

BC Advocacy: Who to talk to

We all want to live good, satisfying lives in our communities. Sometimes we need extra help or support to do that. If you're having trouble getting the support you or your family member with a developmental disability needs, here are some steps to follow that may be useful.

Community Living BC

If, following eligibility acceptance and planning with a facilitator, CLBC does not provide any support or inadequate levels of support or you feel that you have not been treated appropriately, there is an internal CLBC Complaint Resolution Process as follows:

Step 1: Speak directly to a Manager at your local CLBC office.

Quality Assurance Manager:

Phone:

Address:

Email:

Community Planning & Development Manager:

Phone:

Address:

Email:

Regional Manager:

Phone:

Address:

Email:

Step 2: Make a formal complaint. CLBC has a Complaints Resolution Input Form which is available online. <http://www.communitylivingbc.ca/wp-content/uploads/ComplaintsResolutionForm.pdf>

- Print and submit your completed form by mailing to the address below or by faxing to CLBC Headquarters:

Address: Community Living British Columbia
Suite 700-1200 W. 73rd Ave
Vancouver BC V6P 6G5

Fax: 604-664-0765

A decision can be expected within 30 days according to CLBC policy

Step 3: Ask for a review by the CLBC Director of Regional Operations (DRO).

Name: Carla Thiesen
Address: Suite 700-1200 W. 73rd Ave
Vancouver BC V6P 6G5
Phone: 604-664-0101
1-877-660-2522 toll free
Email: carla.thiesen@gov.bc.ca

Step 4: Review by the Director of Quality Assurance.

Name: Paula Grant
Address: Suite 700-1200 W. 73rd Ave
Vancouver BC V6P 6G5
Phone: 604-664-0101
1-877-660-2522 toll free
Email: paula.grant@gov.bc.ca

Step 5: Review by the Chief Executive Officer.

Name: Rick Mowles
Address: Suite 700-1200 W. 73rd Ave
Vancouver BC V6P 6G5
Phone: 604-664-0101
1-877-660-2522 toll free
Email: rick.mowles@gov.bc.ca

At any time during the CLBC process above you may and should also take the following steps.

1. Contact your MLA

Name:
Address:
Phone:
Email:

2. Call or email:

The BC Association for Community Living (BCACL)

BCACL's mission is to advocate for children, youth and adults with developmental disabilities and their families to ensure justice, rights and opportunities in all areas of their lives. You can contact BCACL if you need someone to advocate for you. Sometimes BCACL will connect you with someone in your community who can help, and other times BCACL will get involved directly with your situation.

www.bcacl.org

Phone: 604-777-9100 or 1-800-618-1119

Contact: Faith Bodnar, Executive Director

fbodnar@bcacl.org

Karen De Long, Director of Community Development

kdelong@bcacl.org

Jeremy Vis, Family Support Coordinator

jvis@bcacl.org

3. Advocate for Service Quality, Jane Holland.

Phone: 604.775.1238

Web: www.mhr.gov.bc.ca/advocate/

4. Write to the Honourable Harry Bloy, Minister of Social Development, responsible for Community Living BC.

E-mail: harry.bloy.mla@leg.bc.ca

Phone: 250 356-7750

Fax: 250 356-7292

5. Write to or call the opposition critic for Community Living BC, MLA Nicholas Simons.

Phone: 250-387-3655

Email: nicholas.simons.mla@leg.bc.ca

6. Write to the Premier, Christy Clark.

Online: <http://www.christyclark.ca/premierchristyclark/contact.php>

Phone: 250-387-1715

Fax: 250-387-0087

7. Go public with your story.

BCACL has been speaking with media looking for families who are having difficulty accessing vital services. If you are willing to tell your story to your local media, BCACL can help connect you.

Phone: Danielle at BCACL 604-777-9100 ext. 527.
Email: dkelliher@bcacl.org

8. When the issue concerns a youth about to transition to adulthood you may contact:

The Representative for Children and Youth

Phone: 1-800-476-3933.
Web: <http://www.rcybc.ca/content/home.asp>

9. The BC Ombudsperson is

- an officer of the provincial legislature
- independent of government and political parties
- responsible for making sure that the administrative practices and services of public agencies are fair, reasonable, appropriate and equitable

Phone: toll-free at 1-800-567-3247
Web: <http://www.ombudsman.bc.ca/>

10. The Family Support Institute (FSI)

Staff in the FSI office can help navigate systems and connect you to other family members who are volunteer Resource Parents for support.

Phone: 604-540-8374
1-800-441-5403 toll free
www.familysupportbc.com

