

January 19, 2012

Anita Dadson  
President  
BC Family Net

Dear Ms. Dadson:

Thank you for your email dated November 29, 2011, regarding Community Living BC (CLBC)'s Interim Report. I am pleased to respond and apologize for the delay.

Let me assure you that the provincial government is committed to providing the best supports possible for individuals with developmental disabilities and their families in British Columbia. I will address the items you mentioned in your email below.

#### 1) Suspension of Bonuses

I am pleased to advise that the practice of providing bonuses to CLBC staff has been eliminated. In the past, CLBC did have an incentive program that involved holding back a portion of an individual's salary until year end. This is no longer the practice for the organization.

#### 2) Client Support Team

The Client Support Team (CST) was set up by the provincial government to work with CLBC on cases where individuals and their families express dissatisfaction about current services or feel that services no longer address their circumstances.

The Ministry of Social Development issued a news release to all media outlets in the province in addition to posting information on the provincial government's website. Since then, regular information bulletins have been issued on the results of the CST. CLBC has also made sure that families and the public are aware of the CST by informing media, service providers and CLBC staff. Further, CLBC has posted the information to the CLBC website, The Citizen newsletter and social media sites.

Individuals and families are able to bring their concerns to the independent Advocate for Service Quality and the Ombudsperson if they are not satisfied at any time with CLBC's response to a complaint. Authority for the Advocate is an Order in Council under the *Public Service Act*. No other province in Canada has similar legislation for an advocate for adults with developmental disabilities.

CLBC has policies in place, as well as contractual requirements, which specifically prohibit any form of reprisal against an individual making a complaint. CLBC provides mechanisms for ensuring a complaint is dealt with in a fair and timely manner.

In September, the provincial government invested an additional \$8.9 million in funding to help provide services and programs to eligible individuals. Ninety-three per cent of CLBC's expenditures are spent directly on these supports.

### 3) Deputy Ministers' Working Group and Finance's Internal Audit

The Deputy Ministers' Working Group is examining how individuals with developmental disabilities and their families are supported by government ministries and how CLBC assesses and prioritizes needs. In October, the Ministry of Finance conducted an internal audit to review key organizational areas around service demand, performance management and cost analysis of CLBC. I have committed to sharing the findings from these reports with the public in the coming weeks.

### 4) Ending forced moves out of group homes to save money

Currently, there are over 700 group homes that remain an integral part of the province's network of care resources. There will always be staffed residential care for individuals who require that level of care. Moving forward, CLBC has committed that changes will only occur with agreement from the individual and their family.

In situations where other external factors limit choice for families and individuals, CLBC will take the time to properly inform the person, and the family, to make sure that there is shared understanding of the situation. CLBC will explain why a change is necessary and how the individual's needs will be met, and will work to find a resolution acceptable to the family.

CLBC has policies and standards to ensure individuals receive consistent and quality support in all residential arrangements. The majority of home sharing arrangements are provided by community agencies accredited by Commission on Accreditation of Rehabilitation Facilities or the Council on Accreditation. Providers are expected to have previous experience, and monitoring is conducted at the individual and service provider levels. These measures help address issues relating to health, safety, individual support and rights.

Thank you again for taking time to share your concerns about supporting individuals with developmental disabilities and their families.

Sincerely,

Stephanie Cadieux  
Minister of Social Development