meeting

Annual Advisory Committee Survey Results

Pursuant to the terms of Reference, and to support the Advisory Committee to work together as a cohesive group, members participate in an online self-evaluation survey each year.

The results from the current self evaluation are presented on the following pages.

Provincial Advisory Committee - Self Evaluation

Members understand the Committee's Terms of Reference and work together.

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

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

Answer Options	Response Percent	Response Count
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>		8
<i>skipped question</i>		0

The way the Advisory Committee is organized aligns with CLBC's vision of helping people to lead good lives in welcoming communities.

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>		8
<i>skipped question</i>		0

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

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

Our work is treated respectfully by the CLBC Board.

Answer Options	Response Percent	Response Count
Strongly Agree	0.0%	0

Agree	62.5%	5
No opinion	37.5%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		8
<i>skipped question</i>		0

Overall Rating

Answer Options	Response Percent	Response Count
Excellent	0.0%	0
Very Good	71.4%	5
Good	28.6%	2
Satisfactory	0.0%	0
Work is needed	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1

We have had regular meetings.

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>		8
<i>skipped question</i>		0

There has been good attendance at every meeting.

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

Meeting agendas help us focus on what is important.

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

The Advisory Committee has been successful in achieving the purposes set out in the Committee's Terms of Reference.

Answer Options	Response Percent	Response Count
Strongly Agree	0.0%	0
Agree	62.5%	5
No opinion	37.5%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		8
<i>skipped question</i>		0
People are encouraged to speak at meetings. People feel heard at meetings.		
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>		8
<i>skipped question</i>		0
Overall Rating		
Answer Options	Response Percent	Response Count
Excellent	0.0%	0
Very good	57.1%	4
Good	42.9%	3
Satisfactory	0.0%	0
Work is needed	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1
I attend Committee meetings on a regular basis.		
Answer Options	Response Percent	Response Count
Strongly Agree	57.1%	4
Agree	42.9%	3
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1
I read reports and other materials before our 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>		8

<i>skipped question</i>		0
I am encouraged to express my opinions at meetings.		
Answer Options	Response Percent	Response Count
Strongly Agree	62.5%	5
Agree	25.0%	2
No opinion	12.5%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		8
<i>skipped question</i>		0
I follow through on the commitments I make in meetings.		
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>		8
<i>skipped question</i>		0
I maintain confidentiality of all confidential Committee decisions and support them once made.		
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>		8
<i>skipped question</i>		0
Overall Rating		
Answer Options	Response Percent	Response Count
Excellent	28.6%	2
Very good	57.1%	4
Good	14.3%	1
Satisfactory	0.0%	0
Work is needed	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1
CLBC staff support is effective in helping us to carry out our work.		
Answer Options	Response Percent	Response Count
Strongly Agree	0.0%	0
Agree	100.0%	7
No opinion	0.0%	0

Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1
Members receive needed information and reports in advance [e.g. agenda; background materials].		
Answer Options	Response Percent	Response Count
Strongly Agree	28.6%	2
Agree	71.4%	5
No opinion	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1
Information provided by Community Councils helps the Advisory Committee do its work.		
Answer Options	Response Percent	Response Count
Strongly Agree	50.0%	3
Agree	33.3%	2
No opinion	16.7%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		6
<i>skipped question</i>		2
We communicate key issues to the Board (through the Quality and Service Committee) that Community Councils have identified.		
Answer Options	Response Percent	Response Count
Strongly Agree	14.3%	1
Agree	71.4%	5
No opinion	14.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1
The Quality and Service Committee is an effective communication link to the CLBC Board.		
Answer Options	Response Percent	Response Count
Strongly Agree	14.3%	1
Agree	57.1%	4
No opinion	28.6%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1
Overall Rating		
Answer Options	Response Percent	Response Count

Excellent	0.0%	0
Very good	28.6%	2
Good	57.1%	4
Satisfactory	14.3%	1
Work is needed	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		1

Conclusion

The Advisory Committee has existed since 2007. While it initially struggled to develop an identity the Committee is now much more cohesive and energized. I am confident in saying that as a group we are now far clearer on our role than we were just a year ago.

Advisory Committee members are optimistic that they are well positioned to provide important feedback to the CLBC Board and management in 2012 – 2013 on some of the key initiatives that will serve to meet the needs of adults with developmental disabilities and their families.

As my term as member and chair of the Provincial Advisory Committee draws to an end in September, I want to recognize and thank the following people for their leadership and contributions.

First, my heartfelt appreciation to my fellow members of PAC - past and present - who have contributed to the good work reflected in this report.

Secondly, I thank Brian Salisbury and Erin Greenlay for the technical assistance, guidance and support that they have provided to me and the PAC.

Finally, a special thank you to the Board of CLBC and, in particular, Denise Turner for her leadership to the Board and for the support and encouragement she continues to provide to the volunteer members of the Provincial Advisory Committee.

I am confident that the PAC and Community Councils will continue to play a valuable and important role in supporting CLBC's vision of "*good lives in welcoming communities.*"

Respectfully submitted by

Ross Spina

Chair, Advisory Committee

July 1, 2012