



Annual Report of the Advisory Committee to the Community Living British Columbia Board of Directors

April 1, 2013

For the period of
June 1, 2012 – March 31, 2013



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Please note that the time frame covered in this year’s provincial Advisory Committee annual report has been shortened.

The reporting period ends as of March 31st as opposed to last year’s date of May 31st.

This will enable future reports issued by the Advisory Committee to correspond to the annual fiscal reporting cycle (April 1 – March 31) that is used by Community Living British Columbia as part of its accountability requirements with the Provincial Government.

Additionally, the April 1 – March 31 time period is the same as that used by the Quality and Service Committee with whom the Advisory Committee has an ongoing working relationship.

This change will support more effective sharing of information by all parties.

Introduction

Our annual report to the CLBC Board of Directors highlights some of the key areas of discussion at our Advisory Committee meetings for the period of June 1, 2012 – March 31, 2013.

Members would like to highlight the following messages for the CLBC Board:

- ◆ The Committee has continued to mature as a group and believes it is clear about its role and has a well defined working relationship with the CLBC Board of Directors, staff and Community Councils
- ◆ Norah Flaherty and Darryl Harand, who represent the Board's Quality and Service Committee, continue to provide important updates on CLBC's work and that of the Quality and Service Committee. Their presence as ex officio members on the Advisory Committee has done much to enhance two-way communication between the Board and the Committee
- ◆ This year's meeting agendas provided important opportunities for Committee members to provide feedback on some of the significant projects that CLBC is implementing. This ensures that members have meaningful opportunities to influence CLBC policy and practice

1. Advisory Committee Role and Mandate

The Advisory Committee to CLBC's Board of Directors is a requirement under the Community Living Authority Act. The purpose of the Advisory Committee is to:

- ◆ Ensure two-way communication between Community Councils and the Board by acting as a link to the Board on both successes and concerns identified by Community Councils that have provincial implications for CLBC and those it serves
- ◆ Recommend improvements to policy and practice for CLBC Board and staff consideration to enhance the quality of life for people served by CLBC
- ◆ Examine particular issues that may be requested by the Board

Norah Flaherty, Chair of the Quality and Service Committee, and Darryl Harand, a member of the Quality and Service Committee, attend all Advisory Committee meetings as ex officio members. They liaise with and on behalf of the CLBC Board on matters of mutual interest which are aligned with the Advisory Committee's and Quality and Service Committee's respective Terms of Reference. Brian Salisbury, CLBC's Director of Strategic Planning is the staff liaison to the Advisory Committee.

2. Meeting Schedule in 2012– 2013

Below are highlights from three scheduled meetings that Advisory Committee members participated in during the reporting period covered by this report. It should be noted that at each meeting:

- ◆ Members provided updates on the work of their respective Councils at each meeting, with a focus on what is working well
- ◆ Norah Flaherty, Quality & Service Committee Chair, updated members on issues that her Committee has discussed since the previous Advisory Committee meeting

2.1 June 16, 2012

- ✓ Jack Styan, CLBC's Vice President of Strategic Initiatives, presented an overview of CLBC's employment initiative. Community Councils were encouraged to support the community engagement process in practical ways, for example, sharing information about scheduled meetings. The Committee agreed that a member from each Council should be invited to attend the October, 2013 summit that would contribute to the development of a three-year community action employment plan. Jack also discussed a community inclusion initiative that will focus on enhancing relationships, contribution and belonging for adults. This work will support Councils who are mandated to address inclusion and citizenship
- ✓ The Committee discussed Draft terms of reference for an external home sharing review that will identify ways to improve policy and practice for this residential option. The Committee recommended that recruitment and retention be considered in the terms of reference
- ✓ Jule Hopkins, CLBC's Manager of Service Accountability Safeguards provided an update on the work of the Advisory Committee on Ageing. The Advisory Committee has supported this work since it was first proposed by the Surrey – Delta Community Council
- ✓ Ross Spina, PAC Chair, presented a draft of the report, the *Strengthening Community Councils: Task Force Recommendation* and members provided feedback
- ✓ Barb Penner, CLBC's Employment Initiative Coordinator, answered questions about the Ministry of Social Development's new employment approach, which is expected to provide additional opportunities for CLBC eligible individuals to pursue their employment goals
- ✓ Committee members discussed a paper prepared by staff outlining possible recruitment strategies and said they would encourage its use by their respective Councils. This has been a major area of concern by a number of Councils for the past few years
- ✓ Brian Salisbury updated members on *include Me!*, CLBC's Quality of Life initiative. Information can be found at www.communitylivingbc.ca/individuals-families/quality-of-life/
- ✓ Ross Spina indicated he would be stepping down as Provincial Advisory Committee Chair at the next meeting and requested interested parties to provide advance notice if they wish to put their name forward for consideration at the September Advisory Committee meeting. Members agreed to hold an election to appoint a new Chair at each September meeting

2.2 September 27, 2012

- ✓ Denise Turner, Board Chair, gave an update on Board activities and acknowledged the important work of the Community Council Task Force, the Community Councils, and the Advisory Committee and their accomplishments to date. Doug Woollard, Interim Chief Executive Officer provided an overview of the Deputy Minister's review and the status of the report's 12 recommendations as they apply to CLBC
- ✓ Megan Tardif reviewed the development of the new CLBC Complaints Policy. Members provided feedback on the process that is being used to generate input from different stakeholders

- ✓ Caitlyn Sassaman and Chris Rae from Communications, and Robyn Sussel from Signals Design Group, presented a demonstration of the new website design. Committee members provide feedback on content and accessibility
- ✓ Jessica Humphrey reviewed drafts of the Commitment Document and Rights of Individuals Policy with Committee members. Committee members supported the direction of these two initiatives and provided feedback
- ✓ Sylvie Zebroff, Family Partnership Advisor presented draft text of a brochure that is intended to introduce the public to the work of Community Councils. Members made a number of suggestions but agreed with the development of this tool as it will support Council recruitment and retention efforts
- ✓ As required by the Advisory Committee's Terms of Reference, members elected Russ Keil by acclamation as the new Chair of the Advisory Committee. Russ thanked Ross Spina, outgoing Chair for his contribution to the Advisory Committee and hard work and dedication

2.3 January 19, 2013

- ✓ On behalf of Doug Woollard, CLBC's Interim CEO, Jack Styan provided these updates:
 - ◆ CLBC's focus on continuous quality improvement initiatives such as the changing role of communications to be more externally focused, website redesign, home sharing review, and an updated [whistleblower policy](#)
 - ◆ Exploring ways to increase the number of people who use individualized funding
 - ◆ WOW awards which recognized employers from across the province
 - ◆ Work with the Services to Adults with Developmental Disabilities Committee which is addressing government's 12 point plan to create an integrated service delivery system
- ✓ Jack also gave a report on the Community Action Employment Plan and provided an overview of the appreciative inquiry process that led to its creation. CLBC and the sector's goal is to create 1200 jobs over a three-year period. Areas of focus in the employment plan include developing local action plans in three communities in BC. Attention will be paid to capacity building and changing attitudes to be more supportive of employment for adults with developmental disabilities. Committee members discussed ways Community Councils could support CLBC's employment goals by including employment in their annual work plans
- ✓ Brian Salisbury and Jack Styan presented key change initiatives that are linked to CLBC's three-year Strategic Plan which will support CLBC to make progress on the three key directions in the strategic plan (enhance citizenship and participation; align with the "one government" approach to persons with developmental disabilities; promote innovation and resiliency). Committee members expressed support for the key change initiatives, recognizing that CLBC still needs to go through a process to determine which initiatives can be achieved given available resources, time constraints, and other organizational priorities
- ✓ Brian addressed two issues raised at the September meeting. Regarding whether a parent whose child has died can represent a Council, Brian said CLBC's position has always been that

a parent is considered a parent for life, even if their son or daughter passes away. With respect to whether a parent can be elected to a Council in the area in which their son or daughter lives when they live in another region, Brian said this is a matter for each Council to consider, while being mindful that members must be knowledgeable about the area the Council covers

- ✓ Brian reviewed an updated draft of Commitment Document which will clarify what individuals and family members can expect when they interact with CLBC staff. Members acknowledged that individuals and family members also have a responsibility to interact with CLBC staff in ways that are respectful
- ✓ Russ and Brian reported on the work of the Task Force Recommendations Implementation Committee. Key areas of focus over the next year will be: 1) best practices for Community Planning and Development managers to support Councils in their work; 2) succession planning to support Council member recruitment; 3) a revised orientation and training package for new (and current) Council members; 4) an updated Council self-evaluation process; And 5) a revised handbook

3. Conclusion

The Advisory Committee has existed since 2007. While we struggled to develop an identity during the first few years, the Committee is now very cohesive and energized. We are clear about our role and we have developed very positive and collegial working relationships with the CLBC Board, Quality and Service Committee and staff. We have also made significant progress in setting agendas that enable members to discuss and provide input on key CLBC initiatives. More importantly, we know that our advice is taken seriously.

I am confident in saying that all members of the Advisory Committee are optimistic that we are well positioned to continue to provide important feedback to the CLBC Board and management in 2013/14 on some of the key initiatives that will serve to meet the needs of adults with developmental disabilities and their families throughout BC in responsive, person-centred ways. I believe my views are supported by the results of the Advisory Committee's annual self-evaluation (conducted using an online survey) which is required by our Terms of Reference (See the Appendix).

I would like to thank my fellow members who have worked tirelessly to support the Committee. Progress can sometimes be slow, but I know that we are making a positive difference in the lives of adults with developmental disabilities and their families. Finally, I would like to acknowledge the Board of CLBC and, in particular, Denise Turner for her leadership to the Board and for her ongoing support and encouragement to the volunteer members of the Advisory Committee.

I remain confident that the Advisory Committee and Community Councils will continue to play a key role in supporting CLBC's vision of "*good lives in welcoming communities.*"

Respectfully submitted by

Russ Keil

Chair, Advisory Committee

April 1, 2013

4. Appendix - Annual Provincial Advisory Committee Self Evaluation Survey Results

The annual Provincial Advisory Committee self evaluation survey was conducted during March and April, 2013 and was accessed by members on line.

Q1. Members understand the Committee's Terms of Reference and work together		
Answer Options	Response Percent	Response Count
Strongly Agree	12.50%	1
Agree	65.50%	5
No Opinion	12.50%	1
Disagree	12.50%	1
Strongly Disagree	0%	0
answered question		8
skipped question		0
Q2. We have a positive working relationship with the members of the CLBC Quality and Service Committee		
Answer Options	Response Percent	Response Count
Strongly Agree	50%	4
Agree	50%	4
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q3. The way the Advisory Committee is organized aligns with CLBC's vision of helping people to lead good lives in welcoming communities

Answer Options	Response Percent	Response Count
Strongly Agree	12.50%	1
Agree	50%	4
No Opinion	37.50%	3
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q4. Committee Decisions are made in a way that respects all members' views.

Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	50%	4
No Opinion	12.50%	1
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q5. Our work is treated respectfully by the CLBC Board.

Answer Options	Response Percent	Response Count
Strongly Agree	50%	4
Agree	50%	4
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q6. Overall Rating

Answer Options	Response Percent	Response Count
Excellent	25%	2
Very Good	62.50%	5
Good	12.50%	1
Satisfactory	0%	0
Work is needed	0%	0
answered question		8
skipped question		0

Q7. We have regular meetings.

Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	50%	4
No Opinion	0%	0
Disagree	12.50%	1
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q8. There is good attendance at every meeting.

Answer Options	Response Percent	Response Count
Strongly Agree	50%	4
Agree	50%	4
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q9. Meeting agendas help us focus on what is important.

Answer Options	Response Percent	Response Count
Strongly Agree	25%	2
Agree	65.50%	5
No Opinion	0%	0
Disagree	12.50%	1
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q10. The Advisory Committee has been successful in achieving the purposes set out in the Committee's Terms of Reference.

Answer Options	Response Percent	Response Count
Strongly Agree	25%	2
Agree	50%	4
No Opinion	25%	2
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q11. People are encouraged to speak at meetings. People feel heard at meetings.

Answer Options	Response Percent	Response Count
Strongly Agree	50%	4
Agree	50%	4
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q12. Overall Rating

Answer Options	Response Percent	Response Count
Excellent	25%	2
Very Good	62.50%	5
Good	0%	0
Satisfactory	12.50%	1
Work is needed	0%	0
answered question		8
skipped question		0

Q13. I attend Committee meetings on a regular basis.

Answer Options	Response Percent	Response Count
Strongly Agree	25%	2
Agree	50%	4
No Opinion	25%	2
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q14. I read reports and other materials before our meetings.

Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	62.50%	5
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q15. I am encouraged to express my opinions at meetings.

Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	62.50%	5
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q16. I follow through on the commitments I make in meetings.

Answer Options	Response Percent	Response Count
Strongly Agree	25%	2
Agree	75%	6
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q17. I maintain confidentiality of all confidential Committee decisions and support them once made.

Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	62.50%	5
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q18. Overall Rating		
Answer Options	Response Percent	Response Count
Excellent	25%	2
Very Good	62.50%	5
Good	12.50%	1
Satisfactory	0%	0
Work is needed	0%	0
answered question		8
skipped question		0
Q19. CLBC staff support is effective in helping us to carry out our work.		
Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	62.50%	5
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0
Q20. Members receive needed information and reports in advance (e.g. Agenda; background materials).		
Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	62.50%	5
No Opinion	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q21. Information provided by Community Councils helps the Advisory Committee do its work.

Answer Options	Response Percent	Response Count
Strongly Agree	50%	4
Agree	37.50%	3
No Opinion	0%	0
Disagree	12.50%	1
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q22. We communicate key issues to the Board that Community Councils have identified through the Quality and Service Committee.

Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	37.50%	3
No Opinion	25%	2
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q23. The Quality and Service Committee is an effective communication link to the CLBC Board.

Answer Options	Response Percent	Response Count
Strongly Agree	37.50%	3
Agree	37.50%	3
No Opinion	25%	2
Disagree	0%	0
Strongly Disagree	0%	0
answered question		8
skipped question		0

Q24. Overall Rating

Answer Options	Response Percent	Response Count
Excellent	37.50%	3
Very Good	25%	2
Good	25%	2
Satisfactory	12.50%	1
Work is needed	0%	0
answered question		8
skipped question		0