

# The Citizen

Connecting people with their community



COMMUNITY LIVING  
BRITISH COLUMBIA



## All in a day's work

PAGE 8

Chris Hanes is developing skills and building connections through his job at The Home Depot.

Talking about  
employment

PAGE 3

Reaching  
her goal

PAGE 7

New service  
review team  
established

PAGE 15

Know  
your rights

PAGE 16



Doug Woollard, Interim CEO

## Contents

- 3 Talking about employment
- 4 Riding for a cause
- 5 Pride in work
- 6 Contributing to community
- 7 Reaching her goal
- 8 All in a day's work
- 10 Moving towards a  
Community Action  
Employment Plan
- 11 Putting his skills to work
- 12 Positive changes for BC  
Disability Assistance
- 14 Conference brings  
community together
- 15 New service review  
team established
- 16 Know your rights

### WELCOME TO OUR SUMMER EDITION OF THE CITIZEN.

In this edition, we feature a number of great individual success stories of people supported by CLBC, including a young woman who recently graduated from university and others who are developing skills and building connections through employment.

You can find an update on our Community Action Employment Plan, which has set the goal of having the highest level of employment among people with developmental disabilities in North America by December of 2015.

We share information about the establishment of a new, dedicated Integrated Services Support Team (ISST). The ISST replaces the Client Support Team and assists individuals with developmental disabilities and their families when there are concerns about services provided by CLBC and other ministries and agencies.

Government also recently announced significant changes to B.C.'s income and disability assistance which will increase the financial security of people with disabilities. A full story on these changes can be found on page 12.

You can learn about a new video CLBC has developed to help self-advocates learn and think about their rights. This short, animated video is based on our plain language booklet "Rights and Safeguards: A Guide for Self-Advocates." I encourage everyone to take time to watch the video which will help you think about ways to support self-advocates to exercise their rights.

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 [editor@communitylivingbc.ca](mailto:editor@communitylivingbc.ca). With your stories we can continue to make The Citizen a place to share new ideas and experiences.

Sincerely,

Doug Woollard

Interim CEO, Community Living BC

## THE SELF-ADVOCATE'S PERSPECTIVE

# Talking about employment

By Michelle Goos

**Hi, my name is Michelle and I grew up in Abbotsford but now live in Victoria.**

I currently work at the Costco in Langford and enjoy my job. It can be hard work but my boss and co-workers are great people and they're learning about me and my disability. They're very supportive.

In the coming weeks I'll begin my role as a community facilitator for CLBC's Community Action Employment Plan (learn more online at [www.communitylivingbc.ca/community-action-employment-plan](http://www.communitylivingbc.ca/community-action-employment-plan)).

I first learned about this exciting project through CLBC's Facebook page. I wrote a letter to Barb Penner, CLBC's Employment Initiative Project Manager, telling her about why I would like to participate. I was accepted for the position.

I'll be setting up presentations and also meeting with people individually to talk about what CLBC hopes to do in the next 3 to 4 years around employment for adults with developmental disabilities. I'll also collect people's feedback and comments and look for stories that people may want to share around their own personal employment experiences.

It can be a bit scary talking to groups of people that I don't know but I'm also looking forward to the process.

As a self-advocate, I want to make it easier for people with disabilities to find the right supports to be able to find a job they enjoy.

My daughter has special needs as well and she's just beginning high school. One of the jobs she's interested in for her future is becoming a police officer. My hope for her is that she'll be able to fulfil her own employment goals and dreams in the future.

You can find other stories of employment within this edition of The Citizen and read more about the Community Action Employment Plan on page 7. ■

Inside Voice is published in each issue 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](mailto:editor@communitylivingbc.ca).



Michelle Goos will contribute to CLBC's Community Action Employment Plan as a community facilitator.



# Riding for a cause

**CLBC STAFF FROM THE UPPER FRASER REGION RODE THE BIG BIKE TO SUPPORT THE** Heart & Stroke Foundation's campaign to raise awareness of heart disease and stroke.

This was the first year that CLBC staff participated in the event. In addition to increasing awareness, the staff also raised and donated over \$4,000. The idea to be involved was conceived by Alison Lowe, CLBC Contracts Clerk, and once she shared her idea with the rest of the staff, there was immediate excitement and commitment from everyone.

"It looked like a fun team building event to be a part of," said Alison. "It's for a great cause, my family has been affected by heart and stroke problems in the past so this was my way of giving back."

Being strong believers in the philosophy of inclusion, the team approached the local Community Council chair, Maggie Metcalfe, and she also jumped on and took part in the ride. "The whole team is excited for next year's ride," said Alison.

A vital fundraiser with impressive results, Heart&Stroke Big Bike continues to engage Canadians across the country. It's free for organizations to participate and there is no registration fee. Last year, over 40,000 riders in over 200 communities helped raise over \$7 million for research.

Kudos to Alison and the Upper Fraser CLBC team for being an inspiration and helping to make a difference to the heart health of all Canadians. ■

The "CLBC Rockin' Riders" raised over \$4,000 through the Heart & Stroke Foundation's Big Bike Ride.



# Pride in work

By Christina Peters

**MY NAME IS CHRISTINA PETERS,** and I have been working for the BC government since 1994. I started with the Ministry of Social Services and then with Community Living BC when it was formed in 2005.

Before working for government, I studied at the Victoria Vocational College. I had a job coach there, Ruth Stacey, who worked with me every day to help me prepare for my job. Ruth now runs the Roads program, and I am proud to still call her my friend.

I was at the Victoria Vocational College when it was in its last year. I loved it. There was so much to do and to learn. The students that were there were like a family and we learned together. What we learned gave us a lot of independence. We learned to ride the buses, to cook, we had our own radio show, we gardened and also learned photography. We also went on day trips. I remember one time one of the instructors and I got stuck on a rock in the canoe, and we had to get out in the water to lift it off the rock. It was so funny! Those were good times and helped me get where I am today.

Right now, I work 21 hours a week for CLBC. When I started working for government, my responsibility was to shred the paper. I am now doing a whole range of different things. I work on the computer doing database searches, I help coordinate the print out of materials for mailouts, I answer the main reception line and do other activities as needed.

My family has been very supportive of me and my goals. They support me in my relationship with my boyfriend, Todd, and they have always encouraged me to work. In fact, they hosted the CLBC Christmas party for all the South Island last year. It was so much fun, and they didn't even make me do all the clean-up.

I feel very privileged that I have had the opportunity to work for 18 years in a job that has given me the opportunity to build my skills and relationships. I am very thankful for all the help and support I am given. I have met a lot of terrific people. It's awesome working at CLBC. ■



Christina Peters, with her boyfriend Todd, has built skills and connections through employment.

## Contributing to community

**ON JUNE 14, THE CENTRAL AND** South Okanagan Community Council (CSOCC) got together to welcome new members and thank outgoing individuals. It was a celebrated event filled with stories, accolades and chocolate cake. The Council has contributed whole heartedly over the past three years to finding innovative ways to make a difference in people's lives. Like the many community councils across the province, they have given their time, energy, and commitment to bettering the lives of individuals with diversabilites and their families.

Lisa Bourget, Community Planning and Development Manager for the Central and South Okanagan said that when reviewing recent achievements by her community council, she was overwhelmed by the amount of projects and initiatives that were accomplished.

"Community Councils come together with CLBC staff to think creatively and act collaboratively to ensure that a safe and inclusive community for all individuals is at the root of decision making," said Lisa, "I am proud to be a part of the experience."

Over the last three years, the CSOCC has successfully worked with CLBC staff and many other groups in hosting self-advocate conferences in Vernon in 2010 and Kamloops in 2011; organizing Ageing Forums in Kelowna, Penticton and Princeton with over 250 people attending; and getting community and media to join in celebrations for Community Living Month.

"We are interested in working with others so the voices of self-advocates and families are heard in the broader community, and the people CLBC supports know about available resources and information," says George Arambasich, a member of the CSOCC, and Director of T.I.E.R. Support in Kelowna.

"We feel we are lucky that we have great communities to work with, a great membership in the CSOCC, and that the local CLBC Community Planning and Development Manager, Lisa Bourget, is so supportive. She has been instrumental in helping the CSOCC move forward on its passion to connect people to community."

Members of the Central and South Okanagan Community Council ensure the voices of self-advocates and families are heard in the broader community.

Active community and stakeholder participation is integral to building an empowered society. Not only is community participation an important component to CLBC's service delivery, it is also critical to community success.

Community Councils volunteer their time to have more meaningful involvement in how services are delivered and are actively reaching out to build inclusive participation, and creating and supporting meaningful social change.

For more information on CLBC's community councils please visit: [www.communitylivingbc.ca/your-community/community-councils](http://www.communitylivingbc.ca/your-community/community-councils). ■



## Reaching her goal



Manpreet Virdi celebrates her graduation from the University of British Columbia.

**FOR MANPREET VIRDI, GRADUATING** from the University of British Columbia was a celebration of the achievement of four years of hard work.

“It was one of the best and most wonderful experiences I’ve had,” says Manpreet of her graduation ceremony.

She began studying in September 2008 and in May 2012 she received her completion certificate in social sciences.

Manpreet’s educational journey was supported by STEPS Forward, a family-driven organization founded to ensure that people with developmental disabilities are included as students in the academic and social life of colleges and universities of British Columbia.

Students are ‘participatory auditing’ students and complete, with modifications to their level of ability, the same curriculum, assignments and exams as the other students. With appropriate community inclusion support, young adults with developmental disabilities are having a coherent undergraduate student experience leading to lifelong learning, friendships, and employment.

Manpreet attended two classes every day along with a support worker who worked with her. “I took a lot of psychology and sociology courses which were really interesting to me,” she says.

“The teachers were all willing to accommodate me any way they could,” says Manpreet, “They were available by e-mail any time of the day and responded very quickly.”

Manpreet is now in the process of exploring employment opportunities with support from STEPS Forward and cherishes her educational experience.

“It was a wonderful experience and I wouldn’t change it for anything. In the four years I was there I made a lot of great friends who I still keep in touch with and know that I will stay friends with in the future.”

You can learn more about STEPS Forward at [www.steps-forward.org](http://www.steps-forward.org). ■



# All in a day's work

By Christopher Hanes

## HELLO, MY NAME IS CHRISTOPHER HANES.

I have had a job since grade 9. I found my first job through a friend. His dad had a semi truck that always needed cleaning each week. My friend didn't want to clean his dad's truck any more so his dad asked me if I would like to have the job. I told him yes I will take the job. I worked at Associated Trucker Supply washing his semi and his 2 other trucks. I worked there from 2000 till 2006.

One day, when I was with my mom at the Chilliwack Airport Coffee Shop, I saw a sign at the table saying they needed a dishwasher. I brought my resume back to the Airport Coffee Shop and applied for the dishwasher job. I was interviewed on the spot and the owner was someone I knew from a local hockey league here in Chilliwack. He hired me. I worked at the Airport Coffee Shop from 2006 till 2009.

In 2009, I was laid off due to slow times at the coffee shop. At that time, I went into Career Tracks. They helped me look for a job. I told them I had experience in dishwashing and wanted to keep on dishwashing. Career Tracks helped me by driving me around and helping me drop off resumes. From doing that I got two interviews: one for Dukes of Dublin and another job interview at Bozzini's. I was hired at Bozzini's and I worked at Bozzini's for eleven months.

I went to CLBC with my mom and we talked to a facilitator and she told us about the Supported Employment Program (SEP). My job coach supported me through interviews at Home Depot and Galaxy Theatre. I ended up getting the job at Home Depot. When I found out that I got the job, I was really excited. It has helped me build confidence that I didn't have before. My job coach helped me buy new work clothing, through contacting STOLO and accessing their disability funds. My job coach supported me by coming to my orientation and training at Home Depot.

I was a little bit nervous but also excited to be working at my new job as a Lot Associate. Some of the things a Lot Associate does is helping out with customer carry outs and helping customers load up any of the products that they've bought at Home Depot. I also make sure that the outside is clean, make sure that buggies are put into the right places and garbage cans are in the right places and emptied out at the end of the nights. Lot associates help out other associates by flagging for the forklifts or making sure the aisles are clear for the forklift driver.

Working in the community is great because I get to interact with all the customers that come into Home Depot. I do like working with my employer because if I had any problems or any questions I could always



go to my employer and ask. My favourite part of my job is talking with the customers while I help out with the carry out to their vehicle. I have always made someone's day when I help them out.

I have always got along with all my co-workers because we all work so well as a team. I see myself staying at Home Depot because there is a lot of opportunity to move up and to learn new skills. Usually, if I have any questions about my job, I go to my co-workers and also my supervisors. My family do support me in my job by encouraging me. Usually they ask me how my day went at work and they help me out by picking me up or driving me to work and also they are happy to hear when I get any awards from the Home Depot.

One of the funniest days at my job was the grand opening of Home Depot because I was nervous and pretty excited as well to be starting my brand new job.

At my work, I feel very included as part of the team because when there are different events for associates, I am always invited. I have enjoyed the time outside of work getting to know more about my co workers. I have felt really accepted by my co-workers because I feel part of the team. My co-workers and I get along so well and we can joke around and have good laughs.

I go to work between 4 to 5 days a week and I work about 30 hours per week. After 6 months of working at Home Depot, I received medical and dental benefits.

I would like to say working at Home Depot has been exciting and a fun place to work. I have experience that I didn't have before. Also, I have made some new friends and I'm pretty excited about what the future brings me. I would like to say thank you to Supported Employment for helping me get this job. ■

Chris Hanes, with his supervisor Nicole, enjoys his job at The Home Depot.



# Moving towards a Community Action Employment Plan

**CLBC IS MAKING PROGRESS ON ITS COMMUNITY ACTION EMPLOYMENT PLAN THAT** will define actions for the next three years to increase employment for people served by CLBC. The planning team has set a vision “to have the highest level of employment among people with developmental disabilities in North America by December of 2015.” Washington State recorded an employment rate of 25 per cent and for British Columbia to get to 30 per cent would require 2,200 people finding jobs in the next 3 years.

CLBC received over 90 applications to participate as community facilitators who will lead guided conversations on employment in their communities. Thirty community facilitators have now been trained in the appreciative inquiry process\* and are currently planning local community conversations and conducting individual interviews.

At the same time, we will also be coordinating an effort to engage employers and explore collaboration with other disability groups.

If you wish to contribute to the discussions and the development of the plan through an online survey, please visit CLBC’s website at [www.comunitylivingbc.ca/community-action-employment-plan](http://www.comunitylivingbc.ca/community-action-employment-plan).

The input received through the appreciative inquiry discussions will be reviewed and discussed at a “summit” in October 2012. The summit will bring together a broad cross section of passionate people to build the plan that will help create more opportunities for employment for people who want to work. ■

## \*APPRECIATIVE INQUIRY

Appreciative inquiry is a process which seeks to capture the knowledge, experience and passion in all people connected to the issue and harness it to co-create a plan that everyone has an ownership stake in.

## Putting his skills to work



Brian Nishi is praised by his co-workers for his positive attitude and hard work.

### **ON JUNE 20, 2012 IT WILL BE BRIAN**

Nishi's two-year anniversary at the Real Canadian Superstore in Pitt Meadows. Brian, who works between 12 and 16 hours a week, excels in his position as a courtesy clerk. Recently, he has received the service pin, an award that is given out by the store management, for his positive attitude and hard work.

"If I could clone Brian, I would," says Superstore's Front end supervisor Claudine Wong. "Brian is a model to other staff and is always pleasant and hard working."

Brian has been supported by C.B.I. Consultants since October 2009. Through the discovery process, his employment specialist found that Brian's greatest passions were to help others, keep busy, stay physically active, and to learn new skills and tasks. Through the job development process Brian and his employment specialist found the Real Canadian Superstore to be a match to Brian's Ideal Conditions of Employment. This would allow him to use his skills, talents, abilities and passions in a productive and rewarding way.

Brian enjoys all aspects of his job. According to Brian, working at Superstore allows him to "stay busy, help others and not get into trouble." He also volunteers one day each week at Share Society where he helps with the food hamper program and makes sure that all products are fresh and suitable for eating.

Brian credits the customized employment process for helping him find a job that he loves and assisting him with learning where everything is located in the store, how to do his job correctly and giving him the supports to learn new skills and tasks. Working at Superstore has allowed Brian the opportunity to save money, fix up his apartment and plan a trip to San Diego with friends.

His future goals are to continue working at Superstore and to further develop his skills and abilities. Brian's advice to others seeking work is to "try hard, do your best and find something that you like using your skills." ■

# Positive changes for BC Disability Assistance

**ON JUNE 11, THE B.C. GOVERNMENT ANNOUNCED SOME** significant changes to B.C.'s income and disability assistance.

Most of the changes will come into effect October 1, 2012 with the exception of mandatory tax filing and annualized disability assistance earnings which will not be in place until 2013.

The changes will encourage employment, encourage utilization of financial benefits administered through the income tax system, increase financial stability and resilience, and make it easier for families to assist their relatives with disabilities. Taken as a whole, the changes will increase the financial security of people with disabilities.

## IMPROVEMENTS TO PROMOTE EMPLOYMENT

Several changes will provide a greater incentive to work for people who depend on BC Disability Assistance:

**1.** The earnings exemption will increase from \$500 per month to \$800 per month for a single person.

One concern that has been regularly voiced by self-advocates and family members is the perceived cap created by the earnings exemption. People have been permitted to earn up to \$500 per month without any reductions to their Disability Assistance. While people are able to earn more, the dollar-for-dollar reductions in assistance for amounts above \$500 have eliminated people's incentive to work more. Some people have misunderstood this exemption as a limit to what they are able to earn.

An increase to \$800 per month means that a person will be able to work almost half time at minimum wage without reducing their Disability Assistance. The result is that a single person will be able to earn \$800 per month and receive up to \$906 per month in assistance for a monthly total of \$1,706.

Additionally, couples (as long as both receive BC Disability Assistance) can earn up to \$1,600 per month without reducing their Disability Assistance. The amount can be earned by either person so it is possible that only one is working and can earn \$1,600 per month without affecting their Disability Assistance. Combined with their monthly

payments of \$1,270 they can have a total monthly income of \$2,870 without reduction their assistance.

**2.** Changing from a monthly exemption to a yearly earnings exemption of \$9,600

Some people have the opportunity to earn more money some months and less during other months. They have often said that they think this is unfair as during the months they earn more than \$500 their income is reduced and there is no way to recoup the amount that was deducted in the following months. These people have often asked that the monthly exemption become an annual exemption.

Government has responded to this request, and in the future people will be able to claim the earnings exemption on an annual basis. With the new earnings exemption, this amount will be \$9,600 per year. People will be able to earn more than \$800 per month in some months without losing Disability Assistance, as long as they don't earn more than \$9,600 per year.

**3.** Waiving waiting period

Currently, earnings exemptions do not apply until the person has been in receipt of income assistance or disability assistance for three consecutive months.

In future, the waiting period will be waived for earnings exemptions for former disability assistance clients who find they have to reapply for assistance. This means that a person who receives disability assistance and then leaves for work will be able to claim the earnings exemption immediately if they must return to disability assistance.

**4.** Exempting income tax refunds

Currently, benefits like the refundable HST Credit were exempt income for the purpose of disability assistance but people's actual income tax refunds were not. In the future, individuals and families on income assistance will be able to keep their full income tax refund.



## 5. Mandatory income tax filing

People with disabilities constantly strive for full citizenship. Employment is one of the activities through which people report that they are recognized as full participating citizens. Filing income tax is another activity, like voting, that people with disabilities can participate like other citizens.

The additional advantage to filing taxes is access to benefits that are administered through the income tax system. Increasingly, the federal government provides social benefits through the tax system. People who do not participate, do not benefit. Examples include:

- Canada Disability Savings Bond (along with the Registered Disability Savings Plan)
- Refundable HST Tax Credit
- Working Income Tax Benefit and Disability Supplement
- Canada Child Tax Benefit (for parents)
- Disability Tax Credit (which can be transferred to eligible family members.)

Combined, these benefits can be worth thousands of dollars. Filing income tax annually will give people increased access to these benefits.

## IMPROVEMENTS TO ASSET LIMITS

### 6. Asset limits will increase

Currently, single people on disability assistance can have up to \$3,000 in liquid assets (cash, bank accounts and other accessible investments). New rules will permit single people to have up to \$5,000 in liquid assets and still qualify for disability assistance.

The asset limit for couples or families on disability assistance will increase from \$5,000 to \$10,000.

The huge benefit of this increase is that people will have increased resilience. Financial planners agree that the less cash a person has the less they will be able to deal with crisis that arises in their lives.

## IMPROVEMENTS TO TRUST RULES

7. People on disability assistance can put more funds in non-discretionary trusts. The current limit of \$100,000 (or more with Ministerial approval) will increase to \$200,000 – double the previous amount.

This means that people can put the same amount in a non-discretionary trust as they can in a Registered Disability Savings Plan.

8. Individuals will also be able to access up to \$8,000 per year from a trust (discretionary or non-discretionary or a combination of the two) for any cost related to promoting independence.

This is nearly double the previous annual amount of \$5,484.

In addition, people will be able to decide, themselves, what expenditures promote their independence. Previously this was at the Minister's discretion, meaning that expenditures were required to meet Ministry definitions. ■

# Conference brings community together

**FROM MAY 30 TO JUNE 2, 2012, THE BRITISH COLUMBIA ASSOCIATION FOR** Community Living (BCACL) hosted its 2012 conference and AGM, “Moving Forward: Steadfast and Strong” in Penticton.

Co-hosted by the Penticton and District Association for Community Living and the Penticton and District Community Resources Society, the conference featured keynote speakers Cathy Anthony, Ujjal Dosanjh, Norman Kunc and Emma Van der Klift. The conference organizing committee put together over 50 workshops and sessions. CLBC was one of the conference sponsors.

One of the sessions featured an introduction to CLBC’s new *include Me!* quality of life initiative, presented by Brian Salisbury (Director of Strategic Planning), Andrea Baker (Manager of Operational Development) and Tricia Lins (Self-Advocate Project Assistant). The *include Me!* initiative provides adults with developmental disabilities with a way to think and talk about their quality of life with their families and the people who support them. (You can learn more at [www.communitylivingbc.ca/include-me](http://www.communitylivingbc.ca/include-me).)

Another CLBC initiative on display at the conference was [www.Icanbesafeonline.com](http://www.Icanbesafeonline.com). This website is dedicated to educating adults with developmental disabilities and their families on how to use the internet safely. Katrina Griffin, who appears on the website, joined Jule Hopkins (Manager of Service Accountability and Safeguards), to share tips and information that will help self-advocates stay safe while using the internet and social networks.

“We had a booth set up where we shared information about online safety with a lot of people who stopped by. I must have run through all of the tips and information at least seven times while talking to different people,” she says.

Katrina also attended some of the sessions taking place and says her favourite was called “How The Walls Came Down” and was about the closure of Woodlands.

Jessica Humphrey (CLBC Self-Advocate Advisor), and Sylvie Zebroff, (CLBC Family Partnership Advisor), helped to facilitate a session for self-advocates to build and develop their storytelling abilities.

“Self-advocates were proud and ready to share their stories and expertise. I met a woman who found the space and confidence to use her voice for the first time. She taught me that self-advocacy is about that feeling inside when the world stops to listen to you and you only,” says Jessica.

Sylvie also shared information about a new and exciting project called [incommon.tv](http://incommon.tv): “It will be a central hub for people to share stories and find information. It will also be an archive of the Community Living movement over the past 50 years. We held a booth there and people could tell their stories on video.”

Katrina sums up the conference experience: “I met some great people. I got to hear their amazing stories. I even reconnected with someone I’ve known for years but hadn’t seen for a long time. It was really a lot of fun.” ■



Katrina Griffin shares information about being safe online at the BCACL Conference.

## New service review team established

**ON JUNE 13, 2012, THE PROVINCIAL GOVERNMENT** announced the establishment of a new, dedicated Integrated Services Support Team (ISST) which will give people with developmental disabilities and their families a place to turn to for assistance when they have concerns about the cross-ministry services they are receiving.

The Integrated Services Support Team (ISST) replaces the Client Support Team (CST) and is an option for people with developmental disabilities and their families who have concerns about services provided from multiple ministries and agencies, including Community Living BC (CLBC). All individuals and families who were working with the CST prior to June 13, 2012 will have their concerns completed through that process.

“The creation of the new Integrated Services Support Team ensures families will have a place to turn if they have concerns or issues around supports they are receiving from CLBC and government,” said Minister of Social Development Stephanie Cadieux.

“The Client Support Team provided CLBC with real benefit both from the collaboration with other ministries, as well as concrete ways to improve our work with individuals and families at the local level. With the transition to ISST, CLBC looks forward to continuing to work with cross-government partners, and to support and find resolution for the families who have concerns,” said CLBC Interim CEO Doug Woollard.

On the same day as the announcement, CLBC also posted a new complaints resolution webpage on the CLBC website that puts all information in one place, and provides individuals and families with clear step-by-step instructions on how to use the complaints process, as well as comprehensive information about the complaints policy and other resources available to families, including the ISST.

Also announced that day was a call for volunteers for a reference committee and an accessible website – designed to ensure individuals and their families have the opportunity to be involved and informed about the ISST.

The reference committee, made up of volunteers, will provide advice and feedback on the development of an integrated service delivery model. This committee will

ensure that the work being done to deliver on the remaining recommendations meets the needs of individuals with developmental disabilities and their families. The ministry is calling for volunteers from a wide range of backgrounds to ensure a balance of interests, experiences and knowledge will be represented.

The accessible website includes information about the ISST, the reference committee, and will provide regular updates about the progress government is making towards completing all 12 recommendations in the January 2012 plan, Improving Services to People with Development Disabilities.

“We have designed the new accessible website, with audio and visual components, to assist people with developmental disabilities who are looking for information. I welcome comments on what users think about the website’s accessibility as it’s one of the many ways this government is improving communications with individuals and families,” said Minister Cadieux.

For regular updates about the progress government is making toward completing all 12 recommendations, please visit: <http://www.sd.gov.bc.ca/pwd/isst.html>.

For more information about the Integrated Services Support Team (ISST), including contact information and a link to the volunteer reference committee page, please visit: <http://ow.ly/byR08>.

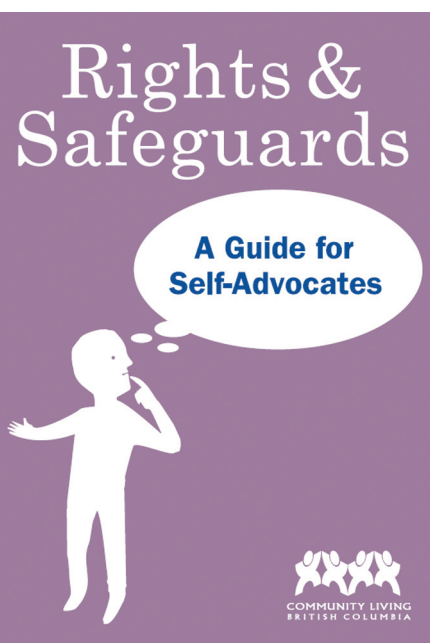
The CLBC Complaints webpage can be viewed at: [www.communitylivingbc.ca/individuals-families/clbc-complaints-process](http://www.communitylivingbc.ca/individuals-families/clbc-complaints-process).

Frequently Asked Questions about the ISST can also be found at: [www.communitylivingbc.ca/2012/06/new-service-review-team-established](http://www.communitylivingbc.ca/2012/06/new-service-review-team-established). ■

Minister of Social Development Stephanie Cadieux met with individuals, families and staff at the Cedar Crest Society for Community Living in 100 Mile House to announce the creation of a new Integrated Services Support Team.



## Know your rights



### THE CLBC SAFEGUARDS INITIATIVE RECENTLY

released a six-minute animated Rights Video based on the Plain Language “Rights and Safeguards: A Guide for Self Advocates” booklet.

This video, titled “Know Your Rights: A Guide for Self-Advocates”, is an excellent tool for self-advocates, family members, service providers and members of the community to help think about ways to support self-advocates to exercise their rights.

The video can be viewed on CLBC’s Youtube channel at: [www.youtube.com/communitylivingbc](http://www.youtube.com/communitylivingbc).

If you would like to view the Rights and Safeguards Booklet, please visit: [www.communitylivingbc.ca/wp-content/uploads/Rights-and-Safeguards.pdf](http://www.communitylivingbc.ca/wp-content/uploads/Rights-and-Safeguards.pdf). ■

## CONTACT US

### Submit

Send story submissions and feedback to: [editor@communitylivingbc.ca](mailto:editor@communitylivingbc.ca).

### Subscribe

To receive the electronic or paper version of *The Citizen*, please visit [www.communitylivingbc.ca](http://www.communitylivingbc.ca) and go to What’s New > Newsletter > Subscribe.

### Questions

Please e-mail [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca)

*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.

### Social Media

Join us on Facebook at:  
[facebook.com/StartwithHi](https://facebook.com/StartwithHi)  
[facebook.com/CLBC.SelfAdvocates](https://facebook.com/CLBC.SelfAdvocates)  
[facebook.com/CLBC.Families](https://facebook.com/CLBC.Families)  
[facebook.com/SafeonlineCLBC](https://facebook.com/SafeonlineCLBC)

Follow us on Twitter:  
[@CLBC\\_Connect](https://twitter.com/CLBC_Connect)

Watch us on Youtube:  
[youtube.com/user/communitylivingbc](https://youtube.com/user/communitylivingbc)



COMMUNITY LIVING  
BRITISH COLUMBIA

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



© **Mixed Sources**  
 Product group from well-managed  
 forests, controlled sources and  
 recycled wood or fiber  
[www.fsc.org](http://www.fsc.org) XXX-XXXX-XXXX  
 © 1996 Forest Stewardship Council

