



Meeting, September 10, 2013

School District Office, 8430 Cessna Drive, Chilliwack, BC

**CYC Chairs: Dan Bibby
Julie Unger**

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	chwchildandyouthcoord@gmail.com
Sonja Mussell	Xyolhemeylh	Sonja.Mussell@Xyolhemeylh.com
Todd Lueck	City Life	todd@citylifecentre.ca
Katrina Beppe	CHHCF	Katrina.beppe@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	FVDC	ksidhu@fvcdc.org
Collette Bohach	Big Brothers Big Sisters	collette.bohach@bigbrothersbigsisters.ca
Sheri Josephson	YMCA	sheri.josephson@vanymca.org
Stewart Mclean	City of Chilliwack	mclean@chilliwack.com

Debbie Denault	CLCS	<u>debbied@chilliwacklearning.com</u>
Tracey Arsenault	Big Brothers Big Sisters	<u>tracey.arsenault@bigbrothersbigsisters.ca</u>
Tobi Araki	RCMP	<u>tobi.araki@rcmp-grc.gc.ca</u>
Steve Esau	CAPS	<u>SEsau@pcrs.ca</u>
Les Talvio	Cyrus Centre	<u>les@cyruscentre.com</u>
Lucy Fraser	Chilliwack Hospice Society	<u>lucy@chilliwackhospice.org</u>

Regrets:

Wayne Green	United Way	<u>wayne@uwfv.bc.ca</u>
Anne Todd	Fraser Health	<u>Anne.Todd@fraserhealth.ca</u>
Rohan Arul-Pragasm	SD#33	<u>rohan.arul-pragasm@sd33.bc.ca</u>
Lisa Jarvos	Fraser Health	
Liz Lynch	Hospice Society	<u>liz@chilliwackhospice.org</u>

Guests: Les Talvio (executive director, Cyrus Centre Chilliwack)

1. Welcome and introductions

Dan welcomed everyone and thanked Susan Edgcombe for the hospitality. Members and guests introduced themselves.

2. Review/revise/approve June 4, 2013 minutes

No revisions made to June minutes. Action: Karen will post minutes to website.

3. "Every Door is the Right Door" – Dan Bibby Community Partner/Client Engagement Strategy

Dan opened the discussion with the background to "Every Door is the Right Door". He talked about the discussion around service quality which followed the "Simulation Exercise" at this year's Consultation. The June minutes captured the discussion regarding "Every Door is the Right Door". Energy put into how we deliver services and engage clients will result in quality improvements to services. Through the experience of simulation it was made apparent that even in Chilliwack, agencies are not really aware of what other agencies are doing; we can only imagine how confusing for this must be for clients. Partnership and continuity of services is the cornerstone of the CYC, and in the coming year we want to build on enhancing partnerships, recognize gaps and coordinate services. Chilliwack does well compared to communities that do not have an active CYC. The hope today is put next steps in place. We have documentation from 2013 Consultation which will help develop strategies, as well as the final report of the Consultation. Action from the June meeting was to move forward with "Every Door is the Right Door". We want to ensure that when clients walk into an office they will be supported to find the right services. Potential action from today's meeting may be to do an environmental scan to see what agencies are already doing. After this scan we will be able to build an action and identify unique challenges. In June the members spoke about training for frontline staff, since these are the professionals who often set the tone for the client. It was thought to provide some kind of agency orientation and skill development around engaging clients. Every Door is the Right Door is an initiative that fits in well with the CYC's current Action Plan. Where do we want to take it? What are some actions we can do as a table; as agencies.

Thoughts from the table: Kiran – likes the idea of having administrative staff supported more. As part of the professional dev. The frontline staff can brainstorm amongst themselves on how they can streamline.

Julie – Forming the working group would be the first step. The working group could create a survey which asks frontline staff to identify most often asked questions that they are unable to answer. This will ensure that workshops are relevant.

Tobi – All RCMP are frontline, 9-1-1, Community Policing. A pro-d Day wouldn't work, but a survey would be great. Electronic referral sheets are the most helpful.

Duncan – The exercise from Consult showed that frontline attitude is key to clients being served effectively. Connection is important. Bringing frontline staff to CYC meetings would be a great way for them to meet agency reps.

Stewart – Some type of orientation should be offered more than just one day. Administrative staff meeting together would mean someone from x organization will now know someone from y. Very valuable, even if it has to be done in smaller groups. In house learning sessions are always valuable and you have to start somewhere. Helps individuals feel better about the work they are doing. City has good website that can be used as a resource. A media person will be keeping the Info Chilliwack website up to date.

Dan - In house meetings could include members from other agencies. Important to circulate our brochures to other agencies. There are multiple ways to keep connected.

Tracey suggested that it is helpful to have a hardcopy especially for clients with no or limited internet access.

Julie said the challenge of a hardcopy is that info is always changing. It would be great for agencies to include a public use computer kiosk.

Katrina talked about the newly designed Development Guide and how clients like and need hard copy. Todd suggested making use of Coordinator as an information source.

Debbie offered the Learning Community Society to do workshops on the challenges of people accessing services since it is often a literacy issue. Stewart suggested that agencies should also consider the services of the Fraser Valley Library, a resource that should not be overlooked. It is good to keep the library up to date with relevant information.

Action: Invite someone from library to be part of CYC.

Action: Put a working group together to move ahead on orientating frontline staff. Admin. Staff should be part of working group. Offer first sessions early January and February. Julie, Bobbi, Toby, Linda Birkwood, someone from CCS Yale Street, and Wellington offices.

Scan of what doing now as far as client service awareness etc. how do we help them navigate through the process. Does the front counter have childand youth.com on the screen, 2-1-1, will be task of the working group. There was discussion regarding gaps in services and waiting lists. Julie suggested that ensuring the client is where they are supposed to be even if there is a waiting list is a positive and means they will at some point get the supports they need.

Susan suggested creating a “Every Door is the Right Door” referral sheet, ensuring the next agency will treat the client with the same spirit.

Action: The “Every Door is the Right Door” working group will create a CYC template referral sheet.

4.Future Meeting Location sign-up sheet- Karen

Action: Agencies will check availability of boardroom and contact Karen regarding availability.

Coffee Break

5.Consultation, April 4, 2014 – Formation of working group – Julie Unger

Action: Consultation Working Group will have it’s first meeting – September 27, 7:30 am at the Airport Restaurant, under the leadership of Rob Lees. The working group will take recommendations from 2013 to plan 2014 Consult.

Working Group: Donna, Steve, Todd, Dan, Bobbi, Collette, Julie, Karen, Rob

Action: Member agencies will contact Karen if other representatives want to be involved.

5.Chilliwack Youth Shelter Update – Todd Lueck

Todd gave members the background to the Youth Shelter proposal. A May meeting was called regarding lack of Youth Shelter. Les was invited from Cyrus Centre from Abbotsford. They have excellent working model that is completely funded by the community. City Life has been wondering how they can contribute to the community in an impactful way. They have decided to take the lead and be a support in making something happen in regards to the emergency youth shelter. City Life will work with Les who was the heart in getting the Abbotsford shelter started. Will develop a board in Chilliwack to follow the Abbotsford model. This is a great opportunity for the faith

community to contribute and a great opportunity for churches to support youth. City Life won't be the primary funder, it will be a community effort. Les introduced himself as a resident of Chilliwack and very interested in investing in the community. Cyrus Centre came as a result of first Fraser Valley homeless count in 2004. Recommendations included offering store front access for laundry, showers etc., for the homeless. Homeless youth are being exploited for everyday needs. Cyrus Centre originally opened up as a drop-in for laundry, showers, and meals 7 days a week. Consistency provides a safety net. With Chilliwack's office closed, more youth are going to Abbotsford. This means they are getting disconnected from community and supports. It is much better to service youth in the community they are from. The issues are a community issue and so the community is invited to respond.

Question was asked on how long youth are permitted to stay at the shelter. Youth are permitted to stay in the emergency shelter for 7 days. If however they have a care plan in place and are needing the shelter for longer, this is permitted.

Question was asked what kind of outcomes have been tracked from Cyrus Centre. Les said the centre keeps records of where they go. The centre works in partnership with local agencies. There is an example of one youth who went on to UFV and came to work at Cyrus Centre as a practicum student.

Stewart suggested to Les that the Health Contact Centre may be a good resource and that there may be funding available through the Chilliwack Housing Committee since youth housing was one of their mandates.

Dan closed the discussion by commenting that the Cyrus Centre project is an example of how the whole community is needed to make positive changes.

6. Updates to 2013/2014 Strategic Plan – Dan/Karen

Dan reminded members that the strategic plan is a “living document”. He asked the members if there are other outcomes we should be targeting, to help us move toward our goals. Karen prepared a multi-page document which included original Strategic Plan with completed actions highlighted and a working Strategic Plan which included the new actions of “Every door is the Right Door” under goal #1 and the “Collaborative Practice Handbook” under goal #2.

Action: Members will review the strategic plan and bring feedback to the October meeting.

Dan reminded members that the table shouldn't be doing anything that isn't consistent with CYC Strategic Plan. The newest action will set the theme for 2014 Consultation.

7.Sub- Committee Reports

1) Youth Matters – Collette

We met over the summer. The Challenge Day Fundraising task group met and the entire committee. The focus for the committee is Challenge Day, Nov.19, 20, 21. All the events will take place at the new Neighbourhood Learning Centre. We would love to have CYC members participate. The first payment has been made and the next is due Sept. 20. Now that school is back, the committee will be approaching PAC's and DPAC's for funding. Mission will be piggy backing on our Challenge Day, which will cut down on travelling costs; this is yet to be confirmed. Youth Matters will meet, September 12.

Julie asked how the CYC can support Youth Matters.

Collette said that on the day of the event, for every group of 4 youth, there is one adult needed. Next year the vision is to do Middle Schools. Members were encouraged to go to challengeday.org to see if this is something they would like to be part of.

2) Early years – Kiran

Had a busy year. The committee does annual planning of events and initiatives it supports throughout the year. Much thanks was given to the CHHCF for the work they did in helping to create the fabulous new Development Guide. Healthy Kids Day was a great event and the committee looks forward to participating again next year. Starting to plan for National Child Day. Trish completed an environmental scan on parenting supports and in the coming year the committee will spend more time identifying gaps, etc. The Early Year's Committee has



updated and refreshed their logo.

September 14 the Early Year's Committee will be participating in the Early Childhood Expo. Karen has been working with Charlotte DeBruyn on this project. It was created to replace the Ready Set Lean fairs.

3) Clinical – Duncan

Will meet in October to review terms of reference and strategic plan and members.

4) Middle Years – Sheri

Still in the planning stages of the committee. Now have access to 2 waves of MDI data produced by HELP. Once reviewed this will help the committee decide on a focus and strategic plan. The committee will have its first meeting in October.

9. childandyouth.com –

Agencies are encouraged to alert Karen to any significant staffing or program changes to be updated to website.

10. New Business

- A)**
- B)**

11. Agency Updates

Ann Davis – Will be offering parent-teen communications course in October. It is a 6 week course. For more information call Teresa or Mike 604-792-2760. The Society is currently looking for children ages 6-12 for the ‘Children Who Witness Abuse’ program. Can call the office or Teresa 604-792-2760 for more information. People can also call the office to get information regarding the “Caught in The Middle” program for kids for families going through divorce or separation, to help make it easier for kids and their parents.

CSCL – September very busy. Working with Central to offer supports. Are working to get the Triple P parenting courses in Chilliwack.

CHHCF – Had a popular and amazing booth along with their partners at Party in the Park. Exciting to see a line-up of kids doing exercises so they could get veggies as a treat. “Harvest Health” is fund raiser sponsored by the Hampton. There will opportunity to participate in a Scare crow decorating contest. October 10.

CYMH – Emily Barton, parent representative from the FORCE, is working in partnership with CYMH. Developing a program for parents who have kids dealing with depression. Have a new child psychiatrist Dr. Sodio (sp?)

YMCA – Have been implementing new strategic plan. Since spring been putting the family all inclusive model into action. This has increased use of the facilities by 20%. One fee and everything is included. This year will probably give \$120,000 support for families unable to pay the regular user fees. Sheri will be starting a new position heading up the fund raising for these programs. Will be sharing an office at the NLC. Posting for Sheri's position will go out today. Family Weight management program will offer 3, 10 week programs. Will run at Evergreen Hall and then at NLC.

RCMP – Youth section undergoing major changes. Two youth officers being replaced by 1. Only Tobi dealing with high risk youth at this time. Changing focus from school to high risk youth. The RCMP will be more involved at Alt. Ed programs. Have seen some frightening things as of late. The RCMP are trying to get hands on new drugs that are circulating. They are calling it heroin, but it is not and the RCMP want to know what it is. There is a new downtown liason officer.

CAPS – Moved over to the Contact Centre over the summer. Have a support group for family members of users. The centre is located on Hocking, phone number is the same.

CCS – Early Years starting up. Downtown Family place will be moving to NLC. Will have a full day licensed daycare open 6:00 am – 6:00 pm.

Stolo – They have gone through some restructuring. Julie McCaffery has replaced Elly Janik.

CHHCF – Will be doing a community survey.

City of Chilliwack – Chilliwack Connect Event, Oct.5, First Ave. Christian Assembly, 10:00 am – 3:00 pm. Healthy Community Council in process of hiring Community Coordinator. The council is moving forward and has great partners who have come together.

12.Coordinator's Report

A new year ahead, with a year of experience behind me, I am looking forward to all that the 2013/14 CYC season will hold.

At the end of June, I represented the CYC at the opening of our new library in Sardis. A beautiful facility and much needed for the south side of Chilliwack. It was great to hear the celebrity readers, Mayor Sharon Gaetz and a player of the Chilliwack Chiefs. In July I represented the CYC at “Kids in the Hall”. This Aboriginal literacy event was well attended and included lots of fantastic activities and fabulous reading material for children and youth. In July I also partnered with the Chilliwack Hospital and Health Care Foundation at the child focused “Party in the Park”. We rocked the Safari theme and had kids waiting in line to play “Get the Safari Animal Over the Angry Hippo into the Oasis” for a glow stick, and spinning the wheel to determine what exercise they had to do to earn a veggie snack pack. Thankfully we had staff from downtown Envision Credit Union volunteering their services to help us out. Photos of this event are posted on the Chilliwack Child and Youth Committee Facebook page.

Yes the CYC now has a Facebook page, and it would be great if you could like it. It’s one more venue to promote the goings on of the CYC, our website and our partners.

In August I represented the CYC at Prospera’s “Cinema under the Stars” at Glen Watson Park. Prospera Credit Union organizes and sponsors this amazing event and has chosen to donate all the proceeds raised to “Success by 6” initiatives. It was a great event to create awareness and make community connections.

Throughout the summer I worked with Charlotte DeBruyn on making our first Early Childhood Expo, to be held, September 14, a success.

I spent time in the summer creating, updating and refining Early Years and CYC documents. I also completed modules in the online course of Community of Caring Response Training. <http://www.communitycarestraining.com/> Lots of good information on understanding and responding to mental health issues in the community. I highly recommend it! Last week I was able to meet with the Constituency office of John Martin and was encouraged to hear how they want to collaborate on events like National Child Day and our annual Consultation. I am hoping to meet soon with Laurie Throness and with Mark Strahl to encourage them to support the \$10 A Day Daycare.

**I look forward to another year of working alongside all of our partners
of the CYC**

Next Meeting – October 1, Mathieson Centre, 45195, Wells Road