

# Surrey – Delta – White Rock Community Council

#2017 – 7495 – 132 Street, Surrey, BC V3W 1J8

T: 604-501-8310

E: [surrey@communitylivingbc.ca](mailto:surrey@communitylivingbc.ca)

## Community Council Minutes Wednesday, September 20, 2017 – 6:30 p.m.

**Present:** Marie Sabine (Chair), Vernon Hudson, Laila Karim, Alison Scholefield, and Tracey Chan

**Guests:** Katie Dobie (Employment and Assistance Worker for PWD and EI and liaison to CLBC staff), Erin Dove (Milieu) and Craig Muirhead (self-advocate)

**Regrets:** Vicki Stratton, Linda Beck. Sherry Adam

**CLBC staff:** Anthony opden Dries, Integrated Services Manager

**Recorder:** Edwina Jeffrey

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1. **Call to order:** Marie Sabine (Chair) called the meeting to order at 6:38 p.m.

2. **Welcome to All and Introductions**

The Chair welcomed everyone and introduced the guests: Katie, Erin and Craig.

3. **Review and approval of the agenda for the September 20, 2017 meeting**

***Motion:*** *It was moved by Alison and seconded by Tracey, to approve the agenda as circulated.* *Carried Unanimously*

**Review and approval of the minutes of the April 26, 2017 meeting**

***Motion:*** *It was moved by Alison and seconded by Tracey, to approve the minutes of the meeting held on April 26, 2017.* *Carried Unanimously*

4. **Challenges with PWD income reporting; report provided by Alison and feedback provided by Katie Dobie**

Katie Dobie mentioned that written feedback is welcomed either through a CLBC worker, parents/caregivers or self-advocates. She can then forward the feedback to her manager.

Katie distributed paperwork; e.g., the Monthly Report (only done if you have income or changes to report).

- Council Member suggestion: have a different form for PWD designation because there are many questions on the current report that don't apply.

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- Katie talked about reporting income and other important information.
- There are deadlines to report income as well as there is verification required of the income; i.e., pay stubs.
- Income should be declared when it is received, not the date of the pay stub, even if the paycheque or stub was dated July (e.g.) and it was received in September.
- Katie noted that a shelter change requires a separate form (don't use Monthly Report).
- A person on PWD can declare up to \$12K/annually. (Was \$9600)
- If you've had income and then no longer have income you'd have to report this. Can then apply for EI; fill out medical form, etc.

There is a 'MyServe' online system:

- Requires: Release of Information, Power of Attorney or a Rep Agreement on file, in order to sign up for the MyServe site. The representative must come into the office or answer specific questions via telephone to ensure you are the person you say you are.
- User-friendly 'tutorials' are a possibility in the future on the MyServe online site.
- (Katie will send a link re MyServe site.)

Access to talk to someone:

- When you phone, it's going through a phone queue, not directly to an office. There is a 'callback' feature if you have to ask a question.
- You have the right to go into your local office and set up an appointment to answer any questions you may have.

What's in the works to assist parents/caregivers:

- Currently, more help/access is being offered through the transition process through STADD.
- Possible training to CLBC front-line staff so they can pass on this information and are looking at ways to make the process for parents/caregivers to make reporting simpler.
- **One suggestion is to research having a legislative change for reporting and processing income annually (similar to CRA reports).**

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5. **Check-in with each Council member: how is everyone doing; what is working well and what are the challenges of each Council member.**

All members present checked in on what's been happening within their families and their summer activities.

(Anthony mentioned a service that provides counselling or for a drop-in session - for challenging behaviours/trauma – how to cope with a previous traumatic situation: Moving Forward Family Services 778-321-3054.)

6. **Planning Project Team Updates: creation of a new design for a planning process that will work best for the people served by CLBC and their families**  
First stage was the Welcome to CLBC for parents. Goal is for CLBC to be consistent in their messaging to all families; 5 facilitators and 5 different families from diverse backgrounds participated.

Next stage is to trial out some tools so that facilitators have consistent planning tools that each individual can use throughout BC.

Anthony will ask for an update from Zainum and send this out electronically to everyone.

Craig requested that the information is in plain language for self-advocates, and Anthony mentioned it will be as well as multi-lingual, so that everyone can utilize the information as they choose. STADD is also looking at providing info via multi-lingual approach.

7. **Inclusive Employer Awards Update**  
Edwina provided an overview of the September 19, 2017 meeting details; discussing Vision Statement, budget/sponsorship and human resources concerns. The next committee meeting is November 7.  
Marie to send Edwina Craig's information for invite to next meeting; he might have a lead on having a business come to a Council meeting.
8. **Housing Forum Planning (planned for October)**  
Anthony met with the City of Surrey social planning team to discuss a Housing Forum. They are currently preparing a housing strategy and feel it would be best to have the Forum in March 2018. For profit as well as not-for-profit

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organizations will be invited. Anthony asked Marie to update individuals she had invited.

BC Non-Profit Housing Conference takes place November 19-21, at Sheraton Hotel in Richmond. The President of BC Housing and CEO of CLBC will be jointly presenting at the conference. Semiahmoo House is also presenting. There seems to be more awareness about people with disabilities and ensuring they are included in the discussions.

9. **Adjournment at 8:15 pm and Reminders: Next meeting: October 25<sup>th</sup>.**

