



# COMMUNITYLIVINGREPORT



COMMUNITY LIVING  
BRITISH COLUMBIA



## Message from the Chair

By Lois Hollstedt

After five months of operation as Community Living BC, our organization continues to test and develop new ways of work. A major priority is community involvement and feedback around policies and programs, and we are developing a range of ways to ensure we get as much feedback as we can based on making timely and cost effective decisions.

Our first strategic plan has been reviewed by communities across the province, and using your feedback, we are now adjusting both the language and the priorities. The draft plan will be revised before the final draft is put forward to the Board of Directors in the next month or two.

A first draft consultation document on how Community Councils could be structured is on our website for your input.

Many people have asked what role these councils will play in our work, and now is the time for you to tell us what you think that role should be. Who should be on them, how should people get there, how often should they meet, what decisions can and should they make? Please let us know your thoughts.

A provincial advisory committee to our Board will also form part of our community involvement. The terms of reference for this group of self advocates and family members is in the final review process. We will begin looking for people to serve early in the new year.

We have been testing our new approach to running our business for several months now and we have had ongoing community feedback and involvement in recommending adjustments.

In order for CLBC to be truly connected to the people and communities we serve, we are working to put structures in place to ensure that your voices are heard and acted upon.

**Lois Hollstedt,**  
**Chair of Community Living BC**

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## INSIDE VOICE

*A column by self advocates*

*Bryce Schaufelberger gives an update on the Halloween Bash Fundraiser organized by the Mission Self Advocacy Group.*

Hello everyone. I'm writing to update you on our Halloween Bash Fundraiser. The event took place on October 20th at the Elks Hall in Mission, BC. We raised over \$170 in profit from the fundraiser. We had over 90 people come to our dance and we had a blast. Everyone enjoyed it. Our DJ is a member of our group and his name is Joe Rikley. His business is called DJ wheels. Joe has muscular dystrophy and he wants to work has a DJ for a living. He also is the dance coordinator and fundraising coordinator for our group. Some Mission businesses helped support our group by donating door prizes for our dance.

The dance was a great success. The fundraiser was held to raise funds for our supplies and events, and to pay for self advocates to attend leadership training, so we can be leaders in our own communities. Once we are through training, we will be able to succeed in assisting those who have disabilities. It is important that our voices are heard. We need to raise awareness about disabilities and why self advocacy is needed in the world we live in.

The Mission Self Advocacy Group is planning next year to have bottle drives and dances and more fundraising activities. If anyone can help our group, volunteers are always needed and appreciated. Call our advisor Gregg Schiller at: 604-688-7001 or email him at: [GreggSchiller2001@telus.net](mailto:GreggSchiller2001@telus.net)

Thanks for reading my report.

Sincerely,

**Bryce Schaufelberger,**  
**President of Mission Self Advocacy Group**

## Developing CLBC's first three-year Strategic Plan

*By Brian Salisbury*

In the September update of its 2005/06 - 2007/08 Strategic Plan, the BC government announced its intention to achieve five great goals in the next decade to help BC become **" . . . a prosperous and just province, whose citizens achieve their potential and have confidence in the future."**

As a new crown agency, CLBC is well positioned

to support government to achieve its third great goal: ***To build the best system of support in Canada for persons with disabilities, special needs, children at risk and seniors.***

This policy direction is a unique opportunity for CLBC, and sets the context for developing its first three-year Strategic Plan. It is intended to set out the broad directions that CLBC will pursue in the next three years, to transform the current system, and to implement a new service delivery model to help meet the lifelong support needs of children and adults with developmental disabilities and their families.

*...continued* ②



## Developing CLBC's Three-Year Plan *continued*

As part of the process to date, four focus groups were held with various stakeholders, including CLBC Board members and staff, self advocates, family members, service providers and professionals, along with other key people.

The feedback from these focus groups was consolidated into a short document: *the Framework for a Strategic Plan*. This in turn was used to guide a workshop on October 17th and 18th involving CLBC Board members, staff and community representatives.

During this two-day workshop, the values providing the philosophical foundation for the organization were clarified, the organization's future vision was created, and the mission statement was developed, clarifying the business of CLBC. Key directions and corresponding goals charting the organization's future were also crafted.

To gather feedback on the Draft Strategic Plan that emerged from the workshop, meetings were held in ten communities around BC between October 31st and November 17th.

In identifying participants, CLBC sought well connected people in these communities who would share the plan with members of their constituency group to gather broader input for the feedback meeting.

Both Brian Salisbury, CLBC's Director of Strategic Planning, and Bobbi Noble, the contractor facilitating the development of the Strategic Plan attended all meetings. Some meetings were also attended by members of the CLBC Board.

CLBC is also inviting feedback via its website. The Draft Strategic Plan and a feedback questionnaire are posted on the CLBC website at:



Back to camera: **Veronica Marach**, Social Worker, Vancouver. At flip chart: **Valerie Richmond**, Communications, CLBC. Back Row: **Mary Dowdall**, Community Planning & Development Manager, North Shore/Coastal Region, CLBC, **Charisse Daley**, Executive Director, Kelowna & District Association for Community Living. At Table: **Donna Diggins**, the former Acting Executive Director of the Family Support Institute, and **Wrenn Weston**, Project Director, CLS Children's Services MCFD.

[www.communitylivingbc.ca/public\\_legis.htm](http://www.communitylivingbc.ca/public_legis.htm).

All feedback will be considered in the final Draft Strategic Plan that will go to senior management for review in early December before it is sent to the Board for their consideration and approval.

While the Strategic Plan charts the broad direction for the organization, CLBC will also develop an operational plan in January 2006 that will answer the questions of what tasks need to be done to achieve the goals, who is going to do it, when it should be done and how much it is going to cost.

This operational plan will also be posted on the CLBC website early in the new year.





## Going From Good to Great:

### CLBC launches Phase II with Michael Smull

Under CLBC, person centered thinking and planning will play a major role in shaping how the new service delivery model will assist CLBC to achieve its vision. Person centered thinking and planning is a way of organizing activities and supports around one person to define and create a better future. CLBC is conducting a multi-year program called *From Good To Great*. The program works with service providers to improve their skills in delivering effective personal planning to individuals and families.

Phase One was a conference held in Vernon on June 16 & 17, 2005. The main aim was to raise awareness about issues associated with providers delivering planning support to children and adults with developmental disabilities and their families.

A report on the conference is available at: [www.communitylivingbc.ca/pdfs/vernon\\_conference\\_reportv2\\_jul05.pdf](http://www.communitylivingbc.ca/pdfs/vernon_conference_reportv2_jul05.pdf).

Phase Two of the program will be implemented over a two year period in partnership with up to twenty providers, whose participation will be based on criteria such as size, range of services provided, type of organization and location. Planning is in the preliminary stages, but the main focus will be to:

- Identify ways to enhance the capacity and effectiveness of service providers now delivering personal planning support.
- Inventory provider capacity to deliver planning support in ways that are consistent with "best practice" and CLBC's vision and principles.
- Develop training materials and information sharing processes to support existing and new agencies to deliver effective personal planning support in the future.

In preparation for Phase Two, a training event entitled *Building Capacity for Person Centered Supports and Services: a Two Day Workshop in Person Centered Thinking* will be held in Kelowna on November 28 & 29, 2005 at the Capri Hotel, and in Richmond, November 30 & December 1, at the Riverside Palace. This event, facilitated by Michael Smull, serves as a foundation for anyone involved in a paid role supporting people with developmental disabilities. The training is designed and recommended for all agency staff, regardless of their role. CLBC field staff and managers will also participate.

The focus of day one is on learning person centered thinking skills that support choice, while also addressing health and safety issues. Day two will focus on practicing mindful listening; using the information to describe what is important, and how to best support each person. Registration is still open and accessible from the CLBC website: [www.communitylivingbc.ca/from\\_good\\_to\\_great/](http://www.communitylivingbc.ca/from_good_to_great/)

### About the Facilitator:

**Michael Smull** is the Director of Support Development Associates and has worked with people with disabilities for over 30 years. He has extensive experience in developing community services, and has founded 2 community agencies, helped agencies convert from programs to supports, and helped states, regions, and counties change their structures to support self-determination.

Michael has written extensively on issues relating to supporting people with challenging behaviors, person centered planning, and the challenge of changing systems to support self-determination.

At the University of Maryland (82-97), he was a Research Assistant Professor with the Department of Counseling and Personnel Services, and a Clinical Assistant Professor with the Department of Pediatrics.



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## CLBC welcomes new managers!

We are very pleased to announce that all the new managers, who will lead the transformation to the new service delivery model, are now in place.

These new managers bring a broad range of skills and experience, both in the service sector and as managers and team leaders in the Ministry of

Children and Family Development.

We have a significant challenge in front of us. But with their professionalism and commitment to this new model, the managers will be successful in the transformation with support and assistance from the CLBC executive and people in communities.

They will be meeting with as many of you as possible in the coming days and weeks.

REGION	Quality Service Manager (V.P. Carol Goozh)	REGION	Community Planning & Development Manager (V.P. Doug Woollard)
Vancouver Coastal	Doug Portfors	North Shore/Coastal	Mary Dowdall
		Vancouver	Anita Lee
Central & Upper Island	Mark Christie	Central Island	Andrew Fidell
		Upper Island	Stephen Russell
Simon Fraser	Glenn Campbell	Simon Fraser	Soheila Ghodsieh
North	Mary Parkin	North	Aileen Kerr
South Island	Dale Chandler	South Island	Lesley Lambert
Upper Fraser	Wayne Doane	Upper Fraser	Kerry Lawson
Surrey/ Delta/ Richmond	Carla Thiessen	Surrey	Sharon Rose
		Richmond / Delta	Megan Tardif
Southern Interior	Lynn Middleton	East, West Kootenays	Donna McNeil
		Okanagan South	Peter Speers
Northern Interior	Grant Huffman	Thompson Caribou	Dan Douglas
		North Okanagan / Shuswap	Bill Tidsbury



## North Island Community Living Month Event

On October 21st, 2005, the North Island Community Living Center in Courtenay BC held an open house to celebrate Community Living Month and the opening of their new office.

Minister Stan Hagen from the Ministry of Children and Family Development, Rick Mowles, CEO of CLBC and Lynn Rolko, CLBC Board Member, were in attendance along with CLBC local staff and over one hundred community



Minister Hagen and Donna Donovan, CLBC Office Manager



Lani Alton and her support worker.

members, self advocates, service providers and families.

Minister Hagen spoke about the hard work that has gone into the creation of CLBC and the exciting times that are ahead as we move through transformation.

Local CLBC staff made sure that there was lots of food and fun for all of our visitors. The North Island looks forward to the next exciting phase that CLBC will be embarking on!





Join us for CLBC's holiday season open house!



# 'Tis the Season to Celebrate...



*Please join us in celebrating the spirit  
of the holiday season at  
Community Living BC's Headquarters in Burnaby*

*Tuesday, December 13th, 2005*

*4:00 pm to 7:00 pm*

*Suite 101, 3705 Willingdon Avenue,  
Burnaby*

*Refreshments will be served  
Everyone is welcome,  
so if you happen to be in town, please drop by!*

*We look forward to seeing you!*



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## The CLBC Call Centre: up and running

Our Call Centre has been fully staffed and operational since July 1st. The calls range from 'who is my worker?' to 'what services does CLBC provide?' and have given us a good picture of what is on people's minds. We will continue to review the calls we're receiving with a view to improving service quality. Queries about service delivery or eligibility should continue to be directed to your local office.

You can reach our Call Centre between 10am and 6pm, Monday through Friday.

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

*How do I apply for services for my son?*

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

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

## LETTERS TO THE EDITOR

We want to hear what you think about current issues or upcoming events in your community!

If you would like to share information with others around the province, send us your comments in 250 words or less. Please include a valid email address and phone number with your comments. 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](mailto: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](http://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](mailto:newsletter@communitylivingbc.ca)

If you or someone you know would prefer to receive the newsletter by mail, contact our call centre at 604-660-CLBC (toll free: 1-877-660-2522), or write to us at the address below.

**Please send feedback and story suggestions to:**

**Community Living British Columbia**  
Suite 101, 3705 Willingdon Avenue  
Burnaby, BC. V5G 3H3  
Email: [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca)