

Surrey – Delta Community Council

#110 – 7525 King George Boulevard
Surrey, BC V3W 5A8

T: 604-501-8310

E: surrey@communitylivingbc.ca

Community Council Meeting **Wednesday, September 26, 2012 – 6:30 p.m.**

Present: Brent Leksén, Claudia Meyerman, Coreen Windbiel, Edwina Jeffrey, Elizabeth McLoughlin, Marie Sabine, Cynthia Roling, Karen Virtue, Wendi Mackintosh
and Bob Logelin

Regrets: Riia Talve

CLBC Staff: Robin Hamilton, CLBC CPD Acting Manager

Guests: Megan Tardif, CLBC Manager Quality Assurance
Lisa Porcellato, CLBC Community Relations for Fraser & Interior Regions
Cindy Bain, Potential new Community Council member
Vicki Stratton, Potential new Community Council member

Call to Order

The Chair called the meeting to order at 6:35 p.m.

Agenda

A request was made to move item 5. 'Introduction of potential new Community Council members' to follow item 2. 'Approval of the Minutes from the May 23rd and June 27th meetings' and then reorder the agenda items. Edwina requested the addition of one item 'Kwantlen Polytechnic University Access Program – Surrey Campus'.

Approval of the Minutes of May 23rd and June 27th 2012

Motion: It was moved by Colleen Windbiel and seconded by Claudia Meyerman, to approve the minutes of May 23rd and June 27th, 2012 meetings.

Carried Unanimously

Introduction of Cindy Bain And Vicki Stratton, Potential New Community Council Members

Edwina introduced Cindy Bain. Cindy has a son with Down syndrome who is 18 years old. Cindy lives in Surrey and works for Canada Revenue Agency. Vicki has a 21-year old daughter with Down syndrome and lives in Delta.

Megan Tardif, Manager Quality Assurance

The Chair introduced Megan Tardif. Megan began working for CLBC in 2006 and has been in her current position five months. Megan is reviewing quality assurance processes and CLBC's ability to respond to concerns and complaints with the goal to improve the service delivery system. Currently the website is being reformatted, in part, to streamline the complaints process to ensure it is reasonable and fair. There was discussion about reasonable timelines to address complaints. Megan will e-mail a questionnaire to Council members requesting feedback by October 15th. Council members shared their experiences when using the complaints process. Complaints can be made using the form located on the website or by phoning or faxing the information to the CLBC main office. Council members provided suggestions regarding an appropriate 'tag line'. Tracing of issues and themes for each region is also important.

Lisa Porcellato, Community Relations

The Chair introduced Lisa Porcellato. Lisa advised that the WOW!clbc awards was an initiative led by the Human Resources Department but has been transferred to the Communication Department. The awards are the only CLBC initiative to recognize community inclusion. The awards will have a thematic approach focusing on one issue. It is also self-advocate focused. This year's focus is employment. Self advocates may nominate a coworker or employer that exemplifies inclusion. Council members can take part in the awards by being a member of a Committee that will evaluate and choose nominees to win a total of five awards or they can assist with their local event. All self-advocates and those they nominate will be acknowledged. Local newspapers will be invited to attend the awards event. Nomination forms were distributed. They are also available on the CLBC website.

Work is underway to revamp the CLBC website. It will have a new look and feel; however, the content is not changing.

The Abbotsford Community Council has asked that a rack card be created to highlight Community Councils. The card will be provincial rather than regional. Contact information will be the CLBC head office. Lisa will e-mail the proposed text to us.

Election of Provincial Advisory Committee Member

Claudia Meyerman was nominated to represent our Council on the Provincial Advisory Committee.

Motion: *It was moved by Marie Sabine, and seconded by Bob Logelin that Claudia Meyerman be the Surrey/Delta White Rock Community Council representative on the Provincial Advisory Committee to the CLBC Board of Directors.*

CARRIED Unanimously

Establishment of a Recruitment/Nomination Committee

There was discussion about establishing a recruitment/nomination committee. Committee members would vet, interview and nominate new Council members.

Report from Robin Hamilton, Acting Community Planning & Development Manager

- As a result of positive outcomes in our partnership with Fraser Health CLBC provided 26 individuals with employment or community inclusion programs, two individuals with home-shares, two individuals with life skills and one individual with staffed residential care. 200 families were provided with respite or the equivalent in life skills support, day services and other supports.
- Group orientations are now offered for people new to CLBC. They are offered twice monthly both in Surrey and Delta. This process increases efficiency and feedback has been positive.
- In July two new facilitators were hired, one to cover a maternity leave and the other a new allocation. In September, Quality Service added three new analysts; one is filling a maternity leave.
- The second annual Youth Transition Fair takes place Saturday September 29th.
- Two Family Forums have been booked:
 - Wednesday, October 24 from 6:00 – 9:00 p.m. at the Surrey Museum. Individualized funding and microboards will be discussed.
 - Saturday October 27th from 9:30 a.m. – 12:30 p.m. at the Ladner Community Centre. RDSP's and representation agreements will be discussed.
 - A third Family Forum will be booked in November or January. System navigation for people accessing CLBC services will be discussed.
- CPD acting manager's position has been extended to October 31, 2012.

Completion of Community Council 2012/2013 Strategic Plan

Draft plan includes information from May Council discussions. The 2012/2013 will be completed at the November 28th Community Council meeting.

Kwantlen Polytechnic University Access Program – Surrey Campus

Edwina advised that she recently attended a Surrey Board of Trade luncheon where speaker Dr. Alan Davis, was introduced as the new President for Kwantlen Polytechnic University (includes all campuses). He advised the Access Program will continue and the curriculum would be improved. Kwantlen will be taking registrations for September 2013. She informed us that he recently attended a Richmond campus classroom and was inspired and felt the program was valuable. This is good news; however, it seems families are not being told what to expect in the Access program.

Next Meeting

The next Community Council meeting will be held at 6:30 p.m. Wednesday November 28th.

Adjournment

The meeting was adjourned at 8:25 p.m.