

Columbia Power's First Nations Sponsorship Program supported the following activities in 2013/2014:

- » Okanagan Nation Youth Unity Run;
- » Okanagan Nation Youth Career Fair;
- » Lower Columbia All First Nations Aboriginal Day Celebration;
- » Ktunaxa Nation Council - Aq'am Community Trek;
- » Columbia River Salmon Festival;
- » Syilx Salmon Feast and Celebration;
- » Ktunaxa Nation Resource Industry Youth Career Fair;
- » Ktunaxa Nation Trades Bursary; and
- » Future of Our Salmon Conference.

Community Living British Columbia

Community Living British Columbia (CLBC) is proud to embrace our province's rich tradition of diversity and multiculturalism. Home to over four million people, British Columbia welcomes tens-of-thousands of new immigrants every year. CLBC is committed to recognizing this strength and celebrating the rich diversity of our staff and the people we serve.



MANDATE

The Community Living Authority Act sets out CLBC's mandate and provides our legal basis to operate as a Crown corporation. To achieve this mandate, we:

- » Lead operations and develop associated policy;
- » Ensure quality assurance standards are met; and
- » Manage funds and services.

We are accountable to the B.C. Legislature through the Minister of Social Development and Social Innovation.

Among other things, the minister is responsible for funding, monitoring CLBC's performance, and setting provincial standards and policies.

CLBC VISION

We are a recognized leader in supporting adults with developmental disabilities to live good lives in welcoming communities.

CLBC MISSION

In partnership with our stakeholders, we facilitate and manage a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

We are committed to the continuous improvement of the way services and supports are delivered to the individuals and families we support. This includes a growing number of individuals from culturally diverse backgrounds, their families and communities.

OUR COMMITMENT TO YOU - IN ALL THAT WE DO, WE WILL START WITH HI AND:



CLBC's Commitment reflects feedback from a diverse group of self-advocates, families and CLBC staff over the past year. It is displayed in CLBC offices across the province and available in multiple languages.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC's commitment to multiculturalism has been integrated into our corporate planning and reporting processes. We are committed to ensuring multicultural representation exists within every CLBC working group and on all major initiatives.



HIGHLIGHTS OF INITIATIVES

Community Living BC's 2013-2014 Multicultural Activities Report highlights our organization's active efforts to promote multiculturalism through a variety of different means, including:

- » Direct engagement with individuals and families we serve.
- » Ongoing staff training and orientation.
- » Delivering on public pledge to recognize the individual strengths of the people we serve, respecting them and learning from their experiences.
- » Inclusion of self-advocates of different multicultural backgrounds in public awareness and education campaigns.

CLBC COMMITMENT

CLBC introduced a Quality Service Commitment to establish a clear and public awareness of the way all people we serve can expect to be treated by CLBC at all times. With the Commitment, CLBC is saying to people we serve that in all we do, we will respect you, listen to you, learn from you, recognize your strengths and communicate openly and honestly.

To reflect the diversity of CLBC staff and the individuals and families we serve, the Commitment was translated into 10 different languages for display at CLBC offices across the province and online.

HUMAN RESOURCES - DIVERSITY

As part of a comprehensive review of our human resources planning, CLBC has initiated a Diversity Strategy that includes the development of an initiative that will help identify the best ways to attract, motivate and retain existing employees to reflect the diverse population in the communities we serve in British Columbia.

INDIVIDUALIZED FUNDING

CLBC has initiated a project this year to explore the provision of culturally specific/tailored supports and services by inviting members of diverse cultural backgrounds to share their stories and examples. This includes ESL families and members of Aboriginal Communities.

CONSULTING INDIVIDUALS AND FAMILIES

In December 2013, CLBC initiated a comprehensive satisfaction survey of individuals receiving services across the province and their families to get their feedback and measure opinions about service delivery.

We ensured over 1,200 interviews were the result of an independent and randomized selection process to ensure the participation of a wide variety of backgrounds, cultures and ethnicities. The results are used to identify ways to improve the quality and responsiveness of CLBC supports and service delivery.

STAFF TRAINING

Translators within CLBC continue to support preparation of translated publications prior to release as needed. As a result, our current library of publications includes products translated into Simplified and Traditional Chinese, Tagalog, Punjabi, Vietnamese, Hindi, Korean, Farsi, French and Spanish.

An "Our Common Purpose" module remains an important part of our staff orientation training regarding cultural considerations, multiculturalism and disability. These sessions are facilitated by staff with a background working with diverse groups.

INCLUDE ME!

In addition to our annual satisfaction survey, over 1,000 individuals we serve and their families participated in CLBC's include me! initiative that is measuring quality of life outcomes in the areas of independence, social participation and well-being. The goal is to inform our decision-making and help service providers improve the quality of life of the individuals they support.



Last year, we expanded the initiative by:

- » Translating some program materials into 10 languages.
- » Making interpreter services available to individuals who completed the survey.



COMMUNITY COUNCILS

CLBC has a network of 13 volunteer Community Councils operating throughout the province, ensuring that self-advocates, families, community members and service providers play a major role in achieving our vision of fostering good lives in welcoming communities. Council membership includes many people who represent the ethnic and cultural diversity of BC. Councils work collaboratively with diverse community partners to support community inclusion, citizenship and full participation of people with developmental disabilities.