



COMMUNITYLIVINGREPORT



COMMUNITY LIVING
BRITISH COLUMBIA



Message from the Chair

By Lois Hollstedt

One of the most important jobs of a Board of Directors is ensuring the organization has a set of principles and policies to base its work on. These must reflect the philosophical basis or culture of the organization, and convey to all people what they can expect.

One new policy that CLBC has implemented is a standardized wait list approach across the province. Individuals with developmental disabilities identify their need for services to CLBC and we promise to tell them in writing how many months - or years - it will be before they are likely to get service based on our current financial resources. Information about the number of people waiting for service is now being collected. This list will be a very important tool for CLBC to project future costs. When we go to government for new resources next fall, we will have reliable information about who is waiting for new services, what the wait-times are like and

how much additional money we will need to reduce those waits.

A second important policy is how people can register complaints in our organization. People complete a formal complaints form that helps clarify the problem and sets out a step by step process to resolve the issue. Documentation of complaints is important for the Board to help understand and identify problem areas and to determine how well issues are being resolved. The policy identifies the number of days each step in the process should take and outlines a respectful process to resolve issues. The Board will receive regular reports on the number and types of complaints, and length of time to resolution.

CLBC's policies are posted to our website: www.communitylivingbc.ca/policy.htm and we will feature new policies in our newsletter. All new policies are reviewed by community members, staff and the Board before approval.

In March we welcomed Colleen Hay as a new Board member from the North. Her bio will be part of the following newsletter and we appreciate the talents and experience she brings as the Board works to

continued

CONTENTS

Message from the Chair	1
Inside Voice	2
Recognition from the BC Council for Exceptional Children	3
CLBC Employees Nominated for Premier's Innovation & Excellence Awards	4
CLBC's First Annual Staff Conference.	4
Transformation Update	8
Website News	11
Newsletter Transformation	11
Contact Us	11

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COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

Message from the Chair

continued

provide effective governance.

Finally, the Minister, the Board of CLBC, and the Ministry of Children and Family Development have been discussing the Children's Agreement and have decided that CLBC will continue providing services for children and youth with special needs and their families, following the same effective arrangement that has been in place for the past nine months under the MOU.

Our first priority is to do what's best for families and this interim arrangement is actually working very well.

This approach supports CLBC's commitment of life-long support to children, youth and adults with developmental disabilities.

Information about CLBC can be found on our website at www.communitylivingbc.ca.

Sincerely,
Lois Hollstedt,
Chair of Community Living BC



Inside Voice

By Bryce Schaufleberger
*President of the Mission
Self Advocacy Group*

This is my story of why we use the term self advocate.

The way I see it is that a lot of people say that advocacy means that families, service providers and self advocates have the same common goal and advocate together.

But what they don't know is that self advocate is a name that describes people with a disability who are speaking up for themselves and for their peers who have a disability and are unable to speak up for themselves.

Self advocate is the name chosen because we wanted to have a name that is respectful and a name that does not label those with disabilities negatively like retarded, or mentally disabled. These names hurt and do little to describe who the person is.

Self advocate is used in other countries as well as across Canada. The term is used in community living agencies. It is also used a lot because it is an acceptable term to people with disabilities.

Difference between advocacy and self advocacy:

Advocacy is the term used for families and service providers coming together, doing the same thing - advocating for a cause they believe in.

Self Advocacy is a group of people with disabilities coming together in support of a cause that affects people with a disability, for people that live with a disability.

I hope that this explains how we see advocacy and self-advocacy. See us for our abilities not our disabilities.

Thanks for your time.

Bryce Schaufleberger
President of the Self Advocacy Group
Mission, BC.



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

Recognition from the BC Council for Exceptional Children

Bailey and Sky

In February of this year, two young people received very special awards. Bailey and Sky were recognized by the BC Council for Exceptional Children and received *Yes I Can!* awards at the annual ceremony held in Vancouver in February.

Bailey is a gifted 18 year old from Victoria with natural athletic ability. She has a moderate developmental disability and competes in cross-country running, gymnastics and was a five medal winner in the Provincial Special Olympics last year in swimming.

She was awarded the *Yes I Can!* Prize in Athletics, specifically for the endurance training she undertook to participate in a four day hike near Mount Washington, along with her peers from the Physical Education 11 hiking class at Stelly's Secondary School.

Sky, a grade 9 student also from Victoria, received the *Yes I Can!* Award for Technology. Sky, who is deaf-blind, is a whiz in computer



Sky accepting his award.



Bailey is pictured in between her teacher, Bonnie Robinson (left) and her Student Support Assistant (right), Lori Cunningham.

technology. He operates a wide range of technology and software designed for the blind and has assisted in conducting technology workshops.

Not only has Sky developed his own website and set up his own home computer recording studio, but he is also a tester for several computer gaming companies and is an active advocate for accessible computer technology for people with disabilities.

Canadians have been active members of the International Council for Exceptional Children (CEC) since it was founded in 1922.

The CEC is the largest international professional organization dedicated to improving educational outcomes for exceptional students - those with disabilities, special challenges, gifts and talents. The *Yes I Can!* Awards acknowledge the achievements of children and youth with disabilities and encourage them to seek their highest potential.

CLBC congratulates both these young people for their outstanding achievements. They are great examples of the passion and energy that youth can contribute to their community, whatever their exceptional talents may be.



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

CLBC Employees Nominated for Premier's Innovation & Excellence Awards

In early March, CLBC was proud to learn that four of its employees had been nominated for the 2005/06 Premier's Innovation & Excellence Awards in the category of Innovation.

The Premier's Innovation & Excellence Awards, held this year at Victoria's Convention Centre on March 29, supports the vision: To achieve excellence in public service.

Rick Mowles, CEO of Community Living BC, was nominated, along with Carol Goozh, Vice President of Quality Service, Richard Hunter, Vice President of Corporate Services, and Paula Grant, Director of Policy for their work on the CLBC Devolution Team.

It's great to have these four members of the senior management team recognized for their hard work and expertise in making CLBC a reality.

Nomination criteria in the Innovation category recognizes a fundamental shift in the way business, which produces substantial benefits to community, is conducted.

As the pinnacle employee recognition event for the public service, the Premier's Awards:

- Showcase the best examples of innovation

and excellence;

- Strengthen pride and identity among employees internally; and
- Help build the external reputation of the public service.

Rick, Carol, Richard and Paula were selected from 66 nominations submitted last autumn. External adjudicators recommended a short-list of 24 nominations to the Judges Panel. The CLBC nominees were recognized for their work in the delivery of an integrated project involving eight government entities that saw the uninterrupted transfer of responsibility for the delivery of services to individuals with developmental disabilities and their families from the Ministry of Children and Family Development to the new crown agency, Community Living British Columbia (CLBC).

The government of BC wants to help acknowledge the public service for its dynamism, innovative management, and the host of best practices that it regularly creates and offers to other organizations.

CLBC's nominees are great examples of that drive and leadership. Their recognition highlights the importance that teamwork plays in our work at CLBC, not just at headquarters, but in every community and every office in the province.

Congratulations to the nominees!

CLBC's First Annual Staff Conference

CLBC recently hosted its first annual staff conference, attended by over 300 people from across the province. Attendees participated in a variety of workshops, hosted by members of the CLBC Executive, guest instructors, family and community members.

The theme of the conference *continued*





COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

CLBC's First Annual Staff Conference

continued

was to celebrate the beginning of the new organization and its approach to supporting individuals with developmental disabilities to achieve CLBC's vision of "Good Lives in Welcoming Communities." At the same time, the conference addressed key challenges impacting CLBC and its ability to implement a new service delivery system.

This focus was reinforced by keynote speaker Michael Kendrick whose address "Meeting the Promise of a New Beginning: Preparing for the Challenges Ahead" looked at implementing change and the importance of creating "right relationships." He emphasized the importance of earning the trust of our individuals, families, stakeholders and service providers. He reminded everyone that change of this magnitude takes time.



Michael Kendrick presenting one of his workshops.

Michael is known as one of the foremost authorities on person-centred planning. He will



John Talbot facilitating a group session.

continue to provide input and support to CLBC as we transform our services.

Facilitator John Talbot helped the organizing committee synthesize the various discussions throughout. John has over 30 years of experience as an executive, consultant, practitioner and trainer in the public, non-profit and private sectors.

Workshop topics included community safeguards, successes and challenges involved in the issue of 'unbundling' (individualizing the funding held in a block-funded contract), ways to support innovation, and increasing community capacity.

During the conference's opening session, special recognition was given to the staff from the Development Site for their hard work and dedication over the past few months.

Community Planning and Development Vice President Doug Woollard, and Quality Services' Vice President Carol Goozh, presented each staff member with a gift bag and popular toy "guinea pig" to acknowledge



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

CLBC's First Annual Staff Conference

continued

the very valuable role that each team member played in 'field testing' key components of CLBC's new service delivery model.



Development Site members receive their 'guinea pigs.'

In November, 2005, CLBC launched the development site in Abbotsford, Chilliwack and Langley where the new service delivery model was implemented and reviewed. This provided CLBC the opportunity to test and refine the model prior to implementing it throughout the province.

Nancy McNeil was recognized for her



All staff from the CLBC Development Site, including Nancy McNeil, back row, third from right.

leadership and support in serving as the project coordinator for the Development Site during this critical period.

CLBC CEO Rick Mowles chaired two sessions called "Straight Talk" in which staff asked him direct questions and gave him feedback about issues, problems or concerns they faced regarding transformation.

These sessions were two of the most popular and resulted in some very healthy and passionate dialogue. Rick has promised to follow up with staff during his provincial tour scheduled for this spring and summer.



Analysts Christine MacKenzie and Valerie McPhail, from the Southern Vancouver Island region, with CLBC Board Chair Lois Hollstedt (right).

Overall, the attitude of everyone at the conference was positive. People appreciate the enormity of the tasks at hand, but shared an eagerness to roll up their sleeves and get down to it. Staff want to be kept up to date on information and developments. Once armed with information, they are ready and willing to get out there and transform!

Throughout the conference, two of our self-advocates, Penny Soderena from AimHi in



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

CLBC's First Annual Staff Conference

continued

Prince George and Barb Goode from the Burnaby Association for Community Inclusion, acted as roving reporters, asking staff the question: "What kind of organization do you want to work for?"



John Talbot with 'Roving Reporters' Barb Goode and Penny Soderena.

With support from Melinda Heidsma, Chris Tanner and John Talbot, Barb and Penny came up with a list of the most frequent responses from staff. These responses resulted in nine distinct themes:

Put people first: "I would like to work for an organization that truly puts the needs of people with disabilities first, and responds to their needs in a timely and wholehearted way."

Respect and honesty: "Our organization must be up front and honest about what's going on and through effective communication keep staff informed so we can all feel like we're on board with the leaders of the organization."

Open and effective communication: "An



Keynote speaker John Lord with baby Mia.

organization that is open to feedback and open to employee's comment and input."

Delivers on promises: "An organization that does what it says it is going to."

Caring and compassionate: "An organization that really cares about my mental health and about providing opportunities for me *continued*



Self-advocates Tim Lord and Marnie Zimmerman from the Richmond Society for Community Living's Avenues Day Program, helping at the conference registration. **7**



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

CLBC's First Annual Staff Conference

continued

to have a really good team to connect and work with."

Heart and soul: "I want to work for an organization that never loses its heart and soul."

Continuous learning: "An organization that takes a keen interest in its employees, offers a lot of training and room for personal growth."

Creative and inspiring: "An organization that is innovative and respectful, and supports me as a member of that organization to look for creative ways of doing my job."

Fun: "Let's not take ourselves too seriously; let's have fun and enjoy our work."



Blues band Super 9th entertaining staff on Thursday evening.

There were a variety of opportunities for staff and community members to network and have fun during the conference. On Wednesday evening, the CLBC Board of Directors hosted an evening reception which provided a wonderful opportunity for Board and staff to become better acquainted.

On Thursday evening, a band comprised of CLBC staff and community consultants from the Southern Vancouver Island Region, played at a dance that was attended by almost 160



Upper Fraser's Manager of Community Planning and Development, Kerry Lawson, with Vice President of Quality Services' Carol Goozh (right).

participants. And of course, during breaks and lunches, staff had plenty of opportunities to renew old acquaintances and meet new people.

As well, participants were provided with a learning journal to record what they learned and to assist them in discussions with their colleagues following the conference. The journal highlighted three areas for further reflection and discussion:

1. *Personal observations of the conference.*
2. *What will I share with my colleagues?*
3. *The one area that I am going to work on is...*

While most conferences typically feature important speakers and interesting sessions, what makes each conference unique is the contributions by those who attend.

CLBC is looking forward to building on the solid foundation that staff have helped create during a time of great change and innovation. The next year will see further development as we move to the new model.

A number of the conference presentations are available in PDF or PowerPoint format, and speeches are available in audio format. Visit the conference website: www.communitylivingbc.ca/staffconference2006/presentations/



CLBC's Transformation Update:

In this section, we will help keep you informed about the different transformation initiatives happening in and around CLBC. Check back here every issue for up-to-date information.

Family Independence Fund:

A \$30 Million Family Independence Fund has been created to provide one-time capital grants to families with children or adults with developmental disabilities living with them, and have no other means of support available to keep their families together. The fund will be administered by the Vancouver Foundation, with allocation decisions being made by a nine member advisory committee. CLBC will have two representatives on this committee. Check the Vancouver Foundation website at www.VancouverFoundation.bc.ca for updates.

Transformation Schedule:

Based on our experience with the development site, it takes approximately two months to complete all the tasks necessary so that facilitators and analysts can assume their new roles. The schedule has been planned to provide that time for each area being transformed. The schedule for transformation is outlined in the table below:

Quality Service Area	Transformation begins	Transformation to new roles	PARIS Implementation begins
South Island	January 3, 2006	March 6, 2006	April 3, 2006
North	February 1, 2006	April 3, 2006	May 1, 2006
Vancouver/Coastal	March 6, 2006	May 1, 2006	June 5, 2006
Simon Fraser	March 6, 2006	May 1, 2006	June 5, 2006
Surrey/Delta/Richmond	March 6, 2006	May 1, 2006	June 5, 2006
Northern Interior	April 3, 2006	June 5, 2006	July 4, 2006
Southern Interior	April 3, 2006	June 5, 2006	July 4, 2006
Central and Upper Island	April 3, 2006	June 5, 2006	July 4, 2006



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

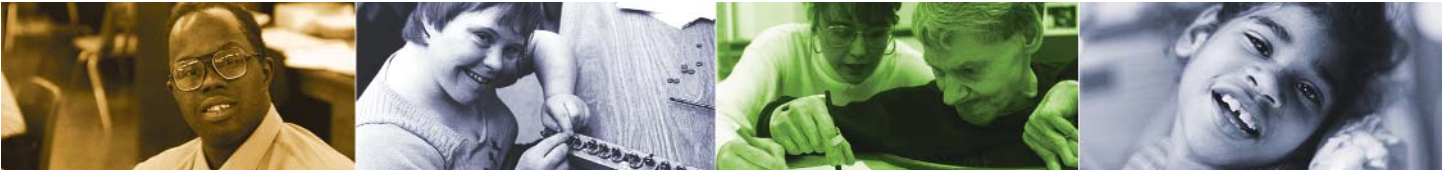
Transformation Update: Community Meetings

To provide opportunities to learn more about the new model of service and how services will be provided in your communities, we have scheduled public meetings in the coming weeks:

DATE	COMMUNITY	VENUE	TIME
April 24	Delta	Burnsview Jr. Sec School (Library). 7658 112 Street.	7 - 9pm
April 24	Castlegar	Castlegar Rec Centre. 2101 6th Avenue.	6:30 - 8:30 pm
April 24	Terrace	Coast Inn of the West. 4620 Lakelse Avenue.	2:30pm & 7:30 pm
April 25	Smithers	Aspen Motel, Banquet Room. 4268 Highway 16.	2:30pm & 7:30 pm
April 25	Creston	Creston & District Community Complex. 312-19th Ave. North	11:30am - 1:30pm
April 25	Cranbrook	Prestige Inn. 209 Van Horne Street South.	6:30 - 8:30 pm
April 27	Surrey	Kwantlen University College. Building G, Conference Centre. 12666 72nd Ave.	7 - 9pm
May 1	Quesnel	Best Western Tower Inn. 500 Reid Street.	2:30pm & 7:30 pm
May 2	Tri-Cities	Kyle Recreation Centre. 125 Kyle Street. Port Moody.	7:30 - 9:30 pm
May 4	Maple Ridge	Thomas Haney Centre, Rm 2026. 230th 116th Ave.	2:30pm - 4:30pm
May 15	Kamloops	CLBC office. #101 905 Southill Dr.	1:30pm. Service Providers: 10:00am
May 16	Clearwater/Barrier	Yellowhead Community Services. 612 Park Ave.	1:00pm
May 17	Williams Lake	CLBC office. 280D North MacKenzie Ave.	7:00pm Service Providers: 1 pm
May 18	100 Mile House	South Caribou Health Centre. 55 Cedar Ave.	1:00pm
May 19	Merritt	Ska Lu La. 1725 Coldwater Ave.	10:00am
May 23	Vernon	Village Green Hotel. 4801-27 St.	7:00pm Service Providers: 3pm
May 24	Revelstoke	Revelstoke Community Centre . 600 Campbell.	7:00pm
May 25	Salmon Arm	Salmon Arm Community Living. 4590-10 Ave SW.	7:00pm
May 25	New Westminster	C110 Theatre. Justice Institute of BC. 715 McBride Boulevard.	7 - 9 pm

Contact Info: Richmond: (604) 501-3139 Penticton, Kelowna, Creston, Cranbrook and Revelstoke: (250) 861-7255
 Burnaby: (604) 933-2000 Surrey, Delta: (604) 501-3139 Prince George, Quesnel: (250) 565-6890 Castlegar: (250) 417-4151
 Terrace, Smithers: (250) 565-4367 New Westminster, Port Moody, Coquitlam, Maple Ridge: (604) 660-8124
 Kamloops, Clearwater/Barrier, Williams Lake, 100 Mile House, Merritt, Vernon, Salmon Arm: (250) 554-5900.

As of April 26, this information is accurate. However, changes do occur. For the most up-to-date information, please go to our website at www.communitylivingbc.ca/whatsnew.htm.



COMMUNITYLIVINGREPORT

The Newsletter for Community Living BC

WEBSITE NEWS

New on the CLBC website this month:

CLBC's Operational Plan for 2006/07 - 2008/09: sets out key objectives/tasks, as well as the staff responsible and time-lines associated with each of the eight key directions outlined in CLBC's first 3 year Strategic Plan.

Each year, CLBC will report on progress

being made on the implementation of the Operational Plan.

Glossary: clearly describes some of the terms/definitions used in community living.

Children's Services: updated information on delivery of services to children and youth with special needs and their families.

You can find our latest updates at www.communitylivingbc.ca/whatsnew.htm

Newsletter Transformation

As CLBC continues its transformation and work begins in earnest on moving to the new service delivery system, it seems like a natural time for some changes to the newsletter as well.

You may have noticed that this newsletter covers two months: March and April. This is the start of the transformation. Starting with this edition, we will now be publishing the newsletter six times a year. In May/June we will have a new name and a new look to the Newsletter!

CONTACT US

You can find all the latest information on our website: www.communitylivingbc.ca

Receive Our Newsletter:

To be included in an email distribution list, or if you have feedback on our current newsletter, please email us at:

newsletter@communitylivingbc.ca

If you would prefer to receive the newsletter by mail, let us know...



The CLBC offices have moved!

Please send feedback and story suggestions to us, or let us know if you have questions or would like more information:

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