



Meeting, June 4, 2013

Meeting held at Xyolhemeylh, #1 – 7201 Vedder Road, Chilliwack, BC

**CYC Chairs: Dan Bibby
Susan Edgcombe**

Recorder: Karen Steegstra

Present:

| | | |
|-------------------------|--------------------|--|
| Bobbi Jacob | Ann Davis | bobbi@anndavis.org |
| James Challman | CCS | challmanj@comserv.bc.ca |
| Susan Edgcombe | SD #33 | Susan_edgcombe@sd33.bc.ca |
| Dan Bibby | MCFD | Daniel.Bibby@gov.bc.ca |
| Karen Steegstra | CYC | chwkchildand youthcoord@gmail.com |
| Sonja Mussell | Xyolhemeylh | Sonja.Mussell@Xyolhemeylh.com |
| Todd Lueck | City Life | todd@citylifecentre.ca |
| Katrina Bepple | CHHCF | Katrina.bepple@chhcf.org |
| Julie Unger | CSCL | julie.unger@cscl.org |
| Donna Dixon | CHHCF | Donna.dixon@chhcf.org |
| Duncan Macdonald | CYMH | Duncan.macdonald@gov.bc.ca |
| Kiran Sidhu | FVCDC | ksidhu@fvcdc.org |
| Wayne Green | United Way | wayne@uwfv.bc.ca |
| Charles Louie | MCFD | Charles.Louie@gov.bc.ca |
| Rob Lees | CYMH | Robert.Lees@gov.bc.ca |
| Alex Angioli | | Alex49a@gmail.com |

Regrets:

| | | |
|---------------------------|---------------------------------|--|
| Stewart Mclean | City of Chilliwack | mclean@chilliwack.com |
| Collette Bohach | | collette.bohach@bigbrothersbigsisters.ca |
| Ron Plowright | Fraser Health | |
| Rohan Arul-Pragasm | SD#33 | rohan.arul-pragasm@sd33.bc.ca |
| Sheri Josephson | YMCA | sheri.josephson@vanymca.org |
| Debbie Denault | CLCS | debbied@chilliwacklearning.com |
| Tracey Arsenault | Big Brothers Big Sisters | tracey.arsenault@bigbrothersbigsisters.ca |
| Tobi Araki | RCMP | tobi.araki@rcmp-grc.gc.ca |
| Steve Esau | CAPS | SEsau@pcrs.ca |

Guests: Chuck Louie (MCFD), Rob Lees (CYMH)

1. Welcome and Introductions

Welcome and introductions led by Dan Bibby. Xyolhemeylh was thanked for hosting.

2. Review Of Minutes

Minutes were adopted. Action: Karen will post May minutes on the website.

3. Consultation Evaluation – Rob Lees

The final report as prepared by Rob Lees, Fred Chou and team.

One hundred and sixty (160) people registered with some walk-ins, some leaving at lunch and some coming for the afternoon. Steve gave out 20 gift cards to youth. There were 21 booths and three (3) of those were “manned”. Over 10 door prizes were awarded from local businesses. A four page insert to The Chilliwack Progress preceded the consultation and highlighted the event and its member agencies.

The following is based on a review of the collected evaluation material and responses of the planning committee to the “2 stars and a wish” question.

What was Excellent about the day?

Food

Venue

Steven Point

The Simulation exercise

The CYC Recognition

Connecting / collaboration

Keli Anderson *Nothing About Us, Without Us*

The hosting (Todd/Donna/Dan/Susan)

Theme song (Bon Jovi)
Flow of the day/ seamless organization
The Continuity of history

Ideas for Improving the Process

Need a plenary to discuss the scenarios.
More family and youth involvement
More time to discuss gaps in services
More information about the available services
(specific planning recommendations have been logged by the respective committees)

IDEAS for a Future “Consultation”

More youth and family involvement/more of their perspectives
Have Workshops
Move to more family and professionals connecting
More school district participation
Stretch breaks
Menu that incorporates the 5-2-1-0
Name tags that identify where other participants are from
Child minding/child care to support parent participation
More aboriginal agency participation
More opportunities and time for networking
Insure there is a celebrity closing speaker (as was done with Steven Point)- keeps people there.
Start planning in September and ask each agency to think about how their own training needs and objectives might integrate with a future consultation.

Overall themes from Keli Anderson’s Talk and Simulation Exercise (64 responses)

1. Having service that respects the family’s voice, is strength-based, and is adaptive to the family’s needs
 - a. During the exercise and what stood out from Keli’s talk is the idea of being judged and feeling like they have no say
2. One point of access for services, more coordination of service providers, **and/or** a system navigator
 - a. It seems that there are available resources, however the system is confusing to navigate and there is a lack of communication between service providers
3. Removing the unnecessary barriers
 - a. Confusing system/transportation/basic needs assistance
4. Incorporate the voice of the family/youth more

IDEAS FOR the CYC to Consider Implementing

1. Navigators/Parent in Residence/ Mentors / One Connecting point that helps through the system
2. Focus on relationally based services; reduce perception of being judged by service providers/ stigma and self stigma reduction

Summary

The CYC Consultation is a process that attempts to balance a number of needs; community building through awareness and networking; continuing education; inspiration for human service; broader community consultation and participation on CYC goals and objectives. By most accounts, the 20th Consultation was a success. The service pathways exercise provided grist for considerable thought about how services can be improved in Chilliwack. Keli Anderson’s theme and presentation provided important education on inclusive care while Steven Point’s presentation brought the inspiration. The “celebration” established the history, continuity and context for our work. Although there were opportunities for conversation, they were limited this year. The youth engagement strategy

seemed to work with 20 youth attending compared to 3 last year. There is considerable room for growth in terms of bringing parents and families into the process. Ideas from the service simulation produced many suggestions for reducing service barriers.

A small but important financial surplus is expected which can form the base for planning of the 21st Consultation should the CYC wish.

Planning Committee members believe the momentum and branding that occurs through the annual consultation is an important part of service planning and improvement and should be continued.

After going through evaluation CYC members discussed the results. Bobbi asked why it was that so many people had difficulty “navigating services”. Donna suggested that each agency prepare a powerpoint to be presented at CYC. Julie expressed that it was the receptionists and frontline people that need to be trained and updated as to available services. She said most people don’t look for services until they need them. Dan said this fits in well with the discussion regarding “every door is the right door”. How do we take the next steps. It is positive if we can build on the challenges that came as a result of the Consult and have evaluations throughout the year on how we are doing. Having phones and computers in the lobby are a step in the right direction. Todd suggested that agencies assess what they need for training and we roll these pieces into next year’s Consultation. It would be good to communicate with Consultation participants what came as a result of the evaluation. It was also thought that agencies should post staff changes, and agency changes on the CYC website. **Action: September Agenda will include discussion regarding training for frontline staff. Rob Lees commented that the discussion and recommendations are very fitting and in keeping with the evaluation. Wayne commented that a day workshop for frontline staff should include fun, learning and participation. Staff could come with a list of questions asked of them, that they have not been able to answer. It was thought that maybe creating the “Barriers Exercise” on smaller scale may be useful. CYC members agreed there was value in the Consultation. **Action: The CYC Committee will form a working group in September to plan 2014 Consultation.** Rob was thanked for his leadership skills in planning the yearly Consult.**

4. Aboriginal Engagement – Charles Louie

Charles has completed a service map of services for Aboriginal Youth. Will re-interview to see if there are changes. COR – Choices of Reality, is a youth advisory group where youth are able to express needs etc. and then these needs can be expressed back to management. Eight youth showed up at the May meeting. The next meeting is June 12. SCOR – Supporting Choices of Reality. This is where representatives from COR

can speak to representatives from the agencies. The next SCOR meeting will take place June 27 at Stolo Nation, 1:00 pm. The next project Charles is working on is setting up a series of “Lunch and Learns” open to all agencies, to help agencies and workers better understand Aboriginal Culture. The goal of the project is that youth would be more connected with services and to help service providers be youth friendly and culturally sensitive. One of the things that came out of the Youth Forum organized by Theresa Point, is that youth want a youth centre. Susan commented on the Aboriginal Youth Awards, where grade 12 students were blanketed and Aboriginal Elders were the keynotes It was a very meaningful ceremony. Charles will be working on this project until Theresa returns from her maternity leave. Dan and Sonja are part of the advisory team supporting the Aboriginal Youth Engagement project.

5. Agency Updates

CAPS – Steve Esau

Karen gave update in Steve’s absence. CAPS will be moving into their new facility between June 14-17. They will be ready to see clients, June 19. The residential side will not be opening until a counselling position can be filled.

Fraser Valley Counseling Centre – Alex Angioli

The counseling centre is a ministry of St. Thomas Anglican Church which is celebrating its 140th anniversary this year. St. Thomas was one of the first churches in the Valley and has a long history of serving the community. This year they want to focus on what they can bring to the community and the counseling centre is part of this plan. The STEP parenting program geared for parents with children 7-12, will begin June 14. The hope is to train lay leaders who will be able to continue offering the course. Donna asked what sets the STEP parenting program apart from others. Alex explained how the group relies on the work of Alfred Adler. Part of Adler’s vision was to create “Child Guidance Centres”. They exist all over Europe, but there are none in Canada. The cost for the program is \$150 which includes textbooks. Duncan asked if there were provisions for low income families. Alex was not sure if their agency could offer this at this time. The thought was that Rotary Children’s

funding may be a source of subsidy, MCFD, and members from St. Thomas Church.

Xyolhemeylh – Sonja Mussell

Summer camps are organized and on the CYC website. They have been in the process of restructuring to makes services more fluid. Hoping that the changes will bring positive results. June 7 will be their AGM and this year will be a huge event, celebrating the stability of the last year.

CSCL – Julie Unger

Day Camps are being provided for both those eligible for MCFD-CYSN funding for those who are not. Additional spaces are supported by staff (students) who are hired through the HRDC Summer Challenge Grants. There are summer teen programs in Chilliwack and Hope. In Hope it is based out of Grace Baptist Church. A house is being developed to support two youth with high physical/medical needs. There has been a delay in regards to staffing as it is unsure whether staff need to be RN's or if tasks can be delegated by an RN. Once youth in this home, they will remain and supports will continue after they turn 19 (funding will transfer from MCFD to CLBC). It is hoped the residence will open by June 28. The first group home for children with special needs in the province was opened in Chilliwack in 1988 by CSCL.

Dan commended the CSCL on how they helped MCFD to purchase the wheelchair accessible vehicle for the children in this home.

City Life Centre – Todd Lueck

In May City Life hosted a leadership training called “Leader Casting”. It was very well received and City Life will host it again next year; May 9, 2014. City Life has a great drug and alcohol recovery team. Sadly Jim Clark who headed up the team passed away at the beginning of June. A memorial service will be held at City Life. On June 22, City Life will be hosting “Project Connect Blitz”. They have adopted some projects and their goal is to serve people in need who are struggling. They will also be offering oil changes and car washes for free in the church parking lot. Last month Todd attended a meeting with agencies to discuss about creating a Youth Shelter and Centre in Chilliwack. At that meeting it was

asked if City Life would be willing to spearhead this project following the model of Cyrus Centre in Abbotsford. The leadership at City Life is in discussion regarding this project.

CHHCF – Donna Dixon

The foundation will be participating at the children and youth focused Party in the Park on July 19. Agencies are invited to participate under the foundations tent. All displays must be interactive and have a ‘Safari’ theme.

CYMH – Duncan MacDonald

Provincially CYMH are looking at ways to strengthen the agency by decreasing wait lists and increasing services as well as making the transition to adulthood and transition from hospital smooth. This focus came as a result of recommendations from a report. A Minister of State is being created for children and youth aged 16-18. Duncan is hoping that some of these changes will result in more staffing.

FVDC – Kiran Sidhu

The Centre is finishing off the Triple P parenting program that was offered at Central Gateway and are now gearing up for summer programs. For her Master’s Degree, Kiran has developed a self-regulating curriculum, based on the work of Stewart Shanker. In September the curriculum will be launched with a marketing strategy on child development. It is a 12 week program where a puppet does the teaching. It is geared to help with Kindergarten readiness and helping children to get into a calm state.

Chilliwack Community Services – James Challman

James announced that Jackie Ayer has taken over for Darby while she is on maternity leave. The Family Literacy program is expanding with a partnership with UFV. James has just submitted a grant for a Financial Literacy program. Downtown family place will open in January at the new CSSS Neighbourhood Learning site. Also planning on expanding the preschool to include fulltime daycare. James was happy to hear of City Life’s interest in a Youth Shelter and reiterated the need for this in

Chilliwack. Tim Bohr has taken a year leave as he was conscripted to the US military and will be serving as a Chaplain in Kuwait and Afghanistan. Steve Dove will be filling Tim's position at Youth Services. Community Services will be working with a group to resurrect "Chilliwack Connect". This is being spear headed by Stewart McLean. It will take place the first Saturday in October at First Avenue Church. Community Services is also working on a program for Seniors and is working with the city on a program called "Welcoming Communities".

MCFD – Dan Bibby

MCFD is going through changes and creating a service model similar to Xyolhemeylh, providing a continuum of services which are client based. Because staff was reduced by 5, they were forced to do a redesign. Chilliwack has also been chosen as a "pilot community" for "Communities of Caring", which is part of a service delivery transition process. MCFD Chilliwack will be given the resources to push forward and then be evaluated and the results shared with other communities as a model. Have been working on a 6 month colocation pilot between MCFD and CCS and are learning the pluses and minuses of this type of arrangement. This will help with the Neighbourhood Learning Centre. There was a negative at Youth Services and CCS workers were not debriefed as were MCFD staff members. It is a learning curve. There is currently a CSCL supervisor who is co-locating at MCFD. Youth at risk is a priority project and currently MCFD is working hard with Xyolhemeylh. There are some short term needs that need to be addressed immediately and long term the goal is to create wrap around service for youth.

SD #33 – Susan Edgcombe

The School District is currently doing a Special Ed. review. Dr. David Carter met with parents and listened to views from teachers and staff. It was recommended to form a working committee to address the needs. Susan will be leading this committee and will first off form a strategic plan. The Student Services Advisory Committee has been re-established and includes parent representation. The Fast Forward program was very successful. There is currently a huge review being done of "Alternate Schools" and how to rebrand it. The Alternate schools are meant to accommodate the diverse learning styles of students.

United Way – Wayne Green

Wayne commented that Chilliwack Connect event is one of the best funded in the province and he is happy to hear it will continue.

United Way has a partnership with Discover Books and is a way to bring books back into the community. The United Way helps create a lending library in one school per year, with 10 books per student in the classroom. There are no fines or penalties for lost or damaged books. Only part of the requests have been filled and hopefully the rest will be filled in the Fall. In Abbotsford a newly formed “Living Wage” Organization has formed to look at parents working and living in poverty. Employers are encouraged to pay staff what is considered the “living wage”. They are presently connecting with the faith-based community and are loosely connected with Dave Murray from the food bank. Everyone is welcomed to attend. The group meets on the 4th Wednesday of each month. Anyone who wished to participate, may contact Wayne Green for more details. Van City will have a recognition event in Chilliwack, as they are choosing to give Fraser Valley employees the Vancouver “living wage”.

6. Co-Chair Nominations

Julie Unger was elected as co-chair. Dan Bibby will remain on for one more term. Susan was thanked for her leadership and commitment to the CYC.

7. Sub-Committee Reports.

Clinical Sub-committee – Duncan MacDonald

Currently working on getting people trained and ready so they can offer the parenting course again in the Fall.

Early Years Sub-Committee – Kiran Sidhu

Healthy Kids Day was a huge success. It was very commendable that Andrea Gieslemen took leadership of the event while on her maternity leave. The committee recognizes that they are problem solving with limited resources. Will have to come up with a way to make screening more favorable. The Child Development Guide is an example of agencies partnering to create an amazing resource.

Youth Matters – Collette Bohach

Collette gave a Challenge Day update via email. The committee has applied for 4 grants. Envision Financial (\$10,000), National Bank (\$2000 - \$15,000), Future Shop (\$250 - \$5000), and Superstore (\$250 - \$5000). We have 2 hotels in town willing to do a deal for us Coast Hotel and the Royal Hotel. We're likely to go with the Royal as they have offered a rate of \$65 per night and Coast has offered \$120 with a food voucher for breakfast. Rohan Arul-Pragasam has accepted invite to attend next Youth Matters meeting as well as Kurt Savage. We will not have a representative from the Trustees at this time, but it will be reviewed for September. Steve Dove has joined the Youth Matters Committee as the representative for CCS as he is filling in for Tim Bohr. Everything is on track and the committee is working very well together and continues to have great representation at the table.

Middle Years – Sheri Josephson

Absent

8. Coordinator's Report

Hard to believe, 9 months ago, I had the privilege of attending my first CYC meeting as the Child and Youth Community Coordinator. It has been a very full few months of gaining knowledge, understanding and skills, as I have navigated my way through the business of the CYC.

Along with Agency Orientations, one of my first tasks, in accordance with the strategic plan, was to complete the "CYC Aboriginal Partnerships Document". This document became useful to Theresa Point as she collected data for the Aboriginal Youth Engagement project. My next project was co-ordinating the celebration and presentation at City Hall on National Children's Day. With the help of agencies represented on the Early Year's sub-committee, the event was a great success with the most children ever, in attendance. The CYC also got good media coverage as a result of the presentation to Council.

I was part of the working group for the CYC Consultation and one of the first tasks Rob Lees gave me was to ask the Honorable Steven Point to be

a keynote speaker. I wasn't going to let him down. After knocking on his door a few times, I was able to secure him for our April event. Being part of the Consult working group and part of all of the sub-working groups kept me very busy and gave me much opportunity to promote the CYC. The CYC pens and magnets are part of the branding we have been working towards.

Once the CYC adopted the new logo, I worked with the graphic artist from City Life to create our CYC banner. I worked with our website creator to update the look of childandyouth.com and through Annette Williams, have learned how to update events etc. on the website. During this time I was also working with Liz Lynch from the Progress to create our anniversary CYC insert. For B.C.'s first "Family Day" I put together the community engagement art project "As a Parent I want...." This project got much positive feedback and has also guaranteed us a spot in the mall for next year's "Family Day". Other projects include prettying up the Early Years Strategic Plan, updating the CYC Strategic Plan, creating the Chilliwack version of the "Success by 6" Brochure and a "CYC" brochure. I am part of the committees updating the "Child Development Guide" and the "Collaborative Practice Handbook."

Throughout the year I have attended relevant workshops and webinars which have been most helpful in increasing my knowledge and confidence in my role and as a Child and Youth Coordinator. In the Fall I received training as the Community EDI Trainer and was able to participate with Charlotte DeBruyn, the District EDI trainer in training new kindergarten teachers on how to administer the EDI. I have done presentations for Credit Unions to emphasize the importance and value in their partnership in regards to Success By 6. At the beginning of May I did a presentation at the regional Strong Start meeting on the topic of "Reaching our Vulnerable Families; Identifying the Barriers to Service". Also in May I prepared a power point for the Chilliwack Learning Community Society volunteer training session on Early Year's Vulnerability. I was part of the planning committee for "Healthy Kids Day" at the YMCA, and this past weekend participated at the very successful event. I sit on a number of

committees local and regional, which has proven to be extremely valuable in acquiring and dispersing information to other committee members and agencies.

I recently learned of three communities in BC (North Shore, Richmond and Vernon) which have adopted a “Children’s Charter of Rights” based on the UN Convention; the process in each of these communities being initiated by the Early Years Coordinator. The reports from these communities indicate that the process of engaging and informing their community was invaluable. Communities were forced to recognize such things as child poverty in their backyard and come up with plans on how to address this; businesses became cognizant of being “family friendly” and so on. My goal is to see Chilliwack work towards something similar and consequently create greater community support, awareness and more significance around child and youth programming and events like “National Child Day”, “Challenge Day”, “Sexual Exploitation Awareness Week” etc. It seems it ties in well with what City Council is working towards in their “Safe and Healthy Community” initiative. Along with a number of other projects, my hope is to use the “quieter” months of summer to research what these communities did and come up with a start plan for Chilliwack.

I am very grateful to have a position, serving our community of Chilliwack, that I thoroughly enjoy. I admire what each of the agencies represented at the CYC accomplish to support children, youth and their families and I especially respect each of you as I see the passion and the heart you have to see children, youth and their families be well and thrive. Thank you for the opportunities you have given me.

9. Lunch and Networking

**Next Meeting, September 10
Location TBA**