

Advisory Committee to the CLBC Board of Directors

Minutes of the January 14, 2012 Meeting



IN ATTENDANCE:

Advisory Committee Members: Ruth Shannon (Richmond); Russ Keil (Central & Upper Island); Terry Robertson (North); Donna Long (Central & South Okanagan); Mary Emmond (South Island); Marie Sabine (Surrey - Delta); Peter Swayne (Vancouver); Janet Royko (Kootenay); Ross Spina (Thompson Cariboo and Committee Chair)

- ◆ David Steeves – support for Mary Emmond

Apologies: Deb Appleby (Simon Fraser)

CLBC Quality and Service Committee Members: Norah Flaherty (Chair); Darryl Harand

Guests: Janice Pearson, family member; Sally Saunders, family member; Denise Turner (CLBC Board Chair) Jessica Humphrey, Self-Advocate Advisor; Jule Hopkins, Service Accountability and Safeguards; Marsha Goldford, Director, Human Resources

CLBC Staff: Brian Salisbury, Director, Strategic Planning); Erin Greenlay (Executive Assistant)

NOTE: Advisory Committee vacancies exist for the North Shore Coast, North Okanagan Shuswap and Upper Fraser Community Councils

AGENDA

1. WELCOME AND INTRODUCTIONS

- ◆ Committee members introduced themselves and met the guests in attendance

2. REMARKS BY DENISE TURNER, CLBC BOARD CHAIR

- ◆ Denise thanked Advisory Committee members for the important work they do to promote opportunities for inclusion for adults with developmental disabilities in BC
- ◆ Denise discussed the different, yet complementary roles played by the CLBC Board, Community Councils, Advisory Committee and staff. She also stressed that CLBC would seek input from the Advisory Committee about how CLBC would respond to recommendations that result from the Internal Audit Services Review and Deputy Ministers' Working Group review

3. PROCESS TO ADOPT MEETING MINUTES

- ◆ Motion passed and approved members would have one month to suggest changes to DRAFT minutes once circulated. Following this period, the minutes would be accepted

4. QUALITY AND SERVICE COMMITTEE REPORT

- ◆ Norah Flaherty, Chair of CLBC's Quality and Service Committee, discussed the committee's work which focuses on issues that impact the people served by CLBC
- ◆ Examples of issues the Committee has examined include direct and agency home sharing; employment and CLBC's monitoring framework

Action

- ✓ CLBC requested to update members on how adults served by CLBC might be impacted by the Ministry of Social Development's new employment services

5. REPORT ON CLBC COMPLAINTS RESOLUTION POLICY

- ◆ Brian Salisbury presented a Complaints Resolution report prepared by Paula Grant, CLBC's Director of Quality Assurance

Action

- ✓ Updated report to be sent to Advisory Committee members

6. REPORT ON HOW CLBC DEFINES EQUITY AND PROGRESS MADE

- ◆ Brian Salisbury presented a report prepared by Richard Hunter, Vice President of Corporate Services, on actions CLBC has taken to address equity issues since July 2005

7. COMMUNITY COUNCIL / ADVISORY COMMITTEE MEMBERSHIP REPORT AND RECRUITMENT UPDATE

- ◆ Erin Greenlay presented a report which outlined the number of current 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 recruitment efforts. Many Committee members commented their Councils are struggling to recruit new members

Action

- ✓ DRAFT document with possible recruitment strategies will be shared for comment once finalized

8. COMMUNITY COUNCIL REPORTS

- ◆ Community Councils presented brief reports that focused on activities they had engaged in since the September 24th meeting. Councils are having difficulty recruiting new members. Many have a large number of members whose 6 year terms will soon expire. Councils with large geographic areas face additional challenges. Notwithstanding these challenges, Councils have good working relationships with local CLBC managers and staff
- ◆ In the context of a 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 and identify strategies for Council sustainability. A sub-committee was established to assist with planning the day

Action ✓ Brian Salisbury to report CLBC’s response to the motion as soon as possible

9. WOW CLBC AWARDS

- ◆ Marsha Goldford discussed the WOWclbc! Awards during the lunch break. This program acknowledges the contributions community members make to helping CLBC fulfill its vision of “good lives in welcoming communities”
- ◆ Marsha requested Community Councils to assist with this year’s program. Possible roles include participating on the selection committee, sharing information locally and helping with presentation ceremonies in four regional communities

Action ✓ Brian Salisbury to send out information to Committee members on WOWclbc!

10. CRIMINAL RECORD ISSUE

- ◆ Erin Greenlay obtained completed forms from Committee members so they can be in compliance with CLBC’s *Criminal Record Check Policy: Service Delivery* policy

11. FORMAT AND QUALITY OF SURVEY QUESTIONS OF ADVISORY COMMITTEE ANNUAL SELF EVALUATION

- ◆ Members discussed the questions and made several changes to the evaluation form

Action ✓ Brian Salisbury to amend annual self-evaluation survey for April 14, 2012 meeting

12. REVIEW OF DRAFT STATEMENT OF RIGHTS OF INDIVIDUALS POLICY

- ◆ Jessica Humphrey gave Committee members an overview of the Rights 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
- ◆ Suggestion made that Representation Agreements be referenced as a way to support individual decision-making

13. SOUTH ISLAND COMMUNITY COUNCIL REQUEST

- ◆ South Island Community Council sent a request asking that CLBC “revisit the terms of

reference of Councils and the Advisory Committee following the redefinition of the Board's role resulting from the November 2009 decision by the government to amend legislation and alter the composition of the membership of the CLBC Board of Directors"

- ◆ Following discussion, it was moved and agreed that the issue of a review of the Terms of Reference be included as part of the discussion for the proposed April 14, 2012 meeting

14. CLBC RESPONSES TO PAST ISSUES RAISED BY COMMUNITY COUNCILS AND DISCUSSED AT THE ADVISORY COMMITTEE

- ◆ Brian 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

Action ✓ Requested that future reports include dates when recommendations were made

15. UPDATE ON THE CLIENT SUPPORT TEAM

- ◆ Brian Salisbury provided statistics on referrals to the Client Support Team and responses made as of December 31, 2011

16. UPDATE ON CLBC'S AGEING INITIATIVE

- ◆ Jule Hopkins spoke briefly to what will take place in phase 2 of this initiative

Action ✓ Jule to attend another meeting to provide a more detailed update

**NEXT MEETING; SATURDAY, APRIL 14, 2012, CLBC
HEADQUARTERS, VANCOUVER**

REMINDER

Community Councils that want to share an issue of concern with the Advisory Committee are requested to:

- ◆ use the appropriate form
- ◆ send it to the Director of Strategic Planning and staff liaison to Community Councils and the Advisory Committee (Brian.Salisbury@gov.bc.ca) 3 weeks prior to the next scheduled meeting to ensure that it can get on the agenda