



June 29, 2005

Ref: 144790

Dear Family Members and Friends:

On July 1, 2005, responsibility for the delivery of services and supports for adults with developmental disabilities, also known as adult Community Living Services (CLS), will be transferred from the Ministry of Children and Family Development (MCFD) to Community Living British Columbia (CLBC).

CLBC is being created because individuals with developmental disabilities and their families told government they wanted more choice, flexibility, and input in designing the services they receive. At the heart of CLBC is the belief that individuals and families know best when it comes to what they need. Over time, CLBC will implement a new service delivery model that will provide individuals with more service choices and increased options for how those services are delivered.

I would like to assure families that there will be no immediate changes to the services adults receive or the staff they deal with. Individuals will continue to receive services from the same people and in the same locations as they currently do. All ministry staff who work in CLS have been offered employment with CLBC, and adult Community Living service provider contracts are being transferred without change to CLBC.

If you have any concerns about the quality of service your family member or loved one is receiving, you can contact Jane Holland, Advocate for Service Quality, in Vancouver at 604 775-1238. Outside Vancouver, call Enquiry BC and ask them to transfer you to Jane Holland's office at 604 775-1238. You can also e-mail Jane at [Jane.Holland@gov.bc.ca](mailto:Jane.Holland@gov.bc.ca). Jane provides independent assistance to individuals and their families who have concerns about the services they are receiving.

Your social worker can answer questions or concerns you may have about the transfer of services to CLBC. I also encourage you to visit the CLBC Web site, which is regularly updated, at <http://www.communitylivingbc.ca/> to learn more about this new agency and keep informed about its transformation. CLBC will also be the point of contact for a range of services for children and youth with special needs that are also being transferred to CLBC. Information about those services is available on the [MCFD Web site](#).

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The creation of CLBC represents the realization of a four-year journey to establish an organization that is dedicated to improving the lives of individuals with developmental disabilities in British Columbia. CLBC envisions a future where children and adults with developmental disabilities, supported by family members and friends, have the opportunities and supports needed to pursue their own goals and participate as full and valued citizens in their communities. With the belief and support of individuals, families, communities and government, I believe that CLBC is well on its way to making that vision a reality.

Sincerely,

A handwritten signature in black ink, appearing to read "Stan Hagen". The signature is fluid and cursive, with the first name "Stan" and the last name "Hagen" clearly distinguishable.

Stanley B. Hagen  
Minister

pc: Lois Hollstedt, Chair, CLBC Board  
Jane Holland, Advocate for Service Quality