

**MINUTES**  
**North Okanagan Community Council Meeting**

<b>DATE:</b>	<b>Saturday, February 21, 2009</b>
<b>TIME:</b>	<b>10:00 am to 2:00 pm</b>
<b>LOCATION:</b>	<b>Kindale – Bechtold Centre 2755 Patterson Avenue, Armstrong</b>

1. Welcome:
  - In attendance – Patrick Allwood, Jo-Anne Crawford, Helmut Herrmann, Kathleen Nelson, Henry Sundquist, Patricia Winters  
Grant Huffman (QSO MGR) via conference call, Bill Tidsbury (CP&D MGR)  
Dianne Trudel (CP&D RECORDER)
  - Regrets – Lynne Barisoff, Kirsten Cacka, Sue Phillips
  - Introduction of guest speaker – Suzanne Veit
2. Additional agenda items:
  - None
3. Approval of agenda:
  - Motion to approve by Henry, Helmut seconded, carried.
4. Conflict of interest declaration:
  - Henry - Item # 11 Support for Housing Survey.
5. Review and approval of January 17, 2009 minutes:
  - Motion to approve by Patrick, Helmut seconded, carried.
6. Guest speaker – Suzanne Veit:
  - CLBC has contracted Suzanne's services to review the concept of Community Councils and, as appointed by Doug Woollard, will look at updating the Terms of Reference.
  - Has been meeting with CP&D Managers and Councils and is receiving mixed feedback so far.
  - Strong message that councils should continue to be in place, be supported and be promoted, however, council members feel that they haven't been effective, that CLBC is not responsive to them and that there is general confusion on the role of councils.
  - Suzanne to hear councils' opinions and then make recommendations on any proposed changes – general information wanted:
    - ✓ What has been achieved that you are proud of?
    - ✓ What difference has been made?
    - ✓ What has been frustrating?
    - ✓ How to fix it?
    - ✓ Review Terms of Reference and send suggestions/comments to Suzanne.

- Introduction of council members and their feedback:
  - Frustration with poor communication between council and HQ/CLBC Board – no response to council’s correspondence or concerns.
  - Good lines of communication locally with both Bill and Grant.
  - Potential to lose credibility with public due to lack of response on issues.
  - Issues that council keeps hearing from the public include – confusion on the separation of roles between facilitator and analyst, need ONE point of contact, would like more case management, better services for transitioning youth and for aging parents, panic/crisis because CLBC is reducing day programs and group homes, staff turnover has been of great concern (losing experience and knowledge).
  - CLBC isn’t *hearing* the issues – they’ve been told and told but are not responding.
  - HQ doesn’t understand rural issues – smaller communities are different from metro-type centres and have more issues regardless of the number of persons served.
  - Too much time spent on organizing and determining what council role should be – action should now be a priority.
  - Sharing in financial decision making should be part of the council’s role.
  - Now that council members have more experience there should be more confidence to make things happen – want to see more results.
  - High commitment of council members - members expect to play an active role and make a difference.
  - Councils should be more active in community development – as long as council’s budget can be utilized to this end (take out the restrictions on its use).
  - Council budgets have been limited in its usage by HQ – should be able to be used for such projects as community development & developing partnerships with others.
  - CLBC needs to market themselves better – either public doesn’t know who we are or they already have a poor opinion of us.
  - Can CLBC produce “media product” that council can use to promote locally.
  - Expectations of councils and their roles need to be clearer.
  - Reporting relationship needs to be clearly stated in Terms of Reference.
- ❖ **ACTION:** Further comments can be emailed to Suzanne at [sveit@telus.net](mailto:sveit@telus.net)

7. Old business:

- a) Review of service provider letter –
  - Discussion of presentation.
  - Service providers are looking for action; does council have capacity to act?
  - Break down the issues; identify those that need more information and deal with those that council can handle now.
  - ❖ **ACTION:** Write letter to service providers responding to their letter; identify sub-committee and contact person; state that sub-committee will make contact for more information and that the sub-committee will be reporting back to Council at the March 28<sup>th</sup> meeting.
  - Sub-committee to be Patricia, Henry, Bill and Grant.
  - ❖ **ACTION:** Bill to contact absent members to see if they are interested in being on sub-committee.
- b) Resignation letters of past council members – distributed.
- c) MHSD PIN number –
  - ❖ **ACTION:** Bill to email information.
- d) Use of email distribution lists –
  - ❖ **ACTION:** Bill to email information.

<p>8. Membership updates:</p> <ul style="list-style-type: none"> <li>• Tabled to next meeting.</li> </ul>
<p>9. QSO issues:</p> <p>a) Financial update –</p> <ul style="list-style-type: none"> <li>▪ Budget increase to cover contract increases, previous commitments and waitlists.</li> <li>▪ Need to ensure sustainability in funding capacity for next 2 years.</li> </ul> <p>b) Budget principles &amp; priorities –</p> <ul style="list-style-type: none"> <li>▪ Documents distributed and discussed.</li> <li>▪ Members are supportive of data.</li> </ul> <p>c) One time money –</p> <ul style="list-style-type: none"> <li>❖ <b>ACTION</b>: host agency to be announced.</li> <li>▪ Jocelyn, QSO Kamloops, is available to assist in RFP for projects.</li> </ul> <p>d) North Region calendar –</p> <ul style="list-style-type: none"> <li>▪ Sample calendar distributed for viewing.</li> </ul>
<p>10. Council budget submission:</p> <ul style="list-style-type: none"> <li>• Copy of budget spreadsheet distributed.</li> <li>• Reduced budget request supported in principle, as long as it is understood that the full amount will be needed another year when the full membership is sitting.</li> </ul>
<p>11. Council annual report &amp; work plan:</p> <ul style="list-style-type: none"> <li>• Noelle had started annual report.</li> <li>• Work plan still to be developed.</li> <li>• Support for housing survey: <ul style="list-style-type: none"> <li>○ Self advocate hired to survey other self advocates on housing issues.</li> <li>○ Motion to approve by Helmut, Patrick seconded, carried.</li> </ul> </li> </ul>
<p>12. Advisory committee:</p> <ul style="list-style-type: none"> <li>• Council members do not recall having the terms of reference distributed.</li> <li>❖ <b>ACTION</b>: Bill to follow up.</li> </ul>
<p>13. CLBC changes update:</p> <ul style="list-style-type: none"> <li>• Queenswood Report not released as yet.</li> <li>• CLBC Adult Service Plan – with reduced staff.</li> <li>• Upcoming election.</li> <li>• Will children’s services still go back to MCFD.</li> </ul>
<p>14. Chair / Co-Chair:</p> <ul style="list-style-type: none"> <li>• Patricia and Lynne to be co-chairs until such time as new members come on board.</li> </ul>
<p>15. Nomination committee:</p> <ul style="list-style-type: none"> <li>• Review of applications.</li> <li>• References to be called.</li> </ul>

- Vote to be done by email.
- Sunday Morning Star article distributed.

16. Upcoming events:

- Bill has sent emails on local upcoming events.
- Red Hat will attend next council meeting.
- Provincial Board/Council meeting on June 20<sup>th</sup> in Vancouver.
- ❖ **ACTION:** Those interested in attending June 20<sup>th</sup> meeting please advise Bill.

17. Next meetings:

- March 28<sup>th</sup> – Vernon CLBC office
- April 25<sup>th</sup> – Salmon Arm college
- May 23<sup>rd</sup> – Vernon CLBC office
- June 27<sup>th</sup> – Revelstoke (to be announced)

18. Items for future meetings:

- Joint meetings with MCFD re: transformation.
- Presentation on crisis – DESC.