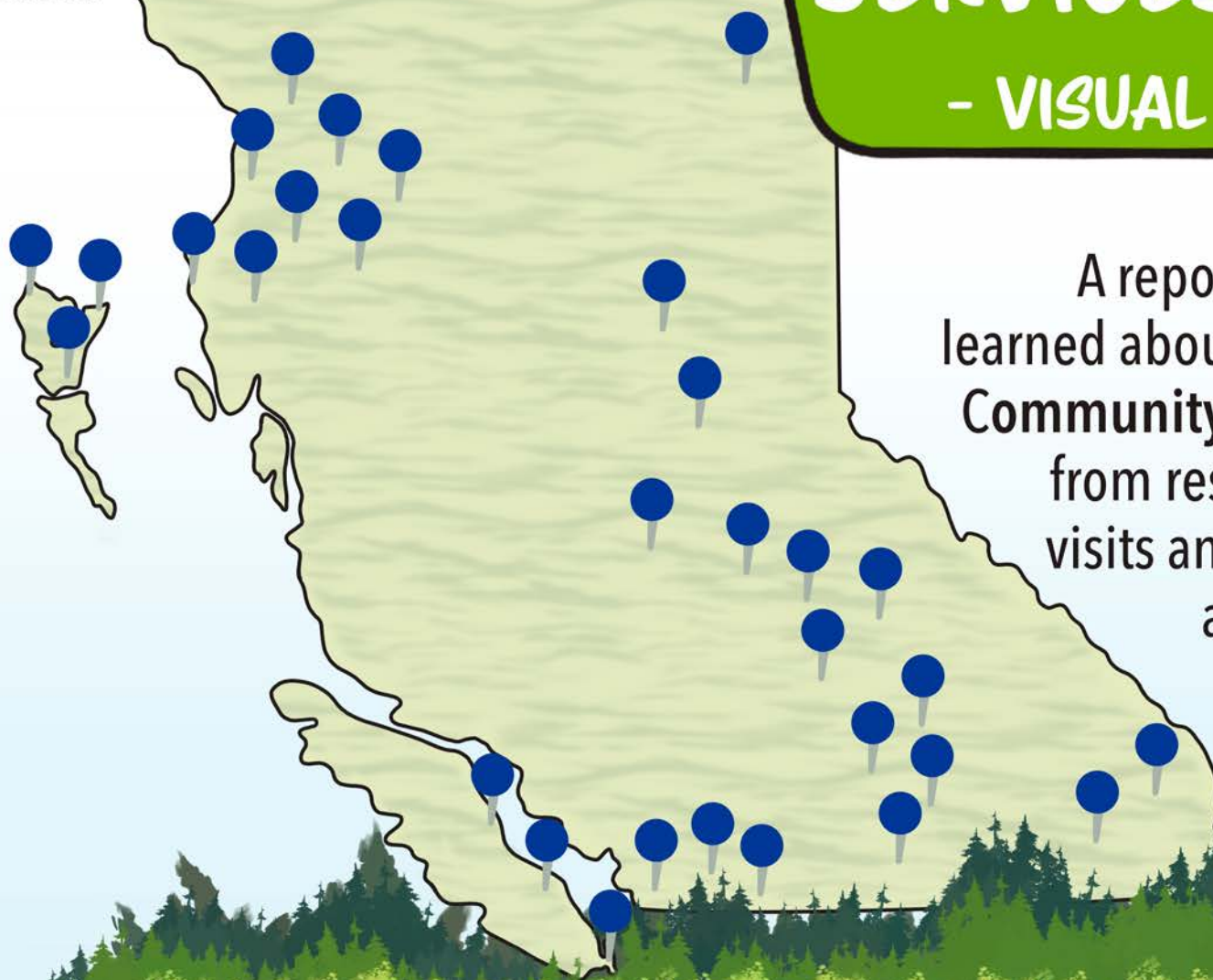


# CLBC COMMUNITY INCLUSION SERVICES REVIEW

- VISUAL REPORT -

A report on what was  
learned about Day Programs and  
Community Inclusion Services  
from research and from  
visits and conversations  
across BC





## WHY WAS THE REVIEW DONE & HOW DID WE DO IT?

## THE PURPOSE OF THE REVIEW WAS TO FIND OUT THE BEST WAYS TO:

★ Include people in their communities

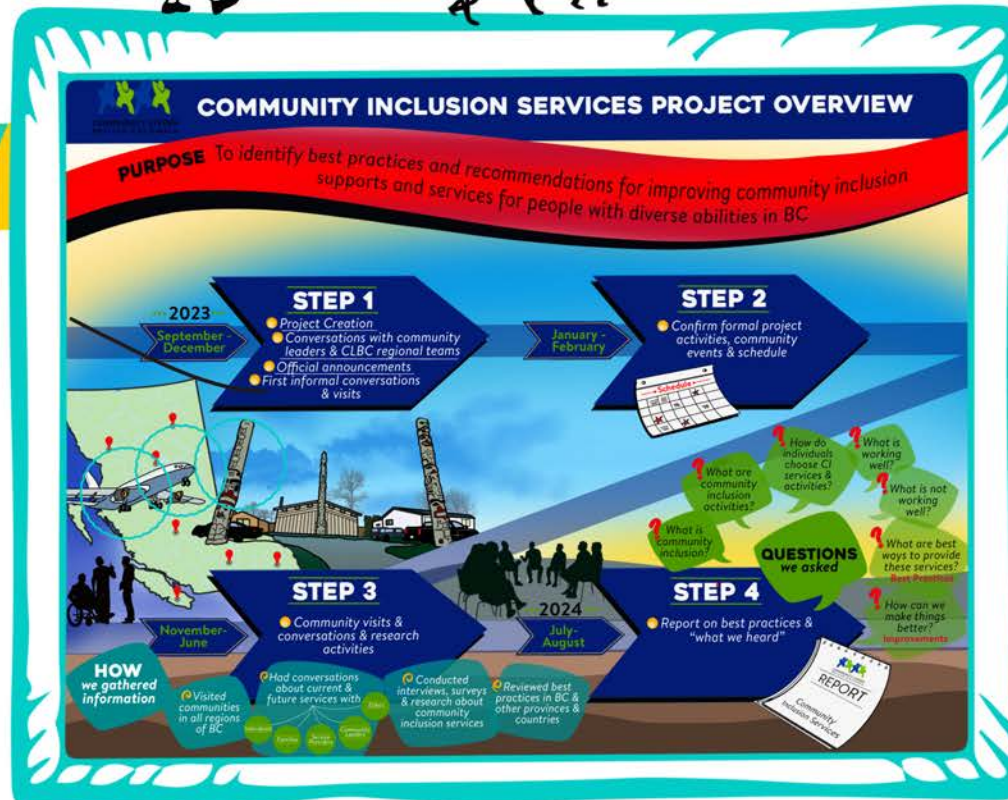
★ Support individuals' goals and culture

★ Work in partnership



## PARTS OF THE PROJECT WERE:

- Meet with individuals, families & staff
- Visit programs and services
- Learn about history, laws, policy and research related to Community Inclusion (CI) services



## WE VISITED:

- 41 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



# ★ OUR HISTORY: WE HAVE “COME FROM A LONG WAY”

## BACKGROUND TO THE COMMUNITY INCLUSION SERVICES REVIEW

● Children  
& adults with  
disabilities were  
forced to live in  
institutions



BC's Provincial Institution  
1878-1996  
(later known as Woodlands)

! Institutions  
tore families apart

! People were abused  
& neglected there



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

● It's important to remember we come from a time when people with disabilities were excluded from their families & communities



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

★ Survivors of institutions became activists & self-advocates who told their stories and fought for...

**JUSTICE FOR  
SURVIVORS**

**DIGNITY  
& RIGHTS**

**CLOSURE OF  
INSTITUTIONS**

● Parents created special schools and sheltered workshops because communities were not inclusive

● In the 1950s, 60s & 70s, BC parents like Jo Dickey & Jackie Maniago demanded community-based services for individuals and families and closure of institutions



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



# FOUNDATIONS: LAWS, PREVIOUS WORK AND POLICIES ON CI SERVICES

## BACKGROUND TO THE COMMUNITY INCLUSION SERVICES REVIEW

- 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

Plain Language Version of UNCRPD

- Several other projects have looked at Community Inclusion Services & needed changes

- Some projects have led to more work opportunities

- In David Johnston's project, people talked about their service experiences - good & bad



- CLBC and agencies have some policies and standards that guide Community Inclusion Services

### DAVID JOHNSTON'S PRESENTATION





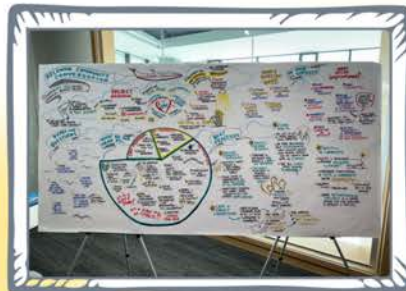
## WHAT WE HEARD

We discussed what works well, what doesn't work well and how services can keep getting better

Day Programs

CI Services

People talked about what Day Programs & Community Inclusion Services are – how they can be similar or different



What is meaningful may be *different* for each person, depending on their interests, goals & culture

**HAVING MEANINGFUL ACTIVITY IS IMPORTANT TO EVERYONE**

Meaningful activities include...

- ♥ Learning cooking & shopping
- ♥ Hiking
- ♥ Learning childcare skills
- ♥ Public speaking
- ♥ Volunteering
- ♥ Creating art & music
- ♥ Meeting new people
- ♥ Learning about relationships

Participating in *community & cultural activities* is important

Cultural activities include...

- ♥ Making prayer ties & berry racks
- ♥ Fishing
- ♥ Smudging ceremony at local hospital
- ♥ Singing, dancing & celebrations!





# ★ COMMUNITY CONVERSATIONS: LESSONS

## WHAT WE LEARNED

😊 Most people said they enjoy & are happy with CI services

😞 Others want more choices, hours of support & meaningful activities

to be safe, healthy and stable in the community



Individuals & families rely on CI programs

I'M TIRED OF BEING STUCK AT HOME

★ People don't always get CI support when they need it, especially transitioning youth



★ CI programs may include group projects like working on an anti-bullying campaign



★ CI services should enable people to participate in the community, like everyone else

★ 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





# ★ COMMUNITY INCLUSION BEST PRACTICES



## BEST PRACTICES

◆ Many agencies already do these things!

◆ Some practices have been studied carefully and shown to work well



**BEST PRACTICES**  
ARE THINGS  
COMMUNITY  
INCLUSION  
SERVICES DO  
TO SUPPORT  
THE FULL SOCIAL  
INCLUSION OF  
INDIVIDUALS IN  
THEIR COMMUNITY

◆ Following this review, **measurable "standards"** will be identified for the best practices

◆ Practice Standards will help make it clear what kinds of services participants can expect from CI programs

◆ **Best Practice Standards** will help agencies and CLBC measure how well services meet people's goals & needs and how supports can continue to get better and better



# COMMUNITY INCLUSION BEST PRACTICE STANDARDS

## BEST PRACTICES

### 1. CHOICE & PERSON-CENTRED SUPPORTS

Provides real choices in services & activities based on people's goals & preferred activities in a documented plan



A Goal Plan Facilitator works with each participant to create a booklet based on their preferred activities



A participant discusses her Art and Storytelling

### 5. ORGANIZATIONAL CAPACITY & LEADERSHIP

Gives agencies & CLBC guidelines and the support they need for people to receive good quality CI services

### 4. SERVICE QUALITY OUTCOMES & MONITORING

Ensures agencies meet people's goals & needs and help them participate in the community

### 3. PATHWAYS TO EMPLOYMENT

Ensures a path to employment for everyone who wants a job & that all jobs meet employment standards



Cresteramics Gift Store - gallery & gift shop where diverse, local artists sell their work

### 2. MEANINGFUL ACTIVITY & SOCIAL INCLUSION

Supports people to develop skills and to participate actively in activities that are enjoyable and important to them - just like everyone else

COMMUNITY  
INCLUSION  
STANDARDS



# ★ RECOMMENDATIONS FOR MAKING CI SERVICES BETTER & BETTER

## RECOMMENDATIONS

### ★ ADDRESS STRUCTURAL & SYSTEMIC BARRIERS TO INCLUSIVE SERVICES

★ Actions to give people equal access to the community & to important information

### ★ DEVELOP AND IMPLEMENT COMMUNITY INCLUSION SERVICE POLICY & STANDARDS

★ Actions to make sure CI services meet each person's goals & needs

### ★ MAKE THE SHIFT TO COMMUNITY INCLUSION SERVICE RENEWAL

★ Actions to make CI services better & better