



**Client Support Team
Ministry of Social Development**

CLBC and the provincial government are committed to ensuring that clients and their families are provided with the appropriate supports to help people with developmental disabilities thrive in our community.

However, over the past month, a number of CLBC clients and their families have expressed dissatisfaction with either their care or transition planning from child to adult care services.

In order to address these concerns, I have asked that a Client Support Team be set up and work with CLBC in cases where clients and their families have expressed dissatisfaction about current services or feel they no longer address their circumstances.

The Client Support Team will be made up of representatives from the Ministry of Social Development and the Ministry of Children and Family Development and will work with CLBC to ensure that clients and their families get the support they need.

This team will also bring in representatives from the Ministry of Health where concerns around health care supports are involved.

The team will focus on those individuals currently requesting service on the request for service list based on priority. The team will also consider circumstances where a youth is immediately transferring to CLBC and concerns have been expressed about the adequacy of adult services.

CLBC serves over 13,000 clients in our province. While the vast majority are extremely pleased with their support, we need to ensure there is a process for those families who feel their current services do not adequately address their circumstances.

If you would like to have a representative of the Client Support Team contact you, e-mail info@communitylivingbc.ca or call toll-free 1-877-660-2522.

Thank you for your patience while we set up the Team and begin contacting people with client support issues.

A handwritten signature in black ink that reads "Stephanie Cadieux".

Hon. Stephanie Cadieux
Minister of Social Development