

IN ATTENDANCE:

Advisory Committee Members: Helmut Herrmann; Russ Keil; Terry Robertson; Donna Long; Marie Sabine; Peter Swayne; Ross Spina [Committee Chair]

Apologies: Mary Emmond, South Island Community Council; Janet Royko, Kootenay Community Council

CLBC Quality and Service Committee Members: Norah Flaherty [Chair]; Darryl Harand

CLBC Staff: Brian Salisbury [Director, Strategic Planning]; Erin Greenlay [Executive Assistant]

Guest: Denise Turner [CLBC Board Chair]

NOTE: Advisory Committee vacancies exist for the Richmond, Simon Fraser and Upper Fraser Community Councils

AGENDA

1. WELCOME AND INTRODUCTIONS

- ◆ Committee members introduced themselves and provided updates about scheduled activities in their respective areas during October Community Living Month

2. CLBC 2012/13 TO 2014/15 STRATEGIC PLAN

- ◆ Dr. Michael Shoop, the contractor assisting CLBC to develop its third three-year strategic plan, provided an overview of the plan
- ◆ Areas discussed included the refreshed mission, vision and values statements and the three key strategic directions
- ◆ The strategic plan will provide a framework to guide CLBC's work beginning April 1, 2012
- ◆ Committee members provided feedback which will be shared with the CLBC Board of Directors at their September 28th Board meeting

Action

- ✓ Once approved by the CLBC Board the strategic plan it will be uploaded to the CLBC website in PDF form [A plain language version will also be created]
- ✓ The CLBC Board chair will be asked to send Council chairs a copy of the plan and a letter thanking them for the role their Council played in the plan's development
- ✓ Advisory Committee members will be sent a link to the strategic plan

3. REMARKS BY DENISE TURNER, CLBC BOARD CHAIR

- ◆ Denise thanked Advisory Committee members for their important contributions in working with BC's communities to help them become welcoming places
- ◆ Denise acknowledged CLBC had received considerable media attention in recent weeks and that CLBC is committed to learning from its mistakes

4. QUALITY AND SERVICE COMMITTEE REPORT

- ◆ Norah Flaherty, Chair of CLBC's Quality and Service Committee, gave a verbal report on the committee's work which focuses on issues that impact the people served by CLBC
- ◆ Norah discussed examples of presentations received from CLBC senior management team, for example, individualized funding and safeguards

Action

- ✓ Following discussion on the CLBC complaint policy, a request was made to update the Committee on the status of this policy at the January 14, 2012 meeting.

5. COMMUNITY COUNCIL REPORTS

- ◆ North Okanagan-Shuswap – Helmut Hermann
 - Council developed a Power Point presentation to use with community groups
 - A new strategic plan will help focus the Council's work during the next year
- ◆ Central and Upper Island - Russ Keil
 - Five new members have been identified since June 2011
 - Strategies used included local advertisements; working with CLBC staff to identify possible members; meeting with candidates to better explain the Council's role
 - A new strategic plan was developed in June and a process has since been established to help the Council prioritize its three main areas of focus
- ◆ Central and South Okanagan - Donna Long
 - Council is focused on community engagement and has worked with CLBC staff and other partners to establish a community garden and community kitchen
 - Council plans to host a number of family forums on topics that will interest them
- ◆ Vancouver - Peter Swayne
 - Council developed a strategic plan in March 2011 whose primary focus will be on families helping families
 - Council had a presentations in May on housing and will host World Cafés on housing, employment and recreation

- Council is concerned about issues associated with equity and service reviews

Action

- ✓ The Committee requested a presentation on the topic of equity including how CLBC defines equity and the progress made on this since CLBC's inception in 2005
- ✓ Brian Salisbury was asked to collect CLBC documentation on how contract reviews are being approached at CLBC

◆ North – Terry Robertson

- Council is challenged by the geography of the north and is concerned about the ability to do community connecting because there may only be one person from the committee in some communities; organizing meetings can be difficult for just one person, making it hard to tackle larger projects. Council recognizes the need to find new ways to connect with smaller communities.

◆ Surrey - Delta - Marie Sabine

- Council hosted three ageing forums held in April and May, 2011; hosted forums in April, May and June on “Families Connecting with Families”; completed a strategic plan in June; and recruited three new members

Action

- ✓ A request was made to have Jule Hopkins, Manager of Service Accountability and Safeguards, make a presentation on the status of CLBC's ageing initiative

◆ Thompson – Cariboo – Ross Spina

- Council has developed a strategic plan with three areas of focus: community engagement [PLAN has conducted presentations on seven steps to a good life and how to take out a Registered Disability Savings Plan]; self-advocacy development; and employment

Action

- ✓ The Committee requested that the 2010/11 annual reports of Community Councils be sent to Council chairs for distribution to their members. The report will also be sent to CLBC's Community Planning and Development Managers
- ✓ The report will also be posted to the Council section of the CLBC website

- ◆ South Island Community Council – Council report was tabled for the Committee as representative Mary Emmond was unable to attend the meeting

6. COMMUNITY COUNCIL RECRUITMENT STRATEGY

- ◆ 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 some Councils
- ◆ Brian / Erin indicated that a strategy is being developed to address this issues

Action

- ✓ Brian / Erin will develop a document by October 31, 2011 that provides a status report on Community Council and Advisory Committee membership
- ✓ Brian will develop a recruitment strategy for the January 14, 2012 meeting

7. SOUTH ISLAND COMMUNITY COUNCIL REQUEST

- ◆ Council sent a request to the Advisory Committee 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*”
- ◆ Item tabled to the January 14, 2012 Committee meeting because Council’s request did not arrive in time to support a full discussion

Action

- ✓ The Committee requested that South Island Community Council be advised about the status of their request and that all Councils be reminded that requests for Committee consideration be sent 3 weeks before the next scheduled meeting

8. ADVISORY COMMITTEE ANNUAL REPORT

- ◆ Ross spoke to the Committee’s annual report for the CLBC Board and asked members to reflect on the report’s format and the quality of the survey questions asked and to be prepared to discuss them at the January 14, 2012 meeting

Action

- ✓ The report will be uploaded to the Advisory Committee website

9. ANNUAL ELECTION OF THE ADVISORY COMMITTEE CHAIR

- ◆ Nominated by Marie Sabine, and seconded by Helmut Herrmann, Ross Spina was elected unanimously to serve a second one-year term as Committee chair

10. ADVISORY COMMITTEE INFORMATION BINDERS

- ◆ Members discussed the size of their information binders and requested an update. There was agreement that documentation could be placed on the Committee’s website

Action

- ✓ Erin will develop a document list and hyperlink them on the Committee’s website

11. CRIMINAL RECORD ISSUE

- ◆ CLBC’s *Criminal Record Check Policy: Service Delivery* policy requires volunteers who work with vulnerable adults directly, or who have, or may potentially have, unsupervised access to them through their work, to undergo a criminal record check
- ◆ Committee members agreed they should be in compliance with this policy

- ◆ The form takes very little time to complete and CLBC will pay for the cost

Action ✓ Members will complete criminal record check forms at the January meeting

12. RIGHTS OF INDIVIDUALS SERVED POLICY

- ◆ Brian introduced Committee members to the *Rights of Individuals Served Policy* which CLBC must complete as part of its preparation for CARF accreditation in 2012

Action ✓ Brian will present the policy to members at the January meeting for feedback

13. LIGHT THE WAY VIDEO SCREENING

- ◆ South Island Community Council facilitated the development of a 10-minute video on best practices for Councils to follow to include self-advocates in a meaningful way in the work of the Councils.
- ◆ Committee members were impressed with the quality of the video production
- ◆ The video will be Council chairs and CLBC Community Planning and Development managers, and uploaded to CLBC's website

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

REMINDER

Individual Council members that want to share an issue of concern with the Advisory Committee must:

- ◆ 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