



SOUTH ISLAND COMMUNITY COUNCIL ANNUAL REPORT 2008

CHAIR SUMMARY

Our day long planning session set our goals for the coming year. Our broad objectives are to make better contact with the Families in the South Island, develop a strong working relationship with the CLBC Victoria based staff, establish contact with the group seeking transition, the aboriginal community and those who are in our care and rapidly moving upward in the senior category. We have established four strong committees each of whom have action plans to accomplish their goals. We are in the process of establishing a working relationship with the other Councils on the Island and finally we will substantially strengthen our Council membership.

The Committees are:

- Families, self-advocates and First Nations
- Communications
- Service Providers
- Council Building

KEY INITIATIVES

BUILDING WELCOMING COMMUNITIES

We will have Community Council information tables at several major events during the year including the annual BCACL provincial conference which is being held in Victoria this year.

We plan to work diligently in conjunction with CLBC staff, to establish a working relationship with the first nation community. Carol Antoine will enlist the aid of the Families Committee and call on Donna Good Water for her assistance.

Our plan is to make contact with all families of service recipients in the Victoria area and open dialogue about there interests and concerns [we will refer any specific problems to area Management for response].

Our expanded Council will include a number of skills which will make us more

effective.

We plan to seriously contribute to the effectiveness of The South Island Community Council with established timeframes and specific measurable goals

ISSUES AND CHALLENGES

Our principle challenge will be establishing our credibility with the families in the area as well as with the professional staff.

We need to be seen as a pivotal part of communication with both Families, self - advocates, service providers and aboriginal people. We recognize the size of this challenge but we are confident that we can establish and complete targeted goals in each of these fronts.

With the assistance of CLBC head office we will present the CLBC story to the business, professional and non-profit organizations in the South Island.

ACCOUNTABILITY

Our April meeting will quantify goals and time frames and our annual report at year end will rate all areas on accomplishment

FINANCIAL DECISION MAKING

Cost associated with our goal accomplishment will be presented with the final plan in April.

COMMUNITY OUTREACH

This section will contain a list of the groups and organizations the council has met with over the past year.

COUNCIL MEMBERSHIP

NAME	COMMUNITY	MEMBERSHIP
Mary Emmond	Saanich	Self-Advocate
Louise Doucet	Salt Spring Island	Chair Family member
Bill Hustler	Esquimalt	Vice Chair Family member
Roberta Scott	View Royal	Service Provider
Carol Antoine	Twasout Reserve	Family member
Rosemary Juszko	Oak Bay	Community member
Mary Valeriotte	Victoria	Family member
Roger Palmer	James Bay	Family member
Bev Kissanger	Victoria	Service Provider

COMMUNITY LIVING BRITISH COLUMBIA SOUTH ISLAND COMMUNITY COUNCIL

A Strategic and Operational Planning Session 2009

Tuesday January 27, 2009 12:00-5:00 pm
The Yarrows Building, Downtown, Victoria

Facilitator: Mitch Loreth
Recorder: Judy Burgess

Present: Carol, Mary, Roberta, Rosemary, Bev, Roger, Mary, Bill, Mitch, Judy

INTRODUCTION:

This "Summary Report" consists of three (3) parts. **Part One** is a short list of **Committees struck** during this planning meeting and their "mission" (draft). There follows also a list of Tasks for each Council member and each Committee for the Council's next meeting. **Part Two**, being sent under separate cover, is a simple "**schematic**" on **Community Council Roles**. This has been included, as it was at the planning meeting, to help better understand the roles and responsibilities of the CLBC South Island Community council. **Part Three** is a simple **summary of the discussion** at the meeting. These discussion notes are included to help inform the leaders of the new Committees as to their roles and the ideas that were generated.

PART ONE: Committees and Tasks.

The Council has struck five (5) Committees.

Committee #1; Families; Communicating with and supporting (CLBC) families on the South Island.

Committee leaders: Bev, Mary V. and, Carol.

The Committee will engage in Partnership, Study, Education and, Communication.

Committee #2; Self-advocates; Communicating with and supporting Groups of Self-Advocates in their dealings with CLBC.

Committee leaders: Mary E. with help from Lynette (Bev to approach) or new CLBC resource person.

The Committee will focus on supporting Communications, understanding and empowerment.

Committee #3; Service Providers. Communicating with and helping to strengthen Service Providers of all kinds.

Committee leaders: Roberta and Joanne.

This Committee will focus on communications by serving as a conduit for information and messaging between Service Providers and the Council.

Committee #4; Community Council Recruitment & Renewal; Building an even stronger Council for the future.

Committee leaders: Bill will lead this task with the coordinated input of all other C/C members.

This Committee will work to expand the C/C by aggressively recruiting specific people for specific priority tasks.

Committee #5; Partnership Development and Communications; Serving to strengthen and perfect the Council's efforts at communicating and building partnerships with a broad array of like-minded and appropriate individuals and groups. These might include but not be limited to external relations with Regional and Provincial CLBC representatives and, other Community Councils on Vancouver Island and Provincially. This Committee will also be available, "on loan" and as requested to the other Committees of the South Island Community Council.

Committee leaders: Roger and Rosemary.

Finally, with respect to working with the CLBC Regional team on matters of financial issues and oversight, this Committee along with the Chair and Vice-chair of the C/C, will stand as an "Adhoc Finance Committee". They will be ready to respond to information and any concerning developments of a financial nature and, requests to meet with CLBC Regional leaders. This "Adhoc Financial Committee will not be listed as a standing or, active working Committee at this time.

Tasks for next Council meeting:

- 1.) Identify and prepare to discuss the *best examples/exemplars of any organization's super effective "communication" approaches* you are aware of, to help bring meaning to what "best" means for our C/C; think innovation, think outside-the-box, think about what group or company you know of that seem to do the very best "communication" with those they serve. Who might we model ourselves after? Who is inspiring?
- 2.) Bring and prepare to present *a Draft Preliminary Plan of Action for your Committee/Working Group for 2009.*

3.) Bring and prepare to present *ideas/nominees for the recruitment of additional members for your Committee and, the C/C at large* and, suggestions for potential resources we might access or, other groups our C/C or Committees might partner with.

PART TWO: A conceptual “Feedback Loop”

See “schematic drawing attached.

PART THREE: Summary notes.

The following is intended to serve as a summary of comments, questions and issues as they were raised during the above Strategic and Operational Planning meeting of the CLBC South Island Community Council. While these notes are not a “verbatim” account of the discussions, they are included in this summary to remind those participating and those who could not be present on that day, the nature of the discussions. It is suggested that as the South Island Community Council has its “Committees” or working groups begin to engage in their tasks, it may be helpful for them to review these notes to help support their efforts

Time	Step #	Activity	Notes & Assignments
1:00	preliminary	Overview of afternoon planning session	
		Mitch and Bill introduced the agenda and plan. You are invited to dialogue so that we can agree on a plan/process by the end of the day The role of the Community Council (C/C) and this planning process may seem unclear or overwhelming at times, we will try to prioritize to manage the complexities and make plans feasible. A key objective of the exercise is to make a plan that is do-able by this group. As we work through the process, try to fit yourself into the picture as to where you can make a contribution and then we can be action oriented as a Council.	
1:15	#1	Review & clarify roles & responsibilities of Community Council. Introduce ‘feedback loop’ (see	

		attached schematic)	
Bill		We have had several meeting on the draft terms of reference and opportunities that exist for the C/C's and we need to accept this draft as a working guideline at this time.	
Mary		The original "Terms of Reference for Community Councils" was written when C/C was formed and, the latest draft, "Advisory Committee to the CLBC Board of Directors" is 2 months old.	
		The C/C reviewed the draft.	
		Feedback will be through the chairs/rep.	
		Each CC will appoint one person to the provincial body, Advisory Committee (AC).	
Roberta		Concern that one C/C area may have an issue or difficulty that needs to be addressed more quickly than through the AC and to CLCB	
Bill		We have to use this draft as a formative document and it may need to be changed if it does not work.	
		We would expect to see a final draft and perhaps discuss this again in February and make our concerns or queries known	
Roger		Word-smithing – the word "especially" added to AC Purpose 2.1.	
		Opportunity to bring increased accountability (front page)	
Mitch and Bill			
		Introduction of the Feedback loop as a "conceptual" concept to better appreciate the roles and responsibilities of the C/C (see schematic attached). The flow of information comes from CLBC to the region and CLBC generates materials for this purpose – particularly target info/materials to families and self-advocates, to caregivers, service providers and agencies, and to administrative staff at the regional level (egg funding and money issues), and others, such as aboriginal groups/leaders, post-secondary leaders, employers, BCACL, advocacy groups (local, regional, national) ministry/ govt reps community partners,	
Bill		A key question, did these stakeholders receive the info, understand it and the implications, and are they able to reflect on this and respond back?	
Mary			
Roberta			
		How do we know what other people think or what there	

	<p>Bill</p> <p>Carol</p>	<p>experience is with CLBC and then how to report this?</p> <p>The Feed back Loop includes the AC and so we need to inform members of the AC and get them onside with our ideas/concerns.</p> <p>Our info is not stats and data; our info is anecdotal and it has value</p> <p>We have little capacity to do research, but we can say that for particular interests we have a sampling of information. We have the capacity to partner with researchers such as UVic and request funds or find funding sources to carry out a study.</p> <p>To partner with aboriginal reserve communities can be challenging and yet we need to understand the problems and find a way to get buy-in and build trust.</p> <p>Because of past residential school history, there is a lack of trust of outsiders and aboriginal families do not want their child labelled nor do they want to share or discuss their situation and lack of resources for concern this will impact the security of their families.</p> <p>We can begin to help determine priorities and then at least begin by discussing the more obvious issues being faced by Aboriginal people with Developmental disabilities and their families.</p> <p>Are there things that the CC should not spend time on?</p>
<p>1:45</p>	<p>#2</p>	<p>Identify specific tasks, administrative responsibilities and dates (calendar)</p>
	<p>Bill</p> <p>Mary</p> <p>Bill</p> <p>Roger</p> <p>Roberta</p>	<p>The CC meets the last Tuesday of every month and we will likely not miss many months.</p> <p>The CC can have up to 15 people.</p> <p>Committees could be struck.</p> <p>For instance a finance committee has met a few times, but really has no influence or effective reason to meet. We need to try to ensure the Committees we might strike can make a positive difference.</p> <p>Provincial meetings at CLBC will be held quarterly, but these have not yet been initiated.</p> <p>Would you meet with other Island Councils?</p> <p>- possibly twice yearly</p>

	Roberta	<p>We have sent people to CLBC conferences</p> <p>We do not have any formal affiliation to BCACL</p> <p>Opportunities for planned meetings is a way for us to gain understanding and hear multiple voices</p> <p>This could be a Communications Committee and we get input from meetings that some of us attend through other opportunities.</p> <p>Do you know of any other group events?</p> <p>The resource fair (April 6th), BCACL AGM in June will be held in Victoria, Community Living Month in October?</p> <p>Forum for families</p>
2:00	#3	Generate new ideas – planning exercise
Families	From CLBC	<p>We need to build more trust and inform Families about the C/C.</p> <p>How much do families depend on us to give and receive info from CLBC?</p> <p>What could the C/C do to connect with families?</p> <p>CLBC newsletter could have a C/C section that would go out to families.</p> <p>CLBC's communications are poor in some ways. For example there has been at least 4 major, formal macro evaluation sessions of CLBC and as of yet we have not heard any of the results or impact of these reports at all.</p> <p>With the move over of the responsibilities for children back to the M/CFD, there is lack of information about these changes. CLBC has helped make families feel vulnerable and scared. What role might our C/C play to assist both families and CLBC on this development?</p>
	To CLBC	<p>Via the AC, South Island stories in newsletter.</p> <p>The CLBC website is not working well at all for the families we know. However, a new person has started working on this project at CLBC so this may improve.</p> <p>If we were to hold/host family meetings we are going to hear individual problems, but we need to refer individual cases and not try to solve these difficulties. But, holding such meetings would greatly assist us to identify common issues or concerns and feed these back to both the CLBC Regional Team and the CLBC Board via the AC.</p> <p>Focusing on certain policies or critical issues may be a way</p>

		<p>to consult with families.</p> <p>What about celebrations too? We have a role in identifying and illuminating the good stuff that is happening.</p> <p>Identifying trends and themes is a key task for us.</p> <p>To have more direct input from families, for our C/C to serve as a really effective conduit for the family voice to the highest decision-makers at CLBC from the South Island is a good goal for us. And, this is important because there does not seem to be family voice these days at all.</p>
Self-advocates	From CLBC	<p>The newsletter (hard copy and on website) is very much for self-advocates.</p> <p>The C/C could look at how to ensure self-advocates get the newsletter and understand it.</p> <p>Agencies could be supported to improve circulation.</p> <p>The Self-advocate groups could also encourage circulation.</p> <p>We could coordinate meetings and profile the newsletter information and request information back from S/A's to the CLBC AC.</p>
	To CLBC	<p>We should link with existing groups of self-advocacy groups such as the VCL Group, Beacon Support Services and, "Focus for youth" (15-24).</p> <p>At each C/C meeting, we could have a group present to us on their issues.</p>
Service-providers	From CLBC	<p>Services for There exists a Reference Group for Service Providers - we meet regularly with CLBC reps (a group of about 15 provincial services).</p> <p>There are other organized groups as well; Home share working group, Community Social Services Employers Association.</p> <p>Another network that meets with them about labour issues is an informal affiliation of ACLs in the Region.</p> <p>All these meetings have tended to be very negative in recent years, as it is often about decreased funding issues.</p> <p>For the most part, Service Providers do have existing and better on-going, if not difficult, communications with CLBC. Certainly better than families.</p>
	To CLBC	<p>These are reciprocal meetings; the Executive Directors Network for example.</p> <p>There needs to be a way to discuss with caregivers the issue of transition planning for families.</p> <p>Roberta can keep our C/C informed of relevant issues that arise at these meetings.</p>

		<p>Getting information and making sure we are up-to-date as what resources they (CLBC and Serv/Pro's) provide, what the trends are, so that we are informed for families and who are referred to us is a key role for Service providers.</p> <p>We (Service providers) have a good mix of skills and knowledge that we can use to support each other to refer internally too.</p>
CLBC Regional Team		<p>We need to re-establish our relevance, value, worth, role and also clarify that we exist to help hold the CLBC Regional Team accountable. Our job is to work on this relationship so it works as effectively as possible.</p> <p>We could hold a meeting with David, Leslie to discuss our mutual expectations and benefits.</p> <p>We need to change our relationship with the CLBC local management team to one which is even more positive and mutually beneficial to them and to families..</p>
Other		<p>First Nations – Aboriginal advisor has been hired for CLBC (Mainland) – someone we could invite to our meetings for a presentation and consultation as to what our (C/C) role might best be with Aboriginal families and leaders.</p> <p>A court decision (Jordan principle) determined that child must be served first before jurisdiction issues are addressed. If this CC had interest in prioritizing supporting Aboriginal families, how would you move forward?</p> <p>We need to be educated and refer and connect them with us and others.</p> <p>There is a need for C/C to get educated on issues facing the Aboriginal people CLBC is responsible for.</p> <p>We need to take the lead from the Aboriginal community as to what they will allow us to do, to build trust, making no assumptions.</p> <p>The BCAND, B.C. Aboriginal Network for Disabilities may be a key resource.</p>
	Bill Roberta	<p>How to move the C/C forward?</p> <p>We need to expand the C/C with 3-4 more people, up to our working maximum of 15 members. We need to recruit selectively, to attract and involve those who have specific skills and interests to serve our C/C's agenda.</p> <p>We need to go away with what we can do and be inspired</p> <p>We set ourselves worthwhile goals and we can make a difference</p> <p>Not be overwhelmed.</p> <p>We need to make the list short of our priorities and planned</p>

		actions doable, in order we can be of assistance to people with developmental disabilities in our Region and, CLBC leaders.
3:00		Nutrition break
3:15	#4	Review & discuss implications of range of ideas & tasks
	Carol	Yes, I am feeling overwhelmed because of the child transition changes.
	Mary	I feel we can set priorities to be able to do something meaningful.
	Roger	I think there are common themes.
	Bev	I think it is exciting and lots of possibilities, but am concerned about how we get information to and from families, as the ways CLBC has attempted this in the past have not been effective.
	Bill	We may not get everything accomplished in a year, but I hope we can measure our progress on priorities and have work-in-progress.
	Roberta	I have high expectations of myself and also am close to capacity yet want to accomplish more and work best with clear expectations and timelines.
	Mary	To have built-in evaluation points in time so that we can reflect on and measure our progress.
	Roberta	To make goals achievable and feel we have accomplishments.
	Roger	And time limited and enjoyable.
	Rosemary	Can we identify themes and then have clear expectations? We need to build a collaborative relationship with CLBC and help to make them successful.
	Roberta	We have a communications issue and we have customers that do not know what is available and we do not know what customers want
	Bill	We also have a supply and demand issue
	Bev	More effective communication is needed
	Bill	We don't know what the rules are and what the current situation is to improve it. We need to open lines of communication between stakeholders
	Roberta	What is the best way to connect to families and get them excited that their voice will be heard?
	Roberta	We also need to connect with families that are both

	<p>Bill Bill Bev Bill Roberta</p> <p>Bill Bill Mitch Roger</p>	<p>satisfied and dissatisfied with CLBC</p> <p>What has helped to make people satisfied and dissatisfied It also could be a moment or snapshot (subjective experience)</p> <p>We need to study and understand family satisfaction</p> <p>The town meetings in the early interim authority days, people were very anxious and unhappy about change. And things have not necessarily gotten better.</p> <p>It is often the people who attend that are dissatisfied. And so are we getting an eschewed view Education of the Council and presentations to meetings is a key priority.</p> <p>Are their professional resources (UVic) that can inform or help us? Families bringing issues to us, speaking to us – what are the issues, gaps,</p> <p>Periodically we could survey families, or for issue or policy announcements we could consult families/communities. Mary could report to us what the self-advocates are worried about Roberta could report on service providers and their issues There may also be special project to take on. Much of our consulting will be done outside this meeting in our networks Building better relationships with regional CLBC is a key priority Study and understand the customer –why and what’s happening here We have lost the parent movement Technology is also a resource that has not been used effectively Could we have our own blog?</p>	
3:45	#5	Set priorities – process exercise	
	<p>Bill Bill Rosemary</p>	<p>Improving communication is most important. Study and understand the experience of people at the hands of CLBC.</p> <p>Education of us, of the C/C is a crucial piece. Building partnerships between C/C and others. Recruitment and renewal of C/C members is essential.</p>	

	<p>Mary</p> <p>Roberta</p> <p>Mary</p> <p>Roberta</p>	<p>We need to prioritize families but not to exclusion of others and establish a success pattern with families</p> <p>Yes, but we need to not exclude others and be sensitive to others too</p> <p>Families are a broad term</p> <p>Families should be at the forefront.</p> <p>I am comfortable with service-providers and so would cross all these domains</p>	
4:15	#6	Assign tasks, timelines & review feasibility	
Key priorities	<p>Building our CC to be the best, most exemplary communications group we can be (including listening to and hearing from families).</p> <p>Families our are #1 target (Bev, Mary V, Carol)</p> <ul style="list-style-type: none"> - Partnership - Study - Education - Communication <p>Self-advocates are #2 (Mary with help from Lynette or new CLBC resource person).</p> <p>Service providers are #3 (Roberta, Joanne)</p> <p>C/C recruitment & renewal (Bill)</p> <p>We can expand the CC to recruit certain people for these priorities</p> <p>Partnership development, Communication, and Financial oversight (ad hoc) (Roger, Rosemary) for external relations with CLBC, Island and other councils, and internal consulting with CC members.</p> <p><i>Tasks for next meeting:</i></p> <p><i>1.) Identify and prepare to discuss the best examples/exemplars of "communication" you are aware of to bring meaning to what "best" means for our C/C; think innovation, think outside-the-box, think about what group or company you know of that seem to do the very best "communication" with those they serve.</i></p> <p><i>2.) Bring a Draft Preliminary Plan of action for your Committee/Working Group for 2009.</i></p>		

		<p>3.) Bring ideas/nominees for the recruitment of additional members for your Committee and, the C/C at large and, suggestions for potential resources we might access or, other groups our C/C or Committees we might partner with.</p> <p>The chairs of these committees can find outside resources and expertise to participate with them and then, report back to the C/C.</p>
	<p>Bill</p> <p>Bill</p>	<p>There is a small amount of funding for nutrition and supplies for our meetings and, there may also be the possibility to make a case to CLBC for additional funding. One of the CLBC and provincial goals is to make the C/C's successful – there is potential for a win-win here</p> <p>They also value a research approach and so including researcher resources might be a strong asset</p> <p>I would like to see in the future that we are consulted with at our Regional level on important developments. A strong working partnership with our CLBC Regional team can only benefit families and people with developmental disabilities who are vulnerable. When the CLBC Regional team says: "Let's talk to our C/C" this will be a measure of success!</p>
4:45	#7	Final discussion & next steps

This meeting ended at 5:00 p.m. A Summary Report on this work will be delivered to the C/C via Bill Hustler, in one week

COMMUNITY COUNCIL MEMBERSHIP MANAGEMENT

GENERAL COMMENT

Building a skilled, enthusiastic aware Council is the task of the Council Membership Committee. This Committee should be chaired by a senior Council member who has good contacts and a clear understanding of job of the Community Council. The chair should be knowledgeable in all areas of the community living scene in the South Island area. The chair should recruit two additional members and should share the responsibility of keeping the Council membership strong and relevant.

SPECIFIC RESPONSIBILITIES

A membership record should be maintained showing all relevant information for present members and this information should be available to all Community Council members and CLBC staff. This record should include the Application form and a record of all committee participation in special Meetings and attendance at regular meetings.

A file of prospective members with all possible background information will be maintained, each of the prospective committee members should be interviewed by at least two of the membership Committee before presentation to the Council for membership approval. Final approval rests with the Board of Directors of CLBC

THE NEW MEMBER PRESENTATION FILE

The completed presentation file should contain the following items:

- Completed approved application form
- Brief backgrounder
- Interview comments from Membership Committee members

SOUTH ISLAND COMMUNITY COUNCIL

COMMUNICATIONS COMMITTEE

March 9, 2009

Mandate

The Communications Committee is one of several committees of the South Island Community Council (SICC), which itself is an adjunct of the CLBC organization. The Communications Committee will strengthen and optimize the SICC's communications in support of partnership-building efforts with other external groups, including other Community Councils, and CLBC representatives (Regional and Provincial). This Committee will also act as a communications resource for other South Island Community Council committees as required.

Members

Roger Palmer (250) 592-5540 cell: (250)812-7517

roger@paltec.ca

RosemaryJuszko (250)727-9746

rosemary_juszko@hotmail.com

Lilian Chapman* (250)721-1247

lmchapman@shaw.ca

* - tentative member

Objectives

This committee is still in its infancy, and is trying to determine its role and objectives. The current "Terms Of Reference" for all Community Councils is presently being reviewed, and are expected to be updated later in the year: this will undoubtedly require changes to this committee's plans at that time. For the moment, we will operate using the following *Interim Objectives*:

- **Communicate With Families** This is actually the mandate of the SICC's Families Committee, but the Communications Committee will provide support to their efforts. This assistance will include editorial review of written materials, and generation of marketing programs.
- **Building Relationships With CLBC** It is an overall objective of the SICC to build a partnership with the local CLBC offices. The Communications Committee will address this goal by visiting with key CLBC personnel (both locally and provincially) to explain our plans, make suggestions, and offer our support.
- **Building Relationships With Other Councils** We will encourage the free flow of ideas and information between the SICC and other Community Councils, with emphasis on those located on Vancouver Island.
- **Building Relationships With Service Clubs** Service Clubs (Rotary, Kiwanis, Lions, etc) provide a great way of getting a message across to a wide variety of individuals, all of whom are "community-minded". This will allow us to cultivate

potential employers, as well as providing an avenue for distributing our message to families who are unaware of CLBC.

- **Building Relationships With Elected Officials** We need to make sure that elected officials (municipal, provincial, and federal) are aware of the Community Living movement, and will support (or at least not impede) our efforts and funding. It is also important that these officials know where to refer their constituents who might be in need of CLBC services.

Plans For 2009

It will be impossible to comprehensively address each of the Interim Objectives in 2009. As a new Committee associated with an organization with a fluid "Terms Of Reference", much of the year will be spent trying to determine what actually is required! However, the following action items will be planned for 2009:

1. Joint Meeting Of Island Community Councils

One meeting was held on March 7th, another one will be scheduled for October or November.

2. Meet With Local CLBC Personnel

One introductory meeting was held in February with the two key managers of the South Island CLBC offices. Follow-up meetings will be scheduled in late Summer and late Fall.

3. Meet With Provincial CLBC Management

A meeting will be held with two or three of the top CLBC managers in late Spring or early Fall.

4. Attend The BCACL Conference

At least two of the committee members will attend the June 4-5 conference and spend at least three hours each at the SICC table display. Where applicable and timely, specific conference sessions will also be attended.

5. Meet With Elected Officials

We will meet with one or more Councillors from Victoria, Oak Bay, and Saanich municipalities by Fall.

Budget

Other than printing, media, and distribution costs, it is believed that the above-listed 2009 plans will require the following funding:

Joint Meeting	\$600
Travel	\$1000
BCACL Conference Fees	\$700
TOTAL	\$2300

SOUTH ISLAND COMMUNITY COUNCIL

FAMILIES COMMITTEE

Mandate

To communicate with and support families on the South Island. In particular to engage in partnership, study, education and communication with families supported by CLBC.

Members (additional members are currently being recruited)

Bev Kissinger	bkissinger@clvic.ca
Carol Antoine	carol.antoine@niltuo.com
Mary Valeriotte	mary@valeriotte.ca

Objectives

- to communicate with families focussing on those with family members in transition to adulthood, aboriginal families and families with aging members
- to establish trust with families
- to contribute to a South Island newsletter
- to host “meet and greet” sessions with families in different areas of the South Island
- to establish a conduit for the family voice to the highest decision makers at CLBC
- to identify common concerns and celebrations within families

Proposed family committee calendar for April 1 2009 – December 31 2009

April 6th	Representation at the Resource Fair Sponsoring Representation Agreement workshop
April 14th	10 am Family Committee meeting
April 28th	South Island Community Council Meeting ~Donna Goodwater as guest
May/09	Submission by the Family Committee for the Council Newsletter “Hearing from Families” Latest info...and “How your Voices have been Heard”
May 11th	Family networking Meet and Greet 7:00 pm for families from the Saanich Peninsula at the Nil Tu’o building
May 12th	Family committee meeting
May 26th	South Island Community Council Meeting

- June 9th** Family Committee Meeting
- June 23rd** South Island Community Council Meeting
- September 8th** Family Committee Meeting
- September 21st** Family networking. Meet and Greet for Families from Saanich and Victoria 7pm at CLV
- September 22nd** South Island Community Council Meeting
- October** Family Committee submission to the Newsletter
- October 5th** Family networking. Meet and Greet for families from Western Communities, View Royal and Esquimalt
- October 13** Family Committee Meeting
- October 27th** South Island Community Council Meeting
- November 17th** Family Committee Meeting
- November 24th** South Island Community Council Meeting

Budget

Not yet discussed but probably quite small.

SOUTH ISLAND COMMUNITY COUNCIL COUNCIL BUILDING COMMITTEE

March 11, 2009

Mandate

The Council Building committee will be responsible for maintaining and enhancing the strength of the membership. It is also responsible for maintaining satisfactory meeting attendance and participation. A file of prospective members will be maintained. In conjunction with the Council Chair the committee will establish and maintain a successions policy.

The committee will assure balance of skills and qualifications in committee membership And will work closely with the other council committee chairs to assure their needs are addressed.

Members

Bill Hustler 250-658-0157

Louise Doucet

Objectives

The objective of the committee is to put in place the processes necessary to assure continued responsible management of the South Island Community Council.

The succession plan The succession plan will take into account probable events in the next year. Such things as end of term, health concerns and any other possible or probable occurrences. A copy of the plan will be maintained in the facilitator office and will be approved by the Chair and Vice-Chair and by the CLBC board Chair.

Prospective Members A file of prospective members will be maintained, sufficient to address any anticipated turn-over. Selection to the prospect file should reflect the present make up of the committee in terms of qualifying source[family etc.] as well as expiring terms. The succession plan and the prospective members file will be closely related.

Member Participation Each committee member will be expected to be a contributing participant. Our recording secretary will keep an ongoing attendance register and the committee chair will act on any concerns they may have about member participation.

VANCOUVER ISLAND COMMUNITY COUNCIL MEETING

Vancouver Island Conference Centre
Saturday, March 7, 10:30 am to 4:00 pm.

Purpose - *Allow the three Island Community Councils (South Island, Central Island, North Island) to exchange thoughts, experiences, and ideas relating to the functionality and effectiveness of their groups, and of CLBC as a whole. Special focus on "Island Issues". Establish meaningful dialogue that can hopefully continue into the future.*

Agenda

- 10:00 Coffee available in the room
- 10:30 Welcome, Logistics, and Introductions
- 10:45 Overview of the three Councils (history, organization, locations, major projects, problems)
- 11:30 What is the role of a Community Council? (Group Discussion)
- 12:00 Lunch Break
- 12:30 Communicating with FAMILIES (both to and from)
- 1:15 Interaction between the 3 Councils and their local CLBC offices
- 1:45 Presentation by Suzanne Veit on her review of the "Terms Of Reference" for Councils
- 2:30 Break
- 2:45 Self-Advocates (how to optimize their effectiveness at Council meetings)
- 3:15 Island-specific issues and problems
- 3:45 Self-evaluation of the day. (Was it useful? Should we do it again in 6 months?)
- 4:00 Depart

Extra Topics

If we find that we have extra time available, other items that might also be discussed include:

- The proposed CLBC Advisory Board
- Joint representation at the Resource Fair and/or BCACL Conference
- Recent South Island Planning Process
- Budget and allocation issues and process

Measuring success

List Of Participants and Meeting Location Information is attached

Participants

<i>South Island</i>	Bill Hustler	Parent	Vice-Chair
	Roberta Scott	Service Provider	
	Rosemary Juszko	Parent	
	Bev Kissinger	Service Provider	
	Mary Emmond	Self-Advocate	
	Roger Palmer	Parent	
<i>Central Island</i>	Heather Porteous	Self-Advocate	Vice-Chair
	Geoff Wright	Parent	(might have to leave early)
	Stu Donaldson	Parent	
	Tina Fabbro	Service Provider	
	Doreen Shaw	Parent	(might be late arriving)
<i>North Island</i>	Debby Tutt	Parent & Service Provider	
	Jacqueline Cross	Service Provider	
	Evelyn Hiscock	Parent	

Vancouver Island Conference Centre (Duke Point Room)

101 Gordon Street, Nanaimo



Contact Info:

Vancouver Island Conference Centre (250) 244-4050

Roger Palmer (250) 812-7517 [cell phone]

Directions Coming From Courtenay

Take the NEW Island Highway South toward Nanaimo. This is Highway 19.

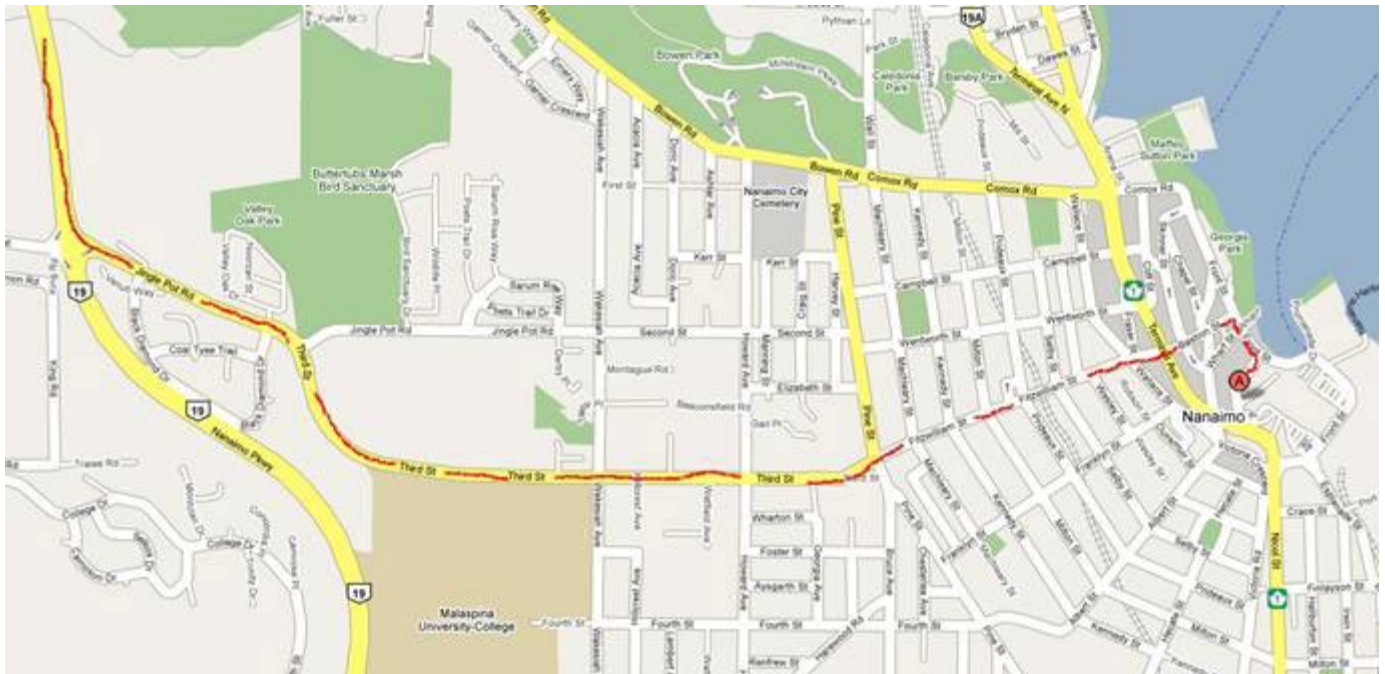
Turn left onto 3rd Street at the Jingle Pot Road Intersection.

Continue along 3rd street as it changes name to Fitzwilliam Street and then Bastion Street.

Take Bastion Street all the way to the end, then turn right onto Front Street.

Follow Front Street, then turn right onto Gordon Street.

Pull into the parkade at the Conference Centre (101 Gordon Street)



MEETING MINUTES

VANCOUVER ISLAND COMMUNITY COUNCILS

Saturday, March 7, 10:30 am to 4:00 pm.

A meeting was held in Nanaimo at the Vancouver Island Conference Centre with members of the South, Central, and North Community Councils to exchange thoughts, experiences, and ideas relating to the purpose, functionality and effectiveness of their groups, and of CLBC as a whole.

Attendees

<i>South Island</i>	Bill Hustler	Parent	husangel@shaw.ca
	Roberta Scott	Service Provider	victoriahouse@shaw.ca
	Rosemary Juzsko	Community Member	rosemary_juzsko@hotmail.com
	Bev Kissinger	Service Provider	bkissinger@clvic.ca
	Mary Emmond	Self-Advocate	me.emmond@gmail.com
	Roger Palmer	Parent	roger@paltec.ca
<i>Central Island</i>	Heather Porteous	Self-Advocate	dan@nisa.com
	Geoff Wright	Parent	geoffbwright@shaw.ca
	Stu Donaldson	Parent	kittykat1994@shaw.ca
	Tina Fabbro	Service Provider	ladysmithcommunitylink@yahoo.ca
	Doreen Shaw	Parent	doreens@shaw.ca
<i>North Island</i>	Debby Tutt	Family Member & S. P.	oosc@cvcda.ca
	Jacqueline Cross	Service Provider	jrc15@uniserve.com
	Evelyn Hiscock	Parent	elhiscock@shaw.ca
<i>Afternoon Guest</i>	Suzanne Veit	CLBC Contractor	sveit@telus.net

Minutes

Each of the three Councils gave an overview of their history, organization, projects, and experiences. The following points are those that struck your scribe as being particularly noteworthy:

Bill Hustler (South Island) - The focus is on making the Council more relevant. There has generally been a lack of direction to the Councils from CLBC. The 17 different Councils

represent a pool of over 200 talented and dedicated individuals, but the CLBC seems to be squandering this resource. At a recent all-day Planning Meeting with an external facilitator, four different committees were formed, dealing with:

- a) Families
- b) Service Providers
- c) Communications
- d) Membership.

Minutes from this planning meeting will be sent (via e-mail) to all attendees of this joint Council meeting. Bill also recommended that all inter-Council communications be copied to the two other Island Councils.

Two key "themes" came out of the Planning session: 1) the need to improve Communications to and from Families, Individuals, and the CLBC, and 2) to emphasize "Collaboration" with the local CLBC office. We would like to move the perceived relationship between the Council and CLBC from "Annoyance" through to "Distraction", then to "Resource", and finally to that of "Partner".

Geoff Wright (Central Island) - The Council has 11 members: 5 parents, 2 service providers, 3 self-advocates, and two community members. The region is geographically diverse, extending as far West as Uclelet/Tofino. This Council feels that there is a big issue of "Trust" (or lack thereof) in dealing with CLBC. They perceive that CLBC "interferes" with their Council and its objectives. Some priorities, projects, and/or issues have been:

- 1) Measuring the responsiveness and accessibility of the local CLBC offices (hours of operation, phone-friendliness, voice mail, etc.) Many people who try to deal with the CLBC offices often feel frustrated.
- 2) They have held "family network support meetings" in the seven served communities. There were 5 to 16 attendees at each. There was lots of feedback and information, but they are unsure of what happened to this valuable information once it was passed to CLBC.
- 3) They met with the MLAs in their jurisdictions (mostly NDP), but a CLBC representative insisted in being present at all of them. Overall, this was a positive experience. It was suggested that the Council organize a Job Fair, sponsored by the local MLA - but this got waylaid by other priorities, and has been postponed to the Fall.
- 4) As a specific project, the Council chose "Housing". They tried to join the Provincial Housing Working Group, but this was not allowed. They are now bringing in PLAN to help.
- 5) They have tried to create posters and press releases to get out their message, but CLBC HQ has obtruded, causing delays, inaccuracies, and acrimony.
- 6) Community Councils are perceived as part of CLBC, which is perceived as being part of government. They now have plain business cards.
- 7) They wanted to make the Waitlist highly visible, but there are several issues related to accessing the CLBC database, and defining what is legitimate.

Debby Tutt (North Island) - Their monthly meetings alternate between Courtney and Campbell River, with one in the far North (Port Hardy) once per year. There are 11 Council members: 1 from Port Hardy. They used an outside resource to develop a Work Plan, and this is what drives all of the Council activities. The first priority is "Communications". The first hour of every Council meeting is "Open", the rest is "in camera". There are two Newsletters per year. Debby promised (I think) to e-mail the last two newsletters to everyone who attended today's meeting. There are three Family Forums per year (in three different locations). Future focus will include **a)** Crisis Protocol, **b)** Communication, and **c)** Transition. They hired their own "resource person". There are usually two CLBC staff members at each Council meeting. A constant concern is how to keep the Council members engaged, and avoid frustration.

Priorities include: holding Vulnerabilities & Safeguards workshops, supports for self-advocates, and staff retention. During subsequent discussions, the following points emerged:

- ⊙ Although it is specifically prohibited, the Council's role has to include advocacy!
- ⊙ What will be the impact of a change in eligibility from IQ to a functional criteria?
- ⊙ Check out the web site at **pdac1.ca** (this was created by Doreen's husband)

Bev Kissinger led a discussion related to Families, and highlighted the Jessica Humphrey report, the mail out Flyer, and the Council Table at two upcoming conferences. The general consensus was that many younger families just don't want to be bothered (or just don't have any time). Service providers often become the only conduit of information to parents. Siblings can be just as important as parents. How do we engage parents who just want their child to be Safe, Healthy and Happy, and not worry about anything else? It is believed that perhaps 80-90% of people receiving services are happy with what they are getting - however, we need to remain connected to these families. We may only be serving 40% of the True Need.

Suzanne Veit presented thoughts on her review of the "Terms Of Reference" for Community Councils. It is clear that the current document needs a major revision. The document entitled "Outcomes" does not reflect reality. She indicated that the PAC (Provincial Advisory Committee) is being reborn, and that it needs to include service providers. Suzanne indicated that CLBC has told her that they can't meet their Mission without the Community Councils! However, we all want some "local autonomy". There is no process for Councils to become involved in the financial issues outlined in the current Terms Of Reference. We need an operational system to translate ideas into action.

Roberta Scott highlighted a number of Self-Advocate issues relating to Community Councils. These included transportation and pre-meeting preparation. Self-advocates need an identified support person in order to become a productive member of a

Community Council. It would be good to have "plain language" versions of the terms of Reference!

Mary Emmond distributed copies of correspondence relating to elevator access on BC Ferries

Due to the onset of SNOW, the meeting was concluded by 3:30 pm to allow extra time for driving home.

It was agreed that the day had been generally useful, and that another meeting should be held in about 6 months time, preferably after Suzanne Veit's report is completed. The major issue to be addressed is the one that we skirted around all day long: WHAT IS THE ROLE OF A COMMUNITY COUNCIL?

Roger Palmer was volunteered to also organize the next event. This will tentatively be held in the Fall.