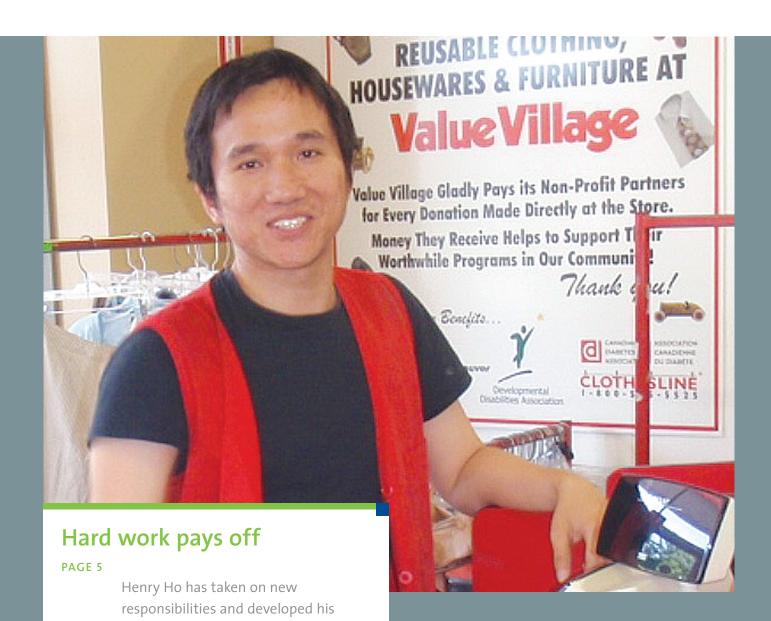
# TheCitizen

Connecting people with their community





Sharing perspectives

PAGE 3

Community
Living Month
Events

skills through his job at Value Village.

Let's talk about quality of life

WOW!clbc Awards recognize inclusion



Doug Woollard, Interim CEO

### **Contents**

- 3 Sharing perspectives
- 4 Action taken for employment
- 5 Hard work pays off
- 6 A good day's work
- 7 Families First opens doors
- 7 Aboriginal Advisory Committee seeks members
- 8 Community Living Month events
- 9 International FASD Awareness Day
- 9 Ideas for stronger communities
- 10 Let's talk about quality of life
- 12 On the ground with *include Me!*
- 13 Meet an include Me! surveyor
- 14 WOW!clbc Awards: Recognizing Inclusion
- 15 Start with HI 2
- 16 2011/12 Annual Report

#### WELCOME TO THE AUGUST EDITION OF THE CITIZEN.

In this edition, we feature the employment success stories of individuals supported by CLBC, as well as updates on several CLBC initiatives.

Over the past few months, 22 community sessions have hosted over 285 participants to provide input on the development of CLBC's Community Action Employment Plan. These guided conversations have generated significant discussion about ways to increase the employment potential of people in our communities with developmental disabilities. You can read more on page 4.

We share information about the progress of the *include Me!* quality of life initiative on page 10. Here you can learn about the launch of the My Life survey in the Lower Mainland and Fraser regions and get a first hand perspective of the initiative from some of the people involved.

Community Living Month in October is quickly approaching. This is a time when communities across the province host events to celebrate the abilities and achievements of people with developmental disabilities. We highlight a few of these events in this edition of The Citizen and CLBC's online Events Calendar will share information about all of the events taking place.

Along with the many wonderful events, Community Living Month will also mark the launch of the 2012 WOW!clbc Recognition Awards. The theme of this year's awards is Inclusive Employment and nominations can be submitted from October 1 to 31. You can find all of the details on page 14.

September 9 marks International Fetal Alcohol Spectrum Disorder (FASD) Awareness Day. To learn about this international day, as well as find information about support for individuals with FASD through the Personalized Supports Initiative, please read the story on page 9.

I hope you enjoy this edition of our newsletter. If you have a story idea that you would like to share, please send an e-mail to <a href="editor@communitylivingbc.ca">editor@communitylivingbc.ca</a>. With your stories, The Citizen can continue to be a place to share new ideas and experiences.

Sincerely,

Doug Woollard

Interim CEO, Community Living BC

### Sharing perspectives

By Michael McLellan

#### My name is Michael McLellan.

I live in the Comox Valley and I work for CLBC as a Project Assistant.

I have been a self-advocate for over 10 years and I believe it's an important role so that people can advocate for the same rights as everyone else.

A project that I'm currently involved with is helping to train new staff at CLBC. At the first training session in July, Tricia Lins, another self-advocate, and I met with a group of new CLBC employees. We talked about our rights and self-advocacy and the way we want to be treated by CLBC staff.

Having two self-advocates attend the session was valuable because you can get different opinions and perspectives. I'm from a rural area but Tricia is from a more urban area so we have different thoughts and ideas that we want to share.

One question we received was how to talk about certain terms such as "home sharing" or "respite". I emphasized that these kinds of terms aren't the way I describe my life. Language and how to have respectful relationships were a big part of our conversation.

For me, the things that I was able to teach the new CLBC staff were: the importance of plain language; the history of the self-advocacy movement; and what being a self-advocate means to me.

The best thing for me was feeling good about getting self-advocates involved to train the people who are working to support us.

After participating in this training session, I heard some positive reviews from the CLBC staff who attended. They felt good leaving there with an understanding of what self-advocacy means and how we have some similar, but also different ideas.

I think this is very valuable training for CLBC staff and I'm really excited to be involved in this project. I hope that all CLBC staff get a chance to be a part of this training.

Inside Voice is published in each edition of The Citizen. If you are interested in writing for this column, please call Chris Rae at 1-877-660-2522, or e-mail editor@communitylivingbc.ca.



Michael helps to teach new CLBC staff about the importance of self-advocacy.

### Action taken for employment

#### A TEAM OF PEOPLE WITH DISABILITIES, FAMILY MEMBERS, SERVICE PROVIDERS AND

CLBC staff is reaching out to people across the province in the hopes of having the highest employment rate of people with developmental disabilities in North America by December, 2015.

Work is underway on the development of the Community Action Employment Plan. Over the past few months a team of 30 community facilitators have hosted 22 community sessions with over 285 participants in guided conversations to discuss ways to increase the employment potential of people in our communities with developmental disabilities. Out of these sessions have come some memorable quotes:

"When people see me at work they think differently about disabilities. I want to contribute at work and I want to contribute in my community!"

"I can't succeed at work without being respected in my home and in my supports, while people at work want to know who I am and what I need help with!"

"My diversability is just one aspect of me. Focus on me as a person. Yes, I need extra time but look at me not my struggles."

Many studies show that when an organization hires people with disabilities, the pool of potential employees increases, retention rates increase and absenteeism decreases.

The process will wrap up with a provincial action planning forum in October 2012 when a group of close to 120 community representatives will continue the discussion and develop a three year Community Action Employment Plan. The purpose of the plan is to help realize the goal that everyone with a disability who wants to be employed has the opportunity to work.

Please go to our website at www.communitylivingbc.ca/individuals-families/employmentinitiative/community-action-employment-plan to give us your ideas on increasing employment in BC. ■



# Hard work pays off

#### HENRY HO IS A POSITIVE AND ENERGETIC INDIVIDUAL

who has worked a variety of jobs since graduating from high school in 2002. None of these jobs lasted as they were not a fit for Henry due to various reasons, such as working at a factory doing one task for 8 hours.

With rent and food costs, Henry struggled to find full-time employment that fit his ideal conditions of employment (I.C.E.). Henry joined CBI Consultants in the winter of 2010 wanting to achieve his goal of finding a job that fit his I.C.E. With the help of an Employment Specialist, Henry was able to secure employment at Value Village.

Henry started out with minimal hours at Value Village stocking and putting products away. Still struggling to pay his bills, Henry was reluctant to stay working at Value Village due to the minimal hours.

Beata, the store manager, saw a lot of potential in Henry and said that if he was patient and worked hard, his hours would increase. After a few months, Henry's responsibilities grew and grew due to his motivation and eagerness to learn and complete new tasks.

Henry is now working full-time and receiving benefits at Value Village after being there just a little over six months. Henry enjoys all aspects of his job and wants to continue learning new things, helping others and being the best worker he can be.

"Chuck Fukuda [Employment Specialist from CBI Consulants] helped me to develop a strong work relationship with my fellow employees," says Henry.

Henry can now pay his bills and buy the laptop computer that he has always wanted. ■



Since starting work at Value Village, Henry's responsibilities have grown.

# A good day's work



"The best days are the days I have to go to work," says Tim (right).

#### TIM IS A 51 YEAR OLD MAN WHO HAS

lived in Chilliwack most of his life. Tim has a large family in the Chilliwack area. He is very close with his father who had a stroke last year and now lives in a care facility. He lives with his ageing mother close to the family farm. He had never been employed before.

Tim has attended the same day program Monday to Friday for an incredible 32 years. He would go to the family farm every day to do chores then arrive at his day program. Tim would sit by himself and do a puzzle. He was not interested in being part of the bigger group. He would disappear so he would not have to go on an outing. Tim's days were filled but definitely not fulfilling. He was bored and this showed at his day program and at home.

Six months ago, Tim expressed the need to move forward and start having some choices and be in charge of making those decisions that affect his life. Tim let his family and day program staff know that he wanted a job. Tim started with the Supported Employment Program at Chilliwack Society for Community Living and things progressed quickly. He started meeting with the employment specialist to gather information in regards to what kind of job he wanted. Tim showed up for every meeting on time and was ready to work hard to at getting a job. He took first aid level 1 and food safe level 1 and received certificates in both. Tim was soon offered a short term

work experience at a local grocery store. He absolutely loved it, willing to try anything that was asked of him. He had a smile on his face the whole day.

When the work experience was completed, Tim was offered a job 3 days a week. Talk about a proud man and proud moment in his life. He is making decisions and earning a paycheque for the first time in his life, at the age of 51.

His family and support workers at his day program say the changes in Tim are simply amazing. When with family he wants to talk about his day, especially on the days he works. He likes to tell them all about his job and the things he does. Tim no longer goes off by himself and disappears for long periods at home or at the day program.

To quote Tim "The best days are the days I have to go to work". He is now enjoying his time at the day program because he has the choice to attend and how many days he attends. He fully participates and is engaged in his surroundings. Tim getting a job has changed his whole life, not just the hours he works but his whole outlook on life. Tim has a full life and is still making changes and moving forward. He loves to go to work and at the end of each shift Tim can often be heard saying, "I put in a good day's work, I did a good job."

### Families First opens doors

From the Ministry of Social Development

#### EVERY FAMILY IN B.C. SHOULD HAVE

the chance to build a strong base, be self-sufficient and look ahead to a positive future. That's what the Families First Agenda is all about.

For British Columbians with disabilities, including developmental disabilities, that means knowing help is there so they can be more independent and fully take part in the community. Recently, government announced some changes to income and disability assistance programs as part of the Families First Agenda. These changes will better help people with disabilities - including developmental disabilities – take care of daily needs while building a life that is as independent and inclusive as possible.

As of October 1, a single person receiving disability assistance can earn up to \$800 per month by working and still receive full benefits. If a couple both collect disability assistance, they

can jointly earn up to \$1,600 per month and still receive full benefits. As well, for clients who were previously on disability assistance and have to reapply, there will no longer be a wait period before claiming earnings exemptions. In 2013, people will also be able to calculate their earnings on an annual basis rather than monthly, and that will help address all the different needs people with disabilities may face, such as conditions where that person is well enough to work sometimes but not at other times.

Government also improved the trust and asset levels for people on disability assistance. People on disability assistance will be able to invest up to \$200,000 – double the previous amount – in a non-discretionary trust account. This is the same amount that individuals can keep in their Registered Disability Savings Plan (RDSP). As well, people will be able to access up to \$8,000 per year from their trust

account for any other cost related to promoting independence – nearly double the previous annual allowance – and make their own choices about how best to use these funds.

While we've done a lot, there is always more to do. Government wants to make sure British Columbians with disabilities can fully take part in our growing economy, and we will continue to work with families, businesses and community members on issues around income and disability assistance in B.C.

In fact, government wants to hear your best ideas to help expand the Families First Agenda moving forward. Want to join the conversation? Topics for discussion are posted at www.familiesfirstbc.ca.

Be part of the discussion and part of the solution.

# Aboriginal Advisory Committee seeks members

#### COMMUNITY LIVING BC'S PROVINCIAL

Aboriginal Advisory Committee provides advice and recommendations to improve relationships with Aboriginal communities, develop CLBC's cultural competency and improve service delivery to Aboriginal people with developmental disabilities and their families.

We are looking for Aboriginal people in the North and Fraser Regions who are knowledgeable about the issues facing

Aboriginal people with developmental disabilities, and about CLBC services used by individuals and families.

Are you someone who is passionate about making a difference? Come join us and help chart a course to improve supports to Aboriginal communities.

For more information, please contact Tracey Michell, CLBC Aboriginal Advisor at Tracey.Michell@gov.bc.ca.



Tracey Michell, CLBC Aboriginal Advisor.

# Community Living Month events



Victoria Mayor Dean Fortin (right) joined in to celebrate Community Living Month at One Day Together in 2011.

#### OCTOBER IS COMMUNITY LIVING

Month. This is a time when communities across the province host events to celebrate the abilities and achievements of people with developmental disabilities.

CLBC's online Events Calendar will share information about events taking place during Date: Community Living Month.

To learn about events taking place, please visit the CLBC website under What's New > Events.

To post information about events in your community, please e-mail the details to info@communitylivingbc.ca.

Here are a few of the exciting events that will be taking place across BC:

#### ONE DAY TOGETHER

One Day Together has been the early kick off to Community Living Month events in Victoria for the past three years, and brings all citizens of the community together in friendship, food and fun.

Saturday, September 15, 2012

11:00am to 3:00pm

#### **Location:**

Topaz Park, Victoria

#### More information:

Visit www.onedaytogether.com or search for "One Day Together" on Facebook.

#### 13TH ANNUAL SELF-ADVOCACY LEADERSHIP INSTITUTE

Learn more about self-advocacy, safety, rights, healthy relationships, and how to become leaders in your own community.

October 5 to October 7, 2012

5:00pm on Friday to 1:30pm on Sunday

Edenvale Retreat and Conference Centre. 4330 Bradner Road, Abbotsford

#### More information:

Please call and register with the coordinator Gregg Schiller at 604-688-7001 or by e-mail at GreggSchiller@shaw.ca. The registration deadline is October 1, 2012.

#### FRIENDSHIP FORUM 2012: MAKING **CONTACT AND CONNECTIONS**

CLBC Prince George is pleased to announce the first annual Friendship Forum. In celebration of Community Living Month, we invite you to come on out and meet others, enjoy some snacks, and have some fun!

#### Date:

October 24, 2012

#### Time:

12:00pm to 3:00pm

#### Location:

Salvation Army Community Church, 777 Ospika Blvd, Prince George

#### More information:

Please RSVP by October 17 by calling Katarina Djuric at 250-565-6882 or Cristy Hogan at 250-565-6082. ■

### International FASD Awareness Day

#### ON THE NINTH DAY, OF THE NINTH MONTH,

communities around the world hold events to raise awareness of Fetal Alcohol Spectrum Disorder (FASD). The day is held each year to remind people around the world that during the nine months of pregnancy, a woman should not drink alcohol.

Communities in BC come together on September 9 to raise awareness, to recognize the impact of FASD on families and children, and to identify ways we can better support each other.

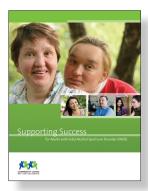
To learn about events commemorating International FASD Awareness Day please visit the CLBC Events Calendar on the CLBC website under What's New > Events.

You can learn about how CLBC supports individuals with Fetal Alcohol Spectrum Disorder through the Personalized Supports Initiative (PSI), on the CLBC website under Individuals and Families > Personalized Supports Initiative.

You can also find more information in CLBC's resource "Supporting Success for Adults with FASD" which is available under Policies and Publications > Publications > Informational Publications.

Printed copies can be requested through info@communitylivingbc.ca. ■

CLBC's resource
"Supporting Success
for Adults with FASD".



### Ideas for stronger communities

#### COMMUNITY LIVING BC, THROUGH THE

Ministry of Social Development (MSD), is participating in an exciting initiative to stimulate ideas about community inclusion of adults with developmental disabilities.

MSD is offering \$15,000 in funding to the top idea found through the contest that will more effectively include people in decision making about what is important to them, such as working, going to school, having friends, having a home, and financial security.

The competition is held through the BC Ideas website. BC Ideas encourages social innovation by inspiring creative solutions to health, social and environmental challenges in communities across our province.

Entries for the MSD contest can be submitted until September 12, 2012 at www.changemakers.com/BCideas.

After that you can vote for your favourite idea. Voting will run from October 19 until November 2. The winning idea will be announced on November 7.



### Let's talk about quality of life

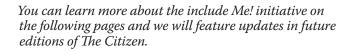
#### COMMUNITY LIVING BC WANTS TO ENSURE THAT INDIVIDUALS WHO ACCESS SERVICES

funded by our organization are living good lives in welcoming communities. So, beginning in 2012, we are going around the province and asking people to tell us about their quality of life. We are using a survey called My Life that includes 50 questions in the areas of independence, social participation, and well-being. The survey is based on the work of international quality of life expert Dr. Robert Schalock.

Over time, the data gathered on personal outcomes will help everyone involved in community living to develop a deeper understanding of the impact that supports and services have on people's quality of life. Survey data will generate evidence about program effectiveness and help guide decision making at all levels in our service system, including:

- helping individuals and families make informed decisions about the types of services and supports that align best with their own quality of life priorities
- helping service providers identify areas where they can make improvements
- informing CLBC's policy and practice direction

CLBC has chosen the phrase *include Me!* to describe this approach to measuring personal outcomes. Dr. Schalock believes that the measurement of personal outcomes must place the individual at the center of the process. We feel that the name *include Me!* reflects this view. We want individuals with developmental disabilities to have a say in how supports and services that they use everyday are provided. Having adults with developmental disabilities asking and answering the questions directly is a way to honour the expression "nothing about us without us."



You can also find more information, including videos, links and Question & Answer documents, by visiting: www.communitylivingbc.ca/include-me. ■





Dr. Robert Schalock and Corey Yee.

### **QUALITY OF LIFE...**

... is represented by eight domains that provide an indication of an individual's quality of life in three broad areas:

- independence
- social participation
- well-being

### The eight domains are:

- emotional well-being
- interpersonal relations
- material well-being
- personal development
- physical well-being
- self-determination
- social inclusion
- rights

The Malatest & Associates

include Me! survey team.

### Who will conduct the survey?

#### R.A. MALATEST AND ASSOCIATES IS AN INDEPENDENT COMPANY THAT HAS A CONTRACT

with CLBC to make sure the My Life surveys are completed. Malatest is responsible for:

- hiring, training, supervising, and paying surveyors
- ensuring that surveyors are available to conduct surveys at the times that have been requested by individuals, service providers, and proxy respondents
- partnering with service providers to identify
- making sure that information that is collected gets to the research company to complete the reports for service providers and CLBC

individuals to be surveyed

Malatest will also be analyzing the data that is generated by all of the surveys. They will be preparing reports for CLBC and for service providers who participate in the process. They are available to help understand how to use the data to further improve services.

If you are interested in becoming a surveyor, please e-mail: includeme@malatest.net or phone: 1-800-665-5848, ext. 429.



# What if someone isn't able to answer the questions on the survey?

THE MY LIFE SURVEY HAS BEEN CAREFULLY DESIGNED TO ENSURE THAT MOST individuals are able to self-report on their personal experiences using words or gestures.

Individuals can stop the survey at any time and can skip questions that they do not want to answer. Interviewers are trained to skip questions or stop the survey if an individual is uncomfortable or if he or she is not able to answer questions.

For individuals who are unable to self-report, two people who know the individual well will be invited to complete the survey on the individual's behalf. These surveys are called proxy surveys.

### On the ground with *include Me!*

By include Me! team members Tricia Lins, Self-Advocate Project Assistant, and Jennifer Wheadon, Regional Lead

#### HI EVERYONE! WE WANT TO TELL YOU

about our adventures with include Me! so far.

Hey! I'm Tricia. I'm working as the Self-Advocate Project Assistant for CLBC's include Me! initiative. I am also a surveyor for include Me!

... and I'm Jen. I've been working as the Regional Lead for *include Me!* for the past few months.

We have been out and about meeting with service providers in the Fraser and Vancouver Coastal areas talking about quality of life. We have done a few presentations to people who work for CLBC too! Tricia has a great demonstration she does to show people what it is really like to be interviewed in a survey. It's a lot of fun for people to try it out. She even showed this demonstration at the BCACL conference in June.

Dr. Schalock is a man who really likes to talk about quality of life. When he visited in May, it was great to hang out with him while he had talks with groups of people with developmental disabilities as well as with some families and service providers. People talking with Dr. Schalock really have a lot to say about what is important to them to have a good or better life.

The most fun we have had so far has been helping Malatest out with the surveyor training. About 20 or so of us have learned how to interview people using the My Life survey. Malatest is the company helping out with the surveys. Everyone had a great time in the training. We did a lot of taking turns being the interviewer and being the person who answers the questions.

We are really excited to talk to more people about how we can all work together to have a great quality of life.



include Me! team members Tricia Lins, Self-Advocate Project Assistant, and Jennifer Wheadon, Regional Lead.

### Meet an *include Me!* surveyor

**TRICIA LINS IS ONE OF MORE THAN 20 SURVEYORS WHO WERE EMPLOYED DURING** the 2009-10 Fraser Region Quality of Life Demonstration Project.

This successful project helped CLBC decide to implement the My Life survey across BC over the next 3 years.

#### Q. HI TRICIA. WHAT DID YOU LIKE BEST ABOUT BEING A SURVEYOR?

**A.** The best part was doing something I really liked and getting paid for it. I felt important because I know I was helping to make a difference for other self-advocates.

#### Q. Why is the My Life survey important?

**A.** The My Life survey asks self-advocates directly about how they feel about their own lives. We know that opinions are going to make a difference in how CLBC and service providers support us.

#### Q. What was the experience like for the people you surveyed?

**A.** The people I surveyed felt really comfortable because they knew I understood what it was like to live with a developmental disability and that I was not judging them.

#### Q. How many surveys did you do?

A. I did over 100.

To see a video of Tricia talking about her experience with the include Me! initiative, please visit www.communitylivingbc.ca/include-me. ■



Tricia Lins works as an *include me!* surveyor.

# WOW!clbc Awards: Recognizing Inclusion



### WOW!clbc honours people who have made

exceptional contributions to "good lives in welcoming communities." Each year the WOW!clbc Awards will focus on a different theme. This year's theme is Inclusive Employment! Nominations begin October 1, 2012.

The 2012 WOW! CLBC Awards is calling on employed self-advocates to nominate someone in their workplace who believes in inclusive employment and goes above and beyond their role to create a welcoming workplace where everyone feels valued and respected.

Awards will be presented throughout November and December and the nominees and winners stories will be featured on CLBC's website at <a href="https://www.communitylivingbc.ca">www.communitylivingbc.ca</a>, in The Citizen, and on CLBC's social media sites.

#### WHAT IS INCLUSIVE EMPLOYMENT?

Inclusive employment means that all people who want to work have access to apply for and work at a job in their community that is both valued and meaningful. An inclusive workplace makes sure that all employees feel welcome, are safe and respected, and have what they need to do their job to the best of their ability.

#### WHAT ARE SOME SIGNS OF AN INCLUSIVE WORKPLACE?

- Diverse abilities are valued and accommodated
- Hiring strategies ensure diversity in the workplace, including people who have the label of a developmental disability
- Everyone has equal opportunities to advance their career path
- People feel they are treated with dignity and respect
- Everyone has opportunities to learn new skills
- All employees are asked for their ideas and input
- Everyone is included in social events with co-workers
- There are opportunities to develop workplace friendships
- Everyone feels safe and welcome at their job

#### WHO SHOULD I NOMINATE?

Nominate someone where you work who believes in inclusive employment and creates a welcoming workplace where everyone feels valued and respected. This might be a coworker, supervisor, manager or store owner.

#### CAN I NOMINATE SOMEONE?

To be able to nominate someone:

- you must work at a job in your community part-time or full-time, or in a job that you created
- you must earn at least minimum wage for your work and time (\$10.25 per hour)
- you must be employed for at least 3 months

#### How to nominate someone:

Starting October 1, there will be many ways to nominate someone:

- on CLBC's website
- local service providers will have nomination forms and information
- your local CLBC office will have nomination forms and information
- you can email the WOW!clbc email account at: wow!clbcawards@gov.bc.ca

#### Nomination Rules and Deadline:

- completed nominations are due by 5:00pm on October 31. There will be no exceptions to the nomination deadline.
- a formal selection panel will consider the nominations and make recommendations; final selection of this year's winners will be contacted in November 2012

For more information on the 2012 WOW!clbc Awards, please contact Lisa Porcellato at: <u>Lisa.Porcellato@gov.bc.ca</u>. ■

### Start with HI 2

#### IN OCTOBER, CLBC WILL BE LAUNCHING THE

Start with HI 2 safeguards initiative. This initiative builds on the successful Start with Hi initiative, first introduced in 2009, by reinforcing the original key messages and adding information about why starting with "Hi" is important and what we can all achieve with this simple greeting.

The Start with HI 2 initiative encourages everyone to realize that small actions like saying "Hi" can be the first step towards making a connection that can give people with developmental disabilities a greater sense of safety, belonging and welcome in community. The poster message tells all British Columbians to say "Hi", as it is a great starting point. A smile. A greeting. Then a conversation. These efforts at inclusion make our communities safer for people with developmental disabilities.

"Just like you, when someone greets me, I feel good. So start a good feeling with hi," says Amy, one of the six self-advocate spokespeople for the initiative.

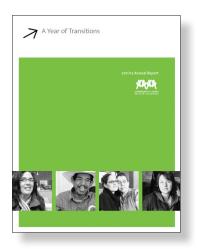
We will be sharing more information about the Start with HI 2 initiative, including an updated website, posters and videos in the October edition of The Citizen, as well as on the CLBC website and Twitter account, and at www.facebook.com/StartwithHi. Stay tuned!

For more information on this initiative please contact Jule Hopkins at : Jule.D.Hopkins@gov.bc.ca. ■



Start with HI posters feature six self-advocate spokespeople, including Amy (above).

### 2011/12 Annual Report



CLBC's 2011/2012 Annual Report.

#### COMMUNITY LIVING BC'S 2011/2012 ANNUAL REPORT

was released in June and provides an organizational overview of CLBC, as well as key business and performance highlights, including financial reporting.

The report focuses on the theme of "A Year of Transitions" and features a video story series produced by CLBC in 2011/12. These stories demonstrate the success of individuals with developmental disabilities and the service providers who support them. They highlight tales of resilience, compassion, innovation and community building.

To view the 2011/2012 Annual Report, please visit the CLBC website under Policies and Publications > Publications > Annual Reports. Printed copies of the Annual Report are also available in CLBC offices. ■

### **CONTACT US**

### **Submit**

Send story submissions and feedback to: <a href="mailto:editor@communitylivingbc.ca">editor@communitylivingbc.ca</a>.

#### **Subscribe**

To receive the electronic or paper version of *The Citizen*, please visit <a href="https://www.communitylivingbc.ca">www.communitylivingbc.ca</a> and go to What's New > Newsletter > Subscribe.

### **Ouestions**

Please e-mail info@communitylivingbc.ca

### **Social Media**

Join us on Facebook at: facebook.com/StartwithHi facebook.com/CLBC.SelfAdvocates facebook.com/CLBC.Families facebook.com/SafeonlineCLBC

Follow us on Twitter: 
@CLBC Connect

Watch us on Youtube: youtube.com/user/communitylivingbc



7th Floor – Airport Square 1200 West 73rd Ave Vancouver, British Columbia Canada V6P6G5 Phone: 604 664 0101 Fax 604 664 0765 Toll Free:1 877 660 2522

The Citizen is published every two months by CLBC's Communications department. It is your information source for news that's relevant to the individuals and families CLBC supports. The views and opinions expressed in The Citizen are not necessarily those held by CLBC. We are always on the lookout for inspirational stories about people in the community. If you know of an event that others might like to know about, an issue that invites debate, or news worth reporting, let us know. While we appreciate story ideas and submission, The Citizen reserves the right to edit content for accuracy, grammar and space, but strives to maintain the integrity and voice of the author.



