



COMMUNITYLIVINGREPORT



Message from the Board Chair

Lois Hollstedt

I'm pleased to be opening the final Newsletter before the July 1 devolution date for CLBC. The final

details to complete the legal transfer to create CLBC are almost complete. However, the work of changing our approach to service delivery is just beginning. New staff roles, new office locations, new approaches to planning and monitoring services, more community input and much more, will be the beginnings of change over the next 18 months.

The plan is to carefully change the various ways we work to ensure the people CLBC serves receive the care they need, and that our staff and the agencies working with them fully understand the changes as we move forward.

Planned training and communication activities will help people understand our focus on 'people centered planning,' and a greater role for communities in creating plans and services.

Some of the target dates we are working towards include:

Fall 2005

Community Council discussions underway.

Dec 2005

Completed plan for individualized funding payments.

Dec 2005

First CLBC strategic plan complete with full community input.

April 2006

Service contracts with outcomes and the ability to track data electronically.

July 2006

New electronic systems in place and functional.

July 2006

New service delivery model operational.

Until these and many more steps are completed, you will see our services delivered as usual.

Over the summer of 2005, our management staff will be visiting our offices to talk about next steps. As we move toward transforming our ways of work, our priority is to ensure the health and safety of all people who receive services. We look forward to implementing our plans in the months ahead.

For more info, please visit the CLBC web site at:
www.communitylivingbc.ca

Sincerely,
Lois Hollstedt
 Chair of CLBC

CONTENTS

Message from the Board Chair	1
Conference Summary: Good To Great, Developing Person Centered Agencies in BC	2
Service vs. Citizenship	3
Provincial Tour: CLBC Reps Touring BC in early July	3
A New Way is Coming!	4
Change is on the Way ...	5
PLAN Founders Honoured by Governor General	5
The New CLBC Call Centre	6
Letters to the Editor	6
Contact Us	6



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

Conference Summary: *Good To Great, Developing Person Centered Agencies in BC*

Over 225 service providers, self advocates, family members and professionals from around the province, along with CLBC board members and senior staff, attended *From Good To Great; Developing Person Centered Agencies in British Columbia*, a conference held in Vernon on June 16 and 17, 2005.

BC resource people made 25 presentations on a wide range of topics central to person centered thinking and practice. The conference provided many opportunities for participants to share information on current practices and to engage in discussions about what they have been learning in their journey to better serve people with developmental disabilities and their families.

Conference highlights included presentations by self advocates, families and providers on such diverse topics as *Ensuring that Support Plans Evolve and Change, Supporting Transitions Throughout the Lifespan*, and *Are You Really Listening?* In *Planning Our Own Lives*, self advocates demonstrated their leadership role by discussing the training and support they are now receiving to develop plans for their own lives.

The opening and closing keynote remarks were delivered by Michael Smull, co-developer of *Essential Lifestyle Planning*, one of the most widely used person centered planning models in the world. Michael has worked in the field for 33 years and is well known for his work in assisting agencies to convert from providing “programs” to more “individualized supports.” He has also successfully helped many jurisdictions to change their structures and policies to support self-determination.

During his opening remarks, Michael reminded participants that each of us has a responsibility to



Bill Fildes, the Executive Director of Aim Hi in Prince George and Rick Mowles, the Interim CEO of CLBC

continually re-examine our thinking and practice if we hope to develop a system that fully supports self-determination. Associated with this, he indicated there is a need for individuals and families to have real knowledge about how they can meet their needs, along with access to support options that can help them to meet their goals. In *Best Practices in Person Centered Planning* and *How Agencies are Becoming More Person Centered in Their Thinking*, Michael shared examples of his wealth of practical experience gained by supporting people with developmental disabilities to get a “good life.”

A Declaration based on participants’ feedback gathered throughout the conference was presented during the closing plenary. It was very encouraging to see the enthusiasm and commitment by so many people reflected in the Declaration which will assist CLBC, providers and others to move to a more person centered system in BC in the years ahead.

The Declaration and a conference report will be posted on the CLBC website in the near future.



Service Versus Citizenship

SERVICE

- Built around services.
- People are seen as needing to be rehabilitated.
- Driven by crises.
- Services become the only answer.
- Gifts and contributions appreciated by individuals but not appreciated "systemically."
- Limited or no choice.
- Community capacity not utilized.
- Government seen as solely responsible.
- Growing waitlists.
- Bureaucratic / inefficient use of scarce resources.

CITIZENSHIP

- Based on choice.
- Belief in family, individual and community capacity.
- Individuals and families accorded status.
- Services seen as a "means," not an end.
- Increased use of generic community services.
- Commitment to securing real citizenship opportunities.
- Government plays a role along with others.
- Funding targeted for innovative services and supports.

Provincial Tour

CLBC representatives will be touring the province in early July

Community Living BC representatives will be touring the province in early July to meet with individuals, families and others to discuss the move from MCFD to CLBC. Board Chair Lois Hollstedt, Interim CEO Rick Mowles, Vice President of Quality Services Carol Goozh and Vice President of Community Planning and Development Doug Woollard will host meetings in more than 20 communities, from Cranbrook to Fort St. John.

"These meetings will provide another opportunity for us to speak directly with people with developmental disabilities and their families about the creation of Community Living BC and the work we're going to undertake to transform services," says CLBC Board Chair Lois Hollstedt. "The tour is part of our commitment to ensure that the people we serve receive the supports

they need, and that everyone affected understands the changes and our new approach to service delivery."

A complete list of dates, times, communities, venues and hosts is available at the CLBC web site: www.communitylivingbc.ca/events.htm. We look forward to meeting with parents, family members and individuals in their communities, and would encourage everyone to attend.

DATES & PLACES

Monday, June 28: Prince George

Tuesday, June 29: Coquitlam

Monday, July 4: Langley, Dawson Creek, Penticton

Tuesday, July 5: Kamloops, Terrace

Wednesday, July 6: Kelowna, Fort St John

Thursday, July 7: Vernon, Smithers

...cont'd ③



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

Provincial Tour, Early July

continued...

Monday July 11: Nanaimo, Castlegar

Tuesday, July 12: Burnaby, Victoria, Cranbrook

Wednesday, July 13: North Vancouver, Richmond

Thursday, July 14: Surrey, Abbotsford

Monday, July 18: Vancouver, Campbell River



A New Way is Coming!

This article was adapted from a new brochure called "A New Way is Coming: An Overview of Community Living BC." Copies of the brochure are being distributed throughout British Columbia during the summer months. Please contact CLBC to receive copies for your organization: info@communitylivingbc.ca

On July 1st 2005, CLBC will officially take over the work of Community Living Services from the Ministry of Children and Family Development. But nothing is going to change right away.

After July 1st, it might take up to 18 months before you will see changes in how we do our work.

The only change that will occur on July 1st is that CLBC will become independent from government. This will be the first step in building caring, inclusive home communities.

In the future we will have 17 Community Living Centres and many other community offices. This will mean that you can contact us in your community and stay close to your family, friends and community services.

For maps showing where our future offices will be, please visit our website:

www.communitylivingbc.ca/localoffice.htm

What will CLBC do for you?

CLBC's job is to provide you with community living support to help you live a good life in your community. Many of the services you get now will continue to be paid for by CLBC. This includes funding to live in a group home, or to go to a day program, or for respite.

At CLBC we:

1. Help individuals and their families figure out what they need, and make a plan to achieve it.
2. Work with individuals, families and communities to create new ways of providing support.
3. Decide who gets paid services and then manage the money to do it.

Also, CLBC can help you plan for your own supports and arrange how everyone works together.

CLBC was created because families and people with developmental disabilities told the government they wanted more choice. We are dedicated to seeing you reach your goals and live a full life in your community.



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

CHANGE IS ON THE WAY...

Introducing Facilitators and Quality Service Analysts

There will be two kinds of CLBC staff working with you in your community. They will be called Facilitators and Quality Service Analysts. These people will begin their jobs with CLBC on July 1st. They will be partners and will work together to help you get the support you need. Many of them will be the same social workers you work with now.

The Facilitator will:

- Be your main contact.
- Get to know you and help you build a good life in your community.
- Help you get support, figure out how much it will cost and help you fill out forms.
- Work from a Community Living Centre or travel to your community to work with you.
- Work with you to make your personal support plan (also called an Independent Living Plan) and help you put that plan into action.
- Give you information about what support you

can get from CLBC or help you find out what support you can get in your community.

- Support you during transitions in your life.
- Help out if you are in a crisis.
- Make sure your plan keeps you safe.
- Work with you to solve problems.

The Quality Service Analyst will:

- Approve or deny requests for CLBC funded supports.
- Negotiate and manage contracts with your service providers if you have funded supports.
- Work with your service providers to create flexible services that meet your needs.
- Work to make sure you have no gaps in your service or support.
- Contract with you if you have chosen individualized funding (IF).
- Monitor contracted services and IF agreements.
- Help make sure you have emergency and crisis support in your community.
- Manage the money you will get for support.
- Help you access the Advocate for Service Quality.

PLAN Founders Honoured by Governor General

Four founding members of the Planned Lifetime Advocacy Network (PLAN) have been honoured for their work in support of people with disabilities. Al Etmanski, Joan Lawrence, Jack Collins and Vickie Cammack were awarded Meritorious Service Decorations (civil division) at a ceremony in Ottawa on May 30th. The awards, presented by Governor General Adrienne Clarkson, were created by the Queen to recognize exceptional deeds or activities that bring honour to Canada or our communities.

PLAN works with families to ensure individuals' long-term financial and social well being after the death of



Vickie Cammack, Al Etmanski, Joan Lawrence and Jack Collins

their parents and relatives. Founded in Vancouver in 1989, the organization now has affiliate groups across Canada, as well as in the U.S., Australia,



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

PLAN Founders Honoured

continued...

and Scotland. Its vision is "a good life for all people with disabilities and their families."

By creating and developing the Planned Lifetime

Advocacy Network, Al, Joan, Jack and Vicki have ensured that children with disabilities have access to richer, more rewarding and fully integrated lives. The value of their work is incalculable and the rewards to our communities are enormous. CLBC sends its sincere thanks and congratulations.

The New CLBC Call Centre

In the coming months, there will be a lot of news and information coming out of CLBC. To help us continue to improve communications and keep the community up to date, we will be setting up a call centre at our Burnaby Headquarters. Our hope is that the Call Centre will be one more tool that we can use to help the community. Through the Call Centre, we can provide information, direction and accurate answers to questions related to CLBC.

Calls to the centre, **scheduled to be up and running by July 4th**, will also help us identify trends, including those related to satisfaction and wait time.

Decisions regarding service delivery or eligibility should

My neighbor has a developmental disability, but she has no family or friends. Who can I call for information on services for her?

I live in Enderby - where is the closest CLBC office?

How do I apply for services for my son?

**CLBC Call Centre:
604-660-CLBC**

still be directed to your local office.

You can reach the Call Centre at **604-660-CLBC (2522)** or toll free at **1-877-660-2522**.

LETTERS TO THE EDITOR

"Delighted to receive the latest newsletter, finally feel connected. And as a former foster parent, caregiver and present advocate, I feel less anxious about the future."

Best wishes, Pauline Lukey in Victoria

We want to hear 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.

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 feedback and story suggestions to:

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