

## Feedback from Families CLBC information meetings July and early August, 2005:

Representatives of Community Living B.C. (Lois Hollstedt Board Chair, Rick Mowles, Interim CEO; Carol Goozh, V.P. Quality Services; and Doug Woollard, V.P. Community Planning and Development) toured the Province beginning early July to meet with individuals, families and others to discuss the move from MCFD to CLBC.

We understand that CLBC representatives did not have anyone recording issues raised and responses given during their presentations. Lois Hollstedt provided a summary of some of the questions she had heard and her general responses in their August newsletter (can be viewed on their website at [http://www.communitylivingbc.ca/newsletter/clbc\\_newsletter\\_aug05.pdf](http://www.communitylivingbc.ca/newsletter/clbc_newsletter_aug05.pdf))

Below is feedback FamilyNet received from various family members (parents or siblings of children and youth with special needs or adults with developmental disabilities) on some of the CLBC meetings, based on their own notes and impressions.

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**VICTORIA** - July 12th at Garth Homer Centre in Victoria

**Attendance:** about 250 and mostly families, with a fair amount of caregivers, self-advocates, and staff from MCFD/CLBC.

### Comments re Presentation and Presenters

- Rick Mowles, interim CEO for CLBC - used a slide presentation that he pretty well followed word for word. He talked about timelines and about the redistribution of staff in BC to better meet the needs of the clients. Rick said there are 275 Facilitators in BC and that CLBC "will hire more if they're needed". He indicated that every client would meet his or her Facilitator (Social Worker).
- A Mom asked how he could guarantee that when her child hadn't met their last 3 workers and he didn't have an answer.
- Another Mom, with a son with autism, said it seemed the government thought her son miraculously recovered from autism when he turned 19, as there were no supports for him.

### Main Themes:

- Concern by families around current lack of support and services for their children, including children with autism, and for those who have turned or are turning 19.
- Families and self-advocates seemed very interested in listening and finding out what CLBC is and how it will impact on their families and them, and caregivers wanted to know how it would affect their clients.
- There was much concern and frustration about the many existing cracks in the system—that clients AND their families and caregivers don't have the supports they need to be safe and healthy.

A family member provided the above feedback on the Victoria meeting.

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**KELOWNA** - Wednesday, July 6 at Kelowna and District Society

**Attendance:** I am from Vernon but because I wasn't able to make the meeting held there on such short notice, I attended the Kelowna session. I was surprised by the low turnout in Kelowna for such a large centre, but it gave me the opportunity to voice concerns and ask questions..

### Comments re Presentation and Presenters

- They talked about broken trust and how they would be continually seeking input from self-advocates, parents, caregivers etc.
- I think they have a huge mandate and I am skeptical that they will be able to provide the service that is required.

#### **Main Themes, Questions and Answers**

- FAS and funding for individual with a bit higher IQ - response was current criteria is the same.
- CLBC pilot project in Jan 2006 - how to be involved – answer was by location only (Abbotsford, Chilliwack, etc.).
- What about previous requests submitted for being involved in pilot -response was that the earlier try at "IF" failed was due to no money.
- Centralizing money decisions in Kelowna - concerns about a fair distribution for other centres. Response was that that is one of their goals - currently there are considerable inequities and they will try and address
- They talked about accountability.
- A question was asked if parents were going to be harassed to provide more proof than they currently do for service/eligibility etc. Parents always having to highlight their failings over and over again in order to get help causes damage to a family unit. Response - they seemed to be concerned and have an understanding of those types of issues.
- A quote by Doug Woollard "...there is some new money for children services -\$11 million"
- What about waitlists with new model - response was that they were hoping to remove some of the steps (like seeing a client numerous times when not necessary) and that they could make some headway. They also said that by getting accurate numbers on waitlists they could have a better case for additional funding.

**Additional Comments:** The session went well and your letter (from FamilyNet) was great pre-reading.

A parent provided the above feedback on the Kelowna meeting.

**NANAIMO** Monday, July 11, 2005 in Nanaimo at Beban Park.

#### **Attendance:**

- Participants came from Nanaimo, Parksville, Qualicum, Port Alberni, Courtenay, Campbell River, and Duncan.
- About 150 or more families and caregivers -Majority were family members. Lots of caregivers. About 10 self-advocates. CLS Social Workers attended but were not part of the presentation.

#### **Comments re Presentation and Presenters**

- He gave a fairly brief presentation -not much different from what has been presented over the past 3 years and left lots of time for questions, staying after the meeting until 9:45.
- Presentation was a dry generic version with no new information, like a typical government presentation.

#### **Main Themes, Questions and Answers**

- Funding shortfalls and the 2% increase coming March 06 - Will it be funded? Were told the system is unsustainable and there won't be any more money
- Will programs and services that are working be changed? - No
- Will my sons day program be changed? - No
- Will programs be unbundled if people want IF - Yes
- So that is a change? - no answer.
- Parksville concerned that their CLS office will be closed and they will have no local access to a social worker.
- How will the planning, funding and approval process work? answer not clear; much talk about community taking more responsibility, greater inclusion and integration; didn't say how that would happen
- How will community councils work? They will have the power and authority that they want; they will be coming around in the fall to teach people how to form their community council so they don't want people doing this until they come around.
- Much concern expressed about the cost of Accreditation by CARF - families were shocked at how much money went to accreditation that could have been spent on services
- Funding, funding, funding
- How will it all work?

### **Were Questions and Concerns Adequately Answered?**

- More time should have been spent on explaining exactly where they are at in the policy making, regulations, exactly how they were hiring staff, and how the community input was going to be put in place.
- They did not manage to fairly distribute the time for questions between people - There were a few people (seemed to be parents, and an advocate) who dominated the question period.
- They should have had a volunteer there to take notes of questions and answers to post somewhere on the CLBC website.
- There were few real answers except that there won't be more money which is not an appropriate answer for the organization that is supposed to be an advocate and fight for the funding that it needs

**Main Themes, Questions, and Answers:** Themes mainly funding, waitlists and lack of knowledge on what the changes mean to the families, individuals and communities.

### **General tone of meeting:**

- Generally antagonistic by the crowd.
- Nobody was happy. People were polite but very assertive. They did not mince words. Rick Mowles was peppered with questions.
- Rick Mowles remained upbeat and friendly.

### **Additional Comments:**

- Good to hear that the transformation is going much more slowly and that there will be a pilot project in Abbotsford; too bad this common sense did not appear three years ago.
- CLBC is telling families that the change to CLBC will not affect current services families receive—that service will continue status quo. My impression is that when funding becomes a real issue, individuals and families will be having a change in service that costs less money. Already there is a shift in services, more pri care for high needs individuals. That will lead to people bouncing from service provider to another. Impossible for someone to work 24/7 with some of these individuals, but people not knowing will take the contracts and not be able to fulfill the need. My concern that in the search for \$'s, no matter the good intentions of CLBC, that people's needs will not be a priority and we will end up more like England with a bench marked \$ for services. A question is if CLBC can not advocate for more funding, because they are an arm of the government, who is going to do it? If they do not get an increase they must then look at who has services. Something that has raised my alarm buttons on this is the way they are collecting their data on services and contracts.

Various family members provided the above feedback on the Nanaimo meeting from different communities.

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### **NORTH SHORE - July 13/05**

#### **Attendance:**

Approx. 100 - mostly families, a few Self-Advocates 's and Service Providers. Rick Mowles was the only presenter.

Comments re Presentation and Presenters: Slide power point presentation, then asked for concerns from those present.

#### **Main Themes, Questions, and Answers**

- Funding – Answer: Not enough - up to people to lobby Govt re this
- Waitlists – Answer: Getting data now - not available from Govt before - hard to believe but that's the case! Also working on developing a policy.
- What is future for Group Homes? Answer: Those that are liked will not change but will look for other creative ways. Example given re person living at home with supports can remain in home that has been willed to him/her for lifetime. This will be possible under new system.
- What about present services to Autistic people – Answer: No change if not wanted.
- Re Social Workers- will they be better - present experience not good. Answer: They are being trained to fit into the new way of service delivery so things should be better.

**General Tone of Meeting:** General feeling in room was one of wait and see - but skepticism obvious because of not enough money!

A family member provided the above feedback on the North Shore meeting

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**SURREY (Cloverdale)** July 14 at Surrey Association for Community Living

**Attendance:** Seats were filled - guessing about 75 to 100 people attended.

The only presenter was Doug Woollard, who took a count of who in the audience were self-advocates, families, and service providers. He said it appeared the majority was families.

**Comments re Presentation and Presenters**

- Doug Woollard said there has been a lack of respect and trust across the province – that relationships had broken down, and that it is their goal is to improve community confidence. Gave his “commitment and promise with integrity” that CLBC will do what they say they will do and if anything goes wrong, they will come and explain. He said CLBC is moving to a place where families are the decision-makers, but no, they are not there now. CLBC will exceed standards of accountability and will know how funds are spent.
- Doug Woollard was calm and patient in his responses to the many concerns raised (see comments under “General Tone of Meeting” and “Other Issues of Concern Raised”).

**Were Questions and Concerns Adequately Answered?**

- There was a constant and fast moving stream of questions and comments and it was difficult for everyone who had their hand raised to get a chance to speak. Some people spoke up before and more often than others who had been waiting a longer.
- There should have been more details provided regarding the pilot project in Abotsford, Langley, etc., policies being developed, etc.

**MAIN THEMES, QUESTIONS, AND ANSWERS**

**Funding:**

- Are current budgets at risk? No, but CLBC will be looking where they are completely out of whack and will be talking to about what changes can be made.
- Are there enough resources to meet needs now? Answer: No
- How much of the \$600 million went to create CLBC? We have an individual in crisis in our home now. We are told not to go into the red. Yet wonderful ideas are being presented. Answer: We have \$2 million for the transition
- Does that cover the current system? Answer: Yes
- Regarding Restructuring Funds, some adults with disabilities didn't qualify for funding for example, for an adaptive bathroom. Answer: It was a government decision who was eligible for those funds.
- Even if families have the money, trained people are not out there to hire (e.g., respite). This seems to be about downloading. Will we have to remortgage our house? Answer: A whole bunch of people are telling us to give them the money and they'll do it themselves, and other people are saying they can't do it themselves. With direct funding you can use existing respite care services. We have no intention of charging people for these things. For children there is still income testing. That has to be done because of Federal tax laws. Otherwise you would have to pay income tax on the funding received.
- What about the Individualized Funding pilot last year? Answer: There were taxation problems with the initial attempt. Also, the only way was to take money out of existing services, so it was shut shown. We think we have resolutions. We are introducing I.F. some time between January to June 2006. We will use waitlists to determine dollars, so that the type of services and the way money is offered doesn't affect your place in line.
- It seems the focus of the discussions tonight is the lack of money. You must have a sense of whether
- Government is going to increase the budget or not. Answer: We have two chances – one in the Fall when the current budget goes to debate in the legislature, and again in February for that year's budget.

**Children's Services/Autism:**

- What qualifies as a developmental disability? My son is physically disabled. Answer: The definition hasn't changed regarding IQ of 70 and functioning. (to be eligible for services from CLBC) The Ministry of Health (Cecil Program) provides Individualized funding for adults with physical disabilities.
- Children's services are difficult to access – People don't know what services there are. Answer: CLBC will make this less complex.
- Right now families have to go to a number of people. Answer: Their goal is to have one Agreement, but it is complicated with children. MCFD and CLBC both agree that the current process is not good.
- Re autism funding for those over and under age 6, do families now have to go to two services? Answer:

Unfortunately, yes. It is a compromise. Some families of children with autism said they didn't want to go to CLBC. Others said they did.

- Will you adopt the Alberta model of autism - \$50,000 to \$60,000 a year? Answer: That's a cabinet decision.
- Re the Qualified Service provider list for early autism intervention services, some people are completely unqualified to provide these services. I'm concerned that will be the case (with the new model of service). Answer: The qualification process is going on now. The requirement is for the service providers to be accredited. Group homes must be licensed. The Provincial Monitoring Group no longer exists, and we need to put something in place – we're looking at outcomes.

#### **Waitlists, Future Needs:**

- Regarding older families is CLBC going to address the issue of people who can no longer provide care because of illness, old age, etc.? Answer: Yes, we want to identify them and talk to them. Resources are a problem. We need to help them plan before something happens, e.g., before going to hospital.
- People who are not identified (as needing help) will be forgotten. Answer: Don't agree with that – believe people will self-identify.
- Why don't you know who the adults are on the waitlist? Answer: We do, but we don't have a database of what the services are and the cost.
- Re the computer system to collect the data on waitlists, people in that field know you can't deliver a data base in less than 2 years, and then it takes lots of fine tuning. (Answer, if any, not noted)
- Re 9-month wait lists for speech therapy, will there be more dollars to address that? Answer: They (CLBC) will be advocating over time to get that. They are going to contact every person who is waiting, because CLBC needs that data to make a case to Treasury board.
- What is CLBC's role in developing additional services and addressing waitlists. Answer: Clearly we don't have all the answers. We will establish community advisory councils. We want primarily families and people with developmental disabilities on these councils. We will share in advice and decision making and will tell what money is being spent on what programs and then decide where the priorities should be. We will assist in building networks of support such as between older families with younger families. You can give CLBC advice on who should work for them (that is having a family on a panel hiring a facilitator, a service provider on the panel hiring a manager, etc.).
- When a person has no family and nobody to advocate for them, how can they get help? Answer: We need to work together to build networks. This is a significant challenge but we need to do it. They need an independent voice advocating for them. Having a professional is not the answer, as they come and go.
- There is no way to tell where we are on the waitlists. What constitutes a crisis? Do we have to be suicidal? Answer: We are actually moving away from that approach (waiting until there is a crisis).
- Why is CLBC better prepared to take care of these issues with a lack of resources? What is it that makes them believe they can when MCFD can't. They are just being set up as scapegoats like the Health authorities were. Answer: They have spent a substantial amount of time planning.
- Doesn't MCFD (spend time planning)? Answer: The goal is to gain confidence of government and then they can go after government for more money.
- We are forming a microboard for our child who is turning 19. All we are getting is one day a month respite. That's a slap in the face

#### **Social Workers/Facilitators:**

- Ministry staff told us that nobody knows what is going on, but maybe in September things will be clear. Answer: CLBC has had meetings with every social worker in the Province and told them the plans.
- Social workers have had to manage huge caseloads and have lived in a world where there has been no money, and now there is no money.. Answer: Yes, it is a huge challenge whether it is CLBC or not. We are travelling the Province talking to them. We haven't previously provided adequate training and support until now. Over time they will be ambassadors for CLBC.
- Will they bring in lesser quality individuals (facilitators)? Answer: No, they will need a bachelor of social work or equivalent.
- What about union issues with social workers? Answer: Team leaders were eliminated because of feedback there was too much bureaucracy. We have taken out 2 layers of management and put the money into direct services. It is not much money, but in terms of symbolism, they are being as lean as possible. Staffing increases will be at the ground levels.

#### **Changes to Services, Pilot Project**

- Doug Woollard said people wouldn't see significant changes for about 6 months. Changes will happen between January and June 2006. Changes mean more choice. There will be no secrets. Information will be on CLBC website, so people won't wonder why decisions are made.
- What does the vision of shared responsibility by community and volunteers mean? Answer: We know people require supports and service. Shared responsibility means we can't do it by ourselves. We need people involved and doing well. It's not about getting rid of services. We are not looking for volunteers to go work in group homes.
- Who is going to be responsible if something goes wrong? Are families going to be responsible? Answer: You will have your choice of service provider. The service provider will be held responsible.
- The foundation of this initiative is supposed to be choice, but we detect a bias against adult group homes. What is the policy?. Answer: That's not accurate. There are people who definitely should be in group homes. Others say they don't want their family member in a group home. If we think someone should go somewhere else, and the family doesn't want that, they won't have to change.
- So families will be consulted? There won't be end runs? Yes. Families have to be satisfied with the process if they have a conversation with us about the process.
- Will CLBC be O.K. with the idea of developing group homes? Answer: We will question if it is not working anymore for individuals in group homes.
- Who is responsible for training for new resources? (can't recall answer)
- As a service provider – how will people find out about our services once they have their individual plan? Answer: There will be a database and catalogue of services. There will be place families can go to get this information. Quite often people have been everywhere and not found what works for them, so we will work the family to develop something that doesn't seem possible
- In the trial run (pilot) in Abbotsford, etc., what do you hope to accomplish? Answer: It will be tested out 4 or 5 months before started elsewhere. The data files will be converted. We are buying a computer system from someone else who has been doing this for 7 years. We'll be training social workers in a new way of working and they won't be tied to their desk. There will be an advisory group of parents and families to say what works and what doesn't. We'll test what is essential in the first phase of the pilot in that area, and then make the conversion in the Province one area at a time.
- Is that really enough time to prove it works? Why don't you do a 2 or 3-year trial instead?
- We have done research worldwide for about 4 or 5 years. If you go too slow, the culture doesn't change.
- How will community councils be formed? Answer: It is my (Doug Woollard) responsibility on how to do that, and to take this to the CLBC board for recommendation. This will involve preparing a discussion paper that is made public. There will be questions in it and ways people can provide feedback. There are some thorny issues – how to have a balance on the councils, etc. We don't have the answers yet.

#### **General Tone of Meeting:**

- There seemed to be a lot of skepticism in the audience.
- People were concerned, frustrated, skeptical, and lacked trust or hope about the changes to come. Some were also quite unhappy about lack of notice of the meeting.
- A parent was very upset and angry that his teenaged son who has autism and extremely challenging needs was not able to get appropriate support during the summer.

#### **Communication:**

- We didn't get notice of the meeting 'til today, and had no had no time to prepare for the meeting .
- We also didn't know about this meeting, and this goes on and on. How are we going to connect with social workers to tell them what CLBC needs (data on waitlists)? Answer: They will work on that. They are aware of significant administrative issues, including computer system, and they will fix all that.
- Doug Woollard apologized for communication breakdown. Said he couldn't provide an explanation why people didn't get notice of the meeting in time and was embarrassed about that.

#### **Additional Comments and Issues of Concern Raised:**

- Is the CEO of CLBC and others appointed to their positions? Answer: There were interviews and I was hired as an employee of CLBC.
- Lots of people came tonight to see if we could trust you. Tell us something about yourself. Answer: (CLBC rep. provided some personal info and described his career background)
- (A parent addressed the audience in support of Doug Woollard, VP of Planning for CLBC). I know Doug. You can

trust him. He is easy to trust and means what he says. I have hope.

- Are CLBC board members friends and that's how they got in? Answer: Our board members are skilled, experienced people.
- We are feeling fear right now – there is change and no clarity. Answer: They are testing it out (pilot) in Langley, Abbotsford and Chilliwack
- Families have given up. How can CLBC help? Answer: We need to reconnect with them but we can't do that yet. It's recognized that Surrey is understaffed to go out and talk to people and we are significantly adding to that both with facilitators and analysts. We also want to offer a little something to people on the waitlist to give them a little hope for down the road.

The above feedback on the Surrey meeting was provided by family members.

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**RICHMOND/VANCOUVER** Monday, July 18 at Developmental Disabilities Association

**Attendance:**

- Standing room only. It was crowded. A few adult special needs people. A few paraprofessionals and professionals and agency reps. Mostly family members.
- Estimate 80 including Adrian Dix (Opposition Critic of MCFD); DDA staff, other agency staff, including a service provider from the north., families, self advocates.

**Comments re Presentation and Presenters**

- Lois did not have anybody with her to record issues raised and her responses at the meeting.
- Using overheads, presented general philosophy, intentions; announced a \$609 mil. budget and said contracts "under \$500,000 do not need to be accredited.
- Only Lois Hollstedt was present, which surprised me. I thought her main senior contact people should have been present as well.
- A number of self advocates were adamant that they did not want to lose their group homes and wished to be treated with more respect.
- Some of the children's services transferred to CLBC are to be transferred back to the MCFD next year due to pressure from advocacy groups. Service transformation to take 12 to 18 months, using 400 staff, including 270 workers.

**Were Questions and Concerns Adequately answered?**

- There was insufficient time – I left halfway through when there were still at least 25 people with their hands up waiting for a turn to speak. I wanted to ask whether CLBC will provide service and support enabling adults to remain in the family home after the parents have passed on.
- Some families did not want to open their mouths for fear of "trouble maker" reputation and adverse effect on their services.
- The explanation for not having many concrete plans was "lack of data". Several members of the audience voiced concern that MCFD and CLBC have been in planning mode for so long and they are still "lacking data". If they were lacking data how could they justify making the decision to form CLBC? By the end of the meeting Lois Hollstedt was defending her role and CLBC's role, and indicated that she doesn't like to make decisions or take action until she has all the data/complete picture.
- The questions were hard hitting, but Lois Hollstedt seemed very willing to take everyone's concerns seriously and acknowledged the need for more money for services.

**Main Themes, Questions and Answers**

- lack of data on waitlists
- Do autistic children with high IQ's – e.g., 120, continue to receive services? (can't recall answer)
- Angry service provider from the north of the Province questioned the urban/rural disparities in resources. Said rural communities agencies were being discriminated against.
- While Lois presented policy philosophy, intentions, etc., audience questions were focused on individual/family specifics. Example: Service provider reported that budget cuts caused 3 group homes to close, affecting about 21 individuals adversely, and that in Van/Richmond region there is 18% of the population of persons with a developmental disability, but they only receive 10% of resources. Lois acknowledged the need to "equalize" regions

somehow within available resources.

- Several people were concerned about CLBC comments made in the press during June and July about wanting to close down group homes. Lois responded that she never once said that she would close down a group home and that she never would close down a group home. At this point a service provider said If CLBC reduces funding, then agencies have no choice but to close down group homes. So CLBC would be in a position to indirectly "close down group homes".
- Funding was raised. Lois said that it was up to all of us to lobby for more funding. She said that funding requirements would be known once more data was gathered. Then the lobbying would be meaningful.
- A question was raised about Early Autism Funding for children with IQs above 70. Lois said that advocates had successfully lobbied the government to have MCFD take back the responsibility for Autistic children after one year of CLBC having the responsibility.
- The new roles of the social workers were questioned. A few horror stories came from the audience of bad experiences with some social workers.

**Comments re General Tone of meeting:**

- audience: skeptical, wary, distrustful, apprehensive, angry, frustrated, hopelessness
- sensed anger/mistrust from most of audience.

Above feedback was provided by various parents who attended the Richmond/Vancouver meeting.

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**PORT COQUITLAM – Wednesday, August 10, at Simon Fraser Society.**

**Attendance:** There was short notice for this meeting. The meeting was held in an old post office building with lousy acoustics. Lois Hollstedt made the presentation for CLBC.

Lois said it is the role of families to educate MLA's. She attributed the confusion regarding placement of some children's services to lobbying by an advocacy group.

A family member provided the above feedback on the Port Coquitlam meeting.

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**VERNON – Thurs., July 7 at North Okanagan Community Living Society**

**Comments re Presentation and Presenters**

- Doug Woollard was the presenter.
- My first reaction was that despite statements to the contrary by CLBC, the meeting was not particularly reassuring or helpful. Supports and service will be affected by budget constraints and community capacity building.

**Questions Raised**

- We understand a new law in BC states that costs to provide service for individuals cannot exceed dollars allocated in the budget. How will a family or individual be safe if support is required after the last dollar has been spent from a current budget? Or just what does 'person centered' planning mean when there are no dollars left to implement it?
- During a CLBC board meeting in June it was stated that funding was based on health and safety needs only. Will CLBC advocate for the people they are to serve or will the crown corporation's containment policy prevent them from addressing support needs of vulnerable individuals?
- It has been said that more group homes will be closed as a cost cutting measure. Will families be consulted and allowed to reach agreement to changes in program design, or living arrangement as promised in earlier presentations by CLBC.
- We understand care home providers will be allowed to decide whether they want to work with a social worker (monitoring role) or not. How will safe community living be assured? What is the plan?
- We have heard that about 40% of our social workers might soon to leave Vernon. Ours is a high needs community. The percentage of people who live here and have a disability is the highest of any community in the province percentage-wise. Also, almost 80 percent have no family to advocate for them.
- Social workers are the eyes and ears for a sizable population in Vernon. How can even the most optimistic person believe capacity to meet even daily emergencies will be found in the community? What is the plan? We need details.

- The term 'shared responsibility' leaves a lot of unearthed ground. Please give some details, or does this mean responsibility families must assume can change at a moments notice? The term is both fearful and insulting to elderly families who are still caring for adult children who may now be forty or fifty years old. Is it not reasonable to assure such families that needs will be met, period.
- Will we be shown how safety in any community can be assured when capacity building is still a nebulous theory to most of us? We need examples and demonstrations as to what this will mean to a vulnerable population and their often-exhausted families?

**Were Questions and Concerns Adequately Answered?**

- We are unpaid caregivers (parents) who live on a pension. Most of the questions raised related to paid family care homes issues - what the paid homes may lose or how they will benefit. When we ask a question at these meetings we feel out of place or we don't get the answers. The government says they will give more support to families but they aren't talking about our type of family (adult middle aged family member living with aging parents) and we are the saving them a pile of money.
- It seemed to me that the answers were not very explicit, as proposed changes will take time.
- CLBC's statement is that things will be the same initially, and change will be gradual. This makes it difficult to put a finger on how the restructuring will affect us.

Various family members provided the above feedback on the Vernon meeting.

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