



North Region Community Council Meeting

Date: September 28th & 29th, 2012
 Address: #207 1600 15th Avenue,
 Prince George BC V2L 3X3
 Time: 9:30 am – 3:30pm
 Dial In information: 1-877-353-9184
 Conference ID: 8408132#

Present: Cory Norman, David Johnston, Ryan Taylor, Ann Peltier, Bonnie Fallowfield, Sharon Taylor, Barb Warkentine, Shannon Moyle, Ruth Stanton-Davis, Eldon Carter, Kris Zemlak, Cathy Mortensen, Justin Pylatuk, Pat Marshall, Ann Lewis

Guests: David MacPherson, Megan Tardif

Regrets: Jackie Allen, Earnie Harding

AGENDA TOPICS	
TOPIC	DISCUSSION
Acceptance of agenda and approval of last meeting's minutes	Ryan Taylor made the motion the minutes of the May 19 th , 2012 meeting be accepted, Barb Warkentine seconded the motion. CARRIED
Additions to the Agenda	
TOPIC	DISCUSSION
David MacPherson	David is pleased for this opportunity to get acquainted with the North Region Community Council and explained his role as the Director of Operations for Vancouver Island and the North Region and will continue this role in the foreseeable future. David announced the new Quality Service Manager for the North, Sherri Peterson. David discussed CLBC's Strategic Plan and Regional Work Plan that flows from it. Key areas of discussion are: Improving customer service, another area is community engagement – working with the community to mobilize natural supports, ensuring families are aware of what is available; employment is another priority – this is an area where we can continue to do work and has become a major initiative. We have a new VP Jack Styan and a big part of his job is employment. The results from Jack's feedback form are going to be used to develop an action plan for CLBC to move forward around employment. Transitioning youth is another priority we have and we

	<p>have increased funding and increased the number of youth we are supporting. We also have a goal in supporting and strengthening our Community Councils as they play such an important role as ambassadors to CLBC in helping families understand what the role of CLBC is and understanding services.</p> <p>Bonnie – Worries about individuals that don't want to work or don't have the ability to, are not lost in the drive and focus. This is exciting for the ones who do have jobs.</p> <p>David – Employment is a key issue and we are working in partnership with schools, the community, MSD. That is a key issue with individuals needing a large amount of support to engage in employment. We need to change the culture in terms of beliefs that persons with disabilities have every right to be employed.</p> <p>Bonnie - Prince George gets all the services in the north and services in smaller communities are almost non-existent.</p> <p>David – Yes there are many challenges. In Deputy Minister's report, we need to achieve a one government approach. Easy to say but hard to get out of those silos; plan with the individual in mind and then build supports around them. A coordinated approach, integration, one-stop shopping. We are hopeful we can achieve it this time around.</p> <p>Bonnie – This is the same discussion as 12 years ago, but families are remaining optimistic.</p> <p>David – Everyone is committed to support this, we recognize the challenges to achieve this.</p> <p>Terry – Part of what David is talking about is the 12 recommendations that came down from MSD through the minister's review. I've joined the conversation that is on the 12th recommendation which is innovation. We wanted a change from where things sat, are we where we want to be?</p> <p>Bonnie on the staff project as well.</p> <p>David – The one thing we see from all families is they just see us as all government people who are administering government funds, and they don't care about the rules and dividing lines, they are sick of telling their stories a number of times, they just want us to get together and get the services and supports delivered. This is what the work of Alison Bond is all about.</p> <p>Kris - The appreciative community inquiry is going out to the community; it will be interesting to hear what the community has to say and what happens after that piece.</p> <p>David– The families have told us what the problems are, it's up to us to fix it. We get it and now is the time to solve these problems.</p> <p>Bonnie – I see that happening more because of the recommendations and the different projects and task force that are being implemented.</p> <p>David thanks the council for inviting him to attend.</p>
TOPIC	DISCUSSION
Megan Tardif	Manager of Quality Assurance gave a presentation on the Complaints Process, what are the trends, what are the concerns, what can we learn

and what needs to be change our practice and policies as required to improve. Megan walked the group through the current complaints process, who to talk to, where to get information. Reality does not give us the opportunity to help everyone but we can treat people with respect, ensure they know they are being heard and help them through the process.

Step1 – Facilitator/Analyst Response – Start with the front line staff, what are they able to do? Facilitators are main point of contact and Analysts are the main point of contact for agencies and are the funding body.

Step 2 – Managers, CPD and QS

Step 3 – Director of Operations

Step 4 – Review by Quality Assurance office, a review of the complaints and offer thoughts on what else we can do on this. Does not have the ability to overturn a decision or make a different decision.

Step 5 – Review by CEO – Doug Woollard. The CEO can overturn decisions. Complaints rarely get to this stage.

What was your experience with the process – what worked and what didn't.

Ann P – On the form it says everything comes to the local office, but on handout it says everything goes to the Quality Assurance Office and you determine where it goes.

Megan – on the website there is a form, when it's completed it is sent to the QA office where it is looked at and she figures out what is going on and what level has the person already dealt with and then forwards it to the next person they need to connect with. Megan connects with the family to let them know her office may connect with them in the future to see how their situation was resolved for tracking purposes. If it is a direct complaint to the manager, facilitator or analyst, the QA office does not get notified.

Pat – All complaints alerts are tracked on PARIS, we have that data.

Sharon – If a complaint comes in regarding an agency, no one goes back to the agency. Agencies have their own process for complaints and should have the opportunity to address them at that level also.

Megan – This is a good point, we clearly outline in our process, that people who are receiving supports from agencies that although agencies have their own process, are able to come to us if they feel their issue is not being resolved.

Bonnie – Discussed her experience with the complaints process.

Megan – Discussed the Client Support Team (CST) and the new Integrated Support Services Team (ISST). The CST was brought in to address concerns around CLBC services. ISST replaced the CST, is only meant to address concerns with issues when there is more than one funder involved.

Kris – Regarding the forms on our websites, some do not have access to a computer or understand the language, or how to print and email and send it out.

Pat – In all of our offices we have all of the information, or if they call in, they are asked if they want assistance and support to complete the forms. We make sure they have access and the support needed to complete the process.

Megan – The information sheet is in the orientation package, are there other times when we should be giving people information about our complaints process?

Sharon – We go through this process every year when we talk to our individuals and families about their rights, or if something happens throughout the year. How do connect with individuals and families if a person does not have supports?

Megan – People need to know what their rights are so they know what they can complain about and what is reasonable, what is tolerable. The Rights and Safeguards is a great book to start with.

Terry – It seems like if you have a complaint, there needs to be a more timely way to respond, timelines set for when people will get back to you and in writing, for the families to know what the next step is. You can include the Complaints brochure with the response.

Megan – There are some timelines for initial response in our policy, and then the final response within 30 days. What people liked about the CST is there were timelines at every level. In our general complaints process it does not specify at which level how long things can sit, this is part of the challenge. The documents are being revised into one document, making this process as streamlined as possible but ultimately people need to have a relationship with their local staff. And staff needs to get back to connecting with these people in a timely positive manner, even if the answer is not know at that time.

Bonnie – With the school district they have a little pamphlet they hand out that clearly outlines the complete process, very simple format. I believe it can be used generically throughout the province.

Megan – is asking for anyone who wants to, to complete the questionnaire and return it by mid October, either electronically or drop it off at your local CLBC office and staff will send it on to Megan.

Ann P– Can we hand this out to families to complete as well?

Megan – Yes, please do. And I will be conducting feedback sessions in communities, self advocates and family groups. The good news is what I am hearing is pretty consistent.

Their Strategic plan contains:

- Enhanced participation and citizenship
- One Government approach to persons with developmental disabilities
- Promote innovation and resilience

ACTION	PERSON RESPONSIBLE	DEADLINE
Copy and paste the school district complaints process pamphlet and	Bonnie Fallowfield	

	email to Megan		
TOPIC		DISCUSSION	
Engagement with Community Councils	Jack Styan, VP Strategic Initiatives sent a form for the councils to provide feedback on four initiatives: Mapping Service Gaps, Inclusion, Employment and Innovation. The council discussed how they wanted to be involved with the initiatives. Barb Warkentine will complete the form and forward it to Jack by his requested deadline of October 8 th .		
Community Living month	<p>Quesnel – Walk the Talk - October 13th. Cake, refreshments, guest speakers. Come out and support your community!!</p> <p>AiMHi – Eat, Play, Laugh – Saturday October 20th from 11:00am – 4:00pm Northern Sport Centre: Golf, Soccer, Races, Wheelchair Basketball, Boxing – just to name a few.</p> <p>Prince George – Friendship Forum – October 24th from Noon – 3pm at the Salvation Army Church on Ospika Blvd. CLBC is pleased to announce the first annual Friendship Forum. In celebration of Community Living Month, you are invited to attend – meet others and enjoy snacks and prizes and have FUN!!!</p> <p>Dawson Creek – October 26th Under White Lights Dance! DJ music, snacks, pictures, lots of invited guests... 7:00pm until Midnight – Sudeten Hall – Pioneer Village</p>		
TOPIC		DISCUSSION	
PAC Update – Terry Robertson	<p>PAC is the Provincial Advisory Committee; there are PAC people all over the province who sit on council. One person from each of the council meet 4 times a year to discuss issues that come up at our table we take to the Provincial table. These consist of only family members and self advocates. The task force was struck of the request of the PAC that people were worried about the turn over council members. Many of us were coming up on 6 years, there were going to be tons of people leaving, we weren't getting many people recruited and how were we going to make that transition. PAC made a request to the CLBC Board to consider having a planning opportunity to look at how we are going to proceed and transition them. The planning day was held April 14th and there was a task force struck with members of CLBC, council and the PAC. They made recommendations they sent to the CLBC board. The decision made was that anyone who wanted to stay an extra year can stay an extra year.</p> <p>Kris – Was one of the recommendations from the task force to have the extension or was that CLBC's request?</p> <p>Terry – Brian sent out information a while ago where members could stay on under special circumstances, this new decision was made at the September Board meeting but it was not discussed at the July Board meeting. Who wants to stay, you can apply and take some time to think about if you want to stay or move on. CLBC board is approachable is appr took questions open meetings are on the convoluted website if you can</p>		

	<p>navigate. Strategic plan and over the next few years MSD said CLBC un us the guide to support allocation earlier in the process. Numbers around focus on transitioning youth – direct funded respite offered. 65% need services. Employment Conference October 22-23, 2012 (Employment Summit) Commitment document – Sylvie Zebroff and Jessica Humphrey made a presentation around the commitment document, created by CLBC talks about the kinds of way they want families and individuals to be treated. They wanted PAC to give feedback. Terry read the document and gave us the feedback PAC gave.</p>						
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TOPIC	DISCUSSION						
Strategic Plan	<p>The Strategic plan was discussed and the draft version will be available at the next council meeting for approval. Enhanced participation and citizenship One Government approach to person with developmental disabilities Promote innovation and resilience</p>						
TOPIC	DISCUSSION						
Budget – Pat Marshall	<p>Copies of the budget to date were circulated, the totals will not be correct as it does not reflect any outstanding travel reimbursements. Also it does not include the Admin staff wages. This will be reflected in the budget report. You do have the ability to hire but then someone has to manage that. Or another they could have a secretary, this has happened before and the council declined doing this again. Dollar for dollar will come out of budget to pay for CLBC staff services; we will make it fair and equitable. This will be a standing agenda item for our meetings. Bonnie asked about the Sundries account for May, it should have been under the travel account and not general accounts.</p>						
TOPIC	DISCUSSION						
Membership Drive	<p>Bonnie Fallowfield – Step Down, Barb Warkentine – Stay if needed, Ann Peltier – Term ends Sept 2013, Cathy Mortensen – Absent, David Johnston – Apply to stay, Eldon Carter – 1st term ends 2014, Earnie Harding – Step Down, Jackie Allen – Absent, Kris Zemplak – Term ends 2013, Ruth Stanton – Apply to stay, Ryan Taylor – apply to stay, Terry Robertson – March 2013, Sharon Taylor – June 2013, Shannon Moyle – new member, Cory Norman – new member, Justin Pylatuk – new member, Willie Neal – New member. Will confirm membership list at the October meeting</p>						
TOPIC	DISCUSSION						
Proloquo2go Augmentative and Alternative Communication solution for iPad, iPhone and iPod for people who have difficulty speaking or	<p>Bonnie, would like to have a list of trainers. Sharon does some work on the side, one of her individuals has a lot of health care needs, what we have done is feed all the needs into the devise and show him how to access that if he has an emergency. The other thing is we are designating</p>						

<p>cannot speak at all. www.assistiveware.com/product/proloquo2go</p>	<p>one staff person enhance and train other staff; and trying to put the visual schedule on the iPod as well. It works really well but you have to work on it.</p> <p>Pat - We have 2 more devises available in the North, let Ann know if you have someone in your community who could use one. Be selective and ensure there is someone who has a staff or family member who is interested in providing support for them to learn it.</p> <p>We talked about doing media coverage and that was done, we received a request due to this and another individual has been sent one.</p> <p>Pat – We will need to do follow up reports with the individuals we gave to and see if there is a success story or do they should they give them up. There is a donated one that was sent to Terrace this week.</p> <p>Sharon – We are willing to help, we developed all kinds of practice sessions that we do to get people used to it. If you open your devise and it asked you to update your internet operating system and you click yes, it erases everything and has to be reloaded.</p> <p>Shannon will connect with Sharon and review one of these.</p> <p>Barb will invite someone to the November meeting from CAYA (Communication Assistance for Youth and Adults) to give us a demonstration.</p>
TOPIC	DISCUSSION
<p>Future Meeting dates</p>	<p>Feed-back from Self Advocates, Ryan prefers conference calls good because he does not have to get time off from work, gets a lot out of it. David prefers face to face meetings because it is challenging on the phone, people talking cuts in and out; problems with the battery dying, interruptions. Eldon prefers face to face meetings because he likes to see who is talking, he cannot recognize their voices. It was agreed we hold face to face meetings in Prince George 9 times a year, no meetings in July, August or December.</p> <p>There is always the option to call in if you don't want to travel. All meetings will be held in Prince George:</p> <p>October 20, 2012 9:00am Nov 24, 2012 9:30 am December – No meeting Jan 26, 2013 9:30am Feb 23, 2013 9:30 am Mar 16, 2013 9:30 am April 27, 2013 9:00am May 25, 2013 9:00 am Jun 22, 2013 9:00 am July – No meeting August – No meeting</p>
TOPIC	DISCUSSION
<p>ROUND TABLE</p>	<p>David - Is going to the Employment Summit October 22 – 23rd, 57 Self Advocates Community for information for the data base. I got</p>

honorarium \$250.00 and will get another \$250.00 after the summit. On the Peoples First Board, going to a retreat Nov 16-18 in Vancouver, going to BCACL Caucus meeting Oct 4-5 in Vancouver. Helping the CLBC office in Dawson Creek with the Community Living Month Dance on October 26th. Helping on a conference call on Oct 12th with CLBC, unsure of what it's about, he will tell us at the next meeting.

Ruth - Got married – Yeah Ruth!!! CONGRATULATIONS. She attended a Caucus meeting, gets to travel with another Self Advocates from Dawson Creek to the Delta to a retreat. Then she is going to Prince Rupert to attend Toastmasters, and was asked to attend the session in Williams Lake but had to pass it up. Will also be presenting in Abbotsford as well.

Barb – Therapeutic riding had a great year, increased to over 30 clients between. They ride every Tuesday and Thursday between 4pm – 7pm. They also held wonderful horse show with 26 riders. New board is working well, they are holding their fundraiser on Oct 13th at the casino where there will be a screen show, major prizes include 20 minute helicopter ride, a 4 day excursion to Prince Rupert by train, including 3 nights hotel. Barb's son doing well going to college and bowling and is attending a tailgate party at the hockey game this weekend.

Eldon – Has been busy working, washing vehicles for RCMP, they want him back next year. So much to do this winter bowling, showing his CD off. Doing Walk the Talk October 13th at 3pm and will try to have one of the RCMP to attend as a speaker. Lots of special guests including the Mayor, cakes and soft drinks donated.

Bonnie – Just to add a bit to Quesnel Walk the Talk, Willie and her husband made up T-shirts for a float they had in the Billy Barker days parade – those are still selling at the event. CHAAPS is going well, this year show on September 22nd was much better and the number of riders has increased. Successful summer camp as well – Bonnie is a volunteer horse “walker”. Bonnie is giving support to 4 families and will start a new parent support group on Nov 7th. Bonnie presented to MCFD staff Autism Outreach BC on what Family Support Institute does. She is wearing many different hats. She is also participated in a staff conference on Sept 18th, there were 3-5 participants lead by Paula Grant. The purpose is how cross ministry delivery of services could be improved; the teleconference will be every 4-6 weeks now until April. Work is busy at the Jr. High grade 8-9. Bonnie's son received another contract for brail menus from Mr. Mikes. CLBC is interested in business cards. Bonnie will let us know.

Kris - CARF is coming in 2 weeks; fund raiser had to be cancelled due to lack of ticket sales and they are looking at other venues for future fundraising CLBC Executives and Board held their July meetings at AiMHi. The children summer rec program, garage sale venture odyssey, funds raised from this are used to apply for trips for Self Advocates, house emergency, social groups for employee, run a family networking group training. Kris will send the info. AiMHi has facilitator for the employment initiative. Oct Community Living Month –International

flavor - Eat, Play, Laugh – Saturday October 20th from 11:00am – 4:00pm Northern Sport Centre: Golf, Soccer, Races, Wheelchair Basketball, Boxing. Newspaper insert is coming out in November. Ann will send it electronically to. Value Village increasing pick-ups of donations, provides employment

Shannon – No definite plans yet for a Community Living Month event. High Road has had 3 individuals pass in the past while and staff is going through the grieving process. Quite a few individuals are moving out on their own and is helping support them; there is a big hiring push for the residential program. Shannon also sits on FASD committee where they just held a successful summer of doing brown bag lunch as well as awareness campaign for FASD day. Gearing up to attend his 2nd conference holding next fall and will bring updates.

Ann – Sits on FASD Committee did a 2 day event. Ann helped out at the pancake breakfast and a panel of 3 moms gave talks from their perspective of birth-moms of children with FASD. One woman is a program director for the Circle of Life. There are lots of activities and a BBQ in the community. TDCSS is holding a conference for their Community Living month activity. Gord is in Terrace hosting an RRDSP information sessions. There are lots of other businesses holding these as well. Ann talked a bit about the Endowment 150 for RRDSP from the Vancouver Foundation. Ann is handing out all this information to self advocate groups in Terrace.

Justin – Looking into the process of getting a Go-Cart, discussing with the bank, and needs to check with the insurance company Justin is happy to be back. Tomorrow night is helping out with the “Little Black Dress Affair”.

Terry – RRDSP in the North West in the last few weeks. Will be doing a session at AiMHI on November 20th. Chairs the Family Focus Society, Harvesting the Wisdom Conference Oct 19-21st in Langley \$75.00 www.familyfocusconference.com. Vela workshop for families Oct 26th and 27th around hiring and recruitment, how to work smarter with the money you get. Gathering items for the therapeutic riding fundraiser. College is back in, what a difference when the teacher is engaged. Journey of Families MSD innovations 12th recommendation from MSD. She was invited to Change Lab – thinking outside the box, how do we change where we sit? Thinking how we level the playing field and the dialog is all on one level, families, self advocates CLBC are all at the table having a conversation about the same thing. A long 2 day program but gave us hope.

Sharon – CARF is completed, had the summer to relax and kick back and started look at the needs of the families. A specific age group is having meltdowns and social skills issues. Looking at fall training for these specifics. They are completing a 4 month online training for staff offered through Positively Autism. <http://www.PositivelyAutism.com/> called Freedom from Meltdowns and Peers Social Skills training through ACT. And just

regrouping after 2 years of writing and rewriting policy and procedures.
Ryan – Ryan gave an update on TYZE, Network through PLAN keeps families in contact with the individuals. They can invite families others to join. Of-the-Vine at the Ledo Theater, auction fundraiser for the association on Oct 20th. Community Living Awards two weeks ago – turned out to be an awesome event. Ryan was reappointed to the Board for another 6 years, is good because he can pass the information between council and the association, this also keeps him in touch with all the self advocates.
Cory – Nothing to report.

NEXT MEETINGS

All meetings will be held in Prince George:

October 20, 2012 9:00am

Nov 24, 2012 9:30 am

No December meeting

Jan 26, 2013 9:30am

Feb 23, 2013 9:30 am

Mar 16, 2013 9:30 am

April 27, 2013 9:00am

May 25, 2013 9:00 am

Jun 22, 2013 9:00 am

July – No meeting

August – No meeting