

Re-imagining Community Inclusion: Impact Report

December 2023

Description:

This document describes the progress being made to meet the objectives in the Re-imagining Community Inclusion 2022/23 – 2024/25 Workplan.



Ministry of
Social Development
and Poverty Reduction



Acknowledgments

The Re-imagining Community Inclusion (RCI) Implementation Steering Committee terms of reference include a commitment to collaborative engagement with relevant stakeholders in the development of goals and priorities, pursuing the partnerships needed to achieve our vision for community inclusion.

The committee co-chairs – Ross Chilton, David Galbraith (former Deputy Minister), and Karla Verschoor – would like to express their gratitude for the opportunity to conduct work on the First Nations traditional territories in B.C.; and for the time and contributions of the members of the committee, working groups and supporters leading to the development of the RCI work plan.

These individuals worked tirelessly during the spring and summer of 2021 to confirm the four priority areas and supporting strategies to move the RCI initiative forward.

The RCI Implementation Steering Committee is pleased to provide this first annual report on 2022/23-2024/25 RCI Work Plan and the progress towards achieving the 10-year RCI roadmap.

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Executive Summary

This report talks about what the RCI working groups did in 2022/23 to support people with disabilities in four important areas and outlines the path forward.

Focus Area #1: Develop Flexible Housing Options

The groups are working on increasing flexible housing choices, fostering independence and choice. Recognizing Indigenous preferences is essential, so people can choose to live on or off reserve.

Accomplishments:

- Establishment of the CLBC Housing Department comprising of a manager and regional leads.
- Involvement in ministerial and advisory committees related to housing and complex needs.
- Funding provided to organizations like Social Planning and Research Council of B.C. (SPARC BC), Inclusion BC and the Aboriginal Housing Management Association (AHMA) for housing accessibility and affordability assessments.
- Forming of Home Share Support Society (HSSS) to provide guidance, support, and training.
- Approval of 50 portable rental benefits by BC Housing.

Next Steps:

- Initiate data forecasting project to understand future housing demands.
- Conduct research on marketing to prospective home share providers and analyze home sharing's support for people with complex needs.
- UBC Centre for Inclusion and Citizenship to conduct surveys on unique housing models.

Focus Area #2: More and Better Employment Opportunities

Working group members are committed to fostering inclusive hiring practices and promoting growth, through partnerships, training, and pilot projects. This work will help create a vibrant employment ecosystem.

Accomplishments:

- Grant to Inclusion BC for 3-year awareness campaign promoting work from an early age.
- Launch of L.I.F.E. (Learning, Inclusion, Friendship, and Employment) services across all regions.
- Support for Indigenous Community and Leadership Development Group for culturally safe employment curriculum development.
- Create videos challenging misconceptions around employment for people with disabilities.
- More than 220 service provider staff received supported employment training.

Next Steps:

- Phase 2 of the L.I.F.E. Service will add 10 additional services in January 2024.
- One-day symposium on social enterprises planned for Spring 2024.

- A grant for supported employment training and for pilot projects to improve the transition from school to community services for youth with disabilities.
- Establish a youth employment transition committee.
- Conduct research on Gender-based analysis Plus and employment.

Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services

Working groups strive for equitable access to high-quality health and mental health services. This involves addressing complex needs and coordinating services across various systems.

Accomplishments:

- Formation of the CLBC Health Advisory Team (CHAT) for collaboration and discussion.
- First Health Leadership Collaborative day conference, focusing on accessibility, aging support, mental health.
- Amend Collaborative Guidelines for better cooperation between CLBC and health authorities. This includes that added care funding can be applied to any living environment and contracting can include person-centred societies, or contracted service providers.

Next Steps:

- CHAT Aging working group focused on aging in the right place and dementia assessment and planning, plus an aging resource for people and families.
- CLBC staff and service providers to attend a course on intellectual disabilities and dementia practices, including the use of dementia screening tools for families and service providers.
- CLBC is working with the Provincial Health Services Authority to help CLBC engage more effectively with BC's mental health services system to improve access to these services for BC adults with developmental disabilities. Work is focused on identifying systemic barriers and proposing actions and processes to eliminate or minimize these barriers.

Focus Area #4: Services for Indigenous People are Self-Determined

The RCI working groups aim to provide self-defined services for Indigenous Peoples, ensuring cultural safety and self-determination. Partnerships with Indigenous organizations, policy development, and meaningful collaborations are central to these efforts.

Accomplishments:

- Funding provided to Indigenous organizations for advancing cultural safety.
- Creation of guiding principles in alignment with the United Nations Declaration on the Rights of Indigenous Peoples Act.
- Development of cultural safety definitions, language guidelines, and policies.
- Amendments to the Community Living Authority Act for inclusive governance.
- Signing of CLBC's Board Commitment Statement to reconciliation.

- Signing of an historic agreement with Secwepemc Child and Family Services, so Indigenous adults with intellectual and developmental disabilities in the Kamloops, or Secwépemc Nation area, can receive culturally appropriate services.

Next Steps:

- Provide cultural awareness training workshops.
- Establish frameworks for Indigenous service delivery self-determination.
- Implement cultural safety standards.

In conclusion, the RCI December 2023 Impact Report showcases substantial progress in enhancing housing options, employment opportunities, health services, and Indigenous self-determination. Collaborations, policy development, training, and grant funding have collectively driven these successes, while a commitment to inclusivity and equity remains steadfast by the RCI working group members.

Plain Language Summary

This report is about what the RCI working groups did up to December 2023 to support people with disabilities in four important areas, and what they plan to do next.

Focus Area #1: Finding Good Homes

The groups are working to give people more choices for where they live. They want to support people to live on their own or with others if they want. They're also making sure Indigenous Peoples can choose to live on or off their traditional lands.

What They Did:

- Made a team called CLBC Housing Department to work on housing.
- Joined groups that talk about housing and complex needs.
- Gave money to organizations to check if homes are affordable and accessible.
- Started a group called Home Share Support Society (HSSS) to help people share their homes.
- Got approved to support 50 people to get extra money to rent a home.

What's Next:

- Study how many homes will be needed in the future.
- Learn how to encourage more people to think about sharing their homes.
- Ask lots of people about the different types of housing that people live in.

Focus Area #2: More and Better Jobs

The working groups want to help people with disabilities find good jobs and grow in their careers. They're working with others to make this happen.

What They Did:

- Gave money to a group called Inclusion BC for a campaign about jobs.
- Started a program called L.I.F.E. to help people learn, make friends, and get jobs.
- Work with an Indigenous group to help create programs that make good jobs.
- Made videos to show that people with disabilities are good workers.
- Trained over 220 workers to support people with disabilities to find jobs.

What's Next:

- Start more L.I.F.E. programs in 2024.
- Have a big meeting about businesses that help the community.
- Give money to train people for jobs and help students with disabilities.

Focus Area #3: Better Health and Mental Health Services

The working group members want everyone to have the same access to good health care. They're working with others to make sure people with disabilities get the right support.

What They Did:

- Made a team called CLBC Health Advisory Team (CHAT).
- Worked with others on health and mental health, including how to improve access to mental health services
- Changed the rules to work better with the Health Authorities.

What's Next:

- Have CHAT focus on getting support for older people and those with dementia.
- Teach workers about disabilities and dementia.
- Help families and workers learn about dementia.

Focus Area #4: Better Services for Indigenous Peoples

The working groups want to give Indigenous Peoples the services they want. They're working with Indigenous groups to make this happen.

What They Did:

- Gave money to Indigenous groups to help make it safe for Indigenous Peoples.
- Wrote down important rules for working with Indigenous Peoples.
- Made rules and policies to make things fair for everyone.
- Changed the law about how CLBC runs, to make sure Indigenous Peoples will always get to have a say.
- Signed an important agreement with an Indigenous group in Kamloops. This means disabled and Indigenous adults in Kamloops can get services in their own culture.

What's Next:

- Teach CLBC workers about Indigenous culture.
- Make sure Indigenous groups get to decide on how to deliver services.
- Make sure services are culturally safe.

In summary, the RCI working groups did a lot in 2022 and 2023 to make things better for people with disabilities. They made more choices for homes, helped with jobs, improved health care, and worked better with Indigenous groups. They'll keep working to make things even better in the future.

Use of Language

The RCI roadmap published in 2019 outlines both the challenge and power of language as it relates to persons with a disability, recognizing the difference in view between those with lived-experience, families and service providers.¹ Diverse ability was chosen as the guiding term in the RCI roadmap, recognizing at times more specific language such as, “individuals with an intellectual or developmental disability” may need to be used for context.

This report uses the language from the RCI roadmap where excerpts from that report are quoted. Otherwise, it uses the term *people* to describe the people this work is about except where more specificity is required in which case *people eligible for CLBC* is used. People eligible for CLBC include those with a diagnosis of intellectual or developmental disability and/or fetal alcohol spectrum disorder or autism spectrum disorder who also need support with daily tasks.²

This approach to language is based on a Principles of Language document that was developed by the committee in consultation with the people this work is about.

¹ Re-imagining Community Inclusion, March 2019, Page 3 <https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-poverty-reduction/re-imagining-community-inclusion-march-2019.pdf>

² Web source: <https://www.communitylivingbc.ca/who-does-clbc-support/eligible-clbc-support/>

Re-imagining Community Inclusion – Work Plan 2022/23–2024/25 (Summary)

People with diverse abilities thrive fully and equally with everyone

VISION

GUIDING PRINCIPLES

- Exemplify human rights
- Relationship & trust building with Indigenous Peoples
- Focus on the Person
- Engage community
- Support quality of life
- Respect the lived experience of Individuals & Families

GOALS

Focus Area 1 Develop flexible housing options	Focus Area 2 People have more & better employment opportunities	Focus Area 3 Improve access to health and mental health services	Focus Area 4 Services for Indigenous Peoples are self-defined and self-determined
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STRATEGIES

<p>Ensure governments, Indigenous communities and developers are informed of the need for inclusive housing in their communities</p> <p>Work with partners to determine resources to support non-Indigenous housing and housing supports to be culturally safe</p> <p>Work with partners to research and evaluate portable rent supplements</p> <p>Increase the range of housing support options CLBC funds within existing budgets, including culturally safe options</p> <p>Encourage municipalities to have inclusive housing in housing plans</p>	<p>Engage in activities that change attitudes about people working from an early age</p> <p>Ensure employment support is available for anyone</p> <p>Increase culturally safe employment support for Indigenous people</p> <p>Support employment services to have well-trained staff (including services delivered through Individualized Funding options)</p> <p>Leverage existing opportunities that support youth to work</p> <p>Engage in activities that influence employers</p>	<p>Work with partners to:</p> <p>Establish inter-ministry table for equitable, culturally safe, accessible health and mental health care for people, including Indigenous people.</p> <p>Update and support service alignment with “Thriving in Community: Delegation of Health Care tasks in the Community Living Sector.”</p> <p>Update guidelines for Collaborative Service Delivery For Adults with Developmental Disabilities. (2010)</p> <p>Support the needs of aging people</p> <p>CLBC will work with the Ministry of Social Development and Poverty Reduction to review the health supplement programs to inform discussion on how to better meet the needs of people eligible for CLBC services.</p>	<p>Explore relationships with Indigenous partners; work in partnership on priorities</p> <p>Collaboratively develop space recognition strategy and cultural safety & humility declaration at CLBC</p> <p>Develop Indigenous procurement focus at CLBC.</p> <p>Develop training for CLBC staff & partners to work effectively with Indigenous peoples</p> <p>Explore what Indigenous community inclusion means with Indigenous People & promote across Nations, communities, providers</p> <p>Prioritize connections work – especially for Individuals without natural supports</p> <p>Develop “Indigenous Lens” across CLBC systems</p>
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The community living sector has strong capacity for research, innovation, and continuous improvement

2022/23 Impact Report

Focus Area #1: Develop Flexible Housing Options

An increase in flexible housing options requires CLBC and its partners to work on both the availability of affordable housing, and the flexibility of support options.

Desired Future State:

People have access to a range of inclusive housing options across their lifespan, including a range of supports while living in their own home with the people they choose.

This goal includes the understanding that Indigenous Peoples should have the ability to choose where to live, on or off reserve. The assumption is that all actions will be inclusive of Indigenous Peoples, namely First Nations, Métis and Inuit peoples. This work must also reflect the needs of people in diverse areas of the province i.e., outside the Lower Mainland, and in different situations due to age, cultural backgrounds, or other circumstances.

Report on Programs and Activities

Actions taken:

CLBC has created a Housing Department to advance access to new and existing housing throughout British Columbia. The department consists of a manager, 3 regional housing leads (Vancouver Island, Southern Interior and North/Thompson/Cariboo), 2 housing coordinators, and a provincial program coordinator for home share.

The Manager, Services & Community Development-Housing, represents CLBC on several committees including the inter-ministerial provincial advisory committees for housing, complex needs implementation working group, and the mental health and addictions housing and homelessness.

The RCI Housing Working Group reviewed the RCI's work plan and strategized how to advance or influence new housing initiatives, funds and programs, for the benefit of CLBC eligible people.

To advance housing research and services grants have been provided to:

- ▶ The Social Planning and Research Council of B.C. (SPARC BC) to conduct a provincial environmental scan of housing affordability and to evaluate the need for a portable rental benefit.
- ▶ Inclusion BC to conduct a housing accessibility and affordability assessment for select cities/municipalities to provide road maps to support people to plan for equity and develop

complete communities. Additionally, within this grant, Inclusion BC will support key stakeholders with knowledge transfer and information sharing, engage with local housing providers and create housing materials (videos/stories).

- ▶ BC Non-Profit Housing Association for conference sessions at Regional Education, Networking & Tradeshows (RENT) to allow CLBC staff to present information and highlight the needs and services of people with diverse abilities. RENT events took place in 2023 in Victoria, Prince George, and Surrey. As a component of this grant CLBC presented at the 2023 Housing Central Conference.
- ▶ Aboriginal Housing Management Association to complete an environmental scan of Indigenous housing providers and intersections with people with diverse abilities. The outcome will be a plan to deliver culturally safe services, increase the outreach into Indigenous communities, and build awareness and relationships.
- ▶ UBC Center for Inclusion and Citizenship (CIIC) to research unique housing models and how these can be replicated or adapted within the housing landscape of BC.
- ▶ Finally, the Home Share Support Society (HSSS) has been established, and provides support to home share providers, agencies, individuals/families and other associated stakeholders and partners. Key areas of focus for the society are public awareness, recruitment and communications, networking, support and guidance, training, and education.

Results:

- ▶ The CLBC housing team was formed in 2022, with hiring completed in June 2023. CLBC housing leads have started outreach with community partners, developers, municipal leaders, and housing providers. The leads sit on the Vernon Housing Action Team, Salmon Arm Housing Partnership, Community Action Team-Dawson City, BPAC Northwinds Joint Health Committee- Addictions Recovery Housing Initiative, and the Dawson Creek community table on primary Care.
- ▶ CLBC has been approved by BC Housing to have 50 portable rental benefits which will help individuals have greater access to housing and improved quality of life.



- ▶ Inclusion BC has conducted community interviews on inclusive housing in three communities, looking for feedback from key stakeholders and the broader public.
- ▶ The Home Share Support Society (HSSS) has conducted its first survey to gather information from home share providers and agencies on support requirements and learning needs. The Society has also been working with Deetken Group to complete a respite needs survey and analysis. Additionally, the HSSS has launched its website and had its first virtual open house in June 2023, an event well attended by home share providers, people, service providers, families, CLBC, and the Minister of SDPR.

Next Steps:

To better understand future demand for housing, CLBC has begun a data forecasting project. The data will help inform planning with community partners, developers, municipalities, and housing providers. Preliminary data is expected to be available in 2024.

Due to the ongoing demand for home sharing placements, grant funding has been provided to the Home Share Support Society to conduct research on marketing to prospective home share providers, create public awareness of home sharing, and develop a marketing campaign. The society has also received a grant to complete an analysis of how the home sharing service can better support the needs of people with complex needs.

Inclusion BC is working with SPARC BC to create inclusion road map documents for 3 out of 10 communities for 2023 and will roll out to additional communities in 2024.

The UBC Center for Inclusion and Citizenship will release surveys on unique housing models and conduct interviews in all/winter 2023/2024.

Focus Area #2: People have More and Better Employment Opportunities

Desired Future State:

People have meaningful work where they are valued and have opportunities for growth.

The benefits and responsibilities of work should be understood by all people at a young age, well before they reach adulthood. Employers should practice inclusive hiring, so to benefit from diverse strengths and abilities. Finally, our communities need to see people as capable, and competent to work.

Report on Programs and Activities

Actions taken:

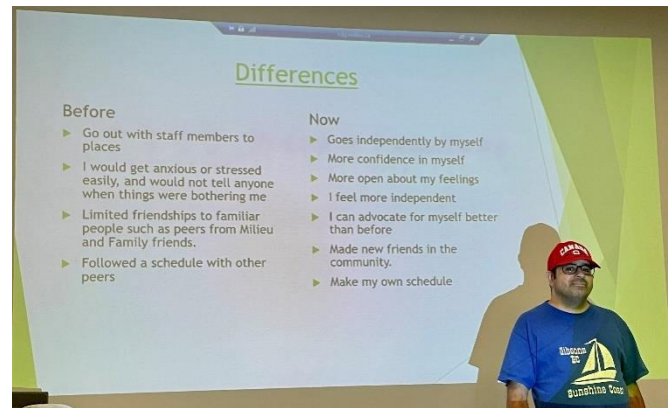
- ▶ A grant was provided to Inclusion BC to support a three-year community-led project to change attitudes about people working from an early age and to fully contribute to inclusive workplaces.
- ▶ Recognizing the value that people have to offer, and because employers are key to changing attitudes and advancing employment, CLBC launched a new service called L.I.F.E. (learning, inclusion, friendship, and employment).
- ▶ A grant was provided to the Indigenous Community and Leadership Development Group (ICLD) and the BC Employment Network (BCEN) to produce culturally safe employment curriculum and training for employment service providers. The project will also research increasing access for CLBC-eligible Indigenous people to employment services offered by Indigenous service providers.
- ▶ A grant was provided to the BC Employment Network to facilitate supported employment training to employment service provider staff.
- ▶ CLBC awarded two grants to pilot youth-focused projects to increase understanding about the transition from school to community services. CLBC continues to explore and collaborate with other ministries on the development of a provincial employment strategy for youth with disabilities.
- ▶ A grant was provided to Inclusion BC for the employer outreach project, which aims to expand networks of inclusive employers and spread knowledge to make employment equity common in BC.

Results:

- ▶ Inclusion BC has produced two videos challenging misconceptions that highlight the careers and life enhancements of people. Here is an example from Campbell River: [Challenging Misconceptions - Campaigns - Inclusion BC](#). More projects are in development.
- ▶ 17 L.I.F.E. Services have been established in all regions of B.C.
- ▶ More than 220 service provider staff have received supported employment training.
- ▶ The “In the Zone” project has engaged with 16 youth, with the goal of earlier participation in employment. Three of those youth are in post-secondary education.
- ▶ Partnerships have been developed to explore a pathway to skilled trades for people with disabilities.

Success in action:

Dalip first started with Milieu Family Services in 2014, taking part in programs where he liked to rely on group activities. But once in CLBC's L.I.F.E services, Dalip was quickly able to increase his independence. He soon had a full weekly schedule that included becoming transit independent, occasional seasonal jobs, meeting up with friends in the community, and participating in community events.



At the end of June 2020 Dalip became employed. His first goal upon being hired was to learn the transit route to his workplace, which he quickly mastered. Being able to use transit again helped him make friends with a group of people from a restaurant that he frequented after work.

Dalip's independence skills continue to grow. He now calls his employer when he will be late or absent, asks for his paystub in person, and attends work functions independently.

Next Steps:

- ▶ Several more projects are in development focusing on challenging misconceptions.
- ▶ Phase 2 of the L.I.F.E. Service Rollout will add 10 additional services in January 2024.
- ▶ Plans are underway for a one-day symposium on Social Enterprises in early Spring 2024
- ▶ A youth employment transition committee is being formed.
- ▶ Gender-based Analysis Plus and employment research to understand and remedy the disparity between genders accessing employment.

Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services

Desired Future State:

Equitable access to quality health and mental health supports and services for people with barriers to inclusion.

People eligible for CLBC services have unique and more complex health and mental health needs than the general population. The number of adults eligible for CLBC services increases at an average of 5 per cent per year. In 2005/06, CLBC was funding services for 10,500 adults. By 2018/19, that number more than doubled to 22,224 – and forecasts indicate that by 2038/39 there will be

49,651 people eligible for CLBC funded services. As the number of people eligible for CLBC services increases, the number of people requiring specialized health and mental health services is also growing.

Collaborative work needs to continue to ensure health systems are accessible, person-centred, safe, and that existing barriers to care are removed. Additionally, health and mental services need to be coordinated across relevant systems, including oversight and training. Service providers delivering health and mental health services need support to ensure services are delivered with gender-affirming care and cultural humility and that service delivery is also trauma-informed. It is also critical that there is ongoing shared data collection and forecasting to understand current and future health related needs.

Report on Programs and Activities

Actions taken:

- ▶ Establishing the CLBC Health Advisory Team (CHAT), with meetings occurring five times a year. CHAT members include people and families with lived and living experience, service providers, Ministry of Health, Ministry of Social Developmental and Poverty Reduction, Child and Youth Mental Health, First Nations Health Authority, BC Housing, Health authorities, CLBC, and community living sector partners. The diversity and breadth the CHAT members represent is somewhat new to the community living and health sectors. Highlights from the CHAT meetings include hearing from people and families with lived experience, discussing safeguards related to Medical Assistance in Dying (MAiD) track 2 legislation, and planning for the Health Leadership Collaborative.
- ▶ The Health Leadership Collaborative, hosted in-person May 2023, was attended by members of the CHAT, as well as key health representatives from across the province. Attendees focused on four areas chosen by the CHAT:
 - Access, flow, and accessibility of health sector services
 - Aging supports and services (aging in the right place)
 - Mental health support and services (access and continuity)
 - Primary care access and continuity
- ▶ Revision to Appendix 6; High Intensity Health Care Needs in Adults with Developmental Disability in the [Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities \(Collaborative Guidelines\)](#) is complete. Appendix 6 provides the outline for how CLBC, Ministry of Health and Health Authorities can work and plan together, and how funding amounts for personal care, (referred to as Added Care Funding), between CLBC and the Health Authority are determined.
 - Language and current services were also updated in the Collaborative Guidelines For example, (2010) Appendix 8 – Medical Consultant Services for

- Adults with a Developmental Disability, was removed because this service no longer exists.
 - The updated Collaborative Guidelines have been released to the health authorities, CLBC staff and are available publicly.
 - ▶ A CHAT-Aging working group was formed to explore aging and aging related changes among the people and families CLBC serves. Members include Self-Advocates, parents and family members, B.C. Association of Aboriginal Friendship Centres, Ministry of Health, Fraser Health, CLBC, service providers and other community-living serving organizations, such as Vela, Planned Lifetime Advocacy Network, the Family Support Institute and Inclusion BC.

Results:

Some themes gathered from the Health Leadership Collaborative include:

- ▶ How Primary Care Networks can support two-way communication, so people and families feel connected and engaged, and consider more client-centered, solution-based approaches to care.
- ▶ As a result of identified collaboration opportunities, CLBC has been represented on two panels of the Doc Talk series, hosted by the Burnaby Primary Care network.
- ▶ Analysis of current demand and capacity for Developmental Disability Mental Health Services Nursing supports.
- ▶ Nursing service delivery options that support people to safely remain in community longer.
- ▶ Important changes to Appendix 6 in the Collaborative Guidelines, such as:
 - Added Care Funding can be applied in any living environment, including staffed living.
 - Contracting for Added Care Funding can include Individualized Funding Agreements, person-centered societies, or the provision of services through a contracted service provider who can deliver service in the person's home.
- ▶ The CHAT-Aging working group has reviewed several aging consultations and reports and has prioritized work on aging in the right place, proactive person-centred planning and access to information and resources.
- ▶ A CHAT-Mental health working group has been formed.

Success in action:

The 2023 Health Leadership Collaborative was the first opportunity in many years where people, families and advocacy organizations were brought together to collaborate with decision makers who represent ministries (Health, Social Development and Poverty Reduction, and Corrections), and Health Authorities from across the province.

This day was felt by those present to be foundational, from which work to improve health care access and experiences is prioritized. Led by a land acknowledgement from Elder Jewel Thomas, and keynote from Dr. Behn-Smith, attendees were grounded in a lens that prioritizes culture, history, well-being, and inclusive planning & decision-making. The Health Leadership Collaborative marks the launch of future collaboration, ensuring those with lived experience are included and prioritized.

Next Steps:

- ▶ The CHAT Aging working group is focusing on innovative, aging in the right place options, dementia assessment and planning, and an aging resource/database that links relevant information and services for people and families.
- ▶ CLBC will initiate an update of the Aware, Share, Care website, redesigning it to become an aging focused information hub, designed for people, families, and service providers.
- ▶ CLBC staff and service providers will be attending a course hosted by the [National Task Group on Intellectual Disabilities and Dementia Practices](#) to learn more about the use of a Dementia screening tool for families, service providers and CLBC staff.
- ▶ CLBC is currently engaged in discussions with the Provincial Health Services Authority regarding strategies and tactics to help CLBC engage more effectively with BC's mental health services system to improve access to these services for BC adults with developmental disabilities. These discussions are also focused on identifying systemic barriers and proposing short-, medium-, and longer-term actions, protocols, and processes that can be implemented to eliminate or minimize these barriers.
- ▶ Updates to *Thriving in Community; Delegation of Tasks and Personal Assistance guidelines* will impact services beyond the community living sector. Input and review from a variety of lenses is required.
- ▶ Updates to the remaining Collaborative Guidelines, as prioritized by the CHAT.
- ▶ The CHAT will advise on themes collected at the Health Leadership Collaborative.

Focus Area #4: Services for Indigenous Peoples are self-determined.

Desired Future State:

Services for Indigenous Peoples are self-defined and self-determined

Supports need to be culturally safe regardless of where people are supported. Furthermore, services for Indigenous Peoples need to be evaluated using an Indigenous approach and

perspective and coordinated to ensure the best possible outcomes for them and their families.

It should be noted that every milestone identified in the 2019 RCI Roadmap is applicable to Indigenous Peoples and the key principles identified through the Declaration Act apply. Indigenous specific milestones were considered as additional and critical priorities.

Report on Programs and Activities

Actions taken:

- ▶ Five urban Indigenous non-governmental organizations were provided with a total of \$1 million in one-time-only funding, for research and development activities to advance cultural safety.
- ▶ The CLBC Indigenous Relations team was expanded to seven full-time professionals,
- ▶ Guiding principles were created in alignment with the UN Declaration on the Rights of Indigenous People Act. The principles are relevant to the people and families CLBC supports.
- ▶ A definition of cultural safety has been developed with consideration for the people CLBC supports, their families, and a recognition of colonial lived experience.
- ▶ A glossary of terms was developed to support staff in using culturally safe language.
- ▶ Land acknowledgement and email signature guidance documents were developed.
- ▶ An honorarium policy was developed.
- ▶ A respectful engagement toolkit is being developed.
- ▶ The Community Living Authority Act (CLAA) has been amended to include 2 self-advocates, 1 family member, 1 person who identifies as Indigenous and to formally recognize the Indigenous Advisory Committee.
- ▶ The CLBC Board Commitment to Reconciliation was developed and signed.



Results:

- ▶ CLBC has increased internal capacity, hiring a Director of Cultural Safety and Humility, who will guide the Indigenous Relations team under the leadership of the Vice-President of

Quality Services and Indigenous Relations.

- ▶ The CLBC Indigenous Advisory Committee is helping oversee a reconciliation plan that includes building new relationships with Indigenous partners and communities and creating culturally appropriate and safe services, such as new culturally safe housing support for Indigenous youth in Kamloops.
- ▶ In the fall of 2022, Community Living BC created its first Cultural Safety Policy. The policy describes cultural safety principles and practices that will guide how CLBC staff and service providers engage, support, monitor, and plan with First Nations, Métis, and Inuit individuals, as well as their families, support networks and communities. This policy is an important step towards ensuring CLBC's and the community living sector's actions align with the rights of Indigenous Peoples, which is a key goal of the CLBC strategic plan. CLBC has also created a video to assist in understanding the six principles that guide the Cultural Safety Policy. Watch video here: [CLBC's Cultural Safety Principles on Vimeo](#)
- ▶ Territorial acknowledgements are now part of CLBC's meeting and gathering processes.
- ▶ A baseline survey with the Indigenous Advisory Committee shows a 78% confidence rate in moving toward something meaningful together.
- ▶ The RCI grant to BC Association of Aboriginal Friendship Centres to answer the question "how do we increase the number of qualified urban Indigenous service providers" yielded 71 recommendations, of which 62 will be implemented over three years.
- ▶ The Built Space project is moving forward with art having been gathered for six CLBC offices across the province, with three Built Space events completed.

Success in action:

Community Living Authority Act Amendment:

The Community Living Authority Act was amended in June 2023 to ensure Indigenous Peoples, persons with lived experience, and family members would be guaranteed to have seats on the CLBC Board of Directors. The board currently consists of 11 members and includes two individuals with disabilities, three immediate family members, and two Indigenous members. The board is supported by a Provincial Advisory Committee made up of people eligible for CLBC services and family members and since 2012 has had an Indigenous Advisory Committee that includes Indigenous leaders from around the province.

- ▶ "CLBC was established in response to individuals and families who wanted services that would advance inclusion and be responsive to their needs," said Michael Prince, CLBC Board Chair. "These changes will help ensure that vision as we go forward."

- ▶ “The work of reconciliation is difficult, but it is necessary, and starts with humility coupled with meaningful and legitimate actions,” said Neil Belanger, CEO of the BC Aboriginal Network on Disability Society and Chair of the CLBC Indigenous Advisory Committee. “The government has taken an important step by incorporating the knowledge and directions of the Indigenous Advisory Committee into the legislation that governs CLBC.”
- ▶ “These amendments reflect our ongoing efforts to respond in meaningful, enduring ways that will make a difference for the people we serve,” said Ross Chilton, CLBC CEO.

Signed agreement with Secwepemc Child and Family Services:

Indigenous adults with intellectual and developmental disabilities in the Kamloops, or Secwépemc Nation area, can now receive support and community inclusion services directly from Secwepemc Child and Family Services, an Indigenous Child and Family Service Agency. This service transfer agreement is the first of its kind in Canada and was signed on September 15, 2023.

Advancing Culturally Safe services:

Kikékyelc is a unique housing development operated by Lii Michif Otipemisiwak Family and Community Services. It is home to Indigenous youth, including those supported by Community Living BC, as well as elders. Kikékyelc is a story about partners working together to create a model of culturally safe housing for Indigenous Youth. Watch the video - [Kikékyelc: A Place of Belonging on Vimeo](#)

Board Tour of the North:

The Board joined a painting session with Hazelton Community Services and CLBC supported people and danced with the Sik-e-dakh dance group. The tour was important to the Gitksan Nation, and this was symbolized through their hosting of these celebrations. Significant foundations have been created with both Gitksan Nation and the Kermode Friendship Centre that are necessary for moving forward in trusting relationship with CLBC.



CLBC Board Commitment to Reconciliation

- ▶ CLBC celebrated an historic signing ceremony on June 3, promising to advance reconciliation with Indigenous Peoples. An official Board statement was signed by CLBC leadership, Honourable Sheila Malcolmson, Minister of Social Development and Poverty

Reduction, and Neil Belanger, head of the CLBC Indigenous Advisory Committee.

- ▶ Full story and picture here - [CLBC commits to reconciliation \(gov.bc.ca\)](https://www.gov.bc.ca/indigenous/2021/05/20/clbc-commits-to-reconciliation/)

Next Steps:

- ▶ CLBC has procured services from the Indigenous Perspectives Society and will provide three Cultural Awareness workshops for all CLBC staff over the next three years, including: Indigenous Perspectives, Dispelling Myths and Stereotypes, and Building Local Relationships.
- ▶ Develop a framework for Indigenous partners to become self-determining over service delivery.
- ▶ Develop and implement cultural safety standards.

Appendix 1: Plain Language Glossary of Terms

Focus Area #1: Develop Flexible Housing Options

- ▶ **Inclusive Housing:** Housing that is affordable, close to community, physically accessible and welcoming of people of all abilities, including those with developmental disabilities.
- ▶ **Portable Rent Benefits:** Money given by a government to help people to pay for rent in the community they choose to live in. Portable means the benefit can be moved from one home to another.

Focus Area #2: People Have More and Better Employment Opportunities

- ▶ **Employment Services:** Provide support and assistance to people eligible for CLBC services to find and keep a job, including self employment.
- ▶ **Individualized Funding Options:** Funding that assists people to participate in activities and live in their communities in the way that works best for them.
- ▶ **Skills Training:** Training to learn a specific skill needed for a particular kind of job. For example- Food Safe training is needed to work in a restaurant.
- ▶ **Youth Transition Protocol:** A coordinated transition process for youth eligible for CLBC services. A protocol provides the structure to support the transition process, which requires collaboration from different ministries and CLBC.

Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services

- ▶ **Collaborative Guidelines:** Guidelines that provide direction and support with health care service delivery for people who are eligible for CLBC services (not PSI), between CLBC, regional and provincial health authorities, e.g., Vancouver Coastal Health,
- ▶ **Equitable (fair) Access:** The opportunity for people to get the right kind of health services based on their assessed need for care. Quality of care must also be considered.

- ▶ **Health:** Health is having physical, mental, and social well-being. Not just the absence of disease.
- ▶ **Inter-ministry Table:** Representatives with decision-making authority from different provincial ministries, e.g., Ministry of Health and Ministry of Mental Health & Addictions meet regularly to solutions to problems.
- ▶ [Thriving in Community-Delegation of Tasks in the Community Living Sector](#): A 2015 document written by CLBC, the Provincial Clinical Consultant for Adults with Developmental Disabilities, and the Richmond Society for Community Living.

Area of Focus #4: Services for Indigenous Peoples are Self-defined and Self-determined

- ▶ **Indigenous Lens:** A tool to create Indigenous understanding.
- ▶ **Procurement:** Selecting Indigenous service providers to provide services for Indigenous people.
- ▶ **Natural Supports:** The support and assistance that naturally flows from associations and relationships. For example, relationships that come from family, school, work, and community.
- ▶ **Cultural Safety:** A setting, e.g., home, hospital, workplace, that is free of racism and discrimination, where people feel safe.
- ▶ **Cultural Humility:** Being respectful of cultures that are not your own, and accepting oneself as a learner when it comes to understanding another person's experiences.
- ▶ **Declaration on the Rights of Indigenous People Act:** Passed into law in 2019, the Declaration Act establishes the [United Nations Declaration on the Rights of Indigenous Peoples \(UN Declaration\)](#) as the Province's framework for reconciliation, as called for by the Truth and Reconciliation Commission. On March 30, 2022, the Province released the Declaration Act Action Plan, which was developed through two years of intensive engagement to ensure it aligned with the priorities of Indigenous Peoples in B.C.

Built-space Recognition Strategy: Establishing relationships with the traditional territories on which CLBC offices are located on throughout B.C. This also includes using local artwork to make the spaces more welcoming and to recognize culture of First Nations.