



CLBC COMMUNITY INCLUSION SERVICES REVIEW EASY READ REPORT

A report about what was
learned about day programs
and community inclusion
services in visits and
conversations across BC:

Best Practices and
Recommendations for
Improvements

Why was the review done and how did we do it?



The **purpose of the review** was to find out the best ways to:

- **Include people** in their communities
- Support **individuals' goals and culture**
- Work in **partnership**

Parts of the project were:

- **Ask** self-advocates, family members, professionals **how the project should be done**
- **Meet** with individuals, families & staff
- **Visit programs** and services
- **Learn** about history, laws, and policies about community inclusion services (UBC looked at hundreds of articles)



We visited:

- **41 communities** (all over BC, starting with rural & Indigenous communities)
- **80 programs**

We spoke with:

- **250 program participants**
- **150 family members**
- **250 service providers**
- **4 community councils**

Meetings:

- **13 community meetings** including more than **300 participants**
- 10 self-advocate groups including more than **60 participants**



Background to the Community Inclusion Services Review

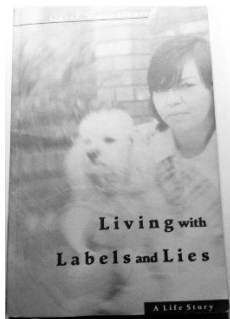
Our history: We have “come from a long way”



BC's Provincial Institution 1878-1986
(later known as Woodlands)



Peter Bourne sings “We Shall Overcome”
- calling for an end to institutions



Carol Dauphinais' award-winning book
describes the trauma of her life at
Woodlands

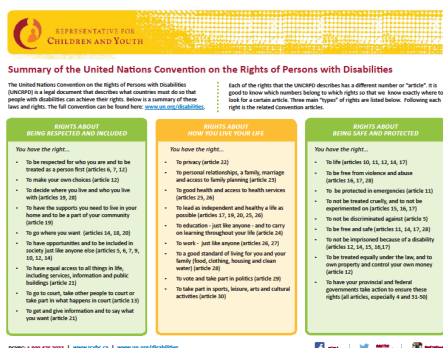


Richard MacDonald leads the Woodlands
Centre Block demolition with survivors
Bill McArthur, Shelley Starr, Len Zimmer

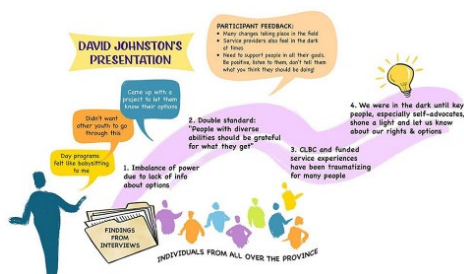
- It is important to remember that we come from a time when people with disabilities were **excluded from their families and communities**
- Children and adults with disabilities were **forced to live in institutions**
- Institutions **tore families apart**. People were **abused and neglected there**
- In the 1950s, 60s & 70s, BC parents like Jo Dickey and Jackie Maniago demanded **community-based services for individuals and families and closure of institutions**
- Parents created special **schools and sheltered workshops** because communities were still not inclusive
- Survivors of institutions became activists and self-advocates, telling **their stories**, fighting for **their rights**, the **closure of institutions** and **justice for survivors**

Background to the Community Inclusion Services Review

Foundations: Laws, Previous Work and Policies on CI Services



Plain Language Version of UNCRPD Developed with BC People First

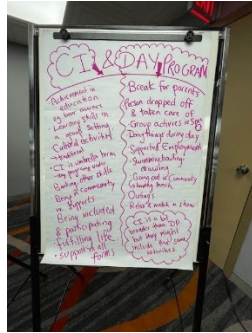


In the *Options to Support Inclusion and Belonging in the Community* project, people talked about their experiences with services – good and bad



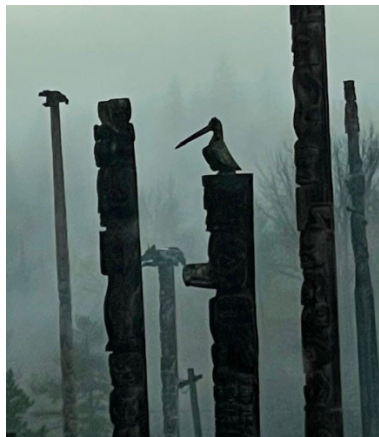
- The UN Convention on the Rights of Persons with Disabilities (**UNCRPD**) outlines **your rights to make choices, to work, to live & participate in the community with the supports you need**
- **CLBC is responsible to implement the UNCRPD**
- **Several other projects have looked at Community Inclusion Services and changes that are needed**
- Some projects have looked at the need for **work opportunities**
- Other projects looked at the **positive and negative experiences of people in our service system**
- CLBC and community agencies have **policies that guide Community Inclusion Services**

What We Heard



- People talked about **what Day Programs and Community Inclusion Services are** – how they can be similar or different
- In Community Conversations people talked about **what works well, what doesn't work well and how services can keep getting better**
- Having **meaningful activity and work** is important to everyone
- What is meaningful may be **different for each person**, depending on their **interests**, their **goals** and their **culture**
- Meaningful activities include **getting a job, volunteering, doing** fun things like **hiking, creating** art and music, **learning skills like cooking and shopping, public speaking, meeting new people**
- Participating in **community and cultural activities** is important – **Indigenous activities** included **fishing, making prayer ties and berry racks, singing, dancing, smudging** – and **celebrations!**

What We Learned



- **Individuals & families rely on** CI programs to be **safe, healthy and stable in the community**
- Most people said they enjoy and are **happy with CI services**
- Others are **not so happy** – they want **more choices, more hours of support** and more **meaningful activities**
- CI should **enable people to participate in the community** with people who don't have disabilities (**like everyone else**)
- **Some feel it's less important** for CI to be integrated and community-based
- People **don't always get CI support when they need it**, especially transitioning youth
- Our history of **Colonization** has made **services less accessible for Indigenous people**
- People in smaller communities **have less access to on-line activities** and **cell service**
- CLBC is committed to **working with** individuals, families and service providers **to help make CI services better and better**

Best Practices

Best practices are the things Community Inclusion services do that support the full social inclusion of individuals in their community. Some practices have been studied carefully and have been shown to work well. Most agencies already do these things. Best practices identified through the review are ones that:

1. Individuals, families and professionals identified in the review as working well
2. Promote and protect the rights outlined in the UN Convention (UNCRPD)
3. Promote CLBC priorities - partnership, inclusion and Indigenous Reconciliation
4. Meet Accreditation and agency standards

This review identified the five best practice categories outlined below. Following this review, **measurable “standards” will be identified for each category**. This will help to make it clear what kinds of services CI programs are expected to provide. Best Practice Standards will also help agencies and CLBC to measure how well services meet people’s goals and needs and how supports can continue to get better and better.



At Terrace and District Community Social Services, a Goal Plan Facilitator works with each participant to create a booklet based on the person’s preferred activities



PNGI (Kitimat) Participant Discusses her Art and Storytelling

1. Choice and Person-Centred Supports

This standard will present ways to make sure **people have real choices** in community inclusion services and that activities are **based on their own goals and preferred activities**

2. Meaningful Activity and Work Opportunities

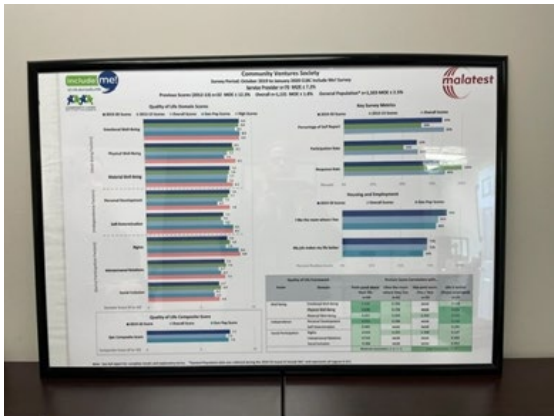
This standard will present ways to ensure that:

- CI activities are **enjoyable, preferred and valued**
- There is a **path to employment** for everyone who wants a job – **and that all jobs meet employment standards**

Best Practices (continued)



Cresteramics Gift Store
is a gallery and gift shop where a diverse
group of local artists sell their work.



Community Ventures Society Report on Quality-of-Life Outcomes for People Served



Agencies and CLBC **work together** to
share a vision of inclusion and provide
good quality support.

3. Social Inclusion

This standard will present **ways to support people to participate** in community and cultural **activities that are important to the person** - just like everyone else

4. Service Quality Outcomes and Monitoring

This standard will present **how agencies meet people's goals and needs** and **help people participate** in the community

5. Organizational Capacity and Leadership

This standard will present the things that **agencies and CLBC will do to make sure they have what they need for people to receive good quality community inclusion services**

Recommendations for Making CI Services Better and Better



**1. Develop and Implement
Community Inclusion
Service Policy and
Standards**



**2. Make the Shift to
Community Inclusion
Service Renewal**



**3. Address Structural and
Systemic Barriers to
Inclusive Services**

What Happens Next



Feb-March

CLBC Executive Review of CI Review Project DRAFT Report

March-April

Ask selected community members to review the DRAFT report and Easy Read Version to check on overall direction and offer advice



April

Finalize Final Report and Easy Read Report
Draft Implementation Plan



May

Distribute Final Report
Begin Implementation of CI Review Project Recommendations