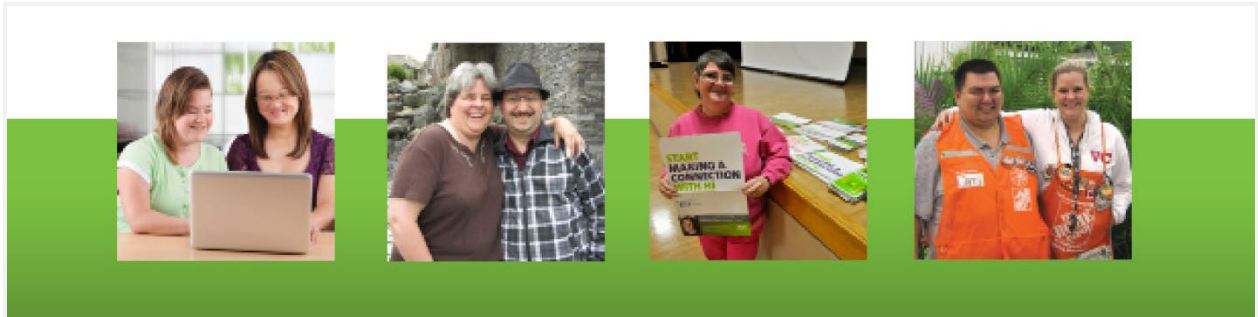




# Community Council Members' Handbook



***Community Councils encourage, inspire, lead and support community inclusion and participation of people with developmental disabilities in all aspects of community life.***

2019

# Status of the Community Council Handbook

The web version of the Handbook should **always** be considered the most up to date version.

This Handbook can be accessed by visiting the Community Council website. The link is <http://www.communitylivingbc.ca/community-council-members-handbook/>.

You can download a copy of the Handbook in PDF format. You can also download individual sections, sub- sections or appendices that are of interest to you.

If you want a printed copy, please contact your Integrated Services Manager.

CLBC will also make the Handbook available on a flash drive should reliable internet access be a problem for you.



In the future, when changes are made to the Handbook, these will be communicated by the Communications office to all:

- Council members
- Integrated Services Managers
- Directors of Regional Operations
- Supervisors of Administrative Services

Important announcements and updates related to the Handbook will also be posted on the Community Council website.



We want to make the Handbook as reader friendly and useable to Community Council members as possible.

If you have suggestions to help achieve this, please send your ideas to CLBC's Executive Director of Communications and Stakeholder Relations at [CLBCCouncils@gov.bc.ca](mailto:CLBCCouncils@gov.bc.ca).

# Welcome from the CLBC Board of Directors Chair

Dear CLBC Community Council members,

On behalf of the Board of Directors of Community Living British Columbia, I join the Provincial Advisory Committee Chair in welcoming you as a CLBC Community Council member. Whether as a family member, self advocate, service provider or community member, your contributions through your Community Council are highly valued in helping to build communities where all are included.

CLBC Community Councils have an important mission to promote the participation of people CLBC serves in all aspects of life, helping ensure they have rich relationships and choices in how they live and work.

As described in this handbook, CLBC's 13 councils across B.C. represent diverse regions of our province and provide important feedback on issues facing those we serve and their support services. Councils also work collaboratively with community partners on projects that support community inclusion, citizenship and the full participation of people with developmental disabilities. Recent initiatives led or supported by Community Councils have included supporting self advocates to become leaders, mapping welcoming places in community, recognizing inclusive employers and building awareness of the need for inclusive housing. Feedback from Councils will also continue to play an important role in helping CLBC define its strategic goals for the years to come.

Thank you for partnering with us at CLBC as a Community Council member and for your dedication, enthusiasm and time to help achieve CLBC's vision of "lives filled with possibilities in welcoming communities."

Sincerely,

**Michael Prince**

Chair

CLBC Board of Directors



# Welcome from the Provincial Advisory Committee Chair

Dear CLBC Community Council members,

Firstly, on behalf of the Provincial Advisory Committee, a very warm welcome to you as a new Community Council member! Your willingness to give your time, energy and expertise is much appreciated.

Community Councils play a vital role in supporting CLBC to realize its vision of enabling individuals to live “lives filled with possibilities in welcoming communities.” The Community Council is a valuable resource to the local community. As you work with your local council, you will help to organize events, network with local businesses and collaborate with other engaged community organizations: in doing this you will build awareness of diverse abilities within your community, and will encourage and inspire your local community to be fully inclusive and supportive of those with developmental disabilities.

Community Councils are also an important source of information to the CLBC Board and Management as to how services might be better delivered. Issues of concern or any barriers to inclusion that have been identified can be communicated to the Provincial Advisory Committee via your council's PAC representative, and these issues are then reported to the Board. Likewise, the PAC is the mechanism by which information from the Board is communicated to local Community Councils.

I am sure you will feel that your contribution to your Community Council is both important and valued: thank you again for being willing to participate in this very important role!

Sincerely,

**Debbie Moore**

Chair

CLBC Provincial Advisory Committee



# Contents of the Members' Handbook

In this Community Council Handbook, you will find information on:

- [Community Living British Columbia](#) (commonly referred to as CLBC)
- The role of Community Councils and how they do their work
- What is involved in your “job” as a Council member

## Speaking of Developmental Disability

This Handbook often speaks about the importance of building and strengthening communities to be more inclusive of all members. As a community extension of CLBC, Councils pay particular attention to the daily experiences of people with developmental disabilities. For example:

- In what ways do they feel welcome in their community?
- What contributes to them feeling unwelcome, avoided, invisible or isolated?
- What needs to change so that all people enjoy the benefits and share the responsibilities of living together in community?

CLBC's vision of “lives filled with possibilities in welcoming communities” does not deny differences or require that people change to fit more into a community that will welcome them. In our vision of an inclusive and welcoming community people join as they are, with their individual differences and diversity respected and valued.

We are aware that language evolves over time, changing to become more acceptable or the preferred way to refer to people. We also know that labels do not describe people as they really are; more often than not, they set them apart.

So, the question is: **How do we acknowledge our interest in wanting to improve the inclusion of people with developmental disabilities in community life while avoiding seeing people through labels?**

We have heard from many people who say that if we must identify a group of people they would like us to use self-advocate, persons with diverse abilities, or people who live with a label of developmental disability. Each person has a good reason for her / his preference. We have chosen to use language that is consistent with the language that is used by CLBC, and so we will use adults / individuals / people with developmental disabilities. However, as you think about language, keep in mind that [People First of Canada](#) reminds us that we should “**Label jars, not people**”.

Councils are encouraged to discuss the impact of language on community inclusion and on individual experiences of feeling welcomed or excluded. In keeping with this focus, different ways to support meaningful involvement of adults with developmental disabilities on Community Councils are found in **Appendix 1**.

## Need Help with the Handbook?

If you need help reading or understanding anything in this Handbook, please contact your Integrated Services Manager. You can reach your Manager by calling toll-free to Enquiry BC at 1-800-663-7867 and ask them to connect you to the CLBC office in your community.

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# 1. What You Need to Know About Community Living BC

[Community Living British Columbia](#) (CLBC) is a Crown agency that funds supports and services that meet the disability-related needs of two groups of eligible individuals and their families in British Columbia:

- Adults diagnosed with a developmental disability
- Adults diagnosed with fetal alcohol spectrum disorder or autism spectrum disorder, who also have significant limitations in adaptive functioning

The term “developmental disabilities” is used throughout the Handbook and is understood to include individuals in both groups.

Some people who have a developmental disability require supports, often throughout their life, to live a full life in the community. CLBC funds supports and services that eligible adults and their families can purchase directly using individualized funding, or access through not for profit or private service providers, or other contractors, to meet their personal goals. With either option, goals can include:

- Learning new skills that help the individual achieve his / her goals
- Finding work or participating in activities that are part of an active community life
- Living in a shared living situation where needed support can be provided

All people benefit from living in a welcoming and inclusive community where their participation is valued; where they can pursue work or other activities; and where they feel safe. For this reason, CLBC not only provides supports and services but also focuses on building inclusive communities. This is where Councils play such a key role. CLBC supports people with developmental disabilities to participate more fully and experience belonging in their communities by:

- Using person-centred planning that recognizes and promotes individual choices
- Focusing its work and that of its contractors on the individual’s experiences of, and goals for, a good quality of life. You can learn more about the way CLBC measures how people feel about their quality of life by visiting [www.communitylivingbc.ca/projects/quality-of-life/](http://www.communitylivingbc.ca/projects/quality-of-life/)

Other resources to help you learn about how CLBC it does its work, including the strategic plan, service plan and annual report can be found at <http://www.communitylivingbc.ca/about-us/publications/>. An overview of CLBC’s vision, mission, and the values that guide its work is in **Appendix 2**.

## 2. Community Councils: Champions of Inclusive Communities

Welcome to CLBC's province-wide network of 13 Community Councils which have been established in British Columbia to invite adults with developmental disabilities, family and community members and service providers to work together to help CLBC achieve its vision of fostering "lives filled with possibilities in welcoming communities" for people with developmental disabilities. The vision is that we will all live in inclusive communities where no one is excluded.

Each Community Council operates within a defined geographic area to encourage, inspire, lead and support community inclusion and participation of all people, including those with developmental disabilities, in all aspects of community life.

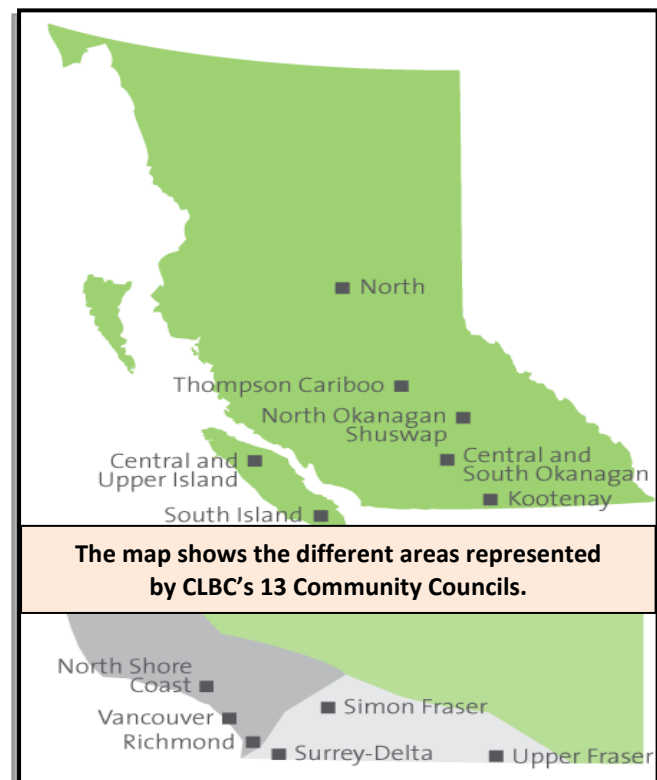
In an inclusive community, people feel like they belong. These are places where all citizens, including adults with developmental disabilities, have choices in where they live, in the work they do, and in the community activities in which they participate. These are communities in which people have friends, they feel safe and they play an active role.

Supporting full participation of **ALL** citizens benefits everyone. An inclusive society values all of its members and the role each plays in enriching lives and reducing isolation. Inclusion also increases the pool of customers and volunteers that make communities better places to live.

Including everyone also has a positive economic impact on a community that comes from a more diversified work force, positive business relationships and social networking.

Below are the 13 Community Councils and their locations.

1. **Central and South Okanagan Community Council**
2. **Central Island Community Council**
3. **Kootenay Community Council**
4. **North Community Council**
5. **North Okanagan / Shuswap Community Council**
6. **North Shore Sunshine Coast Community Council**
7. **Richmond Community Council**
8. **Simon Fraser Community Council**
9. **South Island Community Council**
10. **Surrey / Delta / White Rock Community Council**
11. **Thompson Cariboo Community Council**
12. **Upper Fraser Community Council**
13. **Vancouver Community Council**



## 2.1 Terms of Reference

Councils' Terms of Reference set out four key areas that Councils can focus on in their work.

### 2.1.1 Work with your local CLBC Integrated Services Manager and staff to strengthen the communities' inclusion of all people, including

- Planning or helping implement an event or activity that helps build the capacity of communities to be more inclusive
- Actively recruiting and networking with local community organizations, associations, faith and cultural communities, and representatives from within and from outside community living to work together to address needs and opportunities related to belonging and inclusion
- Building awareness within the local community about the challenges, capacities, gifts and contributions related to people with developmental disabilities
- Identifying and addressing opportunities for collective efforts by leaders and organizations at the local level towards building inclusive communities
- Being a sounding board, and providing information and advice to the Integrated Services Manager on current issues and plans, including those related to inclusion, or on related policies, projects or practices
- Introducing the Integrated Services Manager (and CLBC staff, as appropriate) to friends, families and allies of Council

**This first area of the Terms of Reference provides a great opportunity for Councils and CLBC to work together to support each other to achieve common goals. Available resources can be used more effectively and efficiently, and the expertise of one group can complement the expertise of the other, resulting in more successful community building.**

### 2.1.2 Initiate projects to strengthen the communities' inclusion of all people, including

- Planning and implementing strategies to
  - ◆ educate communities about a concern or practice
  - ◆ celebrate community practices and resources that demonstrate inclusion and full participation of all citizens in community life
  - ◆ identify, initiate and / or inspire greater commitment and follow through on inclusion
- Gathering information and ideas from adults with developmental disabilities and families to inform Council work plans on
  - ◆ their needs related to participating in their communities
  - ◆ how they can play valued roles in their communities
  - ◆ strategies and structures in their communities that support their full participation
  - ◆ their experience of barriers to participating in community
  - ◆ changes that would help them to participate more fully

### 2.1.3 Inform the CLBC Board and Management through the Provincial Advisory Committee about province-wide barriers to inclusion and citizenship for people with developmental disabilities that require change, including

- Talking with other Councils about trends and concerns related to barriers to inclusion to determine if identified issues are local or province-wide
- Keeping local (and if appropriate) provincial staff informed about the successes, gaps and challenges that have been identified by talking with other Councils to see if there are common experiences
- Bringing a concern or information forward to the Provincial Advisory Committee for its consideration (See **Appendix 3** for information about the role of Council members and the process to be used when a Council wants to bring an issue of concern to the attention of the Provincial Advisory Committee)

### 2.1.4 Provide opportunities for individuals and families to connect and share information, including

- Facilitating meetings, workshops, conferences, forums, etc. to present information on topics of interest to people with developmental disabilities and families. When focusing on issues like individualized funding, housing, person-centred planning, youth transition, representation agreements, recreational opportunities or employment, Councils can identify and build on community strengths and resources, and link them to one another and to individuals and families. Councils can also identify events around local community needs and ensure participation of people with disabilities and families
- Bringing families and individuals together to share information and create opportunities for them to meet and learn from one another
- Helping individuals and families identify and connect with people and organizations whose networks, resources, skills, and capacity are available within the local community and that will enhance the quality of life for people with disabilities



With an understanding that Community Councils are not responsible on their own for creating and supporting inclusive communities, a way for Councils to think about how they do their work is to consider the following four roles.

- **Convenor** - Bringing people together to explore issues or identify opportunities to act
- **Catalyst** - Stimulating change by identifying and mobilizing the different elements needed to make something happen, for example, resources and information
- **Connector** - Linking with others in community in support of a common cause
- **Advisor** - Sharing perspectives, information or insights to support something to be achieved

Each role can be applied to the four key areas of focus described above that make up the Terms of Reference.

See **Appendix 4** for a condensed Community Council Terms of Reference.

## 2.2 Linkage to the CLBC Board and Management

The CLBC Board of Directors stays informed about Councils' work through the Quality and Service Committee of the Board. At least two members of this Committee attend all Provincial Advisory Committee meetings. They bring updates from the Board to the Provincial Advisory Committee and report back to the Board about the work of the Provincial Advisory Committee and Community Councils.

Once each year, Community Council Chairs meet with the Board of Directors, Provincial Advisory Committee members, Integrated Services Managers and CLBC's senior management team. The meeting provides an opportunity to learn about CLBC's priorities for the coming year, and to discuss issues of mutual concern. Councils also issue an annual report to the CLBC Board of Directors and senior management team on their key achievements.

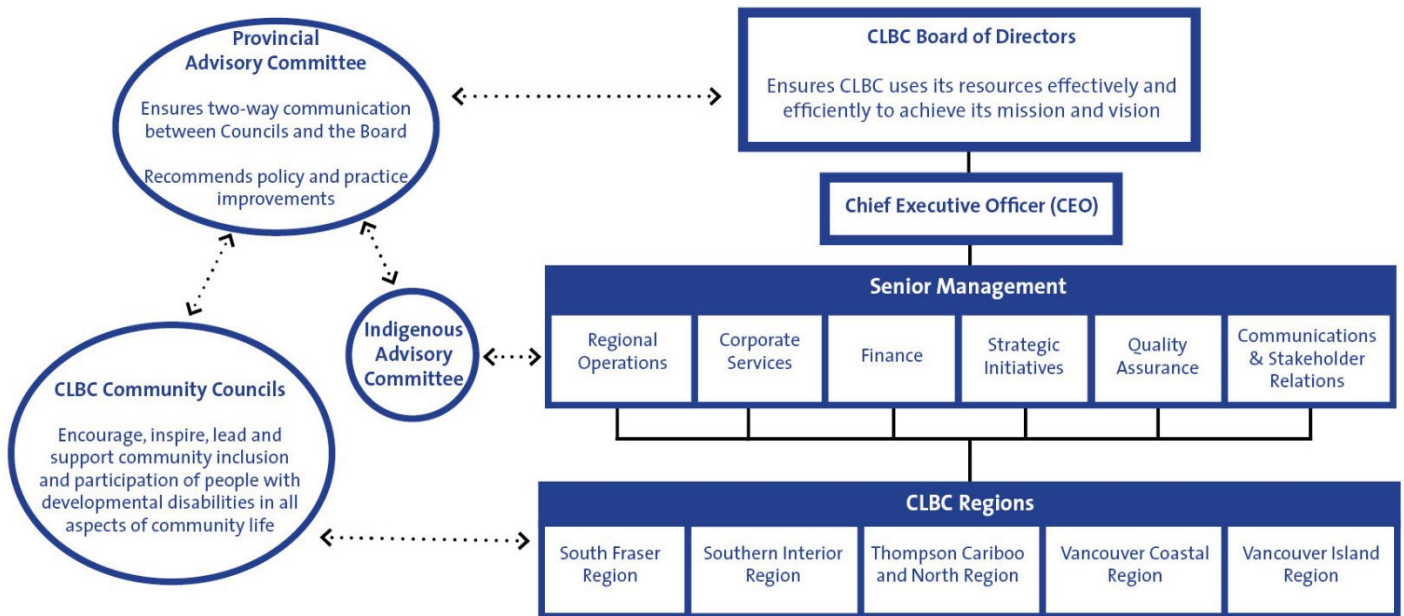
The Provincial Advisory Committee, which is a requirement under the [Community Living Authority Act](#), is made up of adults with developmental disabilities and family members who represent the 13 Community Councils. Members are recommended to become a Provincial Advisory Committee representative by their respective Council and are appointed by the CLBC Board to serve a term of two years; members may be reappointed for a maximum of two terms or four years.

The Provincial Advisory Committee meets four times a year to share what Councils are doing, discuss issues and challenges, identify ways they might be addressed, and recommend improvements to policy and practice for Board and CLBC staff consideration to enhance the quality of life for people served by CLBC. The Provincial Advisory Committee may also examine particular issues from time to time at the request of the CLBC Board. (See **Appendix 5** for Provincial Advisory Committee Terms of Reference).

The CLBC Board of Directors meets primarily in the Lower Mainland; however, board members spend time visiting communities around the province. These board tours and community meetings are rotated to the different areas represented by Councils and provide an opportunity for Board members to meet and hear from different Council members.

The Executive Director of Communications and Stakeholder Relations supports the Provincial Advisory Committee and Community Councils and updates CLBC's senior management team about these two groups.

The graphic on the next page shows the working relationship between management staff in CLBC's organizational structure, Community Councils, the Provincial Advisory Committee and the CLBC Board of Directors.



## 2.3 Council Membership

Community Councils consist of 7 to 15 voting members who reflect the geography and cultural diversity of the area covered by the Council, including Indigenous representation and people of different ages and life stages. Council membership reflects the principle that those most impacted by the service delivery system should have an opportunity to influence decision-making, particularly as this relates to building inclusive communities.

Each Council member is appointed to a two-year term and can be reappointed but can only serve a maximum of three consecutive terms or a total of six years before needing to step off from Council for at least one year. Councils determine the number of members.

Membership criteria include the following:

- At least 50% plus 1 of Council members are adults with developmental disabilities and family members
- At least one Council member is an adult with a developmental disability
- At least 25% of Council members are people from the community, including business people, community leaders and other interested citizens - **inviting people with no community living experience is one way to bring new energy and a different perspective to the task of creating more inclusive communities**
- Up to 25% of Council membership can be drawn from local service providers
- All members must sign and be guided by the Community Council Membership Agreement that lays out important expectations for each member (**Appendix 6**)
- All members must clear a Criminal Record Check before they can be appointed (See **Appendix 7**)

## 2.4 Recruiting New Council Members

To maintain an active and fully enlisted Community Council, it is important that Councils strategize and focus on new member recruitment throughout the year. Councils recruit members with the support of the Integrated Services Manager and CLBC facilitators. There are a number of ongoing and one-time member recruitment strategies and activities that can create awareness and interest in Community Councils. These are described in **Appendix 8** and some key ideas are summarized here.

Since members are appointed for a two-year term and can serve up to three terms in a row, it is in the Council's interest to stagger members' terms. This will help ensure that no more than one or two members leave a Council at any one time. In this way, there will always be some experienced members to guide and mentor new recruits. To help Councils with their recruitment plans, the Head Office CLBC Administration sends the regional Supervisor of Administrative support a membership roster each month, noting members who are due to leave or whose terms are coming to an end.

Remember, not all Council members need to be familiar with or have personal experience with CLBC or with developmental disability. In fact, your Councils are made stronger when members are recruited from the broader community. For example, a number of Councils have recruited people who work in their local college or university, or local business people who are unfamiliar with CLBC or with developmental disability.

When inviting new people to join the Council, personal invitations are best. As the Council determines its recruitment needs, it is helpful to have a discussion about people who members know and would recommend and if any of these people might be interested in hearing more about and / or in joining the Council. These are examples of places and ideas to explore for recruitment:

- Where do you buy your groceries?
- Who is your accountant or banker?
- Who are your neighbours?
- What does your faith community know about your Council's work?

Once an individual is identified to be recruited, find out if a Council member knows this person. If no member has personal knowledge of the individual, find out who is recommending this individual as he or she may be willing to help the Council make a connection with the individual to be recruited.

New member recruitment is made easier when there is a clear, understandable description of the Council and members' roles and expectations. The Terms of Reference (**Section 2.1**) can be shared with people interested in joining the Council. Future members will be inspired by hearing how the Council (and maybe other Councils) are making a difference in the community. This is a good reason to make sure that the Council shares its past work, current projects and future plans with the different communities it is involved in. CLBC's Community Relations Specialists can help the Council draft and publicize its efforts; their role in supporting Community Councils is discussed in **Section 3**.

**A simple strategy Councils can use is to encourage members when they join the Council to begin to think about who they might recruit to replace themselves when they eventually leave. The Council Chair and local Integrated Services Manager should monitor this strategy to ensure Council diversity is maintained.**

## 2.5 Appointment of the Chair and Vice Chair

The maximum term for a Council Chair is two years. However, Councils may choose to select a Chair and Vice Chair on an annual basis at the first meeting of the fiscal year (on or after April 1 of each year). Members are nominated for these roles by fellow members and nominees need to accept the nomination prior to the appointment being voted on by Council. Members interested in being nominated can ask a fellow member to put their name forward. If more than one member is willing to assume either of these roles, a vote should be taken by secret ballot.

The Council Chair provides leadership to the Community Council and works closely with the Integrated Services Manager to ensure meetings run effectively and that the agenda and discussions are consistent with expectations set out in the Handbook. The Chair encourages members to participate and facilitates discussions that help the Council to address its work plan goals. The Chair is the official spokesperson for the Community Council.

A full description of the Chair's and Vice Chair's responsibilities is found in **Appendix 9**. A service provider **cannot** hold the position of Chair or Vice Chairperson.

## 2.6 Expectations of Council Members

Council members volunteer their time because they are passionate about and dedicated to using their knowledge and expertise to help create more inclusive communities and to break down societal barriers associated with disability. It is important that each member is clear about the member role. Expectations are set out in the Council Membership Agreement (**Appendix 6**). In summary, members are asked to agree to:

- Focus on what matters
- Contribute their thoughts and ideas
- Be open and honest
- Respect confidentiality and not share other peoples' stories unless they have permission to do so
- Use respectful communication with a focus on listening in order to understand others
- Recognize that everyone's time is valuable
- Be aware of and, where necessary, remove barriers that may limit member participation

In addition to these expectations, Council nominees should understand and agree to the following conditions before being appointed:

- Be committed to the vision of more inclusive and welcoming communities for all citizens
- Be able to make time to participate in Council meetings, planning, and activities
- Live in the area covered by the Council

It is suggested that nominees meet with the Chair and / or other members (e.g. Membership Committee) to learn about the Council's purpose; the time required for meeting schedules, Committee work, events, and so on; and the requirements and process for references and criminal

record check. Attending a Community Council meeting as a guest is a good way to learn about the work Councils do.

All members share responsibility for supporting one another to follow the Membership Agreement. If a member has concerns about the participation or behaviour of another member, he / she is encouraged to talk with the person in a respectful way. If that does not resolve the concern (or if the member is not comfortable to talk with the other member about the concern) a member can share the concern directly with the Council Chair or Vice Chair, or with the Integrated Services Manager who will assist in seeking a resolution to the concern.

Members can expect the Community Council to:

- Have a work plan with goals that are achievable and connected to the Council's Terms of Reference and CLBC's vision
- Evaluate the Council's work in meeting its goals, both informally during meetings and at the end of the year

## 2.7 Member Nomination and Appointment / Reappointment Process

The authority to appoint or re-appoint Community Council members has been delegated by the CLBC Board of Directors to the Directors of Regional Operations.

### 2.7.1 Process for new Council appointments

The nomination and appointment process involves the following steps:

- Council members are recruited by a Membership Committee working with the Integrated Services Manager
- The potential member will complete the Community Council Nominee Questionnaire (**Appendix 10**)
- The Integrated Services Manager will ensure the nominee has a completed criminal record check.
- The Council Chair and Membership Committee Chair (or designate) will check references for the nominee, and document responses using the Nominee Reference Check (**Appendix 11**)
- When positive references and the criminal record check process are complete, the Membership Committee will present the nomination to the Council membership at a meeting with a quorum and members will vote whether to recommend the nominee for appointment by the Director of Regional Operations
- The Integrated Services Manager (working along with the Council Chair), will complete the new Member Appointment Checklist (**Appendix 12**) and send the checklist together with the nominee questionnaire, reference and criminal record checks to the Director of Regional Operations
- If the Director of Regional Operations confirms the nomination, he / she will send an appointment letter to the nominee confirming his / her appointment to the Council and specify the start and end dates for the membership term. A duplicate copy of the appointment letter

will be given to the Council Chair, Integrated Services Manager and Supervisor of Administrative Services

- The Integrated Services Manager will advise the Supervisor of Administrative Services when a new Council appointment occurs and endorse the new member's files / papers for record keeping
- The Supervisor of Administrative Services will enter the member's contact information, term start and end dates, validity date of criminal record check and other necessary details into an EXCEL file that tracks all Community Council member appointments (**N:\COMMUNITY COUNCIL\Community Council Membership Monitoring**)
- The regional Supervisor of Administrative Services will update the membership tracking file on a monthly basis and will email [CLBCAdministration@gov.bc.ca](mailto:CLBCAdministration@gov.bc.ca) copies of both Council and PAC member nomination forms and reappointment letters
- To help Councils with their recruitment plans, Head Office CLBC Administration will send Councils a membership roster each month, noting which members are due to leave the Council or whose terms are coming to an end.

### **2.7.2 Process for Council re-appointments**

Members who have reached the end of their two-year term may be reappointed but can only serve a maximum of three consecutive terms or a total of six years before needing to step off from Council for at least one year. The reappointment process includes the following procedures:

- Council members are reappointed by the Membership Committee working with the Integrated Services Manager. Both are responsible in taking note that the maximum three consecutive terms have not been served
- The member will complete the Community Council Reappointment Questionnaire (**Appendix 10**)
- The Integrated Services Manager will ensure the nominee has a completed criminal record check, which has not expired. Criminal record re-checks will be redone when necessary
- The Membership Committee will present the reappointment to the Council membership at a meeting with a quorum and members will vote whether to recommend for reappointment by the Director of Regional Operations
- The Integrated Services Manager (working along with the Council Chair) will complete the Community Council Member Re-appointment Checklist (**Appendix 10**) and send the checklist together with the reappointment questionnaire (and if applicable, criminal record re-checks) to the Director of Regional Operations
- Once the Director of Regional Operations confirms the endorsement for reappointment, he / she will send a reappointment letter to the member confirming his / her reappointment to the Council and specify the start and end dates for the renewal of membership term. A duplicate copy of the reappointment letter will be given to the Council Chair, Integrated Services Manager and Supervisor of Administrative Services

- The Integrated Services Manager will endorse to the regional Supervisor of Administrative Services the reappointment forms (checklist, reappointment questionnaire, criminal record re-check, if applicable, and reappointment letter) for record keeping
- The regional Supervisor of Administrative Services will update the member's start and end dates of renewed term, validity date of criminal record re-check and other updates of contact information into an EXCEL file that tracks all Community Council member appointments (**N:\COMMUNITY COUNCIL\Community Council Membership Monitoring**)
- Duplicate copies of the member's complete reappointment papers will be forwarded by the regional Supervisor of Administrative Services to [CLBCAdministration@gov.bc.ca](mailto:CLBCAdministration@gov.bc.ca)

## 2.8 Council Self-Evaluation

Councils complete an annual self-evaluation at the end of the fiscal year (March 31<sup>st</sup>). Members discuss the results as a group, and take action, if this is indicated, to improve how the Council works as a group to achieve its goals. The self-evaluation form is found in **Appendix 13**. Councils can also regularly monitor how well they are working together as a group at each meeting. This can help to ensure that the experience of being a Council member is a positive one for everyone involved.

### 3. How Integrated Services Managers Support Councils

Integrated Services Managers are responsible, amongst other things, for:

- Ensuring information on community living services and community options is available and provided to individuals and families through a team of Facilitators and administrative staff
- Overseeing collaborative planning to support access to services for adults with developmental disabilities and their families, and individuals supported through the Personalized Supports Initiative
- Promoting CLBC's values and philosophies at events and functions and through supervision of staff
- Participating as a member of the regional CLBC management team in meeting objectives under CLBC's key change initiatives plan and providing input on policy, procedures and program issues
- Working with community stakeholders to promote systemic change, identify issues and concerns and develop sustainable supports by introducing flexibility, increasing choice and stimulating innovation and creativity

The Integrated Services Manager has primary responsibility for ensuring that Community Council members receive the support they need to effectively carry out the Terms of Reference. The Manager, or his / her designate, will:

- Attend Council meetings and events
- Work with the Council to plan or help implement community events or activities
- Involve CLBC staff and / or resources on Council activities and events that would be enhanced by joint CLBC planning and sponsorship
- Provide, or assist in meeting, Council's administrative requirements and budget planning and monitoring
- Assist in the nomination and appointment process and ensure that all steps are followed and that all requirements are in place
- Support and mentor the Council Chair
- Assist the Council to provide individual members with the support they require to do a good job
- Provide the Council with information about local, regional and provincial initiatives, and in particular those that enhance citizenship and participation and, when appropriate, ask for Council members' ideas on these initiatives

There are a number of other provincial CLBC staff whose job includes supporting Community Councils. For a full description of how these provincial resources can assist your Council, see **Appendix 14**. They include:

- Executive Director of Communications and Stakeholder Relations
- Self-Advocate Advisor
- Community Relations Staff
- Online Content Specialist

A description of best practices that Integrated Services Managers and staff should be aware of and follow in their work to support Councils is found in **Appendix 15**.

## 4. Community Council Work Plans and Annual Reports

### 4.1 Work Plan

Each Community Council will develop an annual work plan that guides how it encourages, inspires, leads and supports its vision of community inclusion and participation of people with developmental disabilities in all aspects of community life. Work plans can cover a period of one to three years. If a Council work plan covers more than one year, it is important that it identifies the goals and activities for each of the years. The most detailed plan will likely be for the coming year with the next two years leaving room for learning and change in year one.

Some examples of questions to guide or to be considered by a Council as it begins to develop its work plan are found in Guidelines for Developing a Council Work Plan in **Appendix 16**.

Councils set aside a time each spring to review the year's work and the plan that guided it, and to update or set a new plan for the coming year(s). The CLBC annual planning and review calendar goes from April 1<sup>st</sup> of a calendar year to March 31<sup>st</sup> of the next calendar year. Some Councils meet from September of one year until June of the next year, with no meetings over the summer.

In developing and reviewing Council work plans, the yearly designation that makes the most sense to the Council should be chosen and noted on all planning and annual review documents. Councils should be aware that CLBC will require a province-wide reporting out from Community Councils at the end of its planning time frame (April to March). More discussion about the year-end review is provided in **Section 4.3**.

The Council work plan includes goals that identify what the Council wants to achieve each year. It is important to identify what is acceptable to the Council as indicators of success or in measuring the achievement of its goal(s) and the impact / difference it made in its community. The chosen strategies are key elements in helping achieve Council goals. Some examples of goals and strategies are below.

<b>GOAL ➔ Build alliances with people and organizations outside of the community living sector to work together on one or more community building activities</b>	
<b>Outcome</b>	One new alliance with another group to work together on issues of belonging and inclusion
<b>Evidence the goal is met</b>	At least one project is jointly sponsored and carried out with another group whose interest is also focused on building more welcoming communities
<b>Strategies</b>	<ul style="list-style-type: none"> <li>• Host an event</li> <li>• Through ongoing discussion and agreement, meet with local media to highlight a topic or significant positive change in community</li> <li>• Co-sponsor a meeting with local leaders to talk about a vision for more inclusive community</li> <li>• Join with a seniors' group to raise concerns about universal access to services and the impact of poor transportation on all vulnerable adults</li> </ul>

GOAL ➔ Recruit new Council members	
Outcome	Full Council membership
Evidence the goal is met	At least two new people are recruited each year
Strategies	<ul style="list-style-type: none"> <li>• Make at least one presentation to a Chamber of Commerce / Business Improvement Association / Rotary Club, etc.</li> <li>• Invite community media to do a story on at least one successful Council activity or initiative, and include a call for more members (with contact information)</li> </ul>

Other examples of goals include

- Increase the number of community businesses that welcome people with disabilities as customers and potential employees
- Increase the number of individuals with developmental disabilities who are present at and a part of the organizing committee for local community events
- Influence planners or managers of local health services to consider and make changes to better address access challenges experienced by adults with developmental disabilities and their families

Examples of planning templates are found in **Appendix 17**.

In developing the work plan remember to:

- Pace the work and set reasonable expectations in order to be successful and satisfied
  - ◆ what are the goals (and targets) for year one, year two, year three?
  - ◆ how will each year be used to build momentum for the next year?
  - ◆ what needs to be done in order to be ready? (e.g. recruit new members; find resources; attend other community group meetings)

## 4.2 Community Council Initiatives Flowing from Annual Work Plans

Councils engage in a wide range of initiatives that flow from their annual work plans. For example, they may:

- Address gaps and inform and educate communities regarding inclusive approaches to services
- Provide information to CLBC about barriers to inclusion based on the experiences of Council members and others in the community

Some examples of these kinds of initiatives are found in **Appendix 18**.

## 4.3 Annual Report

Each year Councils are required to prepare an annual report for the period of April 1<sup>st</sup> to March 31<sup>st</sup> that:

- Highlights Council initiatives, projects and challenges that the Council faced over the past year and how these were addressed
- Identifies plans for the next year(s) and any themes or issues that need to be highlighted (issues heard / learned from talking with individuals with developmental disabilities and their families, community organizations, businesses, leaders and other individuals)

In reviewing the past year's plan and activities, Councils can assess how effective they were in achieving their goals. They can identify what was particularly helpful in achieving success and what contributed to a less successful outcome. This analysis will help the Council update or set new plans for the next year(s).

The office of the Executive Director of Communications and Stakeholder Relations combines the annual Community Council reports into a single report that is sent to all Council members, CLBC Board of Directors and senior management team and is posted on the CLBC website. This report is a vehicle to inspire and share valuable lessons learned over the course of the last year. It can also create opportunities for Councils to cooperate and coordinate planning and actions for the next year. The Annual Report Template is found in **Appendix 19**.

## 5. The Business of Community Council Meetings

Council members decide how often, where and when they will meet so the Council can do the best it can with available time and resources. The meeting schedule should be designed to enable as many members as possible to attend meetings so the Council can be successful in planning and achieving their work plan goals.

### 5.1 When Councils Meet

Many Councils meet once each month from September to June. Some have Committees that meet regularly during the year, or when needed, to plan and host events. A number of Councils don't meet during peak winter months when travel is more challenging. Some Councils meet on a Saturday; others meet in the late afternoon or early evening.

Most meetings are scheduled for about three hours, and some provide lunch or dinner. Groups meeting on a Saturday often schedule five-hour meetings to take advantage of everyone coming together for a part of the day since members often travel a significant distance. Meeting schedules are influenced by member transportation needs, member availability and meeting place requirements.

### 5.2 Where Councils Meet

Some Councils use the same location for all meetings so members always know where to go. Other Councils move between communities to accommodate members and / or to help the Council stay in touch with each town's or area's issues. Location is influenced by venue accessibility and the members' access to transportation. For example:

- Is the meeting place on a public transit route such as bus or Skytrain?
- Is it near an airport for people who may need to travel a great distance?
- Are there parking places for members who drive to the meeting?
- Can the meeting place accommodate Council members need to call in (using telephone or Skype)?

Meetings can be held at a local CLBC office or in a community room at a local library or community centre. Posting a sign outside stating that the meeting is a Community Council meeting may invite passers-by to want to know more about the Community Council, thus giving the Council greater community visibility. It is important that whatever space is used, it can support the group to engage in meaningful dialogue. For example:

- Can members easily see each other across the meeting table?
- Is there space to work in small groups if this is needed?
- Is the space comfortable, and will it contribute to conversations where people will feel heard?

### 5.3 Decision-Making

Council members decide together about their work plans and goals, who they will recommend as members, and any community activities and discussions they will host. Sometimes the Council talks

about CLBC's policies and practices, offering information, ideas and advice to the Integrated Services Manager. Council members agree that in all decision-making they will:

- Listen respectfully to each other's ideas
- Work together to reach agreement on each decision at all possible times
- Accept the majority decision (51% of a membership quorum) if everyone does not agree on a decision
  - ◆ a quorum is the minimum number of members necessary to conduct a group's business. Each group decides what they will accept as a quorum; it is either a % of members (often 51%) or a fixed number (e.g. 8 members out of 15). Groups can meet if they don't have a quorum but **cannot** make decisions that require majority member agreement, for example, decisions about spending money or appointing the Chair and Vice Chair

## 5.4 Council Meeting Agendas

Meeting agendas are put together by the Council Chair and Integrated Services Manager. Councils that have Committees usually include Committee reports on each meeting agenda. Reminders and agendas are usually sent out by the Council / CLBC administrative staff who receives the upcoming meeting agenda from the Council Chair or Integrated Services Manager.

The agenda should be sent out at least one week before the meeting so members can prepare for the upcoming meeting. This provides time for members who need support to prepare for meetings to get assistance (reading and / or understanding materials sent out for the meeting; thinking ahead of time about some of the issues to be discussed).

## 5.5 How Councils Communicate with Their Members and with Their Communities

Meeting minutes are taken at all Community Council meetings; some Councils nominate a member to take and distribute meeting minutes; others use the services of a person under contract; still others are supported by a CLBC administrative staff. The person who fulfills this role gets the consent / approval of the Council Chair and Integrated Services Manager before sending minutes out to all Council members.

Meeting minutes document who attended, each agenda item and key discussion points on any decisions and recommendations made. To ensure that minutes help members follow through on work they have agreed to, it is best when minutes are distributed to members within a week of the meeting. Minutes are reviewed by Council members before the next meeting; any necessary corrections are made at the meeting before they are accepted as accurate. Guidelines and a template for Council meeting minutes are found in **Appendix 18**.

Each Council has a webpage on CLBC's website to share information with individuals, family members, community organizations and others. Councils can use the webpage to tell people about upcoming events and discussions, and to show pictures and tell stories about events they host or participate in. Minutes are also posted on the Council's webpage. Christopher Rae, CLBC's Online Content Specialist, can assist Councils to update their webpage. Chris can be reached by email at [Christopher.Rae@gov.bc.ca](mailto:Christopher.Rae@gov.bc.ca) or by phone at 604-619-7023.

## 5.6 Council Committees

Councils can use Committees to do some of their work. At a minimum, each Council should have a Membership Committee to support recruitment. This will keep recruitment on the Council agenda throughout the year and help Councils to be open to considering new ways to build interest in potential members becoming involved in the work of the Council. Other examples of things a Council Committee might focus on include:

- An event such as a community forum or a presentation on a community inclusion issue
- A particular issue, initiative or theme, such as employment, housing, young people in the criminal justice system or services for aging adults

A Council member can chair a Committee while also drawing Committee membership from the broader community. Inviting non-Council members to sit on a Committee is a good strategy to:

- Increase community awareness about the work of the Council and issues relating to building more inclusive communities
- Strengthen Council member recruitment efforts (working on a Committee may be a smaller or time limited involvement that can lead to interest in supporting and joining Council)

Working on a Council Committee provides both Council and community members opportunities to:

- Celebrate community and individual practices that are inclusive
- Share ideas, concerns, and examples of practices that are not inclusive and join together in developing strategies to address these

## 5.7 Council Activities and Budget

CLBC gives Community Councils a budget each year. Each Council is informed of its budget by the Integrated Services Manager as close to the beginning of CLBC's new fiscal year (April 1<sup>st</sup>) as possible. The Council prepares a budget that aligns with its work plan and can include such costs as activities that roll out from the year's planning agenda, Council meetings, child care, respite, member travel including support for Councils members who must travel to meetings from out of town, and member registration at conferences and workshops that align with the Council work plan and mandate.

Information about repaying expenses for individual Council members is found in **Appendix 19**.

Budget planning often includes a review of the previous year's expenses, the current year's work plan and goals, anticipated opportunities, and making choices that reflect both the money available and the Council's priorities.

Each Council is responsible for managing the use of its budget. The Manager will provide the Council with support to develop the budget and, if asked, to track Council expenses. If the Manager provides this support it is recommended that he or she present a budget update at each Council meeting. If a Council member manages the budget independent of the Manager, the member will present a budget update at each Council meeting.

Depending upon the availability of funding, the Council budget may include funding for training, including opportunities for Chairs and Vice Chairs to enhance their skills in leading effective Councils and for members to attend workshops, conferences and other training events related to the Council's work.

## 5.8 Orientation of new Community Council Members

New Council members receive an orientation from the Council Chair and Integrated Services Manager as soon as possible once he / she is confirmed. The contents covered in the orientation can be found in **Appendix 22**.

## 6. Council Resources

The office of the Executive Director of Communications and Stakeholder Relations develops resources to support Councils in their work. This includes videos, stories, articles and web links that relate to the Terms of Reference and to issues and ideas suggested by Community Councils.

Resources available on the Community Council website include:

- [Strengthening Community Councils: Task Force Report](#) – Learn about recommendations CLBC is implementing to strengthen the relationship with Community Councils to ensure more involvement and communications between Community Councils, the Provincial Advisory Committee, the CLBC Board of Directors and staff
- [VIDEO: Light the Way](#) – This video highlights best practices gathered from interviews with adults with developmental disabilities about what inclusion looks like to them. The video is intended to enable Councils to build their capacity to help adults with developmental disabilities access and use information, recruit their peers, and effectively utilize their skills and abilities at meetings
- [Building Community, Inspiring Change: Stories of CLBC Community Councils](#) - Read stories of success and inspiration from CLBC Community Councils across the province
- [Articles of Interest](#) – This page features a list of publications that will be of interest to Councils to help them carry out their Terms of Reference
- [Tamarack: An Institute for Community Engagement](#) – An organization that helps communities focus their work and relationships to achieve positive change
- [10 Ways to Create Community Where You Live](#) – a discussion of 10 different community building strategies
- [Abundant Community](#) – a website featuring John McKnight and Peter Block that focuses on awakening the power of families and communities

## 7. Appendices

(A full list of the appendices is found in the Table of Contents.)

### **Appendix 1 – Supporting Adults with Developmental Disabilities on Community Councils**

Community Councils can model valued and meaningful participation in how they operate, as well as in how they support leadership development and community relationships for people with developmental disabilities. Below are some strategies to support individuals with developmental disabilities to participate on Council. These strategies will also help with recruitment and retention and ensure a wider range of members with diverse abilities on all Community Councils.

#### **A self-advocate’s point of view**

If I was to go back on the Community Council, I would want members to:

- Have a better understanding of what self-advocacy is and how it’s organized at a provincial level
- Have more conversations with the whole Council so we all have the same understanding of what self-advocacy means
- Have presentations by local groups and / or leaders to learn more about self-advocacy and to think about projects we can do together

This is the kind of support I’m looking for:

- I had an idea for a December 3<sup>rd</sup> International Day for Persons with a Diverse Ability event but needed help from my Council to plan and organize the details. But it was still my idea and my voice first and foremost. It was good to have the Council in the background supporting me when I needed it. When I am the one doing the talking and presenting it changes other people’s ideas of what I can do
- I would want to be seen as a Council member, not the “self-advocate”. I don’t want to be labelled and only do things about self-advocacy
- Meetings need to be in plain language and explained in a way that everyone can understand what is going on and have something to say

#### **Connecting to the self-advocacy movement locally and provincially**

Self-advocacy is a rights movement led by people who have been labelled as having a developmental disability. It began in the 1970’s as people began moving from institutions to community. It’s about working together to make sure everyone has the same rights and life opportunities as everyone else. The principle of self-determination (having a voice, regardless of one’s label or perceived level of ability) is a core principle that should be at the heart of any work we do alongside people with developmental disabilities. However, it is also important to remember that while anyone can be a self-advocate, not everyone identifies themselves as such.

The self-advocacy community and Community Councils both work to ensure all people have equal opportunities to live inclusive lives and to be treated with dignity and respect. If a Council wants to learn about the self-advocacy movement, or to consider opportunities for collaboration, visit these resources:

- Ask **BC People First** [www.bcpeoplefirst.com](http://www.bcpeoplefirst.com) to give your Council a history on the self-advocacy movement in BC
- Visit the **BC Self Advocate Net website** [www.selfadvocatenet.com](http://www.selfadvocatenet.com) to read stories and learn about different groups in BC
- Connect with the **CLBC Self-Advocate Advisor** to find out what CLBC is doing to partner with the self-advocacy movement in BC

Councils should give consideration to how the self-advocates' motto, "Nothing about us without us", can impact their own planning and processes.

### **Enabling leadership and community connections**

Council demonstrates the value of inclusion and full citizenship when all members have an opportunity to contribute to discussion and exercise the roles and responsibilities of leadership. This is especially true of those times when the Council and its members are visible and are providing leadership and/or are working alongside others in the broader community.

Take time to talk and share stories. It is a great opportunity to find out what people are interested in and good at. Be conscious of using plain language - avoid acronyms. Don't assume all Council members with a developmental disability would want to be involved in work that has to do with developmental disability or self-advocacy. Find ways for members to try different roles.

Councils are positioned perfectly to support their members to identify spaces and places where their voice is missing in community leadership **inside** and **OUTSIDE** the community living sector. Here are some ideas and questions to consider when getting started:

- How do we get to know our Council members?
- How do we incorporate sharing stories in our meetings?
- How do we find out what each Council member is really good at?
- How do we make sure each member has a valued role on the Council?
- What are the different ways we can support self-advocacy leadership in the community? What are the opportunities for all Council members to learn from this leadership?
- How do we ensure our work is alongside people – and not on their behalf?
- When representing the work of Council in community how do we ensure self-advocates get to tell their own story?
- How does community building create opportunities for valued roles and relationships for those who live with developmental disabilities?
- How can we find opportunities for the broader community to learn from the stories and leadership of those with diverse abilities in our community?

- Where are the contributions and stories of those with developmental disabilities that are missing in community?

### **Ensuring meaningful participation**

It is extremely important to ensure Council meetings are conducted in a way that welcomes diverse learning and communication styles. Individuals who live with being labeled because of their disability are often very familiar with the feelings of isolation that come with being with others who use complicated language and ‘talk around’ rather than ‘talk with’. Council meetings are a perfect opportunity to experiment and be creative in how to run meetings in a way that ensures that everyone feels important and heard.

Take turns at the beginning of each meeting to share a personal story about something important to the work of the Council. For example, “*What does inclusion mean to me?*” Invite members of your local self-advocacy group to make a presentation about their values and what they are working on. Spend time mapping out possible community initiatives (youth groups, accessibility committees, Arts Councils) and how to support those with developmental disabilities to participate and perhaps take a leadership role.

Here are a few tips taken from Inclusion BC’s **Guidelines for Self Advocacy Involvement**.

- When planning self-advocate support, always begin with consulting self-advocates and respect their right to choose what the support will best look like to them
- Take the time; there is no quick way to create meaningful participation. It requires a commitment to the process and willingness to challenge the boundaries of what we think is possible
- Make sure to spend time clearly defining the role of the Council; what it does and does not do
- Help self-advocates define particular areas of interest. This will enable each individual to get a clearer sense of purpose of his / her participation
- Make sure meeting notes and agendas are written in plain language
- Take time to review the agenda and issues with self-advocates ahead of time
- Plan extra time for de-briefing to make sure everyone knows what the main issues are and what everyone’s role is in addressing them
- Give people time to respond to questions. Sometimes it takes a few minutes to formulate an answer; it is okay to ask if more time is required
- Try to ask specific, not open-ended, questions
- Check-in throughout meetings to make sure everyone is following the discussion. Ask if anyone is confused or has any questions
- Build social activities into your meetings and work plan. It is often through informal participation that self-advocates get to make the biggest contributions and play an integral role

## Some Important links

- BC People First – [www.bcpeoplefirst.com](http://www.bcpeoplefirst.com)
- No More Barriers Campaign - [https://www.youtube.com/watch?v=oz0zU\\_cQbFg](https://www.youtube.com/watch?v=oz0zU_cQbFg)
- BC Self Advocate Net - [www.selfadvocatenet.com](http://www.selfadvocatenet.com)
- People First of Canada - [www.peoplefirstofcanada.ca](http://www.peoplefirstofcanada.ca)
- UN Convention on the Rights of Persons with Disabilities (plain language version) - <http://odi.dwp.gov.uk/docs/wor/uncon/easy-read-un-convention.pdf>

## Appendix 2 – CLBC’s Mission, Vision and Values

The roles that CLBC plays are set out in the [Community Living Authority Act](#). CLBC’s responsibilities include developing operational policies, meeting relevant standards, and managing funds and services to address the needs of eligible adults across the province.

CLBC is accountable to the Legislature through the [Ministry of Social Development and Poverty Reduction](#). The Ministry is responsible for funding, establishing and communicating government’s mandate, policy and priority direction to CLBC, and overseeing the organization’s performance.

CLBC is governed by a Board of Directors appointed by the Minister of Social Development and Social Innovation. The Board ensures that CLBC uses its resources (money, staff, knowledge and skills, and relationships with individuals with developmental disabilities and families, and service providers) effectively and efficiently to achieve its vision and mandate. The Board determines CLBC’s strategic direction and plays an important bridging role between government decision-makers and the individuals and families who CLBC supports.

The CLBC Board Chair is the key link to government and advises the Minister of Social Development and Social Innovation on issues that impact CLBC. Under the [Community Living Authority Act](#), the Board may consist of up to 11 Directors with the skills, qualifications and experience necessary to govern effectively.

Through its supervision of the Chief Executive Officer, the Board of Directors ensures that CLBC establishes, adopts and follows appropriate policies, procedures and business practices.

The Chief Executive Officer is responsible for oversight of the day to day operations and continuous quality improvement practices of the organization.

To learn more about the Board of Directors go to [www.communitylivingbc.ca/about-us/leadership/board-directors/](http://www.communitylivingbc.ca/about-us/leadership/board-directors/)

### **Vision: What does CLBC want to achieve?**

The vision statement brings together CLBC’s purpose and values to describe the future it wants to achieve.

***Lives filled with possibilities in welcoming communities***

### **Mission: How will CLBC achieve its vision?**

The mission statements guide CLBC’s actions, spells out its overall goal, provides direction, and focuses decision-making at all levels in the organization. CLBC’s strategies are developed keeping the mission in mind.

**Community Living BC serves** adults with developmental disabilities as well as those with a diagnosis of Fetal Alcohol Spectrum Disorder or Autism Spectrum Disorder who meet the eligibility criteria.

**In collaboration with our stakeholders,** we facilitate and manage a responsive, sustainable network of disability-related services that supplement other supports to assist adults with developmental disabilities to live good lives and be full participants in their communities.

**We offer a range of options** in the way services and supports are provided to the individuals we serve. The options provide for choices that allow services and supports to be tailored to the circumstances and preferences of each individual.

**We take a holistic approach** that acknowledges the supports and responsibilities of all stakeholders including individuals, families, service providers and community resources. This collaboration supports individuals to achieve the best possible outcomes.

**Values: What values guide CLBC's actions?**

The goal of CLBC's values is to inspire behaviours that create a dynamic and performance-oriented organization. The following statements represent the core values we strive to achieve in all that we do.

**We are respectful and transparent in our interactions:** Having open, honest, transparent and respectful communications that are meaningful and sincere is fundamental to developing strong relationships.

**We use an equitable approach that is person-centred, transparent and fair:** We build rapport to understand each individual's unique circumstances so we can tailor services and support options to best fit their situation. Our approach is equitable in that it is fair and reasonable based on the individual's needs.

**We use consistent processes and tools:** Consistency across all CLBC offices promotes fairness and equity in how our services and supports are accessed and delivered. Our effective, streamlined and repeatable processes allow for flexibility and can accommodate each person's unique circumstances.

**We adopt proven new methods that align to our goals:** We stay current with best practices and will invest in change where it makes sense to do so. We recognize that we cannot be all things to all people, nor do we have the capacity to invest heavily in research and innovation.

## Appendix 3 – Bringing an issue of concern to the Provincial Advisory Committee

From time to time, Community Councils identify issues they believe have the potential to impact individuals, families, service providers and communities provincially who are served by CLBC. However, before a Community Council decides to share an issue of concern with the Provincial Advisory Committee through their representative, they should discuss the issue with their Integrated Services Manager. This will help ensure the issue is not being dealt with through another CLBC project or process.

If a Council determines there is an issue that is not currently being addressed and may have implications across the province, these steps should be followed:

- Step 1 - Describe the issue
- Step 2 - Identify possible ways to address the issue
- Step 3 - Forward the completed form (below) to the Executive Director of Communications and Stakeholder Relations



The form below can be used by Councils to organize their thoughts on the issue they wish to submit.

### Step 1 - Describe the issue

Description of the issue and how it impacts policy and / or practice

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### Step 2 - Possible ways to address the issue

Possible ways to address the issue for consideration by the Provincial Advisory Committee

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### **Step 3 - Forward the completed form to the Executive Director of Communications and Stakeholder Relations**

The Community Council Chair should send the completed form (Steps 1 and 2) to the Executive Director of Communications and Stakeholder Relations (staff liaison to Community Councils and Provincial Advisory Committee) at [Randy.Schmidt@gov.bc.ca](mailto:Randy.Schmidt@gov.bc.ca). The Executive Director will include the issue on the agenda of the next Provincial Advisory Committee meeting.

### **What happens at the Provincial Advisory Committee meeting?**

Depending upon the issue, the Executive Director of Communications and Stakeholder Relations may conduct needed research, provide information materials, or arrange for resource people to attend the meeting to support discussion of the issue. The Provincial Advisory Committee will discuss the issue raised by the Council and determine whether further research is needed or a recommendation(s) will be made to the Board or CLBC Management and staff for consideration.

Provincial Advisory Committee decisions are made with input from the Executive Director of Communications and Stakeholder Relations and from two members of the CLBC's Quality and Service Committee who attend all Provincial Advisory Committee meetings on behalf of the CLBC Board of Directors.

### **Responsibilities of the Provincial Advisory Committee member who represents the Council that brought the issue forward**

Every Community Council is represented at the Provincial Advisory Committee by either a self-advocate or a family member. At the meeting, the Council member should be prepared to:

- Provide additional background information on the issue
- Answer questions about the Council's discussion on the issue
- Participate in the discussion and decision-making process

### **Action taken by the Provincial Advisory Committee**

Once the Provincial Advisory Committee has discussed the issue, the Chair of the Provincial Advisory Committee will inform the Community Council in writing of the Committee's response, including whether a recommendation was made for consideration by the CLBC Board or CLBC Management and staff. The Integrated Services Manager and Director of Regional Operations will be copied on this correspondence.

The Chair of the Provincial Advisory Committee, supported by the Executive Director of Communications and Stakeholder Relations, will:

- Continue to monitor the status of the issue brought forward, and any associated recommendation(s)
- Provide regular updates to the Community Council that brought the issue forward
- Notify all Council Chairs and members, the Provincial Advisory Committee, Integrated Services Manager, Supervisors of Administrative Services and Directors of Regional Operations by email once the issue has been addressed



# TERMS OF REFERENCE

## Community Councils

As of September 2021

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CLBC has established Community Councils across BC to ensure that adults with developmental disabilities, families, community members and service providers play a partnership role in achieving CLBC's vision. These Terms of Reference set out the Councils' purpose, and how the Councils will conduct their work.

### 1. Purpose

As a community extension of CLBC, the purpose of the Community Councils is to work collaboratively with community partners to support community inclusion, citizenship, and full participation of people with developmental disabilities. In partnership with CLBC, Community Councils will initiate and support activities to:

1. Work with the Integrated Services Manager and staff to achieve common goals. This includes planning activities and initiating partnerships that build awareness and strengthen inclusion for people with developmental disabilities.

It also includes providing information and advice to the Integrated Services Manager on current issues and plans, including those policies, projects or practices related to inclusion.

2. Build education strategies and projects that strengthen community inclusion by gathering ideas and feedback from individuals with developmental disabilities and families.
3. Work together to share concerns and successes, as well as identify province-wide barriers to inclusion and citizenship for people with developmental disabilities that require action and change.

This includes bringing trends and issues forward to local and provincial CLBC staff and the Provincial Advisory Committee as appropriate.

4. Provide opportunities for individuals and families to connect, share information and learn about resources in their community.

### 2. Membership

1. Councils will consist of 7 to 15 voting members. The actual number will be determined by each Council. Should membership fall below this number, the Chair and ISM will inform the Executive Director, Communications and Stakeholder Relations to develop interim plans.

2. Membership consists of the following:

- Adults who qualify for CLBC supports and family members, will be 50% plus 1 of the Council membership
- At least one self-advocate
- At least 25% of the Council members will be people from community including business people

- Service providers may make up to 25% of the Council membership
  - Representation from Indigenous communities and representation which reflects the cultural diversity within each community
3. A nomination committee comprised of Community Council members will be established by each Council, as needed, to carry out recruitment and nomination for new members.
  4. Authority to appoint or re-appoint Community Council members lies with the Board of Directors which has delegated this authority to the Directors of Regional Operations.
  5. All members must sign and be guided by the Community Council code of conduct.
  6. Each Council member is appointed to three two-year terms. In exceptional circumstances, a member may be reappointed to the council after completing three terms and stepping off the committee for at least one year.
  7. Members of the Community Council will elect a chairperson and vice chairperson for a term of two years. A service provider cannot hold the position of chair or vice chair.

### 3. Responsibilities of Members

1. Council members serve as volunteers and are requested to:
  - Be knowledgeable about CLBC's service delivery approach.
  - Attend Council meetings and activities.
  - Read minutes and documents sent for meetings, complete work they take on, and stay up to date with email and other correspondence.
  - Know these Terms of Reference.
  - Work collaboratively with other Council members.
2. CLBC's code of conduct, values, policies and principles apply to Council members.
3. Members will make clear as soon as possible any situation that is, or could become, a conflict of interest.
4. Members represent the interests of all individuals and families CLBC serves.
5. To protect personal privacy, the Council will follow the Freedom of Information and Protection of Privacy Act and keep confidential anything the Council agrees must be kept confidential.
6. Members will notify the Council chair if they cannot attend a meeting. If a member misses three consecutive meetings, they may be replaced on the Council.
7. An agenda and supporting material will be sent to Council members one week prior to the meeting.

### 4. Responsibilities of the Council Chair

The Council Chair:

1. Provides leadership to the Community Council and works closely with the CLBC Manager to ensure meetings run effectively and that the agenda and discussions are consistent with expectations set out in the TOR.
2. Encourages members to participate and facilitates discussions that help the Council to address its work plan goals.
3. Is the official spokesperson for the Community Council.

4. Participates in provincial discussions (or designates an alternate member to do so) including:
  - Annual joint meeting with other Council Chairs, the CLBC Board of Directors, Provincial Advisory Committee members and CLBC management

## 5. Schedule

1. The Community Council will meet often enough to complete its work as determined by the Council.
2. To facilitate maximum attendance, the Council meeting schedule will be determined at the beginning of each year allowing for the flexibility of a change in dates to ensure a quorum.
3. Meeting locations may rotate or use remote technologies to accommodate the members from different communities.

## 6. Communication

1. The Community Council will establish an annual work plan in April/May and develop an annual report by the end of March for the information of the CLBC Board.
2. Councils will provide updated information to support a region specific webpage about their activities on CLBC's website.
3. Councils are encouraged to share information about local innovation, practice and activities with other Councils and the broader community through the CLBC website, community meetings or the CLBC newsletter.
4. CLBC will support the collection and sharing of successes and learnings between Councils.
5. Once a year Council chairs (or their delegate) will meet with the Provincial Advisory Committee, Board and senior staff to enhance the working relationship between Councils and the CLBC Board of Directors.

## 7. Decision Making

1. Where possible Council decisions will be based on consensus.
2. Members will listen to all viewpoints to ensure issues have been fully discussed.
3. If the chair feels complete agreement cannot be reached in a reasonable period of time, issues will be decided by a simple majority vote of members at the meeting if there is a quorum.
4. Each Council member will have one vote on issues that require a vote.

## 8. Changing Council Terms of Reference and Guidelines

Councils can suggest changes to these Terms of Reference but they require input from Provincial Advisory Committee and Board approval.

## 9. Linkage to the Board

1. Each Council will have one representative who sits on the Provincial Advisory Committee. Members apply in writing, with the recommendation of their Community Council to become an Advisory Committee Representative; the Board makes all appointments.

2. Council members who sit on the Provincial Advisory Committee together with Board liaisons will provide two-way communication from Councils and the CLBC Board.
3. Once each year, Community Council Chairs meet with the Board of Directors, Provincial Advisory Committee members, Indigenous Advisory Committee members, Integrated Service Managers and CLBC's senior management team.

## 10. Record Keeping

1. Minutes will be approved by members at the following meeting of the Council.
2. Meeting minutes will include attendance, agenda, key discussion points that reflect decisions and any recommendations made.
3. Approved minutes will be posted to the Council's website.

## 11. Members' Expenses

Expenses to attend council meetings will be paid following CLBC policy.

## 12. Support for the Council

A CLBC Integrated Service Manager will serve as the primary CLBC staff link to provide information, technical advice and support to the Council and the Council chair.

## 13. Presentations to the Community Council

The Council may choose to receive verbal or written submissions on issues that concern the Council's areas of responsibility.

## 14. Evaluation of the Council

Councils complete an annual self-evaluation at the end of the fiscal year. The Council will ensure an annual self-evaluation takes place.

## 15. How to Contact the Council

Local Community Council contact information can be found:

- ♦ **CLBC website:** [www.communitylivingbc.ca](http://www.communitylivingbc.ca)
- ♦ **Email:** [CLBCInfo@gov.bc.ca](mailto:CLBCInfo@gov.bc.ca)
- ♦ **Phone:** 604-664-0101
- ♦ **Toll free number:** 1-877-660-2522



# TERMS OF REFERENCE

## Provincial Advisory Committee to the CLBC Board of Directors

November 24, 2021

The [Community Living Authority Act](#) requires CLBC's Board of Directors to establish a Provincial Advisory Committee. These Terms of Reference set out the Committee's purpose and how the Committee will conduct its work.

### 1. Purpose

The Provincial Advisory Committee provides information and advice to the CLBC Board. To fulfill this purpose, the Committee:

- ◆ Ensures two-way communication between Community Councils and the Board by acting as a link to the Board on both successes and concerns identified by Community Councils that have provincial implications for CLBC and those it serves
- ◆ Recommends improvements to policy and practice for Board and CLBC staff consideration to enhance the quality of life for people served by CLBC

The Board may also request the Provincial Advisory Committee to examine particular issues that are of importance to CLBC.

### 2. Membership

- ◆ The Provincial Advisory Committee is made up of a single member from each Community Council who must be either a self-advocate or family member
- ◆ Council members, who are nominated by their Council, apply in writing to become a Provincial Advisory Committee representative
- ◆ Provincial Advisory Committee members are appointed by the CLBC Board of Directors
- ◆ Members are appointed for up to two years, but may be re-appointed for up to two additional years
- ◆ The Board will appoint a member of CLBC's Indigenous Advisory Committee.

### 3. Responsibilities of Members

- ◆ Committee members serve as volunteers and are requested to:
  - Be knowledgeable about CLBC and its service delivery approach
  - Attend Committee meetings and activities
  - Bring forward provincial issues identified by their Community Council
  - Communicate the results of the work of the Provincial Advisory Committee to their Community Council
  - Read minutes and documents sent for meetings, complete work they take on, and stay

- o up to date with email and other correspondence
- o Work collaboratively with other Committee members
- o Know these Terms of Reference
- ◆ CLBC’s code of conduct, values, policies and principles apply to Committee members
- ◆ Members must make clear as soon as possible any situation that is, could become, or may be perceived as a conflict of interest (meaning the member has a personal interest in an issue before the Committee)
- ◆ Members represent all individuals and families that CLBC serves
- ◆ To protect personal privacy, Committee members will follow the [Freedom of Information and Protection of Privacy Act](#) and keep confidential anything the Committee agrees must be kept confidential
- ◆ Members will notify the Committee chair if they cannot attend a meeting. If a member misses two consecutive meetings, they may be replaced on the Committee

## 4. The Committee Chair

- ◆ Every two years, the chair will be elected by members of the Committee, and be subject to Board approval
- ◆ The chair will:
  - o Help develop an agenda for each meeting and conduct meetings in a businesslike manner.
  - o Ensure everyone’s voice is heard when issues are discussed
  - o Monitor how well the Committee works as a group and discuss this with members

## 5. Schedule

- ◆ The Committee will meet four times a year including an annual meeting with the Board, CLBC’s senior management team, CLBC Managers, and Community Council Chairs to discuss shared issues
- ◆ The meeting schedule will be determined at the beginning of each year

## 6. Decision Making

- ◆ Where possible Committee decisions are based on consensus
- ◆ Members will listen to all viewpoints to ensure issues have been fully discussed
- ◆ If consensus cannot be reached in a reasonable period of time, issues requiring a formal decision will be decided by a simple majority of the members, if there is a quorum.
- ◆ Each Committee member will have one vote on issues that require a vote
- ◆ By agreement of a majority of members, the chair may table issues until the next meeting

## 7. Linkage to the Board

- ◆ CLBC Board will appoint at least two Board members to attend the Committee’s meetings. These members will not have a vote.

- ♦ At least two Board members will provide the Provincial Advisory Committee with updates on the Board's work and report the Committee's work to the Board

The Committee will send minutes to the Board after each meeting outlining topics discussed and any recommendations

## 8. Provincial Advisory Committee Recommendations

- ♦ From time to time, the Provincial Advisory Committee discusses issues that Community Councils believe have provincial implications for CLBC and the people it serves.
- ♦ The Committee will send any recommendations made as a result of these discussions to the CLBC Board for its consideration

## 9. Communication and Record Keeping

- ♦ An agenda and supporting material will be sent to the Committee two weeks prior to the meeting
- ♦ Meeting minutes will include attendance, the agenda and key discussion points that reflect decisions and any recommendations made
- ♦ Minutes will be approved by members at the following meeting, and placed on the Provincial Advisory Committee website.

## 10. Members' Expenses

- ♦ Expenses to attend meetings or take part in Committee activities will be paid following CLBC's Policy

## 11. Support for the Committee

CLBC will support the committee by:

- ♦ Assigning a staff member to serve as a staff link and provide support on policy and practice issues. Other CLBC staff members will be available as needed at meetings
- ♦ Arranging support for self-advocate Committee members at and between meetings. This includes needed support such as sign language interpretation, Braille translation, transportation, etc.
- ♦ Where required, assigning a staff member to meet with a committee member before the Provincial Advisory Committee meetings to review and discuss the agenda and supporting materials
- ♦ Preparing and distributing minutes
- ♦ Sending the agenda and supporting materials for upcoming meetings
- ♦ Scheduling meetings and making travel arrangements
- ♦ Providing necessary support services including typing and other clerical work
- ♦ Providing an orientation and supporting materials on the purpose of the Provincial Advisory Committee and its Terms of Reference

## 12. Presentations to the Provincial Advisory Committee

- ♦ The Committee may choose to receive verbal or written submissions on provincial issues that concern its areas of responsibility

## 13. Evaluation of the Committee

- ♦ The Committee will ensure an annual self-evaluation takes place at the end of the calendar year
- ♦ At each meeting, members will review how well they think the Committee is working as a group and make any needed changes to how they conduct business
- ♦ The Board will review the work of the Committee from time to time and may make changes to these Terms of Reference when needed

## 14. Changing the Terms of Reference

- ♦ The Committee may suggest changes to these Terms of Reference. All changes require Board approval.

## 15. How to Contact the Committee

The Provincial Advisory Committee can be contacted by any of the following means

- ♦ Email: [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca)
- ♦ CLBC website: [www.communitylivingbc.ca](http://www.communitylivingbc.ca)
- ♦ Phone: 604-664-0101
- ♦ Toll free number: 1-877-660-2522
- ♦ Mail: 7th Floor, 1200 West 73rd Avenue, Vancouver, BC, V6P 6G5
- ♦ Fax: 604-664-0765

## Appendix 6 – Community Council Membership Agreement

Welcome to the \_\_\_\_\_ Community Council. Our Council requires anyone who joins as a Council to agree to the following.

I agree to:

- Support CLBC’s vision, mission and values
- Be guided by the Handbook and work within the Council’s Terms of Reference
- Operate in a way that is consistent with CLBC’s strategic direction, goals and policies
- Represent the interests of the entire area that the Council is responsible for; not my own interests
- Keep confidential (do not to talk outside Council meetings) information discussed at Council or Council Committee meetings that is presented as confidential, and the personal stories of other Council members without their consent
- Come to meetings prepared to take part in discussions on agenda items including reading materials sent to me before the meeting (Council will arrange support for members who may need assistance or extra time to prepare for the meeting, to read the agenda and other correspondence or reports, etc.)
- Share my thoughts and ideas on topics being discussed, and respectfully listen to the contributions of my fellow Council members
- Help do the work of the Council (e.g. lead a Committee meeting; help with event-related tasks; reach out to people who might join the Council)
- Help other members get the support they need to participate fully as Council members
- Respectfully tell fellow members when they are doing a good job and when they are not meeting the Council’s expectations
- Participate in Council decision-making and accept and support the decisions of the majority
- Let the Council Chair know if my personal interests will or might have an effect on how I participate during decision-making in Council meetings
- Attend meetings regularly and let the Council Chair (or another member) know when I am unable to attend. I understand that if I miss three meetings in a row I may be asked to leave the Council

<b>Member’s Name</b>	<b>Signature</b>	<b>Date</b>
<b>Council Chair’s Name</b>	<b>Signature</b>	<b>Date</b>
<b>Integrated Services Manager’s Name</b>	<b>Signature</b>	<b>Date</b>

All Community Council members share a responsibility for supporting one another to follow the Membership Agreement. If a member has concerns about the participation or behaviour of another member, he / she is encouraged to talk with the person in a respectful way. If that does not resolve the concern (or if the member is not comfortable to talk with the other member about the concern) a member can share the concern directly with the Council Chair or Vice Chair person or with the Integrated Services Manager who will assist in seeking a resolution to the concern.

## Appendix 7 - Criminal Record Check Process

All nominees must have a criminal record check completed before being considered for appointment to a Council. This is required because Council members may have unsupervised access to vulnerable adults. The criminal record check review process is completed by the [Criminal Records Review Program](#) at the Ministry of Public Safety & Solicitor General.

**There is no cost for Community Council nominees because criminal record checks for volunteers at non-profit organizations are free.**

Nominees can either submit their consent for a new criminal record check or nominees who have completed a criminal record check with the Criminal Records Review Program within the last five years for vulnerable adults can share the previous completed criminal record check with the local CLBC office.

For a new criminal record check or for sharing previous results, this can be done in one of two ways:

- Online service
- Manual consent form which the nominee can complete and submit to the local CLBC office that will then forward the form to the Criminal Records Review Program

### **1. For the online criminal record check service, nominees can:**

- Access the online service on the Ministry of Public Safety and Solicitor General website with a web link and an access code provided by the local CLBC office
- Complete and submit consent for a new criminal record check or to share a previous result of a completed check. The online service will verify your identity through an [Electronic Identity Verification](#) process

Once the record check or sharing request is completed, the Criminal Records Review Program sends the results to the local CLBC office online.

### **2. For the manual criminal record check process, nominees can:**

- Connect with the Supervisor of Administrative Services at the local CLBC office to request the **Volunteer - Consent to a Criminal Record Check** form **OR** request the **Sharing – Consent to a Criminal Record Check** form to consent to [share a previous record check](#) completed with the Criminal Records Review Program within the last five years for vulnerable adults. **These forms are no longer available online.**
- Complete the form with a signature and date and submit the form to the local CLBC office. CLBC staff will:
  - ◆ Verify your identification in person to ensure it matches the information on the form,
  - ◆ Complete “**Part 2: Organization Information**” section of the form, and
  - ◆ Mail the completed form to the Criminal Records Review Program for processing and retain a copy of the form for five years for auditing purposes.

Incomplete forms will be returned by mail to the local CLBC office which will be responsible to complete the missing or invalid information and send the form back to the Criminal Records Review Program.

### **Receiving the Results**

Once the record check or sharing request is completed, the designated Authorized Contact at the local CLBC Office will receive the results from the Criminal Records Review Program, either by email for the online process or by regular mail. The results will indicate whether a nominee has been cleared to have unsupervised access to a vulnerable adult.

If a criminal record is found, the Criminal Records Review Program determines whether the person poses a risk and informs both the nominee and the CLBC Authorized Contact in writing of the decision.

Each Community Council member must complete criminal record re-checks every five years or before the expiration of the validity date of the member's criminal record check.

The local CLBC office will work with members to determine when re-checks need to occur. This information will be recorded on the EXCEL file that tracks all Community Council member appointments (**N:\COMMUNITY COUNCIL\Community Council Membership Monitoring**).

Nominees and members must report any new charges or convictions for a relevant or specified offence set out in the [Criminal Records Review Act](#) to the Integrated Services Manager that occur after a criminal record check has been completed. The Integrated Services Manager will work with nominees or members to identify which offences set out in the Act may apply.

## Appendix 8 – Membership Recruitment Strategies

### Recruitment Strategies

#### 1. Your Community Council's geography

Some Councils represent larger geographic regions than others. It can be challenging to recruit and maintain a Council membership that represents all towns and cities in your area. However, it can be helpful to use a map of the area to review:

- How membership currently represents the area
- Where there are gaps - towns and cities that have no representation
- What connections existing Council members have to these areas including who members know
  - ◆ in leadership positions
  - ◆ in business
  - ◆ people who are disability friendly
  - ◆ other community groups that are interested in building more inclusive and welcoming communities
  - ◆ faith communities and cultural groups that are involved in supporting social justice issues

#### 2. A membership grid

A membership grid can provide the Council with an overview of the membership needs and help to identify some of the gaps that need direct recruitment activities. The grid can track:

- Which membership requirements are being met by current members and which need to be filled
  - ◆ individuals with developmental disabilities (at least 1, and with family members 50% of total membership plus one member)
  - ◆ family members (with at least 1 individual with developmental disabilities, comprising 50% of total membership plus one member)
  - ◆ community members (at least 25% of Council members are people from the community, including business people, community leaders and other interested citizens)
  - ◆ service providers (up to 25% of Council membership can be drawn from local service providers; these can also be from outside the community living sector)
- A number of areas in which the Council has and / or is seeking representation. For example
  - ◆ communities in your geographic area
  - ◆ gender and age groups
  - ◆ ethnic groups in your area, including people of aboriginal heritage
  - ◆ specific interests, skills and connections

An example of the grid used by the [South Island Community Council](#) is presented below for Councils to use as a helpful tool. It is suggested that there should be a discussion on what categories are meaningful for the Council. For example, **Demographics** would identify the communities of the Council's area, including major towns / cities; **Skills** can include those represented by Council's current membership and those skills from which the Council would benefit. A blank grid is available on the Community Councils website where the handbook and appendices are posted.

South Island Community Council: 2013												
<b>Gender</b>												
• Female	LD	BK		ME		CJ	KJ	KK	SS	Mhar		KVR
• Male			ML		MH						NL	
<b>Age group</b>												
• 18-35			ML				KJ					
• 36-55				ME	MH	CJ		KK		Mhar		
• 55+	LD	BK							SS		NL	KVR
<b>Ethnicity</b>												
• First nations												
• Caucasian	LD	BK	ML	ME	MH	CJ		KK	SS	Mhar	NL	KVR
• Other							KJ					
<b>Demographics</b>												
• Saanich			ML				KJ	KK	SS			KVR
• Victoria		BK		ME	MH	CJ					NL	
• West Shore												
• Gulf Island	LD											
<b>Constituency</b>												
• Self-advocate			ML	ME								
• Family	LD	BK			MH	CJ		KK	SS		NL	KVR
• Professionals whose work is related to Disability		BK			MH	CJ	KJ	KK	SS	Mhar	NL	KVR
• Business												
• Government												
• Community/Non Profit		BK				CJ	KK	KK	SS			
• University/College					MH	CJ				Mhar	NL	
• Other												
<b>Skills</b>												
• Project management	LD										NL	
• Public relations	LD						KJ				NL	
• Planning	LD										NL	
• Financial												
• Personnel												
• Policy					MH		KJ	KK				
• Legal												
• Health		BK			MH						NL	
• Education	LD				MH	CJ				MH	NL	
• Quality assurance						CJ	KJ	KK				KVR
• Accreditation							KJ	KK				KVR
• Advocacy		BK										
• Accessibility												
• Technology			ML									
• Other												

**Note:**

The initials represent current Council members and the categories of the grid which they represent.

Obviously, one Council member can represent a number of the categories on the grid.

The grid can be used to identify where gaps are and to help target the knowledge and skills of prospective recruits.

**3. Invite people to work on a Committee or on a specific event**

Encouraging people in the community to participate on a special event or project initiated by the Council or Council Committee is a way to familiarize people with the Council. An invitation to join the Council can follow once people know more about the Council, its works, and plans and goals for the future.

**4. Introduce your Council to other community committees, planning groups and event organizers**

Other community committees, planning groups and event organizers may benefit from the Council's input, support, and assistance. This may lead to either recruitment of new members and / or coalitions to work toward a common vision of more inclusive and welcoming communities. Council's involvement with these groups may also raise their level of awareness of how they can be more inclusive in their planning and organizing roles. For example:

- Are their community celebrations, fairs or events that depend on community members to do some of the planning and volunteering? Do they recruit volunteers and contributors from diverse segments of the community, including people with developmental disabilities?
- Is the event being publicized to all community members, including children and adults with development disabilities and their families and friends?

**5. Keep Council visible in your communities**

Consider holding Council meetings in public meeting areas and posting signs so people in the community can see the Council in action and perhaps develop a curiosity about what the Council does. Regular updates can be sent to the local media so people in the community will know more about the Council and its work. The Integrated Services Manager will assist with building awareness of the work of the Council by informing Community Relations Staff of any projects, stories or events that would be of interest to the local media. Council contact information in all media stories should always be included so that interested persons can easily get in touch with the Council.

Consider different ways that individuals with developmental disabilities and family members can learn about what the Council wants to accomplish and its achievements.

- Do CLBC facilitators and analysts know about Council's work?
- How can Council keep them informed and updated?
- How can the Self-Advocate Advisor assist in keeping the Council visible in the community and with recruitment?

## **6. Develop a one-page summary of Council's work plan goals and achievements**

Distributing a one-page summary of Council's work plan, along with a brief summary of the Council's accomplishments over the last few years to illustrate the impact of Council's work, to people who might be interested in the Council can help recruitment efforts. The Self Advocate Advisor can assist with this.

## **7. Use inCommon TV**

Storytelling can inspire others, recognize the contributions of individuals and groups, and illustrate the impact of Council efforts to make communities more welcoming of all its members. [inCommon TV](#) is a province-wide resource that can help the Council gather and record stories of the activities the Council has organized and some of the members' personal stories of how being a Council member has been important and meaningful for them. These stories can be shared with the community, with potential members and with other Councils. For more information about how [inCommon TV](#) can teach you how to use stories to inspire and motivate, visit <http://incommon.tv>.

## **8. Do brief, interesting presentations about the Council**

- Do a five minute presentation at Chamber of Commerce and / or business improvement association meetings about the Council's work or a particular event or activity sponsored by the Council
- Do a five minute presentation at a municipal council meeting
- The Self Advocate Advisor can help the Council create a brief presentation (e.g. verbal, power point presentation, printed materials to distribute)

## **9. Recruit individuals with developmental disabilities**

- A Council member does not need to be receiving service from CLBC
- Self-advocacy groups in communities can be an excellent resource for recruiting new Council members
- Community living organizations in communities can be a resource to recruit new members
- When recruiting remember to talk about member expectations as well as the supports that can be provided to assist a member to participate
- CLBC facilitators and analysts can be helpful in recruiting if they are updated about the Council, including
  - ◆ what the Council is focused on (Council work plan)
  - ◆ how often and when and where the Council meets and how to contact the Council directly
  - ◆ how important it is that the Council be informed and influenced by people who have first- hand experience of the ways in which communities welcome all members and the ways people feel excluded, marginalized or invisible

## **10. Recruit family members**

- Family members of both children and adults are welcome to join Councils -
  - ◆ it is a good idea to seek members whose family members represent different stages of the life cycle, including adolescence, young adulthood, adults in their 30's, 40's and so on
  - ◆ family members do not need to have prior experience with CLBC to participate
  - ◆ as noted above, CLBC facilitators and analysts can help in recruitment efforts if they have information about the Council

## **11. Recruit service providers from a range of service areas including**

- ◆ Mental health and employment services, medicine and / or pharmacy

## **13. Recruit a broad range of community members**

- Are there core industries in the local area that may want to participate as part of their social mission?
- Are there lawyers, accountants, investment advisors, bankers, employment counsellors, small business owners and / or managers, people who sell mobility aides, etc. who might respond positively to an invitation to join a Community Council?
- What faith communities and cultural groups are involved in social justice work for the community and what do they know about the Council?
- What service clubs (for example, Rotary, Kinsmen, and Optimists) are in the communities that share a concern for inclusive and welcoming communities and other social justice issues?
- Are there other community groups that are advocates for people's rights, for example, women's groups, or mental health or disability advocacy groups?

## **Things to keep in mind when recruiting new members**

In recruiting new members, below are some things that potential recruits will likely want to know more about before they consider joining the Community Council.

- The Council's mandate
  - ◆ The Terms of Reference will provide this
- Your Council's mission, goals and work plans
  - ◆ Develop a one-page summary; the Self Advocate Advisor can help you develop this
- Time commitment needed
  - ◆ to attend Council meetings (include time usually needed to read distributed information)
  - ◆ for planning and attending events your Council will sponsor or co-sponsor
  - ◆ for Committee meetings
- Membership screening practices
  - ◆ reference checks

- ◆ criminal record check

NOTE: There is no cost for any of these and information gathered is kept in strict confidence

- Benefits of joining the Council
  - ◆ Being a Council member gives people an opportunity to
    - influence community change by creating a more welcoming and inclusive community
    - learn more about people's experiences (or share their own experiences) of what isolates them and what contributes to making them feel welcome
    - meet people in their community and / or from a broader community
    - be introduced to a diverse group of people
    - share their knowledge and experience regarding disability related services, needs and networks with individuals with developmental disabilities and with family members
    - share their knowledge and experience with CLBC regarding province-wide barriers to inclusion and citizenship for people with developmental disabilities that require change

## Appendix 9 – Responsibilities of the Council Chair and Vice-Chair

Each year the Chair and Vice Chair are appointed by a vote of the membership. The maximum term is two years. The responsibilities for these roles are outlined below.

### Community Council Chair

The Chair has the following responsibilities:

- Provides leadership to the Community Council by
  - ◆ modelling and promoting harmonious and respectful working relationships between Council members
  - ◆ assisting members to fulfill the expectations listed in the Membership Agreement
  - ◆ using all possible means to resolve Council issues or member concerns or disagreements, which are brought forward
- Works closely with the Integrated Services Manager to
  - ◆ ensure meetings are called when scheduled or required
  - ◆ prepare meeting agendas, ensuring that agendas and meeting minutes and other materials are distributed in a timely way prior to meetings
  - ◆ review the agenda before the meeting to ensure he / she understands each item
    - the desired outcome of each agenda item, for example
      - ✓ sharing information with everyone; no decisions needed
      - ✓ sharing information leading to a decision (e.g. a Committee report may be requesting a decision)
      - ✓ discussion leading to a decision (e.g. planning an event, voting on a new Council member)
      - ✓ discussion with brainstorming as its purpose (might be part of a planning meeting)
    - the amount of time budgeted for each agenda item
    - who is leading or presenting in the discussion
  - ◆ be aware of local, regional and provincial issues on which CLBC is seeking Council input, ideas and information
  - ◆ be aware of local CLBC initiatives that are focused on community inclusion
- Provides leadership to members at Council meetings, including
  - ◆ set up / manage the meeting space so all members can see one another (round or square tables are better than long tables!)
  - ◆ start the meeting on time to encourage people to arrive on time and to use time efficiently
  - ◆ if there is a guest or a new member, lead a round of introductions
  - ◆ review the agenda at the beginning of the meeting (distributed before the meeting)
    - ask members if they have other agenda items they want addressed in this meeting

- ◆ encourage Council members to participate in leadership roles
  - ask different members to lead on each agenda (it is more interesting when a number of members share in leading the meeting; for example, it is great when Committee Chairs report to the members)
- ◆ facilitate discussions
  - ensure everyone uses plain language, checking in that everyone understands what is being discussed; ask people to use full names of organizations, not initials or acronyms
  - support members to stay on topic, bringing the conversation back to the topic as needed
  - encourage discussion / input, encouraging those who are quiet to speak up
    - ✓ directing questions to individuals can be helpful
    - ✓ going around the table and inviting each person to comment is sometimes helpful and appropriate
  - let members know when time for discussion is running out (you see that most people have contributed their ideas, you notice that people are beginning to repeat discussion, the amount of time allocated is coming to an end)
  - at the end of each discussion / topic, summarize what was agreed to, including conclusions reached, next steps, things tabled for another time, where more learning is required, arranging speakers, etc.
- ◆ check in with members to encourage and create opportunities for their input
- ◆ facilitate all Council members to share responsibility to address members' support needs
- ◆ end the meeting on time
- Ensures the annual Council report is completed and submitted to CLBC
- Acts as the official spokesperson on behalf of the Community Council (unless another member is designated for a particular purpose or task)
- Receives mail and other information on behalf of the Council, to be shared at meetings or through email or other distribution
- Participates in provincial discussions (or designates an alternate member to do so) including
  - ◆ monthly Community Council Chairs' conference call
  - ◆ annual joint meeting with other Council Chairs, the CLBC Board of Directors, Provincial Advisory Committee members and CLBC management

### **Community Council Vice Chair**

The Vice Chair's role is to provide assistance to the Chair as required, including:

- Chairing meetings in the absence of the Chair, or as requested
- Participating in meetings which the Chair is invited to but unable to attend (including telephone meetings)

- Chairing a Committee as required

The Vice Chair is often seen as the next Chair and may take opportunities to play a supporting role to learn more about the Chair's role. This can include the Vice Chair attending meetings with the Chair to shadow him / her, to observe and to learn more about the issues and the skills necessary to become an effective chair.

## Appendix 10 – Community Council Nominee Questionnaire

Community Council Name:

About the Nominee:

- Name:
- Address:
- Phone: / Email:

The nominee meets Council criteria as:

- Self-Advocate     Family Member     Community Member     Service Provider

The nominee:

- Receives services from CLBC     Does not receive services from CLBC

### **To be completed by the nominee:**

Please describe your school / work / volunteer activities.

Please describe your interest in becoming a Community Council member.

I require the following support to help me participate fully on Council (e.g. transportation to / from meetings; reading materials and / or preparing for meetings or events; child minding / respite for my son / daughter).

If you have a resume that you would like to share, please attach it to this form.

Names and signatures of two Membership Committee members who nominated this person.			
Name		Signature	
Name		Signature	
Name and signature of the Nominee			
Name		Signature	
I give CLBC permission to talk to my references.			

Date: \_\_\_\_\_

List of References

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## Community Council Re-appointment Questionnaire

Community Council Name:

About the Community Council Member (Re-appointee):

- Name:
- Address:
- Phone: \_\_\_\_\_ / Email: \_\_\_\_\_

The re-appointee meets Council criteria as:

- Self-Advocate     Family Member     Community Member     Service Provider

End date of current term:

**To be completed by the re-appointee:**

Please describe what you enjoy about being on the Council.

Please describe your plans for your upcoming Council term.

Please provide changes, if any, that you would make to your Council or its work?

I require the following support to help me participate fully on Council (e.g. transportation to / from meetings; reading materials and / or preparing for meetings or events; child minding / respite for my son / daughter).

Name and signature of Re-appointee			
Name		Signature	
Name and signature of one Membership Committee or Council Chair			
Name		Signature	
Name and signature of Integrated Services Manager			
Name		Signature	

Date: \_\_\_\_\_

## Appendix 11 – Nominee Reference Check

References need to be checked to comply with relevant legislation including human rights, protection of privacy, and access to information. The nominee must give written permission to call people and seek references on him or her. References for a Council nominee must be called prior to presenting the nominee's name for recommendation of appointment by the Council to the Director of Regional Operations. All screenings (criminal record check and driver's abstract, if applicable) must be completed and the reference checks must be positive. A summary of the reference check, without disclosing the entire conversation or the source, may be shared.

When calling a nominee's reference, introductions must be made first, stating the position of the Council member doing the reference check. In addition to sharing a brief summary of the Community Council, other information that can be shared includes the following:

*CLBC has established Community Councils across the province to invite adults with developmental disabilities, families, community members and service providers to work together to achieve CLBC's vision of fostering "lives filled with possibilities in welcoming communities" for people with developmental disabilities.*

*The vision is that we will all live in inclusive communities where no one is excluded. Inclusive communities are those in which people feel they belong. They are places where adults with developmental disabilities, like other citizens, have choices in where they live, in the work they do, and in the community activities in which they participate. They have friends where they live, and they feel safe and play an active role in their community.*

*Our Community Council operates within (describe the area).*

Describe the member's responsibilities

- *To encourage, inspire, lead and support community inclusion and participation of people with developmental disabilities in all aspects of community life*
- *To attend monthly meetings and events as they take place*
- *To work on Committees and / or action planning*

Councils look for traits like reliability, follow-through, insight, patience dealing with people with different opinions. Ask open-ended questions like these below and document the answers (a form to record answers is on the following page).

- **XX person** used you as a character reference. How do you feel about that and what would you like to say about the person?
- Our Council participates in lively discussion. Tell me what you think about how comfortable **XX** would be sharing his / her ideas with a group of people who share their opinions?
- Our Council takes reliability seriously. Tell me how you think **XX** would do as a member of a Council that expects members to attend regularly, to be fully prepared for meetings, etc.?
- What else can you tell me about **XX**?

Thank you for your time.

Date:

Name and position of person doing the reference check:

Nominee Name:

**Recording answers about the nominee**

Name of Referee:

Relationship with Nominee:

**XX person** used you as a character reference. How do you feel about that and what would you like to say about the person?

Our Council participates in lively discussion. Tell me what you think about how comfortable **XX** would be sharing his / her ideas with a group of people who share their opinions?

Our Council takes reliability seriously. Tell me how you think **XX** would do as a member of a Council that expects members to attend regularly, to be fully prepared for meetings, etc.?

What else can you tell me about **XX**?

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**Nominee's Consent to Contact References**

I give consent for the referee named above to be contacted.

Name of Council Nominee / Applicant:

Signature of Council Nominee / Applicant:



## Community Council Member Re-appointment Checklist

All Community Council members may be reappointed but can only serve a maximum of three consecutive terms or a total of six years before needing to step off from Council for at least one year. It is important to document the reappointment process and to maintain a confidential file for each member, which shall be maintained by the regional Supervisor of Administrative Services once reappointment is completed.

It is the responsibility of the Integrated Services Manager (working along with the Council Chair) to complete this checklist and forward it together with the reappointment questionnaire, (if applicable, criminal record re-check) to the Director of Regional Operations for reappointment. A complete duplicate copy of the member's reappointment file will be forwarded to the Office of the Executive Director of Communications and Stakeholder Relations.

Name of Council Member (Re-appointee):

Reappointment Questionnaire

- Completed

Criminal record check

- Current and valid (Validity End Date: \_\_\_\_ \_\_\_\_\_)
- Completed – criminal record re-check

Council voted recommending reappointment of member

- Date:

Council term (to be based from the reappointment letter issued by the Director of Regional Operations)

- From: \_\_\_\_\_ To: \_\_\_\_\_

## Appendix 13 – Annual Community Council Self Evaluation Form

Council members are required to complete an annual Community Council self-evaluation survey at the end of CLBC's calendar year (March 31<sup>st</sup>). The survey is posted online. All answers are confidential; no one will know the member's identity. Members who do not have internet access, or do not feel comfortable completing the survey online, can fill in a paper copy of the evaluation that is provided by the Integrated Services Manager. Once answers are compiled by the Manager, members will discuss the results at their next scheduled meeting and take any action that is indicated.

### A. How well does our Community Council do its job?

1. We understand and are guided by our Terms of Reference.

agree  neither  disagree

2. We have appropriate goals and activities in our annual work plan.

agree  neither  disagree

3. We gather feedback from individuals, families and communities on the work of our Council, and learn from this information.

agree  neither  disagree

4. We receive the support and assistance we need from our Integrated Services Manager and / or local staff to do our job.

agree  neither  disagree

### B. How well has the Community Council conducted itself?

5. We have regular meetings.

yes  no

6. We have a quorum for each meeting.

Always  Often  Sometimes

7. We receive materials in advance of meetings (e.g. agenda / minutes / reports).

yes  no

8. We hear from everyone at meetings.

Always  Often  Sometimes

9. We have seven (7) or more members.

yes  no

10. We have family members, self-advocates, community members and service providers on our Council.

yes  no

11. Council members participate in ways that are meaningful.

agree  neither  disagree

12. Meetings are interesting and effective in helping us accomplish our goals

agree  neither  disagree

## C. Performance of Individual Council Members

13. I regularly attend and actively participate in Council meetings.

yes  no

14. I read reports and other materials before Council meetings (by myself or with another person).

Always  Often  Sometimes

15. I follow through on things I say I will do.

yes  no

16. I do not share subjects and details we agree are confidential outside of the Council.

yes  no

17. After our Council has made a decision I support it, even if I don't completely agree.

yes  no

18. I promote the Council's work in the community whenever I can.

Always  Often  Sometimes

Suggestions for improving how we do our work?

## Appendix 14 – Provincial Resource Staff Who Can Assist Your Council

### 1. Executive Director of Communications and Stakeholder Relations

The Community Council and the Provincial Advisory Committee liaison is the Executive Director of Communications and Stakeholder Relations. He is responsible for ensuring that Community Councils have the resources and tools necessary to successfully carry out their Terms of Reference. You can contact the Director at [CLBCCouncils@gov.bc.ca](mailto:CLBCCouncils@gov.bc.ca)

### 2. Self Advocate Advisor

The Self Advocate Advisor provides leadership and support to CLBC to ensure the voices of families and self-advocates are included in all aspects of CLBC's activities and projects. She talks with families and self-advocates across BC, learning about and supporting their experiences with CLBC, services provided by contracted agencies, and of other government services.

The Self Advocate Advisor also talks with self-advocates and families about how they experience their local community to learn about their positive experiences of community inclusion as well as the barriers to full participation that they face. This helps identify trends and issues that have the potential to impact individuals and families and to recommend strategies to CLBC management on how best to respond. The Advisor also learns and shares about the positive things that are happening that communities and service providers can do more of.

The Self Advocate Advisor is available as a resource to Councils and to the Integrated Services Managers. She can bring stories and themes that families and self-advocates in BC's diverse communities share. This information can support Councils in their discussions and initiatives. The Advisor also listens to and learns from the 14 Councils about the successes and challenges they experience in strengthening and building their communities to be welcoming of all its residents. The Self Advocate Advisor can:

- Share with Council different examples of innovative and family friendly community practices and initiatives that support inclusion and belonging
- Assist Councils to network with one another and to share their ideas, success, challenges and resources
- Help with Council recruitment and work plan development
- Help with preparing Council materials such as presentations and information sheets.

You can contact the Self Advocate Advisor in the following ways:

- Jessica Humphrey, Self-Advocate Advisor - [Jessica.Humphrey@gov.bc.ca](mailto:Jessica.Humphrey@gov.bc.ca) / 778-679-2691

### 3. Community Relations Staff

The Community Relations Staff can assist with preparing Council communication templates (to advertise, report, celebrate Council activities and accomplishments), providing communications advice related to Council projects/events, and connecting with community leaders, including:

- Outreach to local community media about interesting or good news stories that the Council would like to promote locally.

- Communications advice and writing support as needed on Council sponsored events such as Community Inclusion Month, family forums, and transition fairs
  - ✓ Assist/advise on event promotion and materials development
  - ✓ Assist with getting VIPs to your event

Community Relations Staff are also available to provide communication advice and support to Integrated Support Managers. Listed below are the Councils to which each Community Relations Staff is assigned.

<b>Caitlyn Sassaman</b>	<b>Lisa Porcellato</b>
<b>Central Island Community Council</b>	<b>Central and South Okanagan Community Council</b>
<b>Simon Fraser Community Council</b>	<b>Kootenay Community Council</b>
<b>North Shore Sunshine Coast Community Council</b>	<b>North Okanagan / Shuswap Community Council</b>
<b>Richmond Community Council</b>	<b>North Community Council</b>
<b>South Island Community Council</b>	<b>Surrey – Delta – White Rock Community Council -</b>
<b>Vancouver Community Council</b>	<b>Thompson Cariboo Community Council</b>
	<b>Upper Fraser Community Council</b>

You can contact the Community Relations Staff in the following ways:

- Caitlyn Sassaman - [Caitlyn.Sassaman@gov.bc.ca](mailto:Caitlyn.Sassaman@gov.bc.ca) / 778 679-4634
- Lisa Porcellato - [Lisa.Porcellato@gov.bc.ca](mailto:Lisa.Porcellato@gov.bc.ca) / 250-878-0689

#### **4. Online Content Specialist**

The Online Content Specialist can assist Councils to develop and update their web pages with information about their work. You can contact Christopher Rae at [Christopher.Rae@gov.bc.ca](mailto:Christopher.Rae@gov.bc.ca) / 604-619-7023.

## Appendix 15 – Best Practices for Supporting Community Councils

The Integrated Services Manager plays a key role in supporting a Community Council to be successful. The Manager and Council Chair work together to guide and support the Council in its work.

This Appendix covers areas of best practice and suggested strategies to support Community Councils and their members. Much of this will likely be familiar to Integrated Services Managers and their staff and be part of practice.

### **1. Informing and inspiring the Council Work Plan development**

Councils should review and update their work plans once a year. One area Council work plans can focus on is supporting the work of the local CLBC office to strengthen or build welcoming communities. CLBC has a focus on inclusion that needs to be shared with Community Councils. To prepare for this

- Council must be informed and updated about inclusion related projects and initiatives which CLBC staff are working on
- Suggestions must be made on how the Council can support CLBC staff efforts
- Council members should be asked and encouraged to take part in supporting CLBC staff work
- Council members should be invited to share their ideas on enhancing support to local CLBC work
- Council must be provided with tools (resource people, skills, techniques) to facilitate Council planning or implementing work plans
  - ◆ remember to access provincial staff resources, for example CLBC's Executive Director of Communications and Stakeholder Relations, Self-Advocate Advisor, Community Relations Staff, [inCommon TV](#)

### **2. Providing updates on CLBC local, regional and provincial initiatives**

Many Councils expect the Integrated Services Manager to provide an update at each meeting. This can enhance the Council members' experience of building a trusting relationship with the Manager. However, there are a few aspects of this report to keep in mind:

- Reports must be brief and should be provided in writing before the meeting and focus primarily on initiatives, policy questions, information related to inclusion and welcoming communities
- Avoid reporting on operations except briefly and at a macro level - topics on budgets and staffing must be avoided since they invite conversation and questions on issues unrelated to the Council's mandate
- Whenever information, input or advice on services or other operational issues is sought, a clear and succinct presentation of the issue or question and background information must be provided to guide the discussion – focusing discussion on how Council's input can contribute to people leading more inclusive lives provides a link to the Council's mandate

- Update reports must be placed at the end of the agenda so Council business is given focus and energy

### **3. Keeping CLBC staff informed about the work of the Community Council**

Some Managers assign a facilitator to support Council work. Others invite staff to attend Council meetings periodically. It is important that staff is aware of, and understands, the work of the Council, so they can provide support to Council projects when appropriate, and / or assist with recruitment when asked. Managers may:

- Invite one or two facilitators to attend a Council meeting
  - ◆ Some Integrated Services Managers include this as part of new staff orientation
  - ◆ Some Managers rotate their staff so that each gets an opportunity to attend a meeting so each meeting has a staff member present
- Provide Community Council updates at each of your CLBC staff meetings
  - ◆ Distribute regular updates on Council initiatives and projects so that staff remain informed
  - ◆ Staff should know when the Council or the Managers would benefit from their assistance
  - ◆ Staff must report to the Manager on the results of their work on a Council project or a Committee activity

### **4. The importance of the Manager's relationship with the Council Chair**

The Chair and Integrated Services Manager may check in and update one another every few weeks on current activities and information. The Manager may provide

- Support and advice to the Chair regarding upcoming tasks or issues
- Coaching on how to approach certain tasks or responsibilities

### **5. Appreciations and acknowledgements: Volunteer appreciation**

Council members are volunteers who contribute their time, ideas and energy to help achieve the vision of welcoming communities that support good lives for all. Whether they are family members, individuals with developmental disabilities, service providers or community members, they are often driven to the work by their passion and their vision. Volunteers often derive satisfaction from their sense of influencing change, accomplishing goals, and the enjoyment of the relationships they share. Their experience is always enhanced when they know their efforts are appreciated and valued.

Managers can:

- Ensure others in CLBC acknowledge and appreciate the Council and members by notifying CLBC senior management about opportunities to acknowledge and appreciate the Council and / or individual members
- Acknowledge Council members at the Council meeting held in April of each year. April is National Volunteer Appreciation Month and this is a timely opportunity to thank members for their participation (appreciation through bringing a special dessert is a good example)

- Nominate the Council for a community recognition award if such awards are part of the community's culture and practice

## **6. The importance of networks in supporting the vision of more inclusive welcoming communities**

Council members bring with them their social, business, professional, family and other networks. The Manager also brings his / her networks. Sometimes the goals and work of the Council and of CLBC can be furthered by drawing on these personal networks and professional connections.

Integrated Services Managers can support the Council to

- Tap into and use their networks when looking for information, promoting an idea or initiative, or seeking new volunteer members
  - ◆ this is often encouraged by asking such questions as “Who knows someone who ...?, who do you know that might ..., who do you know that might know someone who ...?”
  - ◆ if seeking a resource or a contact with local media, elected officials, health or recreation services, and so on, it is often helpful to name the person or system with whom the Council wants to connect, and then to solicit suggestions for relationships and opportunity
  - ◆ when recruiting new Council members, consider the grid developed by South Island Community Council that is available in this Community Council Handbook and on the Council website. It can help identify gaps in the demographics of the Council membership which can then be put out to members to explore through their personal networks
- Identify, learn about and initiate conversations with other community groups who may share some of the Council's goals, vision and concerns
  - ◆ allies and potential partners or groups willing to coordinate or collaborate their activities with the Council will increase the likelihood that Community Councils will positively impact attitudes and practices regarding inclusion

## **7. Community development: over a large geographic area**

Councils represent a geographic area. For some, this includes towns and cities that may be a significant distance apart. Others may include a number of neighbourhoods that are quite different from one another and cover a wide territory even if they are close by. You can support your Council to

- Stay aware of the area it represents
  - ◆ provide a map or written details on the geography of your Council area, including identifying towns, neighbourhoods, and so on
  - ◆ Be intentional in identifying which areas are represented by current Council members and which are not identify one or two areas for recruitment or activities that are not currently represented by members

- are there any opportunities coming up in which you can profile the Council, for example the Chamber of Commerce, business improvement association, municipal council meeting, local or regional fair or celebration?
- is there an area which has identified a particular concern or opportunity regarding the community being more welcoming?; citizens from that area might be motivated to join the Council if the Council can help energize a local initiative
- Choose one new area in which to increase or begin to raise the Council's visibility
  - ◆ there may be a community event which Council members can support through volunteering and / or participating / attending
  - ◆ is there an area or a community / neighbourhood in which there has been a growth in the number of residents who have developmental disabilities
  - ◆ is there local media (newspaper or newsletter) that is regularly distributed to all residents which might be interested in sharing a good news story about the Council

## **8. Community development: Focusing on community assets**

It is important for the Council and its members to share stories and information about positive examples of community inclusion.

- What people or organizations excel at offering hospitality and warmth to all, or demonstrate their passion about building an inclusive society?
- How can the Council and its members
  - ◆ support and promote these places, activities, and people and their good work in creating caring and inclusive communities?
  - ◆ help bridge connections between these people and organizations and others who are not yet aware of them?
- The Council might identify events and discussions about local community needs and ensure participation and representation of people with developmental disability in the discussion or an organizing committee
- Councils might bring community leaders together to see how they can collectively address issues, goals or concerns

## **9. The importance of well-run Community Council meetings**

Your time and that of Council members is valuable. It is important that there is a good balance in the meeting between the business of being on Council (minutes, CLBC updates, member recruitment, work plans) and the work to achieve the intended outcomes of Council (strengthening community inclusion, sharing information with individuals with developmental disabilities and family members, providing input on CLBC initiatives and policy development). As you support the Council Chair, you can

- Review the agenda with an eye to achieving the balance described above
- At Council meetings encourage and support staying within assigned time limits and on topic

- Encourage different members to present or lead discussions on the agenda - increasing individual participation and adding diversity to the meeting is generally more interesting and engaging for all
- Support the Chair to start and end on time (and members to be present at the beginning)
- Encourage members to give feedback at the end of each meeting regarding participation, pace and flow of the agenda

## **10. What contributes to influencing decision-makers?**

Councils often want to influence decision-makers in their communities to think about and act in support of strengthening and building more inclusive communities. There are several factors that contribute to successfully having such influence. They include

- Having a relationship with or connection to those who either make or influence decisions (this goes back to who are these people and who do you know that knows them or has a connection to them)
- Having accurate information about the issue. For example, if the issue is related to inclusive or welcoming local recreation facilities, it is important to gather accurate information about usage, limits, strengths, individual experiences. It is not sufficient to only be informed by a few people's experiences
- Having energy and time to invest. It takes time, and sometimes great patience, to pursue new connections, tap into existing relationships to gather accurate information, and get the ear of decision-makers. It is important for Councils to be realistic in designing strategies they can implement, and / or recruiting support from others who can help implement the strategies.
- Seeing opportunities that exist. There are times when the community is ready to examine its practices in a particular area and may be open to the Council's information and influence. For example, if the community is building or renovating a hospital or community clinic, planners may be open to hearing from individuals with developmental disabilities and families about their experiences and what would result in better service or a more welcoming environment.

## **11. Council meeting minutes create an important tool for moving the Council forward**

Meeting minutes not only represent what was discussed and agreed to; they also frame the discussion and help keep members on track regarding commitments they have made to take on and complete tasks. The Manager and Chair can share responsibility for reviewing the minutes before they are circulated to ensure

- They reflect the meeting agenda and decisions
- They are written using respectful language
- There are no unnecessary comments
- They are circulated within one week of the meeting - this helps maintain momentum for the group, capturing what people need to do for the next meeting and what decisions have been made

## **12. Focusing on inclusion and welcoming communities**

If Councils are going to contribute to creating a true spirit of community cooperation and collaboration to support good lives in welcoming communities, it is important that Councils see this as a goal for everyone who lives in the community, including people with developmental disabilities. This perspective includes some of the following ideas

- We need to find ways for everyone in community to roll up their sleeves and make community better; isolation affects us all, one way or another
- Councils can work with other individuals and organizations who care about creating hospitable and inclusive neighborhoods and communities for everyone, enhancing the likelihood that the interests and shared vision of many community groups and allies will succeed
- It is important for Councils to remember to engage in activities that foster belonging for everyone who lives in community and to provide focus and attention on how persons with developmental disabilities can participate in these activities and benefit from them

## Appendix 16 – Guidelines for Developing a Community Council Work Plan

The Council work plan can cover one to three years, depending on the issues, projects and goals identified. If a goal will be achieved over a few years, it is important to identify the focus of each year and where you can, draft the strategies and / or activities that might be used to achieve that year's goals. Some goals or projects may be accomplished in one year and set aside. Others will only be achieved after a number of individual and interlocking efforts and activities are coordinated over a few years. In a multi-year plan, strategies and activities may change as a result of the previous year's accomplishments or challenges.

Community Council planning can result in stand-alone, one-time, or repeated activities such as:

- Forums or community meetings
- Opportunities for individuals with developmental disabilities and families to meet one another, and with others from outside community living, to talk about their needs and goals related to living full lives in welcoming communities
- Joining in ongoing community initiatives and events such as fairs, festivals, luncheons, awards ceremonies and so on, as members of planning committees, as volunteers, special guests, or general participants
- Doing a five-minute presentation at City Council meetings to highlight Council's role and to invite others to learn about (and perhaps join) the Council
- Doing a five-minute presentation during October community living month at a local Chamber of Commerce or Business Improvement Association luncheon or meeting
- Partnering with other community groups who are pursuing a goal that is related to what you want to achieve

The Integrated Services Manager can provide a map that highlights the area covered by the Council. This may help to:

- Stay focused on the richness, along with the challenges and opportunities, that exist in the area the Council represents
- Think about how to learn more about or create a presence in one new community each year, even if the effort is limited

### Getting ready

**What topic or issue (s) does Council want to address and what do the members hope to achieve (the goal)? Activities that can help Council decide on a focus can include:**

- Talking with the Integrated Services Manager about current local CLBC efforts or plans related to strengthening community inclusion
  - ◆ how might the Council support these efforts?
  - ◆ does the Council want to include these as part of the work plan?
- Talking with Council members and others with a developmental disability about their experience of feeling welcomed and a part of their community

- ◆ what has contributed to feeling welcomed and included?
- ◆ what is good about life in our communities? How do these good things work for everyone in the community, including people with developmental disabilities or older adults, and so on?
- ◆ what has contributed to feeling separate, invisible, unwelcome and what might have made a difference?
- Talking with family members about
  - ◆ the barriers to inclusion they have experienced and what would have made a difference
  - ◆ what they are lacking or seeking about information, resources, problem solving strategies, services and networks
- Identifying topics to work on from these stories and choosing areas in which the Council can have an impact
  - ◆ were there themes that arose as Council members listened to the stories?
  - ◆ are there trends Council wants to address or turn around?
  - ◆ what can Council do to address gaps and concerns and celebrate and strengthen the good things?
  - ◆ for example
    - ✓ *You hear stories about the disheartening experience of hearing or reading media that speak about people “suffering with a disability” or other negative language. Perhaps the media show a lack of information and understanding about disability and assume people are less capable of contributing to the community than you know to be true.*

## **Setting Goals**

### **What does Council want to change, strengthen, encourage, and how will Council know it has been effective?**

- Once Council has decided on a topic or issue, set realistic goals on what members want to accomplish
  - ◆ for example, following the story above
    - ✓ Perhaps the goal will be to educate and influence local media about their use of language when referring to people with a developmental disability
    - ✓ Members may see this as a long-term goal that will take a few years to achieve. They may identify the first year’s goal as getting connected to people in the local media (determine who can introduce you) and letting them know the concerns
    - ✓ It may take the second year to sit down together to talk about the experience, to invite the media to talk with some people with a developmental disability so that they can educate the media, share their experiences of language that limits or offends or is inaccurate and feeds myths

- ✓ It may take a third year to move the relationship to a place where Council can write a piece or record a message for the media about the impact of language and some examples of respectful language
- Identify how Council will know it has had an impact (what evidence of a change will Council want to see?)
  - ◆ for example, following the story above
    - ✓ In year one Council may feel it accomplished the goal if there has been a first meeting with a media personality or person in charge (evidence that someone who could connect Council has been identified and has introduced members)
    - ✓ In year two Council might say it has reached the goal when members have had meaningful conversation about their experience and concerns
    - ✓ In year three Council might have success when there is evidence of media stories using respectful language and / or carrying a message about using respectful language (e.g. a news story or article a member has written, an interview with Council members and / or a radio or TV news story)

In deciding how big or small an initiative to focus on, consider

- How many members and possible Committee members will be available to work on it
- Council's previous experience in similar activities and events
- The likelihood of having a positive experience (it is good for a Council to have a positive experience of working together before focusing on goals and activities that are more complex or larger in scope; Remember, a big vision begins with small steps!)

### Developing strategies

#### **How will Council tackle this goal?**

- A strategy is a plan of action designed to achieve a particular goal; it is different from a tactic or action members will pursue with the resources available. When developing strategies it can be helpful to answer some questions related to the goal(s). For example
- What has stopped this goal from being achieved so far?
  - ◆ is there a lack of
    - ✓ community awareness?
    - ✓ knowledge?
    - ✓ opportunity?
  - ◆ is there a lack of celebration or acknowledgement of positive experiences of inclusion?
- Who else in the community might be concerned about or interested in this goal?
  - ◆ where to find friends, allies, partners for the work?
- With all of this in mind, have a group discussion about possible strategies to address the goal(s). Encourage creative brainstorming on what strategies might be helpful in achieving the

desired outcomes. Once a list of possibilities is identified, review each idea with a critical eye, considering

- ◆ the resources each might require (people, time, skill, knowledge, money)
  - ◆ the presence or absence of opportunity (or what actions might be required to create the opportunity)
  - ◆ the possibility of finding allies in the community to join Council's effort
  - ◆ Council confidence in how effective the strategy will be in achieving or moving the goal forward
  - ◆ the opportunity the strategy presents for members to become actively involved, to learn new skills, or gain self confidence
- There are many factors to consider and the challenge to the Council is after due consideration, to balance the pros and cons and choose the strategies that will fit the goal of the Council
  - For example, following the story above, strategies may include
    - ◆ developing relationships with media leaders (editors, reporters, announcers, personalities, producers)
    - ◆ hosting community discussions on the impact of how language is used in the media
    - ◆ developing written material to submit for publication
    - ◆ celebrating and publicly honouring examples of respectful use of language

### **Planning and assigning actions that implement the strategies**

**Identify the activities or actions and Council members (or others) who are expected to do them.**

In action planning it is often helpful to discuss and decide on the timelines which the Council expects each action or activity to be completed.

- For example, following the story above, the actions for each of the strategies may include
  - ◆ **Strategy:** Identify current practices regarding how and when media refers to children and / or adults with developmental disabilities
    - ✓ Actions: A Committee of volunteers will
      - Listen to broadcast media and document references and context
      - Scan local printed media and document references and context
      - Summarize and present to the Council
  - ◆ **Strategy:** Develop relationships with media leaders
    - ✓ Actions: Strike a Committee to work together to
      - Develop a list of all the media in each of the communities and make a short list of who Council members want to meet and talk with
      - Identify who in the community has relationships with these individuals and arrange introductions. This can include Council members, friends of Council members and other community organizations that are friendly to Council and / or its goal

- Review information from a community discussion (in one or more communities) on how media uses language to refer to people with developmental disabilities and develop a short list of examples Council wants to address
- Identify who will represent the Council to set up and attend the first meeting
- ◆ **Strategy:** Developing written material to submit for publication
  - ✓ Actions:
    - Identify who on Council will lead this activity. Is there a community resource that can assist and would be willing to join this activity (e.g. someone from a local college, a community member who joined one of the community discussions Council hosted)?
    - Consider inviting help and support from any of the provincial resource staff such as the Community Relations Specialists or the Family Partnership, Aboriginal or Self-Advocate Advisors

When activities have been completed, actions taken, strategies acted on, remember to stop and

- Celebrate the achievement
- Congratulate and appreciate one another for the effort and the outcome
- Review and evaluate how it all went
  - ◆ Discuss whether the actions were successful in achieving the goal
    - ✓ if successful in achieving the goal
      - What worked well?
      - What would you do differently next time?
      - What did you learn from this experience?
      - Did you gain any new contacts or friends of Council during this process and how will you follow up with them?
    - ✓ if not successful in achieving the goal
      - What worked well?
      - What would you do differently?
      - What did you learn that will help you when you plan your next strategy?
      - Do you want to refocus your efforts on this same goal?
      - Have you learned something that helps you decide to rethink your goal?
  - **Remember to appreciate the experience and the learning!**
  - Record what was accomplished and learned; it will be part of the Council's Annual Report

## Some things to consider when preparing to plan



## Appendix 17 – Examples of Planning Templates

### Community Council Work Plan

YEAR ONE - From To

GOAL	STRATEGIES	ACTIVITIES	EVIDENCE OF SUCCESS	TIME LINE	ASSIGNMENT	STATUS
<ul style="list-style-type: none"> <li>Local media will use more appropriate and respectful language and context when referring to people with developmental disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Document current practices</li> </ul>	<ul style="list-style-type: none"> <li>Committee will listen to and document local broadcast media</li> <li>Committee to scan and document local printed media</li> </ul>		Year 2		<ul style="list-style-type: none"> <li>In planning and research stage</li> </ul>
	<ul style="list-style-type: none"> <li>Develop relationships with local media leaders</li> </ul>	<ul style="list-style-type: none"> <li>Who are they?</li> <li>Get introduced</li> <li>Meet with local media</li> </ul>		Year 1 & 2		
	<ul style="list-style-type: none"> <li>Develop written materials to submit for publication / broadcast</li> </ul>	<ul style="list-style-type: none"> <li>Are there partners who share your interest?</li> <li>Identify writers (on or friends of Council)</li> <li>Are there CLBC resource staff you want to ask for assistance?</li> <li>Draft articles for feedback</li> <li>Submit articles</li> </ul>		Year 2		

GOAL	STRATEGIES	ACTIVITIES	EVIDENCE OF SUCCESS	TIME LINE	ASSIGNMENT	STATUS
<ul style="list-style-type: none"> <li>Local media will use appropriate and respectful language and context when referring to people with developmental disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Document current practices</li> </ul>	<ul style="list-style-type: none"> <li>Identify all local radio stations, TV stations and newspapers</li> </ul>		<ul style="list-style-type: none"> <li>Sept / 2014</li> </ul>		
		<ul style="list-style-type: none"> <li>Recruit a media watch Committee with a Council Chair and Council and community membership</li> </ul>		<ul style="list-style-type: none"> <li>Sept / 2014</li> </ul>		
		<ul style="list-style-type: none"> <li>Using Council and Committee discussion to identify references and concerning language</li> <li>Do they use person first language?</li> <li>Are people described as “suffering from” a disability</li> <li>Are people identified as having a disability when it has nothing to do with the story being reported, or described?</li> <li>Do they do stories / reporting of good news regarding community inclusion and / or people with developmental disabilities?</li> </ul>		<ul style="list-style-type: none"> <li>Sept – Oct / 2014</li> </ul>		
		<ul style="list-style-type: none"> <li>Set and begin the work of monitoring and documenting</li> </ul>				
	<ul style="list-style-type: none"> <li>Develop relationships with local media leaders</li> </ul>	<ul style="list-style-type: none"> <li>Develop lists of local media to meet / talk with</li> <li>Are there partners who share your interest who you can work with?</li> <li>Identify community connectors to introduce you</li> <li>Identify Council members who will meet with local media</li> <li>Develop meeting agendas using documentation collected</li> </ul>				

GOAL	STRATEGIES	ACTIVITIES	EVIDENCE OF SUCCESS	TIME LINE	ASSIGNMENT	STATUS
<ul style="list-style-type: none"> <li>Local media will use more appropriate and respectful language and context when referring to people with developmental disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Meet with local media leaders</li> </ul>	<ul style="list-style-type: none"> <li>Get introduced to local media leaders</li> <li>Introduce your interest and concerns</li> <li>Inquire about their current policies and practices</li> <li>Discuss your ideas and present your documentation summary</li> <li>Ask how you can be helpful in adding to their current information</li> <li>Suggest what you think might be a positive policy and / or practice</li> </ul>		<ul style="list-style-type: none"> <li>Year 3</li> </ul>		
	<ul style="list-style-type: none"> <li>Develop written materials to submit for publication/broadcast</li> </ul>	<ul style="list-style-type: none"> <li>Identify possible community partners who share your interest?</li> <li>Identify writers (on or friends of Council)</li> <li>Seek input from CLBC resource staff (optional but often helpful)</li> <li>Draft articles for feedback</li> <li>Submit articles</li> </ul>		<ul style="list-style-type: none"> <li>Year 3</li> </ul>		

## \_\_\_\_\_ Community Council Work Plan

From month/year                      To month/year

GOAL	STRATEGIES	ACTIVITIES	EVIDENCE OF SUCCESS	TIME LINE	ASSIGNMENT	STATUS

## Appendix 18 - Community Council Initiatives

These initiatives were collected in conversation held with Community Councils and from annual reporting that occurred during 2013. Some of the descriptions go beyond what any one particular Council did.

### Addressing gaps and informing and educating communities regarding inclusive approaches to services

#### Example 1

A Community Council was interested in learning more about what contributes to people feeling included and welcomed in their community. They thought that once they knew more about this there might be a way to acknowledge the positive practices as a way to encourage others and to appreciate those who “get it”.

#### The Approach

- A facilitator met with a group of people with developmental disabilities and invited conversations with people on where in their community they feel welcome, where they contribute, where they might be missed if they didn't show up and what gifts they bring
- To illustrate the answers and share it with others in the community, the Council created the opportunity to put stickers up identifying “I feel welcome here” in those community places that demonstrated being welcoming of all citizens

#### Example 2

One Council had discussions with individuals and families who found it challenging to find a dentist who was skilled, comfortable and accepting of new adult patients with developmental disabilities. The experience of many was that when they were children, their dental needs were addressed at Children's Hospital or by a paediatric dentist. Now that these adults are over 18, they have been challenged to find a good dentist.

#### The Approach

- The Community Council wanted to help address this need and began by sharing information about dentists they knew whose practices are “disability friendly”, still accepting new patients, and have no barriers to service
- Committed to influencing a larger community discussion about barrier-free health services, the Council is developing a plan to gather information about health-related services that are available, skilled and interested in serving people with developmental disabilities, mental illness or other “labels” that can be experienced as limiting. These other services include:
  - ◆ Family medicine
  - ◆ Psychiatry
  - ◆ Naturopathy
  - ◆ Chiropractic
  - ◆ Dentistry

- If their research bears out a gap the Council will develop a campaign to inform practitioners of this gap in service and of the missed business opportunities

### **Example 3**

A Community Council talked about plans in their community to build and renovate a community hospital. They shared stories about experiences that some members had in the existing hospital, and its inadequacy in meeting the emergency needs of people with developmental disabilities.

#### **The Approach**

- The Council identified issues that concerned them, based on their stories of their experiences, and identified Council representatives to take these forward to the planning committee
- The planning committee welcomed their input

### **Example 4**

Council members shared stories with one another about adults with developmental disabilities not feeling welcomed or comfortable in local recreation centres. The stories led to thinking about how helpful it might be to the recreation centres and the adults if there were volunteer mentors who could provide individuals with support when it is needed. The discussion considered how the activity of and preparation for being a mentor might be a valuable experience for young people and others who would enjoy and contribute to this solution.

#### **The Approach**

- To influence recreation centres to acknowledge the lack of supports, and to see that working with community partners could address the gap, the Council identified a member to talk with recreation centre administrators and design a process to help inform them of the current concerns of people with developmental disabilities
- The Council made suggestions regarding potential partners whose constituents might benefit from and be interested in providing mentoring
- Recognizing the benefits of educating and influencing local volunteer centres and high schools that need to meet requirements for community volunteering, to become partners in this initiative, the Council identified a member to approach each of these groups
- A “business case” was developed for why this benefits everyone and strengthens citizens’ experience of living in a welcoming community

### **Example 5**

A Community Council became concerned that some young people who have developmental disabilities become involved in the youth justice system.

#### **The Approach**

- Concerned that youth with developmental disabilities were more vulnerable to peer and other pressure to participate in criminal activities, Council members and CLBC staff joined a larger community discussion, bringing their concerns forward
- Opening this conversation is leading to a longer term project with more steps to be identified

## **Example 6**

A number of Community Councils are concerned that the lack of affordable and secure housing options for adults with developmental disabilities contributes to these adults feeling unwelcomed in their communities.

### **The Approach**

- Councils are generally well informed about what exists and what the barriers or contributing factors are to the lack of opportunity to find housing and feel welcome - they want to know if there are others who share these concerns
- Some Councils have taken steps to learn more about what housing models and options exists in their community and to identify other community groups and individuals who are also concerned about people feeling excluded and unwelcome
- Some Councils have taken steps to hear from individuals with developmental disabilities and their families about their experiences seeking housing options
- Challenges that Councils need to address moving forward include:
  - ◆ identifying people whose work includes some level of decision-making on housing options
  - ◆ identifying strategies to get to know and to influence these people
  - ◆ raising the community's awareness of the benefits of renting to or sharing a home with an adult with developmental disabilities

## **Example 7**

Some Councils are aware that community fairs, celebrations and other events often do not include adults and children with developmental disabilities as planners, volunteers or event participants.

### **The Approach**

- Community Councils know they need to learn if event / fair planners are aware of this omission and get a sense of whether the Council can assist them to more intentionally welcome people with developmental disabilities to their planning and volunteer committees
- Councils have identified local events and assigned members to talk with, learn about, and influence the planners to broaden their scope of who they recruit to help with the event
- Council members have agreed to offer to join the effort to recruit / invite community people to attend the event, with particular emphasis on the Council's constituency of adults with developmental disabilities and their families, friends and supporters
- One Council became actively involved in sharing in planning for a community Canada Day celebration
- Another Council focused on ensuring that the general community is invited to events that shine a light on the accomplishments of individuals with developmental disabilities such as horseback riding, organized sports games, selling of crafts and art work

## **Example 8**

A Community Council identified that many people in the community are unaware of the Council and have little if any experience with people with developmental disabilities. The Council knows that some citizens underestimate the contributions their fellow citizens with developmental disabilities make to community life and how their inclusion can enhance everyone's experience.

### **The Approach**

- A Council was committed to raising the profile of its activities and its mission so more people in the community know about the Council and its goals, vision and the concerns Council members share
- The Council knew it needed to interest others in joining them as members, allies, and partners on particular tasks or goals to help raise the Council's profile
- The Council decided it can make a five-minute presentation on its work, and on one way the community is demonstrating being welcoming and inclusive; and perhaps on one area in which the community could improve
- This type of presentation can also be made to the local City Council, Chamber of Commerce, Board of Trade, School or Health Board meeting, and so on
- A Council might consider hosting a photography contest that invites all members of the community to capture examples of how their community welcomes and celebrates inclusion and diversity. They might recruit a diverse group to act as judges, perhaps including a municipal elected official, a person with developmental disabilities, a newspaper photographer or editor, and so on. The contest could be run in October to celebrate community living month.

**Providing information to CLBC based on the experiences of members and others in the community.**

## **Example 1**

A Council discussed members' concerns related to their own aging and that of their parents and their children. Some concerns emerged related to how services might need to adjust to their changing needs. The conversation included discussion about needs and concerns that were disability-related and those that were not. It generated questions about how CLBC was thinking about and reviewing its services in light of these imminent changes.

### **The Approach**

- The Community Council wanted to find out what CLBC had been doing and thinking regarding issues related to aging and whether other Councils were having similar discussions and questions
- The Council made a presentation to the Provincial Advisory Committee - this contributed to CLBC developing a draft aging strategy that was circulated to other Community Councils for discussion and input
- Since that time, aging has become a major CLBC focus

- Aging is also being addressed by the Services to Adults with Developmental Disabilities project which is focused on creating an integrated service delivery model, and the Ministry of Health

## **Example 2**

A Community Council had concerns that Councils' Terms of Reference were no longer relevant to the role of Councils and that they should be reviewed.

### **The Approach**

- The Council Chair shared these ideas with the Provincial Advisory Council, and they in turn, shared it with the CLBC Board
- This contributed to a decision to establish a Community Council Task Force to review the Terms of Reference, and the materials and practices to support the Councils
- The Task Force made a series of recommendations, identified priorities and this resulted in a project to redraft the current Terms of reference, the appointment process for new Council members, and to develop new support materials including this updated Handbook and orientation package

## **Other ideas for Councils to consider**

There are many different ways Councils can approach building more welcoming communities in partnership with others. For example, have you ever considered:

- Promote diverse ability in your community. You can learn more about a diversability campaign led by Shelley DeCoste by watching this video - <http://youtu.be/m5SLLgN8Dfk>
- Bring local leaders together for a visioning day to talk about what a more welcoming community could look like for everyone
- Promote a "Say hi to your neighbour day"
- Support self-advocates to map the places in their communities that are welcoming and share the findings with community leaders to help build more inclusive communities for everyone. Read how Spectrum Society for Community Living helped self-advocates to do this in Vernon by visiting this link - <http://101friends.wordpress.com/2013/03/20/community-mapping-project-journalmarch/>

These are all simple, yet powerful ideas that will resonate with many people and organizations in your local community, for example, thought leaders, elected officials, businesses, charities, clubs and groups, academic institutions, etc.

Importantly, implementing community building activities like those above puts Councils in a leadership role. Councils and people with developmental disabilities will develop a high profile because the community sees Councils taking an active role in making the community a better place for everyone (not just championing specific individual causes or needs).

**If you have an idea that can be added here, send it to [CLBCCouncils@gov.bc.ca](mailto:CLBCCouncils@gov.bc.ca)**

## Appendix 19 – Annual Report Template

### Goal #1

- Outcome / evidence
- Learning
- Next Year/Future Plans

### Goal #2

- Outcome / evidence
- Learning
- Next Year/Future Plans

### Highlights

- 1.
- 2.
- 3.

### Challenges Faced and How They Have Been Addressed

- 1.
- 2.
- 3.

### Membership

1. # members
2. # new members
3. # departed members

## Appendix 20 – Guidelines for Meeting Minutes

Meeting minutes provide a record of what took place so those unable to attend the meeting can understand what they missed. For those who attended, the minutes remind them of what was agreed to and what, if any, commitments they made to complete tasks.

The minutes also provide a brief history of the Council's work and can be helpful in summarizing the year for the annual report and in orienting new members to the business the Council has attended to over the last while.

Minutes are distributed to all Council (and external committee members), including those who were unable to attend the meeting, to be reviewed for accuracy, and as a reminder of work or action items that members agreed to complete.

Meeting minutes are often taken by a CLBC local administrative staff person, or sometimes by a person who works under contract to provide administrative support. Some Councils assign taking minutes to a Council member. Minutes are most helpful when they are distributed within a week of the meeting. The Council Chair and the Integrated Services Manager review the minutes before they are distributed to all members.

Many Councils distribute meeting minutes (and agendas) using email. Each Council is responsible for knowing if there are Council members who do not have access to email and for ensuring that those members get timely access to printed minutes. Some Council members may need support to read the minutes; the Council and its members share responsibility for ensuring such support is available in a timely way. Meeting minutes usually include the following:

- Who attended the meeting and who sent regrets / were not in attendance
- What was discussed
  - brief notes on each of the agenda items
  - key decisions discussed and decisions that were made
  - assignments of tasks / next steps
  - timelines for following through on any commitments that were made
- Plans for next or future meetings and events
- Brief summary of any presentations that were made and/or guests who attended

Minutes capture key discussion points when a decision is made. They don't record who said what. When information is provided with timelines that are important, these timelines are included in the discussion summary.

It is suggested that the minute taker highlights (either through bold font or underline for emphasis) what needs to be done, timelines that have been agreed to and the assignments of the tasks.

## Council Minutes Template

\_\_\_\_\_ *name* \_\_\_\_\_ Community Council Minutes

Address where the meeting was held

Date and time of meeting

### Present

- List who attended the meeting, noting who took the minutes and who chaired the meeting

### CLBC staff present

- Some Councils list CLBC staff separately from members

### Guests

- Note who attended as a guest (this may include people who came to present to the group, to see what the group is doing, to check it out as a possible new member, etc.)

### Regrets

- Members who were unable to attend

### Introductions

#### Acceptance of the agenda

- To acknowledge the agenda has been agreed to with any new items added

#### Acceptance of the minutes from the previous meeting

- To acknowledge that the minutes have been read, that any inaccuracies have been corrected and that items left out have been added
- Business arising from the minutes
  - ◆ Some groups invite discussion / updates at this time on items in the minutes
  - ◆ Other groups add these items to the general meeting agenda and take each item as a new agenda item

### Agenda items

#### 1. Topic 1

- Brief summary of what was discussed, decisions to be made, decision made, main points that support the decision
- Next steps as appropriate
- May refer to attached information sheets when the discussion focused on a presentation of new or updated information (often presenters or CLBC staff can provide an overview of the topic or issue they are presenting; this can be attached to the minutes)

#### Action:

#### Person Responsible:

**Time Line:**

**2. Topic 2**

- Brief summary of what was discussed, decisions to be made, decision made, main points that support the decision
- Next steps as appropriate
- May refer to attached information sheets . . . **as above**

**Action:**

**Person Responsible:**

**Time Line:**

- **Next meeting:** date, time, meeting place
- **How did we do?**

The minutes can be used to capture a summary of meeting strengths and suggestions for change

## Appendix 21 – Expenses for Individual Council Members

From time-to-time Council members incur expenses to participate on their Community Council. This includes:

- Travel to attend Council meetings and events
- Childcare
- Respite

Reimbursement of expenses should be consistent with CLBC’s travel policy for Council Members. Please refer to this link for the travel policy <https://www.communitylivingbc.ca/wp-content/uploads/Travel-Policy-Volunteer-Committee-and-Council-Members.pdf>

To support travel of self advocates, refer to the [Engaging with the Self Advocacy Community and Those We Serve](#).

A [Non-Employee Travel Expense Reimbursement Claim form](#) must be completed and submitted before reimbursement of expenses will be processed. A copy of this form can be obtained from the Council Chair, Integrated Services Manager or Supervisor of Administrative Services. Forms are considered complete once the required receipts are attached. All forms with supporting receipts must be submitted to the Integrated Services Manager who is responsible for reviewing and approving the expense claims.

## Appendix 22 – Orientation for new Council members

New Council members receive an orientation from the Council Chair and Integrated Services Manager as soon as possible once he / she is confirmed. The Self-Advocate Advisor is available to support the orientation process.

Some Councils schedule an orientation at the start of their year (often in September) and invite all members to attend, including asking someone to present and lead some of the topics. Some Councils might schedule a full Council membership orientation once every second year.

The orientation includes:

- An introduction to other Council members and their interests and experiences
- A brief history of the Council, including previous goals, activities, and achievements
- A review of the communities represented by the Council and the impact of geography on its operations (member recruitment, meeting schedules and locations, goals and activities, and challenges)
- Current Council goals and interests
- A summary of the history of the community living movement
- The role, duties and responsibilities of Council members
- Examples of community building activities that
  - inspire change (compelling stories)
  - build networks and find / make allies
  - raise awareness of barriers, and of good inclusive experiences in community
  - share information that can help individuals and families connect with community resources and other individuals and families
- CLBC’s vision, mission and values and how Councils fit within the CLBC structure and vision
- A summary of the resources CLBC makes available to support Community Councils
  - Local CLBC staff
  - Provincial CLBC staff
  - Budget allocation