



## South Island Community Council Meeting

Date: October 26, 2010

220 – 4460 Chatterton Way, Victoria

### Present:

David Steeves (Chair), Bill Hustler, Carol Antoine, Louise Doucet, Mary Emmond, Michael Hayes, Kam Judge, Rosemary Juszko, Kristen Kay, Bev Kissinger, Mike Langridge, Roger Palmer, Sharon Sinclair, Mary Valeriote, Lesley Lambert, Manager Community Planning & Development; David MacPherson, Director of Regional Operations.

### Regrets:

Nigel Livingston, Nina Linguanti, QSO Manager

### Guests:

Catriona Johnson, Arlene Zuckernick, Eleanor Liddy, Ananda Arthurs (CLBC facilitator)

## AGENDA TOPICS

TOPIC	DISCUSSION
Introductions, acceptance of the current agenda and approval of last meeting's minutes	<ul style="list-style-type: none"> <li>• Call to Order</li> <li>• Introductions to Arlene Zuckernick &amp; Catriona Johnson (<i>Second Wave</i>), Eleanor Liddy (<i>InclusionWorks!</i>) and Ananda Arthurs (CLBC)</li> <li>• Motion to accept amended agenda by Mary Emmond               <ul style="list-style-type: none"> <li>o Seconded: Rosemary Juszko</li> <li>o Carried</li> </ul> </li> <li>• Motion to adopt minutes of September 28, 2010 meeting by Louise Doucet               <ul style="list-style-type: none"> <li>o Seconded: Sharon Sinclair</li> <li>o Carried</li> </ul> </li> </ul>
TOPIC	DISCUSSION
Presentation by <i>Second Wave</i>	<ul style="list-style-type: none"> <li>• Second Wave, a grassroots group of families, youth and adults, was formed in November 2009. The group was formed around the transition process to adulthood.</li> <li>• They have a mailing list of 70, the majority of which are families.</li> <li>• Second Wave explores promising practices and innovation for services for young adults (ages 16-25) in the Greater Victoria area. They identify gaps in services and put energy into making promising practices happen where they don't currently exist. They communicate their views to decision makers.</li> <li>• Promising practices are based on a set of inclusive societal principles and values and on supported decision making.</li> <li>• Their current areas of focus include continuing education, employment, individualized funding and family governance.</li> <li>• Second Wave meets monthly and has had several guest</li> </ul>

	<p>speakers attend their meetings.</p> <ul style="list-style-type: none"> <li>• They have developed a family focused Transition Checklist</li> <li>• They are engaged with local school districts and network with agencies such as CLBC, BCACL, PLAN and Gifts.</li> <li>• They presented at the recent BCACL/CACL/Family Focus conference in Whistler.</li> <li>• Future plans include a Transition Conference and the formation of a Leadership Group.</li> <li>• Future meetings are going to cover areas such as financial planning, housing and employment relationships.</li> <li>• Their website is <a href="http://www.secondwavevictoria.ca">www.secondwavevictoria.ca</a></li> <li>• Handout provided</li> </ul>
TOPIC	DISCUSSION
<p>Presentation by <i>InclusionWorks!</i></p>	<ul style="list-style-type: none"> <li>• <i>InclusionWorks!</i> is a group of like-minded families who pool their resources together and develop individualized programs for youth. By fostering natural partnerships with the education, business, nonprofit and government sectors, there is less reliance on traditional services. They look at themselves as one of the promising practices referred to above.</li> <li>• <i>InclusionWorks!</i> currently has 6 participants; the model is deemed to work best with 10 or fewer participants. The intent is that participants will be involved for a maximum of 5 years, and then transition to “the wider world”. The program began in September 2010, providing appropriate activities 7 hours daily, 5 days a week.</li> <li>• At this time there are 2 FTEs, roles filled by 3 Inclusion Workers. In addition, there is a volunteer program coordinator, family support and natural supports in the community.</li> <li>• <i>InclusionWorks!</i> follows a family governance model, with Community Living Victoria (CLV) serving as their host agency.</li> <li>• At this time they are connected with/receive support from the following agencies: CLBC, Garth Homer Employment Services, UVic Faculty of Education, UVIC School of Child &amp; Youth Care (practicum students), CanAssist and SIDES. Discussions are underway to develop a partnership with the UVic Theatre Program.</li> <li>• <i>InclusionWorks!</i> differs from traditional day services in that they focus in on employment first and they select and manage their own staff. Their focus is on sustainability. Of the 6 participants they currently support, 1 receives level 4 funding, 1 is partially funded at level 4, 1 is funded at level 3 and 3 are without funding. They are leveraging 43.5 hours of CLBC support into 210 hours (6 participants X 35 hours) per week. The volunteer program coordinator is providing 20 hours per week. As of November 1 CLBC has granted 2 hours of coordinator time per funded participant. The remaining 12 hours will continue to be volunteered.</li> <li>• David MacPherson commented on what a great, innovative model <i>InclusionWorks!</i> is, and noted that other communities will want to look at the model.</li> <li>• Handout provided.</li> </ul>

TOPIC	DISCUSSION
CLBC Staff Reports	<p><b>David MacPherson, Director of Regional Operations</b></p> <p><b>Budget</b></p> <ul style="list-style-type: none"> <li>• As of this month, the South Island Quality Service Region has achieved its savings target through the process of service redesign and other initiatives.</li> <li>• Service Redesign will continue – it is about using the funding guide to create equity and consistency.</li> <li>• Parameters of the funding guide – if an agency is due funds, the agency needs to find the funds through service redesign.</li> <li>• There are still 6 months to go in the current fiscal year – service redesign will put the region in a good position for next year.</li> <li>• The success of these initiatives is a testament to Lesley’s and Nina’s staff teams.</li> </ul> <p><b>Service Redesign overview:</b></p> <p>Service redesign is proceeding well, with good cooperation from agencies. Virtually no Service Providers have criticized CLBC.</p> <ul style="list-style-type: none"> <li>• Redesign plans are in and are being reviewed.</li> <li>• No one is being forced to move. It is only an issue if sustainability is an issue, which has not yet occurred.</li> <li>• Efforts are being made to keep homeshares to 1 or 2 people, and therefore, unlicensed. The live-in support model is also an option.</li> <li>• Media - Overall, CLBC has not been getting a lot of negative publicity. The union is concerned about staff lay offs. CLBC is encouraging agencies to have auxiliaries and shift those laid off to auxiliary positions. The Minister’s office is fielding the majority of concerns. Why is CLBC choosing not to respond to some of the negative attention? They are trying to do some qualitative research to show the benefits/impact of the home share experience. BCACL and CLBC have established a committee around the implementation of service redesign. Members of this committee include the Executive Director and Chair of BCACL, self advocates, family representatives, service provider representatives and the Advocate for Service Quality (Jane Holland). Part of this process will be to review the experiences of those individuals involved.</li> <li>• Currently 3000 people are in a home share situation.</li> <li>• David was asked how home shares are monitored? Standards are in place and CLBC staff have a monitoring tool that they utilize on an annual basis. This occurs more often if there are problems or complaints. In addition, the host agency for each home share also has a quarterly monitoring tool.</li> </ul>

- Currently there are 6/7 host agencies.
- It was asked whether home shares are viewed as sustainable. While statistics need to be gathered to fully answer this, the host agencies have succession planning in place. After an individual has lived with someone for a long period of time, the decision to leave is made very carefully. Often another family member will continue with providing this support.
- It was asked whether licensed home shares will move over to a host agency. David stated that this hasn't been discussed, but at this time they will remain as direct contracts with CLBC. He will follow up on this question.
- CLBC is looking at introducing a Quality of Life tool as part of the monitoring framework.
- When asked about the morale of CLBC staff, it was reported that it is fantastic. They have the tools to help work with agencies and families, they feel focused and have not been getting resistance from agencies.

**Lesley Lambert, Manager Community Planning & Development**

- Introduction to Ananda Arthurs, a facilitator who is new to CLBC.
- The SICC Information Sheet has been printed as requested, and is in a pamphlet holder at the CLBC office.
- Crisis Response question from an earlier meeting – The CRN (Community Resource Network) handles most crisis situations. Another group formed through Kardel, the Community Support Team, provides proactive support to individuals who may have mental health issues, counseling needs, contact with the police, etc. The CRN referral process is being revamped and new Terms of Reference will be coming. The DDMHT (Developmental Disability Mental Health Team) has not had a psychiatrist for several months. In the interim individuals are dependent on their GPs for this support. Kristen Kay suggested that it may be of benefit to have Keith Pennock, of CRN, come and speak to the Council.
- A Place to Meet: Sharing the Power of Stories – Sylvie Zebroff, with Shelley Nessman and others, will be facilitating a session on learning how to tell a great story. It will be held on Thursday, December 9 from 7 – 9 pm at the Fairfield Community Association (1330 Fairfield Rd.) Lesley will email the details.
- CLBC head office has requested that as Council Members are nominated or re-nominated that their bios need to be done or updated. Original bios can be obtained from Sheila Popadyne at the CLBC Wilson St. office.
- May look at having Sylvie Zebroff attend the January meeting for follow up to her session last fall on You, Me & CLBC.

TOPIC	DISCUSSION
PAC Report	<p>Mary Emmond &amp; Kristen Kay</p> <ul style="list-style-type: none"> <li>• Both attended the PAC meeting in October. The approved minutes have not yet been distributed, but will be provided to council once received.</li> <li>• Ken Crump (Vice Chair of the CLBC Board of Directors) attended the meeting. There are 6 new Board members and 2 vacancies. It appears from the bios that none of the new members have family members with developmental disabilities.</li> <li>• Council reporting for each meeting will take on a format that reviews what's working, what's not working and then regional issues, etc.</li> <li>• Some interesting notes from different regions of the province: <ul style="list-style-type: none"> <li>○ Central/Upper Vancouver Island – the Council has emergency files on file with local police for those in their communities who are known to have contact with police.</li> <li>○ South Okanagan – one Friday night per month those on the Community Council provide support to individuals on the Request for Service list, in a suite provided by one of the agencies.</li> </ul> </li> <li>• WOW Program/Awards – maybe consider doing locally and/or regionally, with council members being involved in the selection process and/or working collaboratively to plan.</li> <li>• Aging Project – pamphlet was reviewed and ok'd by PAC.</li> <li>• Discussion took place amongst Council regarding the structure of PAC and the need to address more pertinent issues at PAC meetings (given they are the main communication between communities and the Board). Some indicated that they would like to invite the Board Chair to a Council meeting to understand what the Board thinks the relationship/framework should be between Councils, communities, PAC and the Board. It was agreed that this would be revisited following the report that David Steeves is putting together to be forwarded to PAC.</li> </ul>
TOPIC	DISCUSSION
Committee Reports	<p><b>Membership &amp; Planning</b> – David Steeves</p> <ul style="list-style-type: none"> <li>• Those on the Committee recently met and talked about negative media response re: CLBC.</li> </ul> <p><b>Communications</b> – Roger Palmer</p> <ul style="list-style-type: none"> <li>• Written report attached.</li> <li>• The distribution list (for articles to be placed in agency newsletters) has been updated again and is attached to the Committee report.</li> <li>• Next week Committee members will visit the Military Family Resource Centre to become acquainted.</li> </ul> <p><b>Self Advocates Committee</b> – Mike Langridge</p> <ul style="list-style-type: none"> <li>• Written report attached and reviewed by Mike at the meeting.</li> <li>• Mike spoke on behalf of the My Community planning committee at the Family Focus Conference in Whistler.</li> </ul>

	<ul style="list-style-type: none"> <li>• The final edits are being done to SANGO, the self advocacy Bingo game. It should be ready for distribution by the end of November. It was suggested that time be set aside at a future SICC meeting to play a round!</li> <li>• Kristen is working with CanAssist on their study regarding accessibility to social media for CLBC clients. Part of the project involves traveling to different communities to look at barriers to networking. Kristen asked if they could spend 90 minutes of the November meeting to go through a consultation process for the study. All those at the meeting voted in favour.</li> <li>• Louise noted that for those who may like a better understanding of some of the web based media you can search, for example, “Twitter plain English” or “Facebook plain English”.</li> <li>• Mary noted that the Globe &amp; Mail published a full page ad by CLBC re: Building Social Networks to Address Vulnerability.</li> </ul> <p><b>Families Committee – Mary Valeriotte</b></p> <ul style="list-style-type: none"> <li>• The Forum on Aging was a successful event. 55 people attended the afternoon session and 12 attended the evening session. Kim Lister facilitated well. More general topics were discussed in the earlier session, while more personal stories were shared in the evening. Similar themes were identified at both sessions. Kim is planning sessions with other councils and will then write a report. Only two self advocates attended the sessions. Kim indicated that she would be happy to facilitate a session for self advocates. Also, visible minorities were observed to be missing from the sessions.</li> <li>• It was suggested that it may be of benefit to have a representative from the Centre of Aging (Holly) meet with the Family Committee and/or the council as a whole. Bev will follow up.</li> <li>• A workshop on Representation Agreements is being considered.</li> <li>• Chiefs of Police from Saanich and Victoria attended the Forum. The Committee may follow up with them for input.</li> <li>• Showing of the documentary ‘The “R” Word’ – it was shown to classes from UVic and Camosun, with a great introduction by Mary Emmond.</li> </ul>
TOPIC	DISCUSSION
New Business	<ul style="list-style-type: none"> <li>• December meeting – cancelled.</li> <li>• Next meeting November 30<sup>th</sup>.</li> <li>• Bill Hustler encouraged council members to read an article entitled ‘Reinventing Day Supports’, written in 2009. Lesley will explore whether it is available in an electronic format. <i>Addendum: It can be found at:</i> <a href="http://www.communitylivingbc.ca/individuals-families/employment-initiative/">http://www.communitylivingbc.ca/individuals-families/employment-initiative/</a></li> </ul>
ADJOURNMENT	
Meeting adjourned at 7:52 pm                      Moved by Mary Emmond 2 <sup>nd</sup> by Michael Hayes	
NEXT MEETING	
Date: November 30    Time: 5 pm    Location: 220 – 4460 Chatterton Way, Victoria, B.C.	