



CLBC Community Councils

How we work together guidelines

1. Purpose

Community Living BC (CLBC) set up Community Councils around the province to make sure adults with developmental disabilities, their families, community members, and service providers are meaningfully involved as partners in helping CLBC achieve its vision of 'communities of belonging, lives with connection'.

Community Councils are a key part of how CLBC listens, learns, and gathers input to make good decisions.

2. Role

In partnership with CLBC, Community Councils lead and support activities that:

- 1) **Raise community awareness** about the importance of inclusion and the contributions of people served by CLBC.
- 2) **Build local partnerships** with community organizations to promote inclusion, accessibility and belonging.
- 3) **Provide opportunities for individuals and families to connect**, share information and learn about resources in their community.
- 4) **Provide input on CLBC policies and plans**, share local concerns and successes, and identify province wide barriers to inclusion and full citizenship. **Key trends and issues are shared with the Provincial Advisory Committee.**

3. Membership

1. Each Council will have **7 to 15 members**. The exact number will be decided by the Council. If there are not enough members, the Chair and Manager will let the Community Engagement Team know and work with them to create a short-term plan while recruiting new members.
2. Councils will work to have a membership that reflects the diversity of their community. This includes:

- At least **half plus one** of members being people eligible for CLBC services and/or family members of people eligible for CLBC services.
 - At least **two members** who receive CLBC supports.
 - At least **25% of members** from the broader community (for example, local business or community leaders).
 - Up to **25% of members** who are service providers.
 - Members from **Indigenous communities** and people who reflect the **cultural diversity** of the region.
3. The Council and CLBC staff will work together to recruit and select new members. The process includes:
1. Referral of a new volunteer.
 2. Attendance at a Council meeting as a guest.
 3. Submission of an application to join the Council.
 4. Review and vote by Council members.
 5. The Chair will share the decision and explain what happens next.
 6. Criminal Record and Conflict of Interest checks by **Service Area Manager (or another staff member they choose)**.
 7. Signing of the Council Membership Agreement.
 8. Receive a welcome letter that includes the membership term.
4. The **Service Area Manager** appoints or reappoints members.
5. Council members can be appointed for up to **three two-year terms** (maximum of six years). In exceptional cases, a former member may be reappointed after stepping away for at least one year.
6. Council members will elect a **Chair**, and may also elect a **Vice-Chair**, each serving a **two-year term**. CLBC service providers are not eligible to hold these positions.

3. Responsibilities of Members

As volunteers, Council members are expected to:

1. Support CLBC's Mission and Direction

- Uphold the vision, mission, and values of CLBC.

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- Work in a way that matches CLBC’s strategic goals, policies, and approach to respectful relationships.
- Be knowledgeable about how CLBC delivers supports and services.

2. Represent the Whole Community

- Work on behalf of **individuals and families** in the region you represent—not your own personal or organization’s interests.
- Support fairness, inclusion and respect for people from all backgrounds.
- Keep personal information shared in meetings **private and confidential**.

3. Be Active and Prepared

- Attend meetings regularly and let the Chair know if unable to attend.
- Read agendas and materials ahead of time and come prepared to discuss them.
- Ask for support when needed to review materials or participate in meetings.

4. Participate in the Work of the Council

- Contribute to Council projects, committees, and events.
- Help create and put into action the Council’s **annual work plan**.
- Assist with **recruitment of new members**, including helping guests learn about the Council.

5. Communicate Respectfully and Work Collaboratively

- Follow CLBC’s **Respectful Engagement Policy** and **Council Membership Agreement**.
- Listen to others, share ideas, and work through differences respectfully.
- Support group decisions and help create a welcoming space for all voices.

6. Work in Good Faith

- Tell the Council Chair and CLBC Manager about anything that is or might look like a conflict of interest. If needed, you may have to step away from the Council for a period of time or permanently if required.

Examples of a conflict of interest include:

- Using one’s Council role for personal or financial gain.
- Having an active complaint or lawsuit against CLBC.
- Taking a negative stance against CLBC — including speaking out in public or on social media — in a way that could harm the Council’s reputation or make

it harder for the Council to give advice to CLBC or support community inclusion.

7. Respect Council Structure and Process

- Understand and follow the Council '**How we work together**' guidelines.
 - Support the role of the **Chair and Vice Chair** in leading meetings and working with the CLBC Manager.
 - Take part in Council decisions and try to reach consensus- this means an agreement made by all members. If that's not possible, support the decision most people agree on.
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4. Responsibilities of the Council Chair

The Chair of the Community Council:

1. Provides leadership to the Council and works in **partnership with the CLBC Manager (or another staff member they choose)** to help keep meetings focused and make sure they follow Council goals and our "How We Work Together" guidelines.
 2. Makes sure the Council creates a yearly work plan by April or May and sends a yearly report, with the help of the Community Engagement Team, for the CLBC Board by the following March or April.
 3. Encourages everyone to take part and helps guide discussions so the Council can move its work plan forward.
 4. Speaks on behalf of the Council, including taking part in provincial meetings- or asking another member to attend- such as the annual meeting of Council Chairs, the CLBC Board, Advisory Committees, and CLBC management.
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5. Meetings

1. **All Council meetings are open to the public** and may be attended by CLBC staff and community guests.
2. Councils will meet **as often as needed** to fulfill their responsibilities and achieve work plan goals, as determined by members.

3. The meeting schedule should be set at the start of each year so people can plan ahead with flexibility to adjust dates when needed to make sure enough members can attend.
 4. Meeting **locations may change** to make sure members from across a region have an opportunity to participate in person.
 5. Meetings may be held virtually or may be a combination of virtual/in person at a time that works best for the Council.
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6. Communication

1. The CLBC Manager and Community Engagement Team will provide **monthly** local and provincial updates, including opportunities for Council input on CLBC policies and initiatives.
 2. With support from CLBC, Councils are encouraged to **share their work and success stories** with other Councils and the broader community through:
 - CLBC's website and social media channels
 - Community meetings
 - CLBC newsletters
 3. CLBC's Community Engagement Team will help Councils share information, ideas, and examples of what works well with each other.
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7. Decision Making

1. Where possible, the Council will make decisions **by consensus**, this means an agreement made by all members. If that's not possible, support the decision most people agree on.
2. All members are expected to listen to one another and make sure **all ideas and perspectives are heard** before a decision is made.
3. If the group can't agree after a reasonable amount of time, **a decision will be made by a majority vote**, as long as enough members are present- at least half the members, plus one.
4. Each voting member has **one vote** on matters that needs a formal decision.

8. Changing the Terms of Reference

Councils may **recommend changes** to the ‘**How we work together**’ guidelines. However, any formal changes must be reviewed by the **Provincial Advisory Committee** and approved by the **CLBC Board of Directors**.

9. Council Connection to the CLBC Board

1. Each Community Council will have a representative on the **Provincial Advisory Committee (PAC)**. Members must apply in writing, with a recommendation from their Council, to be considered. PAC members must be either a person eligible for support from CLBC, or a family member of a person eligible for support from CLBC. Appointments are made by the Board.
 2. The Provincial Advisory Committee meets four times a year. Its members connect local Councils with the CLBC Board and help share information both ways.
 3. Each year, Council Chairs meet with the Board of Directors, Provincial and Indigenous Advisory Committees, Community CLBC Managers, and CLBC senior leadership to share successes and set goals.
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10. Record Keeping

1. Meeting **minutes will be reviewed and approved** at the following Council meeting.
 2. Minutes will include: attendance, agenda, key discussion points, decisions made, and any recommendations.
 3. Councils may choose to use available technology to help capture meeting minutes.
 4. Approved minutes will be **posted to the Council’s SharePoint site**.
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11. Members’ Expenses

CLBC will reimburse **reasonable expenses** related to attending Council meetings in accordance with CLBC’s [Travel-Policy-Volunteer-Committee-and-Council-Members.pdf](#)

12. Support for the Council

- The **Service Area Manager** makes sure each Council has the support it needs to work within these “How We Work Together” guidelines.
 - The Manager, or another staff member(s) they choose, will come to meetings to **share updates, give advice, and provide administrative support** to help with Council planning and organization.
 - The **CLBC Community Engagement Team** provides centralized support to both Councils and Managers.
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13. Presentations to the Council

Councils may receive information or feedback—spoken or written—on topics related to their role and community.

14. Evaluation of the Council

Each year, Councils will **complete a short survey** to see how well they are doing and how well CLBC is supporting them.

15. How to Contact the Council

Information about Community Councils, including how to get involved, can be found at:

- **Website:** www.communitylivingbc.ca
- **Email:** CLBC.Connect@gov.bc.ca