

Questions and Answers on the Transfer of Community Living Services for Adults to Community Living British Columbia

1. What is Community Living British Columbia (CLBC)?

- A. CLBC is a Crown agency created to deliver services to individuals with developmental disabilities and their families in British Columbia. The establishment of CLBC represents the realization of a four-year journey to create an organization that is dedicated to improving the lives of individuals with developmental disabilities.

2. What adult services will CLBC be responsible for once it is established?

- A. CLBC will be responsible for all services to adults with developmental disabilities.

3. Will some adults with developmental disabilities receive decreased service as a result of the transfer to CLBC?

- A. No. Services currently being provided to adults will continue to be offered without interruption. The contracts that the ministry currently has with service providers will be transferred to CLBC without change.

As CLBC transforms its approach to service delivery, there will be greater opportunity for the involvement of individuals and families in the planning of the services received. Specific changes in service delivery will be communicated in advance to affected individuals and families.

4. Will services be different as a result of the transfer to CLBC?

- A. At the time services for adults are transferred, there will be very little, if any, change. Over time, CLBC's vision is to provide inclusive, flexible, person-centred service to individuals across the province. The shift to the new service delivery model is expected to take place between January and June 2006.

5. Who do I contact if I have questions about the transfer of services to CLBC?

- A. All CLS social workers have been offered employment with CLBC, so it is very likely that there will be no change in your worker. You can contact them at the same phone number and office location as you do now. You can also contact CLBC at info@communitylivingbc.ca, or phone 604 660-5011.

6. How do I find out more about CLBC and what it intends to do to over time?

- A. The CLBC web site (<http://www.communitylivingbc.ca/index.htm>) is your best source of information about the activities that will be underway over the next year. You can also call CLBC at 604 660-5011, or speak to your social worker if you have specific concerns about services that your adult family member is receiving.

7. What do I do if I have a complaint or concern about the services provided through CLBC?

- A. If you have a complaint or concern about your services, or one of your contracted service providers, talk it over with your worker, the service provider, or their supervisors. This is usually the fastest and easiest way to work things out.

If you still have concerns after talking it over, or choose not to use this approach, you can request an Administrative Review. Ask your worker about the Administrative Review process and how to go about initiating it.

You can also call the Advocate for Service Quality, Jane Holland. While it is not within Jane's mandate to address concerns about the overall devolution of CLS to CLBC, she is able to assist in resolving specific complaints regarding adult services.

To reach Jane, in Vancouver, call (604) 775-1238. If you live outside Vancouver, call Enquiry BC and ask them to transfer you to the Advocate's office at 604 775-1238. Victoria residents call Enquiry BC at 250 387-6121. Elsewhere in British Columbia call Enquiry BC at 1-800-663-7867. You can also e-mail Jane at Jane.Holland@gov.bc.ca. Further information about the Advocate's office can be found at http://www.mcf.gov.bc.ca/getting_help/advocate_service_quality.htm.