



RICHMOND DELTA COMMUNITY COUNCIL

ANNUAL REPORT 2008

CHAIR SUMMARY

The Richmond Delta Community Council was established in March 2007 to provide advice and expertise on CLBC's policies, programs and services which are offered to adults with developmental disabilities. The council is comprised of a mix of Richmond Delta based stakeholders, which includes self-advocates, family members and service providers. Each member of the council brings to the table a diversity of community living experience, a willingness to share his or her knowledge and experience and a strong commitment to ensure that the policies, practices and supports provided by CLBC are sensitive and responsive to local and provincial needs.

The council is composed of 13 members; 2 self advocates, 5 family members, 3 service providers and 2 community members. The Community Planning and Development Manager, Megan Tardif attends every meeting and the Quality Service Manager attends as requested. The Richmond Delta council meets monthly except during the summer. Working committees are established as required.

The community council reports to CLBC via CLBC local Management and through a Provincial Advisory committee who reports to the CLBC Board of Directors.

The intent of this process is to ensure that CLBC policies, programs and services remain sensitive to the needs of the community and that the CLBC Board are aware regarding how successful their services are and what changes might be made to improve them when warranted.

A number of achievements were accomplished by our council this past year. Among them are:

- Recommended an annual meeting of all community council chairs and vice-chairs take place each year for a review of provincial activities, gaps in service, ongoing concerns etc. The result of this was an annual meeting was held in May 2008.
- Richmond Delta council goals, objectives and work plan was developed and managed.
- Established a working committee on transition from school to adult life.
- Committee members represent CLBC on Richmond and Delta Education committees; the Executive directors committee of Societies and agencies which provide services to the developmentally delayed and Kwantlen University.
- Large public meeting took place in Delta to discuss CLBC programs and services.
- Presentations were made to Douglas College students aspiring to work in social services, CLBC, MCFD or the school system.

It is anticipated that directions for the coming year will be:

1. Review the chair and vice-chair positions for 2009-10
2. Clarify changing structure of and role of CLBC in light of changes and possible impact on CLBC and client services. (e.g. Transfer of children's services to MCFD)
3. Review 2008 priorities and revise as needed or desired.

4. Establish proposed speakers list for 2009.
5. Have Doug Woollard chair public meeting as per last year.
6. Review the various committees that council members sit on as part of our involvement in the community.
7. Develop communication plan for 2009.
8. Develop and distribute a satisfaction survey for clients served.
9. Have a representative from BCACL attend a council meeting to discuss their 2009 priorities and planned or existing advocate initiatives (e.g. what are their concerns, what are their successes).
10. Support ongoing good participation and attendance at council meetings.

KEY INITIATIVES

BUILDING WELCOMING COMMUNITIES

Our nominations committee endeavoured to ensure that there was good community representation on our council. These were family members, self-advocates, community members and service providers who bring a diversity of community living experience, a willingness to share his or her knowledge and expertise and a strong commitment to ensure that the policies, practices and supports provided by CLBC are sensitive and responsive to local and provincial needs.

ISSUES AND CHALLENGES

The main issue and challenge continues to be budget constraints, and the ever growing demand for service, which results in ever increasing wait lists.

Council members find this reality limits their sense of achievement regarding their ability to make a difference for families in need.

That being said, we have held two public information meetings about CLBC programs and services; networked families with CLBC staff and participated on community committees in support of accessibility and inclusion and the development of programs that may lead to employment.

ACCOUNTABILITY

- In March 2008 Our Council members participated in a self-evaluation of the council and also a CLBC Manager Review.
- Our council developed a work plan flowing from our strategic plan and updated it as tasks were completed.
- The council chair and the CPD Manager ensured that agendas, minutes and supporting documents were circulated.
- The council regularly received a monthly report in advance of regular meetings from the CPD Manager along with results of Service Satisfaction surveys and staff satisfaction surveys.
- Response to requests for information or involvement in meetings (e.g. AGM) called by senior management were responded to in a timely manner.

ISSUES AND CHALLENGES

As above.

FINANCIAL DECISION MAKING

On two occasions the Quality Service Manager met with the council to present financial updates and waitlist information as requested.

For the 2008-2009 budget year priorities were set. These were as follows:

- Employment – support initiatives around employment so that we free up capacity in Day Programs for those needing a higher level of support.
- Day Supports – capacity and space issues – need to address the infrastructure that supports our day supports
- Respite Services – a priority- especially, overnight support for those with complex health care needs

In addition, in response to the proposed budget plan presented by the Quality Service Manger, the amount of \$80,000/month for Emergency One Time Only, was noted to be in excess of the amount in the previous year.

ISSUES AND CHALLENGES

We have met with the Quality Service manager on two occasions and have received a paper update on one occasion to discuss budget information and our priorities. At the end of this process we feel we must support their spending plan as they have a greater regional overview regarding wait list pressures than we do. The process seems incomplete. More work is required in order for our council members to feel the process is sensitive to our community needs.

COMMUNITY OUTREACH

The council sponsored two main community meetings in the past two years:

- The first on November 27, 2007 with Doug Woollard, VP Community Planning and Development presenting and answering questions from community members. This was one of the best attended sessions in the province.
- On November 6, 2008 a focus group of council members and invited stakeholders was held which featured Bobbi Nobel's facilitation of a 3 year strategic planning process for CLBC.

In addition, many of our members are regularly involved in community committees which connect CLBC to the community. Some of these include:

- The Richmond/Delta Transition from High School Committees
- The Richmond/Delta Education Committees
- The Executive Directors committees of Societies which provide services to the developmentally delayed

COUNCIL MEMBERSHIP

NAME	COMMUNITY	MEMBERSHIP
Hugh Holt	Delta	Self-Advocate
Michelle Holt	Delta	Self-Advocate
Bob Robertson	Delta	Family Member
Ruth Shannon	Richmond	Family Member
Tanis Reimer	Richmond	Family Member
Jan Weber	Richmond	Family Member
Barbara Thomas-Bruzzese	Richmond	Community Member
Rasika Aklujkar	Richmond	Self-Advocate
Anita Sihota	Delta	Service Provider
Janice Barr	Richmond	Service Provider
Rosemary Mullins	Delta	Family Member
Sherrie Jamison	Delta	Service Provider
Johanne Enemark	Richmond	Family Member