

ATTENDING ADVISORY COMMITTEE MEMBERS

- ◆ Claudia Meyerman - Surrey Delta Community Council
- ◆ Ruth Shannon - Richmond Community Council
- ◆ Terry Robertson - North Community Council
- ◆ Debra Appleby - Simon Fraser Community Council
- ◆ Maddy Harlamovs - East/West Kootenay
- ◆ Norah Flaherty – Representative, CLBC Board of Directors; Chair, Quality and Service Committee
- ◆ Peter Swayne - Vancouver Community Council
- ◆ Marcella Harrington - Central and South Okanagan Community Council
- ◆ Cheryl Fisher - Thompson Cariboo Community Council
- ◆ Dawn Robertson - Upper Fraser Community Council
- ◆ Karen Van Rheenen - South Island

GUESTS

- ◆ Jane Holland, Advocate for Service Quality, Ministry of Social Development
- ◆ Megan Tardif – Manager, Quality Assurance, CLBC
- ◆ Carol Goozh – Vice President, Policy and Program Development, CLBC

REGRETS

- ◆ Russ Keil - Committee Chair; Central and Upper Island Community Council
- ◆ Carolyn Terpstra - North Okanagan Community Council
- ◆ Darryl Harand – Representative, CLBC Board of Directors; Quality and Service Committee member

CLBC STAFF

- ◆ Brian Salisbury - Director, Strategic Planning
- ◆ Deborah Nowak - Executive Assistant

APPROVAL OF AGENDA

The agenda was reviewed and approved.

1. WELCOME AND INTRODUCTIONS

Acting Chair, Claudia Meyerman, called the meeting to order at 9:00 a.m. and welcomed members and guests. Each member gave a brief summary of their connection to the community living field.

2. CLBC UPDATES

Carol Goozh provided an update to Committee members on behalf of Doug Woollard, Interim CEO on the following:

- ◆ CLBC implemented a more clearly defined Complaint Resolution Process in January 2013 which has made it easier to file a complaint. This will support CLBC's commitment to continuous quality improvement in the supports and services it provides to adults and families. Carol reported complaints have doubled since the introduction of the simplified process
- ◆ A multi-agency steering committee has been established to address concerns that cross jurisdictions
- ◆ The Ministry of Social Development will implement a streamlined application process in July 2013. For more information, visit <http://www.newsroom.gov.bc.ca/2013/03/youth-transition-to-disability-assistance-simplified.html>. The on-line application remains the initial requirement for application with a space being added to indicate if you are applying for CLBC services
- ◆ The Diagnostic and Statistical Manual of Mental Disorders used by psychologists to diagnose a development disability has been updated from version 4 to version 5 and will be released in May 2013. Diagnostic criteria will be very similar so CLBC eligibility will not be greatly impacted. Any needed changes to government regulations will occur at a later date
- ◆ The mandate of the Office of the Representative for Children and Youth has been expanded to include youth up to age 24 who transition to CLBC services; this will begin in September 2013.
- ◆ The Support to Adults with Developmental Disabilities Project (STADD) was established in 2012 to address the 12 recommendations in the Deputy Minister's Report. The STADD project's main objective is to create an integrated service delivery system across government ministries. For more information visit <http://www.sd.gov.bc.ca/pwd/isst.html>

Norah Flaherty, Chair of CLBC's Quality & Service Committee, updated members on issues her Committee discussed at the Quality & Service Committee's April 3rd, 2013 meeting:

- ◆ Task Force Implementation Committee which is working with Brian Salisbury and Joanne Granek (contractor) to provide guidance and feedback on implementation of the five key recommendations flowing from the report, Strengthening Community Councils
- ◆ Commitment Document which will guide how CLBC staff work collaboratively and respectfully with individuals and families, each other and CLBC's government and community partners
- ◆ Review and approval of the agenda for the June 15, 2013 annual joint meeting of Community Council Chairs, PAC members, and CLBC Board and staff
- ◆ Discussion on how annual consumer satisfaction survey results can be used to understand trends over time and support continuous quality improvement across CLBC and the sector
- ◆ A presentation on www.incommon.TV, a web portal that features stories in a variety of accessible electronic formats about the lived experience of those living with a disability

- ◆ Norah also updated members on the April 4th Board meeting which included presentations by CLBC staff Jule Hopkins and Jennifer Wheadon on safeguards mindfulness training and from Surrey teachers' Debbie Holmes and Mike Flynn on students who come into contact with the criminal justice system and their multi-agency group that is addressing the issue. At the end of the open Board meeting, Board members met with members of the Surrey-Delta-White Rock Community Council

3. UPDATE ON EXTERNAL HOME SHARING REVIEW

Megan Tardif provided an overview of the external home sharing review being led by University of Calgary Professor Dr. Anne Hughson. Terms of reference for the review were circulated. The review will help shape CLBC's policy and practice framework for this growing residential option.

Focus groups are occurring with key stakeholders and key informant interviews are also being held. An interim report will be released by April 30th and the final report is expected by June 30, 2013. Megan led Committee members through a process in which they responded to research questions posed by Dr. Hughson.

Megan encouraged members to share the list of questions with others who might wish to respond and invited members to provide any additional feedback and concerns regarding home sharing. Megan can be contacted by email at megan.tardif@gov.bc.ca or phone at 604 603 6060. Dr. Hughson is coordinating her research with the work being done by Dr. Rachel Hole from the Centre for Inclusion and Citizenship on home share.

4. UPDATE ON AGENDA FOR ANNUAL MEETING WITH THE CLBC BOARD

Brian Salisbury discussed the process that led to the creation of the agenda for the annual meeting of Community Council chairs, Advisory Committee members, and the CLBC Board and staff. A small group of Council members and CLBC staff will continue to refine the process that will be used for the June 15th meeting.

5. OVERVIEW OF THE ROLE OF THE ADVOCATE FOR SERVICE QUALITY

Jane Holland, the Advocate for Service Quality, gave an overview of her role which involves helping adults with developmental disabilities and transitioning youth and their families to gain access to available supports and services. The Advocate can help with services provided by the Ministry of Social Development or other ministries, Community Living BC or community service providers. Jane answered members' questions and spoke to the trends she has witnessed over the past 15 years.

Jane can be contacted via email at Jane.Holland@gov.bc.ca or by phone at 604 775-1238. Fifty-five concerns brought forward in the last year were cross Ministry issues.

6. COMMITTEE MEMBER REPORTS

Each member gave an update on recent activities of their respective Community Councils:

- ◆ **Central and Upper Island Council** - finalizing its annual work plan; has engaged CLBC's Community Relations Specialist Caitlyn Sassaman as a facilitator

- ◆ **Simon Fraser Council** - finalizing its annual work plan; in the process of recruiting a new Chair and new members
- ◆ **Richmond Council** - finalizing its annual work plan; working on member recruitment
- ◆ **North Council** will be attending trade shows to inform the public about CLBC and Community Councils
- ◆ **Vancouver Council** - focusing on housing and employment
- ◆ **Upper Fraser Council** - continuing to work on its annual work plan; focusing on housing
- ◆ **Kootenay Council** - working on recruitment; focusing on education, especially for self-advocates
- ◆ **Thompson-Cariboo Council** - addressing ageing, transportation, and creating opportunities for social inclusion
- ◆ **South Island Council** - concentrating on employment, transition, community inclusion and community engagement and strengthening the Community Council.
- ◆ **Central and South Okanagan Council** - trying to recruit more members; working with the Kootenay Council to coordinate a self advocate regional conference in October
- ◆ **Surrey/Delta/White Rock Council** – involved in the City of Surrey’s crime reduction strategy and addressing issue of transportation; in the process of completing the 2012/13 annual work plan and planning to hire a facilitator to help develop the 2013/14 work plan

ACTION ITEMS (flowing from discussion during the Council updates)

- ◆ Brian will request Directors of Regional Operations to raise transportation with Community Planning and Development managers to determine if this is an issue of concern that local Councils may wish to address
- ◆ Brian will suggest Directors of Regional Operations meet with Council Chairs in their region.
- ◆ Brian will discuss with Caitlyn Sassaman a request to document the process the South Island Council uses for their one-day community celebration so that this can be shared with other Councils (checklists and templates for this day are available from the South Island Council)

7. DISCUSSION OF COMMUNITY COUNCIL TASK FORCE

RECOMMENDATIONS

Brian introduced Joanne Granek, the contractor supporting the Task Force Implementation Committee to implement the five key recommendations flowing from the report, *Strengthening Community Councils*. Joanne’s five key deliverables are:

- ◆ Identifying best practices for use by CLBC managers and staff to support Community Councils in their work
- ◆ Developing strategies to support succession planning
- ◆ Refreshing the orientations and training package for new (and current) Council members
- ◆ Updating the Council manual (to be renamed a Handbook)
- ◆ Revising the Council self evaluation process

Joanne led members in a discussion on questions that are central to her work. Topics included recruitment, orientation and training, updating the manual and succession planning. Joanne indicated she is available to answer questions and would welcome additional feedback on the questions that were discussed.

All Council materials will be available on line in the future. Joanne stressed that discussions with Councils and the Advisory Committee will continue over the coming months and that she will be visiting a number of Councils during this time period. Joanne can be contacted by email at Joanne.granek@gmail.com or by phone at (604-574-2512).

ACTION ITEMS

- ◆ Brian will send the list of questions electronically to members that Joanne used at the meeting

8. GENERAL QUESTIONS / ISSUES

- ◆ Debra Appleby asked if a person can attend an Advisory committee meeting as part of their orientation. PAC members agreed this was a good way to become oriented to the work that Council members do.
- ◆ Terry Robertson asked if social arrangements could be made for dinner on the Friday night before the PAC meeting. Maddy Harlamovs agreed to take on this task and will send out the details when the agenda is sent for the next meeting.
- ◆ Members were reminded of the Saturday June 15, 2013 date for the annual meeting with the CLBC Board

**Next Advisory Committee meeting will be held at CLBC in
Vancouver from 9:00 am – 3:30 pm on September 21, 2013.**