BRITISH COLUMBIA | Coroners Service

June 4, 2025

Our File: 2018-0396-0156
Via Email

Community Living BC
7th Floor, Airport Square
1200 – West 73rd Ave
Vancouver, BC V6P 6G5
[redacted]

Attention: Ross Chilton, Chief Executive Officer

Re: Verdict at Inquest into the death of: GIRARD, Florence Marie

Dear Ross Chilton,

In accordance with Section 53 (2) (c) of the *BC Coroners Act* I have enclosed a copy of the Verdict with Coroner Comments concerning the death of Florence Marie Girard which occurred in Port Coquitlam, BC on October 18th, 2018.

When considering their Verdict, members of an inquest jury may make recommendations to prevent a future similar death. Juries are asked to ensure any recommendations made are reasonable and practical, and supported by the evidence heard.

After hearing evidence into the circumstances of Florence's death, the jury produced fifteen recommendations. Recommendations #1-11 are directed to your agency and are therefore being brought to your attention. Please note that recommendation #11 includes all Community Living BC's (CLBC) contracted home sharing coordinating agencies with CLBC as the lead.

Your consideration of the jury's recommendations is kindly requested, as is your response within 60 days as to what action you have taken, or plan to take, regarding this matter. Your response will form part of the official public record and will be available to the public on the Coroners Service website along with the Jury Verdict. Please send your response to chiefcoronercorrespondence@gov.bc.ca

Kindest Regards,

Dr Jatinder S. Baidwan
Chief Coroner
Province of British Columbia
Enclosure

pc: Donita Kuzma, Presiding Coroner
Steven Liu, Inquest Coroner

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June 13, 2025

Office of the Chief Coroner
PO Box 9259
Stn Prov Govt
Victoria BC V8W 9J4
chiefcoronercorrespondence@gov.bc.ca

Attention: Dr. Jatinder S. Baidwan, Chief Coroner

Subject: CLBC Response to Coroner's Inquest Recommendations

For a plain language version of this document, please see:
https://www.communitylivingbc.ca/plain-language-response-to-coroners-recommendations

CLBC acknowledges the profound loss surrounding Florence Girard's passing. We join her family, friends, and community in remembering her and honouring her life.

Thank you to you and the members of the jury for your dedication to thoroughly examining the circumstances surrounding Ms. Girard's passing and identifying ways to improve our systems. CLBC is fully committed to taking concrete actions to address the recommendations and to continuously strengthen the delivery of home sharing services, recognizing the vital role that home sharing plays in advancing inclusion. It is essential to continue working with self-advocates, families, service providers, and system partners to ensure that improvements are both effective and sustainable. We are dedicated to listening and learning from this process to build a strong, safer, and more responsive system.

A foundational principle of CLBC is a rights-based framework that recognizes people with developmental disabilities as citizens with the right to self-determination, dignity, and inclusion in their communities. CLBC does not refer to individuals as being "in care," but rather people who access supports and services to live their lives in ways that align with their personal choices and needs.

We also note that CLBC's budget is approved by government, and we are legally required to deliver a balanced budget each fiscal year. More than 93% of CLBC's total funding is expended directly on contracted and individualized services. We are committed to working with

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government and sector partners to explore sustainable approaches that align with the intent of the Inquest recommendations.

We appreciate the thoughtful recommendations provided by the Inquest and remain committed to ensuring the highest standards of care for the individuals we support. CLBC looks forward to ongoing collaboration with families, service providers, and sector partners to address these important issues.

Sincerely,

Ross Chilton
CEO
Community Living British Columbia (CLBC)

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CLBC Response to the Coroner's Inquest Recommendations

1. Develop a case management system for CLBC, home coordinating agencies, home share providers, health and para-health professionals to input, review, receive alerts and audit all information on measurable quality of life outcomes for all individuals in care. Home share providers should be equipped with computers to operate the case management system.

Quality of life indicators are important measures for ensuring the health and safety of individuals living in home share arrangements. CLBC is currently implementing a new information management system designed to improve access to information, reporting, and service coordination. CLBC will explore the feasibility of expanding and standardizing these systems in collaboration with sector partners. CLBC has, and will continue to, enter into time-limited and specific information sharing agreements with other sectors to help improve access to timely and urgent services for CLBC-eligible adults. Personal privacy considerations and system integration will be key factors in determining the next steps.

2. Work with and provide family members interested in caring for loved ones at home the information including available supports (financial, medical, respite) to make informed decisions in the best interest of the individuals in care. If family members choose to keep their loved one in the home, they should be supported to the same level as a home share provider and must meet the same expectations.

CLBC will improve how we communicate supports and options to family members, ensuring they have the information needed to make informed decisions. CLBC funds services for over 18,000 individuals who live at home. CLBC's Service Provision by Family Members policy provides guidance on support arrangements in alignment with other Canadian jurisdictions and court rulings. This policy allows for compensation to siblings, aunts and uncles, cousins, and in-laws to provide services; however, immediate family members (parents, spouses, or children) are not eligible to be paid for providing services, except in exceptional circumstances. This is in alignment with the informal supports provided by immediate family members with aging parents or adult children struggling with health and mental health issues.

3. Immediately increase the compensation package for home share providers to include a living wage commensurate with the complexity of care needed for the individual in care, over and above financial contribution for food, shelter and basic necessities. This living wage compensation package should be annually adjusted to the consumer price index.

We are currently reviewing rates and supports to home share providers

4. Immediately increase the compensation package of home sharing coordinators to comparable positions in the Ministry of Family and Children Development, e.g., child and youth with special needs social worker, to effectively recruit and retain qualified candidates for the position.

On April 1, 2025, CLBC increased the rate for home sharing coordinators by over 10% and will collaborate with the BC CEO Network and home sharing agencies on current compensation levels.

5. Increase funding to all contracted home coordinating agencies so these agencies can immediately reduce the caseload of home sharing coordinators to below 25, accounting for additional time needed due to the complexity of needs for the individuals in care to ensure quality monitoring.

We will engage with the CEO Network and sector partners to evaluate whether current caseloads are manageable and whether funding adjustments are needed to improve service delivery. CLBC will seek these resources to support any identified changes.

6. Develop standards and ensure that all home coordinating agencies assess the decision-making capacity of individuals in care in conjunction with family members and health professionals and develop / update delegated decision making agreements such as appropriate representation agreement, power of attorney, committeeship and advance care directives when appropriate.

We will work with partners to explore how to strengthen existing processes, ensuring that all individuals supported by CLBC receive accessible, plain-language information about their rights and available legal supports. Any updates to standards or processes related to the decision-making capacity of individuals will be done with engagement and advice from the adults CLBC serves, in alignment with a rights-based approach.

7. Immediately conduct, report out and implement the result of an organizational efficiency study, with help from a consultant using techniques such as 6-Sigma, to maximize resources dedicated to client-facing staff and functions.

CLBC is committed to continuous improvement and fiscal responsibility. CLBC's 2025/26 budget is directed toward improving the quality of life for the individuals it serves. Over 93% ($1.73 billion) of the projected budget is allocated directly to funded services that support and enhance daily living and community inclusion, while the remaining portion is invested in the systems, oversight, and quality assurance functions that ensure services are safe, effective, and continuously improving. Recent service delivery reforms have been implemented to further

support client-facing staff and functions, and we will continue to assess opportunities for increased efficiency.

8. Develop standards and ensure that CLBC Practice Analysts conduct risk-based, randomly selected and unannounced home visits during annual monitoring visits of home coordinating agencies. The paramount focus of these visits is to verify the physical and mental well-being and quality of life of the individuals in care.

In alignment with the recommendation to enhance monitoring practices, we have launched a pilot program for risk-based, randomly selected, unannounced visits, which will be expanded provincewide. These visits prioritize verifying the physical and mental well-being and overall quality of life of individuals receiving services. Additionally, CLBC has created two new positions dedicated to strengthening oversight and quality monitoring, reinforcing our commitment to continuous improvement and accountability in home sharing.

9. Revise the definition section of the Standards for the Coordination of Home Sharing to include "Health Care Planning" and "Health Care Plans".

10. Revise the Standards for Home Sharing to include a definition section similar to the definition section of the Standards for the Coordination of Home Share.

For 9 and 10, CLBC is in the process of updating both the Standards for the Coordination for Home Sharing and Standards for Home Sharing to include clearer definitions for health-care planning and home sharing coordination. We are committed to ensuring that all standards are transparent, accessible, and consistently applied across the province.

11. Provide on-going paid training, in addition to the living wage compensation package outlined above, for home share providers to take mandatory and elective courses related to the individuals in their care including but not limited to: a. How to care for individuals in care given their ongoing and changing requirements, b. How to receive supports when the care needs of the individual changes significantly, and c. How to understand their rights and obligations as home share providers when making complaints.

There are a range of resources available to support home share providers, including access to Open Future Learning training modules, BC CEO Network training, and information and webinar sessions offered by the Home Sharing Support Society of BC (HSSSBC). This training, which is available as a result of funding that originates with CLBC, is accessible by all home share agencies and providers.

CLBC is committed to working with the BC CEO Network and the HSSSBC to continue to assess home sharing provider training needs and will consider how to improve the training and resources available. Additionally, CLBC recognizes the importance of ensuring that home share providers and individuals receiving services have clear, accessible information about the agency and CLBC complaints processes. We are committed to enhancing the availability and transparency of information regarding how to raise concerns, seek resolution, and understand rights and responsibilities within the complaints process.