



Provincial Advisory Committee

September 27, 2014 - Meeting Minutes
Marine One, CLBC Headquarters Boardroom

Advisory Committee Attendees	
◆ Claudia Meyerman – Surrey / Delta Community Council; Chair, Provincial Advisory Committee	◆ Eugene Hrushowy – Central and Upper Island Community Council
◆ Marcella (May) Harrington – Central and South Okanagan Community Council	◆ Dawn Robertson – Upper Fraser Community Council
◆ Cheryl Fisher – Thompson Cariboo Community Council	◆ Ashley Baker – North Shore Sunshine Coast Community Council
◆ Lynnetta Beingessner – Kootenay Community Council	◆ Karen Neoh – Vancouver Community Council
◆ Sheryl Demers – North Region Community Council (<i>left at 3:00pm</i>)	◆ Catriona Johnson – South Island Community Council
CLBC Quality and Service Committee	
◆ John McCulloch – Member, CLBC Board of Directors, Quality and Service Committee	
CLBC Staff	
◆ Seonag Macrae – CEO, Community Living British Columbia (9:00am – 9:45 am)	◆ Sylvie Zebroff – Manager, Individual, Family and Volunteer Engagement; Committee liaison
◆ Shelley Gerber – Provincial Employment Coordinator, Strategic Initiatives, <i>via teleconference at 10:25 am</i>	◆ Jessica Humphrey - Self Advocate Advisor, Individual, Family and Volunteer Engagement
◆ Zainum Bahadshah – Research & Innovation Lead <i>via teleconference at @10:45 am. Due to the meeting going over its time, Zainum had to leave prior to her presentation.</i>	◆ Karen Egby – Executive Assistant
Regrets	
◆ Sue Mann – Simon Fraser Community Council	◆ Andrei Danyliu – North Okanagan Council
◆ Brendan Coyle – Richmond Community Council	

1. Welcome

The Chair called the meeting to order at 9:00 am and welcomed members and guests. Each member and guest shared brief introduction of themselves. This was the first official PAC meeting since March 2014 (PAC members participated in the joint CLBC Board/Community Council Chairs meeting in early June, 2014, but did not hold a separate meeting at that time).

2. Approval of Agenda

The Agenda was reviewed and accepted. Five additional 'discussion' items were also brought forward from the informal PAC meeting dinner held on Friday, September 26th.

These discussion items included:

- How do we hear the voice of people who are not self advocates and who don't have family?
- Having the right support to be independent when living in home-share
- Self advocates knowing where to go for information about options and opportunities in their community
- Transportation safety for people who use a wheelchair
- Support for transitioning youth

3. Introduction of New Chief Executive Officer

Seonag Macrae, CEO, Community Living British Columbia (CLBC), gave the Provincial Advisory Committee a brief introduction of herself and what she had accomplished in her life, before CLBC.

Seonag stated that she had or was planning to visit 3 CLBC Offices and would visit the other offices in the next while. Seonag then welcomed questions from the Provincial Advisory Committee Members.

Karen Neoh asked if CLBC will have additional resources allotted. Seonag explained that there was a limit on resources, but she also felt that a modest increase may be available in the future. A brief discussion ensued.

Marcella (May) Harrington asked Seonag where she saw CLBC in 6 months. Seonag replied that it would be difficult to make big changes at this point. Seonag also said that a lot of really good initiatives had already been started and should not be changed at this time. She gave some examples, such as Include Me, Youth Transitions, and the Aging Strategy. Seonag thanked the Committee and concluded her conversation at 9:45am.

4. CLBC Board Updates

John McCulloch, Member, CLBC Board of Directors, Quality and Service Committee Quality & Service Committee, provided updates on a few topics discussed at the CLBC Board meetings since the last meeting of the Provincial Advisory Committee.

John discussed how the Board tries to forecast the budget accurately, and so has been focused recently on the Financial and Operating report for the first 4 months of the year to ensure we stay within the mandate, come in on budget, and make sure the organization and its staff are doing the best that they can. This can be a challenge. With the arrival of the new CEO the board is helping to set goals for the first 6 months, and clarify how the Strategic Planning process will dovetail with the Service Plan and other important areas. Other areas of current focus are key performance indicators, Fraud Risk assessments and reporting and Risk Management guidelines for the organisation.

Quality and Service meanwhile have been reviewing the aging initiative, monitoring quality of life measures, and ensuring that the Employment Initiative and results of the Home Share Review are on track

Cheryl Fisher asked if there were rules on becoming a CLBC Board Member; and if Self Advocates could be appointed? John explained that there were set guidelines on board recruitment, and that whilst CLBC does have Self Advocates on the board, and parent representatives, there are no quotas per se – as this is not mandated. When asked John also said the service providers do not participate as Board members it this might be a conflict of interest.

Claudia Meyerman asked on how the Board makes sure that continuity is maintained when Board member appointments have been completed. John agreed that there is a need to be thoughtful about knowledge-sharing, especially with upcoming board-member turn-over this year.

5. CAEP Update

Shelley Gerber, Provincial Employment Coordinator, Strategic Initiative, via telephone presentation, gave a history and details on the CLBC Community Action Employment Plan. Starting in 2011 until present day, CLBC has worked with both persons with developmental disabilities and employers to build employment success. Shelley feels that we need to strongly support youth transition into the work environment. CLBC is working to build confidence and change communities and families attitudes about the value that these individuals bring to the workplace. These “**Nine Principles of Best Practises to Employment**” have been adopted by CAEP. They include:

Choice and control	Paid employment	Partnership
Full inclusion	Job search	Individualized approaches
Natural supports	Long term support	Continuous quality improvement

A conversation with the Committee ensued.

Self-Advocate Activity Updates – Editorial Board

Jessica Humphrey, Self Advocate Advisor, Individual, Family and Volunteer Engagement updated the PAC on the Editorial Board and how it started through the CLBC Communication Department. The board consists of between 15 to 20 people, representing many areas of the province and many communication styles. The Board has representative with a variety of disabilities (i.e. blind, deaf, non-verbal) and several family members whose family members are served by CLBC.

The term for all Editorial Board positions is relatively short - one year to 18 months. This helps ensure that new and fresh voices are constantly being added. This Editorial Board is brand new, the first of its kind, and is backed by the CLBC Senior Management and Board Members. Further connection and partnership with CLBC Community Council members is a goal in the future. Jessica also advised PAC about the Self Advocate Net website – this site is being supported and the content paid for by CLBC at present.

Self Advocate Travel and Support

Jessica Humphrey distributed an information bulletin, to advise what the current policy and practice is related to supports for self advocate members travelling on CLBC related business. The information was reviewed. Discussion ensued.

Action item:

Jessica will ensure that the person who brought the issue forward is made aware that this issue was discussed at PAC and share general brainstorming ideas brought forward as discussed in the bullets below.

A conversation began about some areas of concern for people with disabilities with financial limitations who may be asked to attend any CLBC meeting or functions:

- Purchasing extra liability life insurance for transporting people, other than family, in one's private vehicle. It was suggested by insurance professionals that anyone driving people, other than family members should have \$3 to \$5 million uninsured liability insurance to protect themselves.
- Hotels requesting credit cards at check-in for incidentals, when the invoice is being paid by CLBC.
- General safety concerns when individuals are on travel status and traveling on their own.
- Clients walking around and or traveling by public transit prior or post meetings, at night.
- Prepaying clients their per diems and travel costs in advance of their travel
- Communication when the individual does not have a computer and or an email address.

Action Item:

Jessica will send out some recommendations to the PAC on what needs to be considered and who would be responsible for the process and or the action(s).

6. New Policy on First Nations Communities

Sylvie Zebroff advised that, effective August 2014, CLBC will be providing in First Nations communities. The approach to service delivery in First Nations communities will be the same approach used for all CLBC eligible individuals across the province; however, no additional funds have been made available at this time. We are monitoring and collecting data this initial first year to understand and assess the demand for services for families and individuals living in First Nations communities.

7. Committee Member Report Out

Lynnetta Beingessner, Ashley Baker and May Harrington read their updates, raised their concerns and activities, form their Community Council meeting minutes. Sylvie mentioned that Dr. Robert Schalock was scheduled to visit Kelowna as it is one of the test cities for the Editorial Board.

8. General Discussion

PAC members had brought forward several points of discussion at the informal PAC meeting on September 26th. These issues were discussed amongst the PAC member group, and it was decided that there was a need to determine whether these themes were provincial in scope, or specific to

individual or Community Council concerns. There has been a request that some operational data be collected or shared (where possible) about the following:

- How do we hear the voice of people who are not self advocates and who don't have family?
- Having the right support to be independent when living in home-share
- Self advocates knowing where to go for information about options and opportunities in their community
- Specific transportation safety issues / protocol observation for people who use a wheelchair and concerns were raised- many CLBC Service Providers reportedly only use wheelchair tie down systems without needed occupant restraints that anchor clients to the vehicle. Tying only wheelchairs down puts clients at great risk, as their chairs will be held down in a crash but the individuals can be ejected; wheelchair seatbelts are not Transport Canada approved, while lap and shoulder belts anchored to the actual vehicle are. More education seems needed for some CLBC Service Providers to ensure they are aware of the need to properly secure all individuals transported, regardless of whether they use a custom wheelchair or regular vehicle seats.
- Ranges and levels of support for transitioning youth.

Specific points of operational concern were expressed by Claudia Meyerman, Chair, regarding issues that have been identified in her region. Claudia Meyerman will only bring it forward to PAC, at a future date, if there are potential provincial implications. The Chair wanted members to notify PAC if they hear of these issues materializing in other regions. Sylvie Zebroff, PAC Liaison, will explore the questions and provide feedback, as available. John McCulloch, Board Member, will also report back to the Board at its next meeting in November.

9. 2015 Meeting Schedules:

The 2015 Provincial Advisory Committee meeting dates would be:

January 23 & 24/2015

March 27 & 28/2015

June 5 & 6 (Joint meeting) 2015 TBD

October 2 & 3/2015

It was suggested that maybe the Provincial Advisory Committee could do something to embrace "inclusion" on the Friday portion, perhaps with the local PAC members?

Action Items:

Updates for PAC member terms need to be confirmed. Members Cheryl Fisher and Claudia Meyerman's terms for the Provincial Advisory Committee will be up for renewal in November 20th, 2014. Eugene Hrushowy mentioned that his term for his Community Council will be up in April 2015. Sylvie Zebroff will follow up for an update at the next PAC meeting in January.

10. Team building – Highlights

Claudia Meyerman asked Lynnetta Beingessner, Self Advocate visitor and soon-to-be official Kootenays PAC member, for her impressions of today's Provincial Advisory Committee meeting; in contrast to the last meeting she attended in March. Lynnetta advised that she felt that the meeting, in general, was improved for Self Advocate participation - people had spoken louder, used less "big words" (plain language), used less acronyms and had given more explanations when needed. A discussion ensued. It was suggested that maybe the PAC should stop after each item/topic and check to see that all participants understand everything that was said. Also it was suggested that we explore different kinds of techniques to help a Self Advocate attending the PAC meetings. The consensus was that the participation of the Self Advocate Advisor at the PAC meeting was very helpful to the process.

May Harrington, Parent and Self Advocate Member, also gave a short presentation on the challenges she experienced, as a new PAC Member, during her first year. Having never been a committee member, everything and everyone was new to her. May described how she had felt like an outsider, but also confirmed that things had considerably improved with time.

Action Items:

It was suggested that the meeting minutes be written in "plain language". It might be helpful to review these minutes, the night or morning before the next Provincial Advisory Committee meeting. Jessica also commented on the fact that she will be more involved in community councils, and they will be doing presentations on strategies and "helpful hints".

11. Adjournment

In a round-table format, each participant, in the meeting, were asked to speak on "What did they learn today?"

Claudia Meyerman then summarized the day's discussion outcomes as follows:

- Sylvie Zebroff to invite Public Trustee Office to present at January PAC Meeting.
- When the data requested has been received from CLBC Claudia will forward to the information to PAC members (RE: clients who don't have family representation)
- Transitioning youth – discussion at next meeting regarding the challenges of the gap year (18-19) and how we might proceed in terms of Provincial points of discussion with the Board
- Follow-up on inquiry about safety practices and obligations with regards to individual appropriate transportation and securement in wheelchairs.
- Employment Works Website – Meetings for families to promote employment and get their child(ren) ready for employment. (Vancouver, Coquitlam, Kamloops, North Island, Burnaby, Langley chapter) Dawn Robertson to send the website to each of the PAC Members.
- There is a commitment to ongoing support strategies and adaptation in PAC agenda and structure to support Self Advocate involvement and participation.

Meeting adjourned at 3:25 p.m.

Next meeting dates will be January 23rd & 24th, 2015