



COMMUNITYLIVINGREPORT



Message from the Board Chair

By Lois Hollstedt

Through July and early August our CEO, two VPs and I met with families across BC to talk about the move of Community Living Services from government to CLBC. We held a total of 26 meetings covering the North, the Interior, the Kootenays and the Lower Mainland for an average of 50-80 family members, service providers, CLBC staff and self advocates. At each meeting, we gave a 30-minute presentation followed by several hours of dialogue. I was thankful for both the interest and thoughtful questions from those attending. I know the other presenters had similar experiences, although some of their locations attracted over 200 attendants.

The following is a summary of the questions I had and my general responses.

Q. Will the change to CLBC affect the current service my family receives?

A. *No. Service will continue status quo. Changes will come when families ask for updated planning or if those involved believe a new approach will provide a better life. If someone other than the person supported suggests a*

change, the person and their family must be satisfied with the plan and process for change.

Q. When staff roles change from social worker to facilitator and analyst, will I still be working with my current social worker?

A. *Because the current social worker does both roles, there will be changes and new relationships will develop.*

Q. With the split of social worker roles, will it take longer to get approvals?

A. *No. Both facilitator and analyst will operate from the same CLBC policies so we expect a uniform approach. We will also have established time lines for responding to requests.*

Q. If I am satisfied with my current services, do I have to do an individual plan?

A. *Not in the short term, but eventually every person should have an individual plan that will include not only CLBC funded services, but all of the life goals of that person.*

Q. With the separation of community living centres from the location of facilitators, will it be harder for families to talk to people in the community?

A. *No. Our objective is to have staff able to go where the community needs them and the location of the satellite offices will ensure staff are no further from people than they are currently.*

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Message from the Board Chair *continued*

Q. In rural and remote areas travel is a challenge. Have you taken this into account with the new locations?

A. *Yes. But if we find it is not working, we will review it with local communities and look for new solutions.*

Q. How long is it going to be before I get service? I have been waiting for years and it seems my family has to be in crisis before anything is done to help.

A. *One of the major shifts will be more money directed at prevention of crises. The current system's approach is not healthy nor is it economically sound because crises always cost more than prevention.*

Q. We have heard a lot about individual funding (IF) but managing money is complicated. And even if we wanted to manage it ourselves, it seems there is no money to make it happen.

A. *IF will be one option for people and not everyone will choose it. The board of CLBC expects to direct new money to this objective so that people who want this choice can have it.*

Q. In rural and remote areas even if we have money to spend we cannot find services. So how will CLBC help with this?

A. *We have discussed ways to train potential service providers on a regional basis to increase the pool of people, but this is an area for future development.*

Q. You make many references to involving community in the lives of people with developmental disabilities but this is very hard to do. How will you make it easier?

A. *It may continue to be hard but we believe we have learned much from communities where there*

has been success and we will find ways of sharing this learning across the province. Training in community development will be a priority for us.

Q. The hardest times for families is often around transitions. Will anything change?

A. *Personal plans will be one tool to ensure transitions are managed as smoothly as possible and facilitators will be available to help.*

Our objective is to ensure people know what is ahead and that a plan is in place to keep their lives as smooth as possible. Not every possibility can be anticipated but a good plan will help.

Q. What about waitlists? There does not seem to be money for good life-long development now - only for crises. Will there be more money in the future?

A. *We must be able to better project future demand and costs, and so a new waitlist policy has been drafted and will soon be approved. Once we have these facts we can make the case for new resources. We will need the community to help educate others about the needs once we understand what they are.*

Q. What will the role of people in the community be?

A. *CLBC will establish community councils across the province to help the CLBC board and staff make decisions about needs, spending, developing personal networks and quality service monitoring. A process to get community input on their roles will happen this fall.*

Q. The current eligibility for services is an IQ of 70 or less. Will this change?

A. *No. Currently, there are no plans to broaden or change the definition for eligibility.*

Q. Communication about services and options has been a problem. How will CLBC make it better?

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Message from the Board Chair *continued*

A. We will use a variety of methods, including tools such as our website (www.communitylivingbc.ca) and our newsletter. All of our policies will be posted on our website. Additionally, we are creating a catalogue of services and we will come to community meetings like this one as often as we can. Our community councils will ensure you have a voice in our work.

There were many other questions about individual

cases that have been referred to the staff involved.

In closing, I asked people if they found the presentations worthwhile and was happy to hear that everywhere these meetings were seen as positive and helpful. I want to thank the thousands of people who attended the sessions for their involvement and for the many positive messages of support for the direction CLBC is moving in and our vision for the future.

Sincerely,
Lois Hollstedt
Chair of the CLBC Board of Directors



CLBC Board
appoints Rick
Mowles as per-
manent CEO
Welcome Rick!

I am pleased to announce that effective August 23, 2005, the Board of Directors of Community

Living BC has formally appointed Mr. Rick Mowles as the Chief Executive Officer of the new crown agency.

Many of you have had the opportunity to meet and/or work with Rick over the past few months and know that his expertise and experience is an asset to CLBC.

Rick brings a wealth of experience from both

the public and corporate sectors, most recently having been the CEO of the Community Social Services Employers' Association. Rick also has many years experience in the community living sector, working with service providers and with the interim authority.

In February of this year Rick was appointed CLBC's interim CEO. He has developed a management team that is moving the organization towards our vision of children and adults with developmental disabilities having opportunities to pursue their goals and participate as full and valued citizens in their communities.

The work of the board and staff, with individuals and families in the community, will be exciting and challenging over the next year. Please join us as we welcome Rick to this permanent role.

Lois Hollstedt
Chair of the CLBC Board of Directors



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INSIDE VOICE

Each month we bring you a column from a self advocate. This month, self advocate Amanda Lennard tells us, from the heart, about her experiences and frustrations in finding a good job.



JOB HUNT

By Amanda Lennard

It all started at a sheltered workshop when my dad placed me in Venture Training. He thought I would get some job training, but my dad was misinformed. Job training did not happen. I was taught some basic cooking skills, wedding/Xmas decorations, crafts, woodwork, collating papers and stuffing them into envelopes, bottle sorting, silk screening and many other tedious tasks. This was not real work and was only rewarded with a small allowance.

I stayed at Venture Training for 8 years. One day I walked out. I told the staff I quit! I kept walking until I got home. I wanted to get a real job with wages or get job training at a college or a job site. My work experiences include: day care, hospital kitchen, library, school office, personal care and in a store.

Why can't I get a job today? I tried getting a job at a printing company. I wrote a resume and of course had to tell the truth about where I worked, that is Venture Training. I got rejected. I also took a long term care aide course. I passed with flying colours. I trained in three different care homes, some senior citizen homes and with people with disabilities. After graduating from the LTCA course, I worked at Mackie House for the disabled for three months as a relief worker. I got laid off. I tried to get a job at another care home and of course I had to write in my resume that I worked at Mackie House. I got rejected again because staff knew me from Venture Training and the Mackie House.

I worked for an elderly man who was bed ridden. I took care of him for four years until he passed away in 1987. I inherited his estate. I was 36 years old at the time of his passing. I then tried to get other jobs such as the Bay, printing shops and care homes. I was still rejected - I was in shock. I am a hard worker, honest, reliable, have good hygiene, go to the hairdresser and wear appropriate clothes. I always try to improve myself.

I always get a big no. I was angry, cried, yelled, and screamed. Hated myself and everyone around me and went into a depression. I ended up in a shell, just like a turtle - that is, "Don't stick your head out because if you do, it will get shot or bit off!"

At the age of 45 I decided to try and get a job again. Guess what, a big fat no. I gave up again. I started asking questions about myself like why was I born? God made me this way! I ranted, raved and became very angry once again!

Thinking out loud, I have concluded that maybe the only job I can get is in a thrift shop with lower than low wages.

As time flies, I have to live. Without a job I dig into my inheritance. The capital money keeps going, going and soon it will be all gone. I'm trying to live on a tight budget but the cost of living keeps going up and not my fixed income, as it does not get a chance to grow as I have to spend it to keep my home. I don't get any other income, no gains, no bus pass or any benefits. It's not fair.

I thought I had it made when I inherited money from the man I worked for (He said "If you look after me I will look after you.") I thought I was a success. I could get a job and have a good income and then Canada Pension and never have to worry about being on welfare.

In conclusion, how come I can't get a job today? How does someone like me get a job with real wages?



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Come CELEBRATE with us!

On July 1st, 2005, Community Living BC took another step forward and officially became a new crown agency.

Our vision, that children and adults with developmental disabilities, supported by family members and friends, will have the opportunities and supports needed to pursue their own goals and participate as full and valued citizens in their communities, is one step closer to becoming reality!

Come join us for an afternoon of food, fun, music and recognition of the many people throughout our community whose persever-

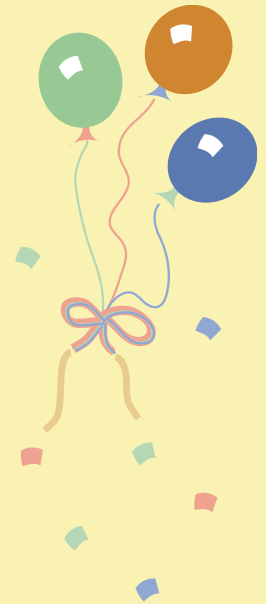
ance, dedication, and guidance have brought CLBC to where it is today.

WHEN: Tuesday, Sept. 6th, 4pm to 6pm

WHERE: CLBC headquarters
3705 Willingdon Avenue, Burnaby

Bring the whole family! Kids are welcome too...

Please RSVP to Gerry Sohy by email at: info@communitylivingbc.ca or call: 604-660-3462.



CLBC SEEKS TWO NEW BOARD MEMBERS!

Community Living British Columbia is looking for two individuals to fill positions on the CLBC board of directors. The board oversees the affairs of CLBC, supervises management, which is responsible for day-to-day operations, and through the Chief Executive Officer, sets the standards of organizational conduct.

Compensation: Annual retainer of \$7,500

Term: Usually 3 years (maximum of six)

Location: British Columbia

Application Deadline: September 15, 2005

Qualifications / Expertise / Knowledge of:

Financial skills (knowledge of balance sheets, income statements, cash flow statements, and the notes attached thereto); change management challenges

and approaches; previous board governance experience and/or a knowledge of information systems technology would be an asset; one of the two positions must have a significant connection (eg. family member) to a person with a developmental disability; and geographical representation from the North and South-East of the Province will be given preference.

Time Commitment:

In total, directors must be available for a minimum of 25 days annually including board and committee meetings, teleconferences, email communications, board development and other board related duties.

Process for Submitting Expressions of Interest:

Go to the Board Resourcing and Development Office website (www.gov.bc.ca/brdo), click on "How to Apply."

If you have any questions about registering your Expression of Interest, please contact Maggie MacLean, Office and Technology Administrator, at 604.775.2072.



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What we're hearing from you at the CLBC call centre...

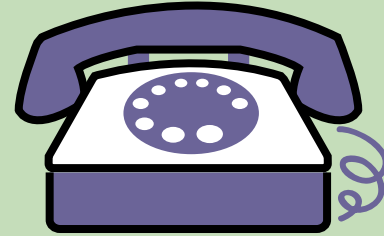
On June 27, 2005, the CLBC call centre began operating to ensure that we are answering your questions quickly and efficiently. A preliminary estimate showed that in July 2005, the call centre received 136 calls. We thought it might be helpful to let you know what we've been hearing from people around British Columbia. Here are the five most frequently asked questions received by the call centre for the period of July 1 to July 31, 2005. These questions are ranked according to the number of calls received.

Q #1: Do you have any more information on the recent contract and assignment letters sent to agencies and contractors from the Ministry of Children and Family Development?

A: *We're aware there were some technical difficulties with the letters that were originally sent out in June, and we are moving quickly to resolve any confusion. The letter you received lets you know your contract(s) will be transferred to CLBC from the Ministry of Children and Family Development (MCFD). If you have any further questions or concerns we encourage you to contact Andrea Ames at 250-387-3380 or Cheryl Smith at 250-387-3356 at the Ministry of Children and Family Development.*

Q #2: Now that CLBC is fully formed, where will I go for services, who will be my worker and where will funding come from?

A: *All your funding and services will stay exactly the same. There will be no interruption in your services and your worker will meet you in the same office. Phone numbers are the same. If you would like more information on the announcement of CLBC as a crown agency, check out our*



*CLBC Call Centre: 604-660-CLBC
or toll free: 1-877-660-2522*

website at www.communitylivingbc.ca or call the center at: 1-877-660-2522. In the Lower Mainland call: 604-660-2522.

Q #3: Can you give me more information about children's services? How have children's services changed and who will be responsible for delivery of service to my child?

A: *The Ministry of Children and Family Development and CLBC share a long-term vision that sees children with developmental disabilities receiving support from CLBC through into adulthood. Based on this vision, the Ministry and CLBC developed the Children's Agreement to guide responsibility for the future provision of children's services.*

On July 1st, the responsibility for the delivery of all children's Community Living Services moved temporarily from MCFD to Community Living British Columbia (CLBC). There will no interruption in service to your child. To maintain continuity for families, for the period of July 1, 2005 through to June 2006, CLBC staff will continue to be the point of contact for foster parents, children and their families who receive service through Children's CLS. The Ministry will ensure that you are kept informed of any changes that may affect you and your children.

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What we're hearing from you... *continued...*

Q #4: Can you give me more information about services for myself?

A: *If you need specific information regarding your own care or the care of a family member, we will re-direct your call to a local CLBC office, as the information you need must come from your worker.*

Q #5: Can you tell me more about the Public Information Sessions held around the province

this summer? Where and when did they take place?

A: *The first round of meetings has concluded and we are planning more sessions this fall. In some regions of the province, notification of the public information sessions didn't reach communities early enough for people to plan to attend. We are working hard to make sure that lots of notice is given for future presentations.*

If you would like to suggest a meeting in your community, you can contact the CLBC Call Center at 1-877-660-2522 or, in the Lower Mainland at 604-660-2522.



EMPLOYEE PROFILE: Meet Karen Bentley

Karen began working for the Ministry of Children and Family Development 27 years ago. In her first job she worked as an office assistant. Later she was promoted to supervisor of administrative services. Today she serves CLBC as a financial officer in the Abbotsford office.

Karen says, "I enjoy the variety of challenges that my current position as acting finance officer provides. I also enjoy the people I work with each day and having the chance to meet the public. It's great to be in a position that offers continuous change and challenge. And because CLBC is a new crown agency, we have a lot of that going on right now!"

Like many of CLBC's employees, Karen has a

vision for the new organization in which families have more choice and control in how and when they receive services.

She says, "I want to see our organization offer families more autonomy, and ensure they have a more meaningful role in supporting their family member(s)."

As CLBC grows and develops Karen says she is looking forward to actively participating in the challenges and changes as they occur. Karen says, "I think by getting involved in the process we help ensure the successful establishment of our new service delivery model in the Upper Fraser Region." She adds that she is looking forward to some clarity around her new role in the CLBC world.

Karen is the mother of four adult children and two grandchildren (ages 2 and 6). She enjoys garage sales, reading, spoiling her grandchildren and vacations at the lake.



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COMMUNITY EVENTS

Fun for the whole family... Join Community Integration Services Society for their sports day!

When was the last time you competed in a water balloon toss or a relay race? If it has been awhile, come and re-live those memories at Community Integration's *Ultimate Sports Day* fundraiser.

What: A sports day for adults (must be 19 years old) to raise money for Community Integration Services Society.

When: **Saturday, September 10** (check-in at 11am, the event starts at noon and goes until 3pm)

Where: Coquitlam Sports Centre Stadium

Who: Teams of 6 (friends, co-workers, neighbours, or family members.)

Cost:

Registration fee is \$20 per person (\$120 per team.) This includes a t-shirt and free food and drink.



Tim Hortons will be supplying coffee and goodies and Panago has supplied pizza for all participants and volunteers.

Prizes: There will be some great prizes, including a BC Lions football autographed by Dave Dickenson. Thanks for the support from our sponsors, Petro-Canada, OpenRoad Toyota, and Panago Pizza!

For registration or more information: contact Julia Spitale at (604) 461-2131 or by email at: resource@communityintegration.org

LETTERS TO THE EDITOR

We want to hear what you think about issues or events in your community.

Send us your letters in 250 words or less. Please include a valid email address and phone number. We may edit letters for reasons of space or clarity. The newsletter reserves the right to publish your letter, unless it is labelled 'not for publication.'

Please email your letter to:

info@communitylivingbc.ca

Or mail it to:

Community Living British Columbia
c/o the Editorial Board
Suite 101, 3705 Willingdon Avenue
Burnaby, BC. V5G 3H3

CONTACT US

We are updating our website regularly. You can find all the latest information about Community Living British Columbia at:

www.communitylivingbc.ca

Receive Our Newsletter: To be included in an email distribution list to receive our newsletter, or if you have feedback on our current newsletter, please email us at: newsletter@communitylivingbc.ca

Please send letters, feedback and story suggestions to:

Community Living British Columbia
Suite 101, 3705 Willingdon Avenue
Burnaby, BC. V5G 3H3
Email: info@communitylivingbc.ca