

Meeting: Open Meeting
Location: Theatre Gallery, Lethbridge Public Library
Date: November 27, 2008
Recorder: Leah Bruder

In Attendance:

PDD Board: Henry Heinen; Jo-Lee Godfrey; Joy Lawson; Leo VandenHeuvel; Lorne Abells (Chair); Sandy Annis; Sharon Rowntree; Syl Bellefeuille; Tom Hopkins;

PDD Staff: Leigh Bremner; Heather Ries; Denise Bunning; Tina Zimmer; Wendy Coleman; Nancy Morris; Brenda Carlson;

Regrets:

Community Partners: Diane Kotkas, LFS; Krista Staples, Taber Special Needs; Ed Hinger, Rehab Society Sue Manery ED SACLA; Rita Castellano, SACLA Board Chair; Joe Shemanchuk, SACLA Board Member; Gail Stephens, SACLA Board Member; Berga Moen, SACLA Board Member; Heather Wiebe, SAIPA; Colette Acheson, ANCO Business Solutions; Mindy Moman, Self Employed (More than the Label); Paul Henderson, Peak; Geof Meyering, Family Voices; Ben Rowley; Dave Lawson, LACL; Lillian Westlin, FMS; Shawn Wensmann, SRSAN; Brandon Thelan, Self Employed (More than the Label)

Guests: Central Region Board and CEO: Ron Crossley, Chair; Carol Dyck Board Member, Grace Higgins, Board Member; Doris Kibermanis, Board Member; Diana Rowe, Board Member, Lorne McEwen, CEO; Merv Rockel, Board Member; Roger Will, Board Member; Ruth Hofer, PDD Program Branch; Cheryl Dyck, EDL

Guests: Central Region Board & CEO; Ruth Hofer, Executive Director PDD Program Branch

1. Call to Order

The Chair called the meeting to order at 11:15 a.m.

2. Welcome and Introductions

The Chair welcomed everyone in attendance and introductions were made.

Rules: Community Partners and guests are welcome to ask questions, provide suggestions and/or comments; however, only Board Members can vote. If an issue arises that the Board cannot address immediately, the Board will gather the necessary information and address the issue as soon as possible. If it is an operational issue it will be deferred to the CEO.

3. What is happening outside the PDD Boardroom?

3.1. Family Managed Supports Review: Brenda Carlson, Tina Zimmer

The purpose of the review was to introduce families to the new Family Managed Supports Coordinator and to provide an overview of the Board's goals as stated in the Business Plan. The South Region currently has 27 families receiving funding through the Family Managed Supports program. Since September 2008, the PDD South Region office has received 22 inquiries about the program. During home visits families were asked a number of questions to determine how the Family Managed Supports Program is working for families.

Positive aspects of the program are:

- Flexibility
- Changes can be implemented quickly
- Person Centred planning
- TRUST
- Families have direct 'control' over the family members program
- Individuals develop a relationship with staff
- Long term staff

Challenges experienced by the families include:

- The amount of paperwork required
- Changes in paperwork
- Understanding the accounting component
- Not being able to hire family members ... trust
- Transportation costs
- Individual/staff isolation
- Getting staff to understanding what their role and responsibilities are
- Hiring staff

Future Direction:

- Building rapport with families
- Resources (brain storming, information gathering)
- Networking (looking at a number of options)
- Training (i.e. abuse protocol, C. Milne)
- Develop a family managed supports guide for families
- Quarterly contacts
- Consistency

Question: How does this work for Youth transitioning from Children's Services to PDD?

Response: The Family Managed Supports Program has not had anyone transition from one to the other. It is anticipated that the transition process would involve the Family Managed Coordinator.

Question: What happens if an individual wants to go into a residential setting and is under Family Managed Supports?

Response: The Family Managed Supports Coordinator will work with a Contract Coordinator to identify vacancies and assist with the transition.

Question: Is a family able to contract with a Service Provider for certain aspects of their program?

Response: Yes they can do a combination of Family Managed and Agency Contract.

The first step when researching family managed care is to meet with Family Managed Supports Coordinator to discuss the program and review the suitability for the family and individual.

The Chair thanked Brenda and Tina for the presentation.

3.2. PDD Program Branch Overview: Ruth Hofer

Ruth thanked the Board for the opportunity to meet with the South Region Board and to provide an overview of the role of the PDD Program Branch.

Minister's responsibilities:

- Provide strategic direction
- Set goals and evaluate results
- Work with others to coordinate the provision of services
- Ensure there is reasonable access, comprehensiveness and portability across regions

Legend: MSC = Motion, Seconded, Carried
MOTION = Blue
TASK = Red

- Oversee and evaluate implementation of Community Board plans
- Coordinate activities of the Community Boards
- Establish policies for provision and consistency of services
- Allocate funding to the Community Boards
- Monitor and assess the Community Boards in carrying out their activities

Community Governance Act:

- PDD's legislation, the Community Governance Act provides the mandate for serving adults with developmental disabilities.
- In 2006, the Provincial Board was dissolved and the community governance structure was revised.
- The PDD Community Governance Amendment Act, 2006 was passed on July 1, 2006.
- This change resulted in increased accountability through the Ministry, while retaining the Community Board structure.

Role of PDD Program Branch

- Supporting the Minister's strategic direction, the Branch works collaboratively with the Community Boards and other program areas to address issues and identify opportunities for program improvement.
- The Program Branch and Community Boards work collaboratively to ensure the program achieves positive outcomes for adults with developmental disabilities while ensuring program sustainability.
- Program and Policy Development
- Program Quality, Research and Evaluation
- Monitoring and Oversight
- Financial Planning and Analysis
- Management Information
- Program Support and Coordination

The Chair thanked Ruth for the presentation.

The meeting adjourned for lunch at 12:25 p.m.

Presentation to Cheryl Dick, Economic Development Lethbridge

The Chair on behalf of the Board and Staff presented a gift of appreciation and thanked Cheryl for her many contributions to PDD South which included her key role with the Leading the Change Workshop and in developing the connection with Rotary, as well as assisting in the development of the Communication Committee.

Cheryl thanked the Board for the gift and expressed her appreciation for the opportunity to work with PDD.

The meeting reconvened at 12:55 p.m.

3.3. Southern Alberta Community Living Association (SACLA)

Sue Manery, ED for SACLA, thanked the board for the opportunity to present to the board and community partners. SACLA is a non-profit organization established October 1, 1980 following the conclusion of the Com-SERV Project. SACLA has a volunteer board of Directors, and support over 220 children and adults. SACLA has 130 staff and 100 sub-contractors. SACLA's Mission: SACLA is a leader in supporting people to live their best lives and pursue their dreams.

Beliefs

- Everyone has the right and responsibility to contribute to their community
- It is our responsibility to continually explore and implement new and creative ways to support individuals to live their best lives possible.

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- Supports we provide must be tailored to the individual and not offered as “programs”
- Everyone has the right to experience a quality of life that reflects pride and accomplishment
- A persons’ environment (both physical and human) will greatly influence his/her quality of life

Past year at SACLA

- Staff retention rate reaches 91%
- Number of employment applications increased by 251% in one year
- Move to Nursing care facility diverted – 57 year old man moves into own home in the community without overnight staff support
- Attendance at staff and contractor appreciate event increases 100%
- Wages for community support workers and team leaders increase from 6-19%

How was this possible?

- Achieving Better Outcomes Initiative
- Two outcomes: adults with developmental disabilities will experience a better quality of life due to the services provider’s ability to support new and creative funding/housing options. Service provider is able to be creative and fiscally responsibility with single funding code and sue any
- Dollars saved to increase overall staff wages.
- A major shift in mindset for many individuals, families and staff from one of traditional supports to a world of possibilities
- Support based on the question what would make a good life for you instead of what you need.

Key messages: the heart of the work must be to support individuals to be known, to contribute, to be liked and appreciated by people they value and who see value in knowing them.

- Act as if anything is possible.
- Views of community will only change if they know individuals with a disability as neighbours, co-workers and friends
- The only way to benefit from community is to be in it.
- Imagine the impossible – get creative
- Don’t think “programs” people shouldn’t have to fit
- Take a hard look at why and when a staff person really needs to be in your life

Lessons learned

- Listening is key – individuals, families and staff
- The questions you ask define the answers
- Supporting people not programs
- Never be content with the status quo
- Don’t be afraid of failure
- Dream big dreams

The future: As SACLA enters its 29th year the agency is excited by the many opportunities before us. Over the past year, there has been a renewed sense of purpose, of optimism and hope created within our organizations. SACLA is thankful for the opportunity provided by the ABOI.

The Chair thanked Sue for her presentation and congratulated SACLA on their successes.

4. Review and Approval of Agenda

MOTION 08-117: that the agenda be approved

MSC Leo VandenHeuvel, Jo-Lee Godfrey

5. Review and Approval of the Minutes of October 23, 2008

MOTION 08-118: that the minutes be approved as presented

MSC Henry Heinen, Leo VandenHeuvel

6. What is PDD doing in the South Region and across the Province?

6.1. Chairperson's Report

Council of Chairs Meeting

The Minister met with the Council of Chairs at their last meeting. The Minister committed to attending the December 16th meeting.

Governance Council Southwest Alberta

The Governance Council symposium was held on November 14th. All members had representatives present. It was a very frank and forthright discussion about the future of the Governance Council. One of the benefits for PDD is that the Governance Council provides opportunities for PDD representatives to connect with other governors in the region.

Policy Update

The Ministry developed an Error Reporting and Fraud Policy and is requesting feedback from the regions by December 2nd. Please direct any comments to the Vice-Chair Tom Hopkins.

TASK: review the policies and provide feedback to Tom Hopkins by December 1st.

ACTION: All

Meeting with Greg Weadick, MLA Lethbridge West

The Board is trying to coordinate a meeting with Greg Weadick MLA Lethbridge West. Mr. Weadick is only available to meet on Fridays. If that is the case the Executive Committee may be called upon to meet with Mr. Weadick and report back to the Board.

6.2. CEO Report (Report available upon request)

Business Plan Update:

- The public awareness campaign which is part of the larger Communication strategy, and the best practice symposium(s) are being planned for the New Year.
- The strategy relating to regional training issues and piloting non-traditional approaches to regional training opportunities is still outstanding.
- Communication Committee is spearheading the development of a comprehensive regional communication strategy which will hopefully encompass a public awareness strategy and direction on maximizing the capacity and effectiveness of the PDD South Website.

Community Engagement

PDD South staff met with the Medicine Hat School District # 76 to discuss PDD eligibility requirements. PDD South was a participant at a community meeting on transition of youth in Medicine Hat. A PDD South delegation including board members, the Executive Assistant and the CEO participated in the Governance Council of Southwest Alberta Symposium.

Operations

PDD South was involved with two eligibility appeals. The outcome of both appeals should be known by Christmas. The region hosted a Contraction Implementation Information Session on October 28th. The session was well attended with most contractors having a representative in attendance.

Provincial/Ministerial

PDD South representatives participated in a 2 day session becoming more familiar with the pilots in Calgary and Edmonton connected to the Supports Intensity Scale (SIS) a standardized assessment tool focusing on the supports required for the individual to be successful. PDD South CEO Participated in a Ministry workshop on integrated service delivery.

In an effort to be more environmentally conscientious PDD South has opted to not print copies of all reports but to circulate a request for report list at every meeting and anyone can request either an electronic or paper copy of the report to be sent to them.

6.3. Liaison and Community Engagement Committee:

The two committees are scheduled to meet in early January to create some vision and actions plans for the committees.

6.4. Committee Reports

Executive Committee

No report at this time.

Audit Committee

The Audit Committee is in the process for developing a standardized agenda format to streamline information. The Audit Entry Conference is on Monday December 1st at 10:30 in attendance will be the Audit Committee and to review some administrative items.

Policy Review Committee:

Henry proposed a revision to Motion 08-86 (April 24th) to read: to accept the Provincial Core Governance Policies and Guidelines finalized by the province February 28th.

Task Force on Community Engagement:

Purpose of the Task Force is to determine how to engage our Community Partners. Given the number of Board initiatives underway and/or recently completed the Task Force developed a road map to show how all of the initiatives tie together. Tom presented the roadmap

SMART Plans/Committee Work Plans

Initially, Board members were asked to develop SMART Plans for the initiatives identified in the Strategic Plan. As a result of a number of submissions by a number of board members, the Task Force on Engagement would like to propose the SMART Plans be expanded to include Committee Work Plan to be developed by the committee Chairs. These plans are to include regular committee work as well as any new initiatives identified in the strategic plan. The work plans could be used to assist with budgeting as well as to schedule resources and support. Once all the plans are submitted an overall Board Work Plan/Schedule for the year can be developed. Consensus was to complete SMART plans and to include community work.

**MOTION 08-119: That Syl, Leo and Sharon as Sub-Committee Chairs be approved to assist the Task Force on Engagement complete a SWOT Analysis
MSC Tom Hopkins, Henry Heinen**

Communications Committee

The Committee has been finalizing the Request for Proposal (RFP) for a Strategic Communication Plan. The RFP will be advertised in the New Year. The goal is to develop a comprehensive communication strategy for all of our stakeholders and community members at large. This initiative was identified in last years Business Plan. The Communication Committee chair acknowledged the work of the Central Board in this area.

6.5. Finance Report – Monthly Financial Report – Heather Ries

The information included in the report is to the end of October. Administration is forecasting at deficit of \$152,000 for the south region. PDD South has taken on 28 new individuals and 14 individuals no longer require assistance. An additional 20 individuals have been deemed eligible for PDD supports, 8 youth have been deemed eligible and will be turning 18 within the next few months. The Administration is working diligently to implement strategies to ensure the South's budget balances at year end. It is a challenging time for PDD in terms of maximizing the limited resources. We still have to be diligent to meet the service demand with the funds available.

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TASK = Red

Format of the Financial Report

The Audit Committee works closely with Administration to monitor the budget and the financial reports.

TASK: Review the format and content of the financial report to determine if a summary of the report would be more suitable for the board members.

ACTION: All Board Members

6.6. Board Member Reports

Joy Lawson: The Sharon Rowntree award recipient summary plaque was circulated for board members to view. The yearly recipients will receive a plaque and each year the recipients have a name plated added to the summary plaque which will remain in the PDD Office.

Tom Hopkins: attended the Governance Council Symposium and had the opportunity to facilitate a session for SADAT and the SWOT Analysis with Committee Chairs and PDD staff.

Sharon Rowntree: attended the Governance Council Symposium, participated in the SWOT Analysis and attended the Family Voices. Sharon also attended the Norm McLeod Awards. The Nominees were:

Norm McLeod Leadership Award

Wendy Beringer - Lethbridge
Rosemary Calverley - Red Deer - **recipient**
James Chang - Lethbridge
Duncan Alexander Chute - Calgary
Marcella Eaglechild - Lethbridge
Katherine Rocher - High River

Norm McLeod Dreamweaver Award

Sandra Davidson - Cold Lake
Conrad Jean - St. Paul - **recipient**
Cara Milne - Lethbridge
Mario Parravano - Edmonton (Posthumous)
Janet Postma - Red Deer
Gracie Seto - Calgary (Posthumous)
Wayne Stuhlmiller - Edmonton

Norm McLeod Community Contribution Award

Calgary Wheelchair Curling League - Calgary
Camrose Kodiaks – Camrose - **recipient**
Inclusive Post-Secondary Education Program (IPSE), Mount Royal College - Calgary
St. Michael's Health Group - Edmonton
University of Lethbridge - Lethbridge
Word of Life Centre Church and Ministries – Olds

Leo VandenHeuvel: no update at this time

Henry Heinen: attended the SRSAN meeting on November 5th, the next SRSAN meeting is scheduled for January 21st in Taber. Henry also attended the Governance Council Symposium (included in the package are Henry's notes).

Sylvain Bellefeuille: REDI Enterprises is celebrating building a community where everyone belongs with a new James Marshal mural celebrating community inclusion

Sandy Annis: The Sharon Rowntree Award committee will be starting in January and getting ready for the spring

Jo-Lee Godfrey: Attended two fundraisers in the Brooks area.

7. What are our Partners doing?

The Chair asked the Community Partners to not only provide their reports but to also express why they attend the open Board meetings and what benefits they receive from participating.

7.1. Family Voices

There is in an Inclusive Education committee with the School District #51. An inclusive education is extremely important for the individual and Family Voices would like to stress the importance of PDD support for this committee. Attending the Board meetings provides an opportunity for communication and development of shared understanding.

7.2. Lethbridge Association for Community Living (LACL)

Families are very excited about the Registered Disability Saving Plan (RDSP) and are waiting for an announcement about the RDSP scheduled for today. Families are hoping the RDSP and income from it will be exempt from the AISH Asset Testing. The parent to parent group is having their annual Christmas potluck, it is open to anyone to attend, and the only requirement is to bring a dish.

LACL values the opportunity to attend and participate in the Board meetings and takes pride in their relationship with the Board. This kind of open forum has created an open relationship that provides a sense of peace of mind to families and members of the organization.

7.3. South Region Self Advocacy Network (SRSAN)

SRSAN formed four committees to start working on the 2 year goals that were set at the June retreat. Goals:

1. To double the membership in 2 years.
2. To reach out to and teach the community about self advocacy
3. Self advocates will develop and present a workshop for staff on the importance of self advocacy and how to support it.
4. To plan open social events which raise community awareness on self advocacy and have fun doing it.

SRSAN held their annual elections:

- Chair Person – Jeff Helm
- Vice Chair Person – Juanita Elund
- Secretary – Leanne Glavin
- Treasurer – Ben Rowley.

The Executive Board terms are 2 years. The first year the new board members are in training and then they are actively in their roles for the 2nd year. SRSAN memberships are renewed annually 12 supporting members and 54 voting members. The Ripple Newsletter winter edition is out, copies are available through SAIPA. The next meeting is January 21, 2009 in Taber.

SRSAN values the communication between the Board and SRSAN and really appreciates the ability to participate at the Board meetings.

7.4. Southern Alberta Individualized Planning Association

Report provided by Heather Wiebe. The Individual Rights DVD was circulated. It is so beneficial to have the open Board meetings and it provides an opportunity for information sharing. It eliminates the power structure and puts everyone on the same team. According to Heather, the openness of the South Board is amazing, she feels most government related Boards tend to have a 'veil of secrecy' and are not openly communicating. Where as in the south, individuals and community partners have the ability to attend and share their thoughts.

7.5. Southern Alberta Disability Action Team

SADAT met last week to participate in a facilitated session to help clarify their purpose and set their future direction. SADAT will be meeting again on December 10th for a second facilitated session; the purpose will be to finalize their Terms of Reference and establish a framework for their future direction.

7.6. Service Provider Council (SPC)

Report provided by Ed Hinger. The SPC held a planning retreat in early October and identified their goals for the next year. The SPC is focused on being proactive rather than reactive. The SPC is also focused on ensuring they are listening to all the members so that when an issue is put to a vote it reflects all members. SPC wants to ensure everyone is using the same language when discussing funding allocation.

The SPC doesn't take the opportunity to meet and take with the Board directly for granted. The SPC recognizes that this is a governance board and the Board doesn't deal with operational issues. The SPC also has an open relationship with PDD South Administration and appreciates the information sharing and opportunities for discussion.

8. What is happening in our communities? (Upcoming Events)

- 8.1.** International Day of Persons with Disabilities: December 3, 2008
- 8.2.** SRSAN Meeting January 21, 2009
- 8.3.** LACL Calendar of Events (Fridge Notes)

9. Correspondence and Information

- 9.1.** Lethbridge Herald Article
- 9.2.** Letter to Service Provider Council
- 9.3.** Norm McLeod Community Inclusion Awards Nominees Congratulatory Letters
- 9.4.** PDD Newsletter
- 9.5.** LACL Winter Journal

10. Next Board Meeting:

The Chair thanked the guests for attending. The next meeting is scheduled for January 22, 2008, the location is to be determined.

The Central Region Board Chair, on behalf of the Central Board and CEO, expressed their appreciation for the opportunity to be included in the meeting and to learn about the South's unique form of Governance.

MOTION: That the meeting be adjourned at 3:15 p.m.

MC Jo-Lee Godfrey

Date of Approval

Lorne Abells, Board Chair

Leah Bruder, Recorder

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