



North Region Community Council Meeting

Date: January 26, 2013
 Address: #207 1600 15th Avenue,
 Prince George BC V2L 3X3
 Time: 9:30 am – 2:00pm
 Dial In information: 1-877-353-9184
 Conference ID: 8408132#

Present: Ryan Taylor, Barb Warkentine, Shannon Moyle, Justin Pylatuk, Kris Zemlak, Terry Robertson, Sheryl Demers, Sharon Taylor, Pat Marshall, Ann Lewis
Guest: Caitlyn Sassaman, Jessica Humphrey, Brian Salisbury
Regrets: Eldon Carter, Willie Neal, David Johnston, Ruth Stanton-Davies

AGENDA TOPICS		
TOPIC	DISCUSSION	
Acceptance of agenda and approval of last meeting's minutes	Ryan Taylor motioned the minutes of the November 20, 2012 meetings be accepted with the changes to Shannon's and Ann's round table Justin Pylatuk seconded the motion.	
	CARRIED	
Additions to the Agenda	Introductions to new members and guests.	
TOPIC	DISCUSSION	
Commitment Document Jessica Humphrey and Brian Salisbury via conference call	<p>Jessica and Brian discussed the Commitment Document Draft version. Background and intention: a way to frame our commitment, a way to serve, a clear commitment of what people can expect. Development started a few years ago, a document that states very clearly to the public. They had meetings with individuals and families to get their views on this document as well.</p> <p>Brian discussed the interaction between CLBC and families and individuals - the commitment we make.</p> <p>Shannon suggested when the document is completed and posted in offices also make it visible to staff and not just to individuals coming in, as a reminder to them as well.</p> <p>Council likes the document as it was presented; it is a great start but as nothing is ever is written in stone, if there are issues in the future we can revisit this document. The body of the document may change prior to the final release</p>	
	ACTION	ACTION
	Suggested - Delete the first two	

	sentences in the body, change the order of the bullets, change the wording of “respond to you in a timely manner”		
TOPIC	DISCUSSION		
Managers Report	<ul style="list-style-type: none"> • Staff passing in Dawson Creek recruiting Admin staff. • David MacPherson is retiring March 31st We are redistributing macro regions, north will no longer be with Vancouver Island, but with Interior. Lynn Davies will be the new DRO for the North Region • Meeting of the Chairs June 15th. Chair, Vice Chair and PAC person to attend • Budget – funds available for training and completing action items from the strategic plan 		
	ACTION	PERSON RESPONSIBLE	DEADLINE
TOPIC	DISCUSSION		
Strategic Plan	<p>The Strategic plan discussion, made additions and changes and this will be a standing agenda item.</p> <p>Discussed the WOW awards – council would like to see the removal of categories and leave it open to anyone.</p> <p>Employment Action plan – Caitlyn is working on this document to bring it from down to 17 pages.</p>		
	ACTION	PERSON RESPONSIBLE	DEADLINE
	Pat to have someone come to do a PATH training for the March 16 th meeting extra day not sure if its Friday or Sunday	Pat	
	Barb to email copies of the survey to Ann and Caitlyn.	Barb	
TOPIC	DISCUSSION		
Community Relations Specialist – Caitlyn Sassaman	<p><i>Who are CLBC’s Community Relations staff (CRS)?</i></p> <p><i>Caitlyn Sassaman</i> Vancouver Island, Vancouver Coastal, North Phone: 604 916-7139 Email: Caitlyn.Sassaman@gov.bc.ca</p> <p><i>What do the Community Relations Staff (CRS) do?</i></p> <p>CRS assist regional and local offices, staff and Community Councils with a wide range of communications support including:</p> <ul style="list-style-type: none"> • Helping to raise awareness of CLBC’s work (provincial and local) • Assisting with development, promotion and support of local events and initiatives • Outreach to community media • Writing and development of plain language materials and correspondence • Communications advice and expertise 		

How can we help you?

You can contact CRS staff anytime for assistance. *How you contact us will depend on the work of your Council and your annual work plan.*

Here are some examples:

- Attend meetings as required
- Respond to direct requests from Councils for communications support
- Assist with meeting the communication needs arising from the Task Force recommendations
- Work with local managers to ensure CLBC information and announcements are provided to Councils in a timely way
- Provide hands on support to assist Councils with initiatives arising from their work plans
- Notify media of local interesting or good news stories the Council has worked on or is aware of.

Events

- Assistance, advice and support for the development of events (i.e. Community Living Month, family forums, transition fairs etc.)
- Assistance and advice for distribution of event details and promotion
- Development of event materials
- Posting of event details on the CLBC website and social media sites
- Assistance with getting VIPs to your event.

Outreach

- Attend Council organized meetings in community as required
- Provide advice and support for outreach to new or existing community partners
- Terry – reoccurring issue we want to do things but we are so spread out it is hard for us to do anything collectively as a council. To pull off events is something we are not as successful as we would like.
- Kris – speaking notes and brochure on what a council is – like the fact sheet – basic introduction.

ACTION	PERSON RESPONSIBLE	DEADLINE

TOPIC DISCUSSION

PAC Report – Terry Robertson	<p>CLBC PROVINCIAL ADVISORY COMMITTEE January 19, 2013</p> <ul style="list-style-type: none"> • We have four new faces at our PAC table along with a new chairperson. There are only four returning members from the past two yrs of work. • Norah Flaherty, Board Liaison and Chairperson of the Quality and Service Committee spoke to the Task Force and reported that the CLBC board will give approval to most of the recommendations and then the report will be released for all of us to see.
The CLBC Service Plan	<ul style="list-style-type: none"> • The CLBC Service Plan – the board has seen the draft of the new service plan. The plan will be addressing improvement in language within CLBC documents using plain/simple language where ever possible to make it all easier for Stakeholders. There is a plan to have better communication with families, individuals, service providers and community. David Hurford, CLBC’s Communications Director has a lot of great ideas for engaging with all parts of the sector.
The Complaints Policy Review	<ul style="list-style-type: none"> • Changes to the Complaints Policy have been up for just two weeks. This topic on the CLBC website has been made easier to understand and access.
Innovation and Employment	<ul style="list-style-type: none"> • Norah shared her family story about gathering two other families to discuss shared living opportunities for their sons; she talked about what her family would like to see for her sons future job options.

Quality Service	<ul style="list-style-type: none"> • The Community Council's have the full support of the CLBC board and staff to do their work. • We believe we are looking at good improvement in our quality of service. New Communications Director David Hurford is putting his stamp on things for better communication within and outside of the organization. The website is new and improved.
Home Share Program: External Review	<ul style="list-style-type: none"> • The Home Share Program is going through an external review. There is a greater move from staffed residential programs to Home Share. Home Share has great potential but it must be done right.
Whistle Blower Policy	<ul style="list-style-type: none"> • Whistle Blower Policy – people must feel comfortable about making complaints to CLBC about the services they get without worrying about penalties or retribution.
Individualized Funding	<ul style="list-style-type: none"> • CLBC has started reviewing and revamping Individualized Funding. They are investigating why it has been so successfully used in the south island but not in the rest of the province. Families may be allowed to choose their Home Share provider in the future. Roll out of the revamping will take time to achieve. Questions came about as to why it's not easy but the simple answer is unbundling isn't easy to achieve in some service provider situations.
12 Point MSD Plan	<ul style="list-style-type: none"> • The goal of the MSD plan is a “one Government approach”. As many as nine different ministries/agencies may supply services to an individual and some families and individuals have reported having to tell their stories up to nine different times. The plan will address the need to consolidate information so there's just one place to get their info from, e.g. combining PWD application automatically when you apply for service at CLBC. The plan is still being developed or may be close to being finished but nothing will be coming out about the result of the info gathering until after the provincial election. The Strategy on Aging continues to be priority for CLBC.
CLBC Staff	<ul style="list-style-type: none"> • CLBC has a new collective agreement with its staff. Staff members are huge to the success of CLBC and therefore the agency will be investing a good amount of time and energy to getting staff trained to be on the same page so individuals and families can expect the same responses wherever they are in BC.
Employment Action Plan	<p>Jack Styan</p> <ul style="list-style-type: none"> • Outcome of the October Employment Summit – in October of last year CLBC held their culminating event to the Employment question. The process used was called Appreciative Enquiry Process. The employment team talked with 700 people and 100 employers. 160 people took part in the action plan in October. • The question was raised: what role can Community council's play in the action plan? “The best work happens in Community not head office”. • There is a three year plan moving towards better employment. • CLBC wants BC to be the best place in North America for people with disabilities to get employment. There will be \$350,000.00 put out in the first year of the project towards the goal. • There will be pilot projects in three areas – one urban, one rural and one combined. These communities will be picked by the end of this fiscal year. They will all need to have a good community development team, an agency with a good employment team and a good school district with a focus on employment. • All communities in the province will be in the mix in the second year of the project.

<p>2013/2014 Operational Plan</p>	<ul style="list-style-type: none"> • Funding will be approx. 1.1 million in the second year. • There is approximately 500 to 600 new transitioning youth coming to CLBC each year; the hope is that 22 – 30% of that number will be getting service through the employment stream in the first year of the pilot. • There will be investment in developing better employment opportunities with service providers who aren't already "stars" in creating employment. • There will be a concerted effort to shift the present system from Community Inclusion to employment. • CLBC won't say that everyone must work; it will be full policy that that will be the target. • There will be a shift from Community Inclusion to Employment. • They will need to align all present policy to the goal of employment and build capacity in the system to achieve the goal. They need to build capability and increase the number of staff supporting employment in agencies and move to transform day services within agencies. Furthermore, there is a need to funnel transitioning youth into an employment stream. Also, they will need to review how this will work for Microboards and those receiving IF • All of this will need to fit with the new Employment BC program recently announced by Christie Clark. • They will need to pursue discussions with MSD around the issue of PWD benefits and how they can push the amount working individuals can make etc. • There needs to be a "shift of attitudes" about Aboriginal people with disabilities, within their own community and with their families, CLBC staff, service providers and some employers. • BCACL is rolling out a new project called Ready, Willing and Able in response to CLBC's employment efforts • There will be an expectation of self advocates and families and that self advocates will have a leadership role to play. There will be family to family discussions and encouragement. • Work with employers and the unions is needed and Ministries need to work together to better coordinate a push for employment as a single idea to perspective employers. • There will be a need for more tools and resources. <p>HOW COUNCILS CAN SUPPORT THE EMPLOYMENT POLICY 3 communities chosen in the first year and 11 communities in the second year Council's will need to connect with the local agency leading the CLBC employment initiative CLBC will be expecting that councils do some work towards the employment initiative. Councils need to discuss what it is we need to build our capacity to help the employment effort. CLBC could supply support to councils thru tools and resources ? what kind is my question</p> <p>WHAT CLBC EXPECTS TO ACHIEVE IN THE NEXT 3 YEARS GOALS</p> <ol style="list-style-type: none"> 1. Enhancing Citizenship and Participation <ul style="list-style-type: none"> ▪ build individual and family capacity – ▪ Continue with Person centred planning, including Microboards and IF ▪ Participation in Community Life ▪ Employment 2. A One-Government Approach <ul style="list-style-type: none"> ▪ This is where government/MSD wants to go ▪ Build Customer relations ▪ Transparency and accountability ▪ Be equitable ▪ Better organization and decision making
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Round Table Discussion with PAC

3. Innovation and Resiliency

- Systems need constant updating and changing with the times
- Need for addressing challenges in innovative ways
- Practice and promote innovation
- Resiliency
- Doug is pushing for a better organizational balance between the funding side of CLBC responsibilities and being responsible to and for the people we serve.

We had a round table discussion from each of the PAC members about what's happening in their regions. Council offered thoughts and questions.

- Can a parent sit on Council or PAC if their child has passed away?
Yes, once a parent, always a parent.
- Can a parent sit on a Council if their child lives in a different Council's catchment?
Yes, if the child lives and receives their services in a region other than where the parent lives and if the parent is aware of the services and support of the child catchment area, then they can sit on the Council area that the child lives in.
- CLBC continues to refine its commitment document. We were allowed to see it and it was collected. We were told that it continues to be refined and will go to the CLBC board in February for approval; then it will be released some time after that.
- Task Force Recommendations will be start to be implemented after they are approved by the CLBC board next week. The board was quick to adopt most of the recommendations put forward by the Task Force.

COMMUNICATION IS THE NUMBER ONE ITEM ON THE TO DO LIST.

- David Hurford the new Director of Communications will be instrumental in implementing new and improved communication between the CLBC board and senior management and staff and the Councils and PAC.
- We all know now that the one year extensions have been approved and will run until March of 2014.
- CLBC will supply support to recruit for Council positions
- Those Councils that need to be rejuvenated again will get help and things will happen quickly
- That will mean that the ball is back in the Councils court to produce work for CLBC!
- The Task Force has developed a work plan
- CLBC has put out an RFP – Request for Proposal – to 3 people on the list of pre qualified to submit their tender for the job
- The winner will then :
 - develop orientation and training packages
 - update the Council manuals
 - Develop best practices for supporting volunteers
 - work on the self evaluation process
- work on succession planning for Councils
- Councils will need the consistent support of CLBC managers in all regions.
- Work plans at all levels of CLBC need to compatible to meet these goals
- There will be an external person hired to fulfill this objective
- This person may be going out to meet and engage with Councils
- Priorities will be looked at and the work/support will be done in phases

Respectfully submitted,
Terry Robertson
North Region PAC rep

ACTION	PERSON RESPONSIBLE	DEADLINE

TOPIC	DISCUSSION								
Committee Reports	<p>Barb explained the committees for all the members.</p> <ol style="list-style-type: none"> 1. Self Advocate Committee Ruth Stanton-Davies, David Johnston, , Eldon Carter 2. Community Awareness Committee Ann Peltier, Ryan Taylor, Sheryl Demers 3. Membership Committee Sharon Taylor, Kris Zemlak <p>New Committee Members <u>Self Advocate Committee</u> – Ruth Davis-Stanton; David Johnston, Eldon Carter, Willie Neal No members were in attendance at this meeting. <u>Membership Committee</u> – Kris Zemlak and Sharon Taylor worked on an orientation package to develop a process to bring on new members. There is more information to add to the checklist. <u>Community Awareness Committee</u> – Ann Peltier, Ryan Taylor, Shannon Moyle, Sheryl Demers. Happy to have Sheryl, discussed ideas around trade fairs – who can “man” those booths, could we have CLBC support on the weekends? How do we educate employers, these will be discussed more with Caitlyn. Ann P – there will be a trade fair in April in Terrace, can they partner with another agency and will council help with budget? Pat – bring more detail at the next meeting for council to approve.</p> <table border="1" data-bbox="443 1119 1422 1304"> <thead> <tr> <th data-bbox="443 1119 906 1188">ACTION</th> <th data-bbox="914 1119 1214 1188">PERSON RESPONSIBLE</th> <th data-bbox="1222 1119 1422 1188">DEADLINE</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 1192 906 1304">Gathering of first nations meeting in PG – we may be able to join in and put up booths</td> <td data-bbox="914 1192 1214 1304">Pat will get this information</td> <td data-bbox="1222 1192 1422 1304"></td> </tr> </tbody> </table>			ACTION	PERSON RESPONSIBLE	DEADLINE	Gathering of first nations meeting in PG – we may be able to join in and put up booths	Pat will get this information	
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TOPIC	DISCUSSION								
ROUND TABLE	<p><u>Barb</u> – Not much to say riding is finished; she has concerns on the employment drive and about the people who are non-employable. <u>Ann P</u> – Conference call regarding PGT in community response networking. March 16th TDCS training, Ann P will send the poster to Ann L to fanned out. There are 30 children with Autism in Smithers. Ann P will not be at February meeting, she will be in England for a wedding. <u>Kris</u> – Christmas was busy, fun parties, booking spring holidays. AiMHi had Norman Kinst do a presentation on Being Realistic is not Realistic. AiMHi had a one day strike, another one coming up next week. Sometimes government is not one stop shopping, there is still follow up and follow up. This needs to be part of the bigger discussions. <u>Shannon</u> – BC centre for employment excellence has been tasked to find what is needed in the way of tools and resources and ask what service providers need. Shannon sees both sides of the coins. “One stop shopping” may not work in all communities but it is nice to see</p>								

government is moving. Christmas events went well. Smithers Centennial is this year and they are having a Mid-summer fair, music festivals, etc., Shannon asked how we can be a part of that.

Ryan – We have a new person to get the self advocate group up and more effective. Ryan discussed TYSE, newsletters updates, and stated that the meeting minutes are posted on the website. Messages can be left on the board for other folks.

Justin – Nothing to report

Terry – Terry discussed the Quality of Life Learning session. She will confirm information to send to Ann L. to fan out. There will be more discussion at the February meeting to be sent to council members. Terry will bring back more information on MSD's 12 point Innovation plan and the one-government approach and making things more streamlined. Terry provided her new email address. Terry explained the one-year extended appointments are until March 2014. Discussion on Individuals losing MH monies; on the ISST page under the MDS site they can complete an intake and they will advocate on their behalf.

Sharon – CRN (Community Response Network) is up and running in Smithers had has a part time facilitator. Sharon is sad Cory left the council but on a positive note, Cory's new challenge is the Chair for Special Olympics. They have added alpine skiing and last weekend held their first time trials. One of our youth placed 1st and is heading to Kelowna to represent Smithers.

Sheryl – Thanks to Terry for nominating her to the council. Sheryl is happy to be here and happy to be on the Community Awareness Committee. She is looking forward to attending trade fairs and representing the North Region Council.

Pat – We have a posting in Smithers for a part time Facilitator and for a part time Team Assistant in Dawson Creek.

NEXT MEETINGS

Next meeting:

February 23, 2013 9:30 am

CLBC office

#207 1600 15th Avenue,

Prince George BC V2L 3X3