



Community Living British Columbia [CLBC] was active in promoting “green ideas” to staff through the Go Green Committee and the Go Green Leads. In an effort to reduce CLBC’s carbon footprint, the following was accomplished:

- High efficiency vehicles increased to 55% in 2009 from 40% in 2008 of CLBC’s overall vehicle fleet
- All CLBC printers default to duplex printing where possible
- Increased use of webinars (6), on-line courses (3), and E-learning courses for Microsoft software (14)
- Go Green on-line course introduced to staff in 2009 and is mandatory as part of their orientation
- Paper pay slips are no longer distributed to employees
- GoodLife CLBC has offered “Go Green” challenges and promotions over the last year where employees can earn points towards rewards for environmental stewardship (i.e. reduce carbon offsets, CLBC re-usable lunch bags)

In 2009, children’s services were transferred to the Ministry of Children and Family Development. Fewer staff, offices and vehicles resulted in a decrease in Green House Gas emissions.

Over the next three years, CLBC will focus its climate action strategies on reducing travel, better use of communication technologies and supporting its network of “go green” office leads to promote environmentally friendly work practices.

Visit [www.communitylivingbc.ca/who\\_we\\_are/gogreen.htm](http://www.communitylivingbc.ca/who_we_are/gogreen.htm) for more information about CLBC’s approach to carbon neutrality.

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# Community Living British Columbia - 2009 Carbon Neutral Action Report

## Actions Towards Carbon Neutrality

The actions listed below contribute to a reduction in greenhouse gas emissions from sources for which public sector organizations are responsible under the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*.

Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
<b>Mobile Fuel Combustion (Fleet and other mobile equipment)</b>							
<b>Vehicle fuel efficiency</b>							
Replace vehicles with more fuel-efficient models	Ongoing/In Progress	52	% of vehicles are fuel- efficient models	Removed 9 non Hybrid vehicles and added 1 new Hybrid added to CLBC fleet.	All new vehicles purchased will be Hybrid vehicles (replacement and additional vehicles).	2007	No End Date (Continuous)
Perform regular fleet maintenance to improve fuel-efficiency	Ongoing/In Progress	100	% of vehicles are subject to regular maintenance for fuel efficiency	PHH system monitored for vehicle maintenance. Reminders issued to staff to ensure regular maintenance on vehicles is performed.	Office green leads to encourage; regular communication from Manager of Facilities and Administration as a reminder to staff.	2005	No End Date (Continuous)
<b>Behaviour change program</b>							
Provide fleet driver training to reduce fuel use	In Development			Have reviewed approaches taken by other organizations.	Go green video being produced will support this message.	2009	No End Date (Continuous)
Introduce anti-idling policy and/or raise anti-idling awareness for fleet drivers (e.g., signs, stickers, messages)	In Development			Have reviewed approaches taken by other organizations.	Go green video being produced will support this message. Will encourage our office green leads to develop and share stickers.	2009	No End Date (Continuous)
Encourage carpooling in fleet vehicles	Ongoing/In Progress			Office green leads encourage staff to consider this option. Managers monitor travel expenses.	Go green video being produced will support this message.	2009	No End Date (Continuous)
Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking)	Ongoing/In Progress			Office green leads encourage staff to consider these options. Bus pass subsidy available.	Go green video being produced will support this message.	2006	No End Date (Continuous)
<b>Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)</b>							
<b>Leased buildings</b>							
Establish energy performance baseline for leased buildings	Ongoing/In Progress			ARES Technical Standards are updated in consideration of high performance green building performance.	Further discussion is required with ARES as we negotiate new leases.	2010	No End Date (Continuous)
Lease space with operations and maintenance performance labelling/certification (e.g., LEED EB:O&M)	Ongoing/In Progress			ARES Technical Standards are updated in consideration of high performance green building performance.	Further discussion is required with ARES as we negotiate new leases.	2010	No End Date (Continuous)
Lease space with commercial interiors performance labelling/certification (e.g., LEED CI)	Ongoing/In Progress			ARES Technical Standards are updated in consideration of high performance green building performance.	Further discussion is required with ARES as we negotiate new leases.	2010	No End Date (Continuous)
Lease space in buildings with new construction performance labelling/certification (e.g., LEED NC)	Ongoing/In Progress			ARES Technical Standards are updated in consideration of high performance green building performance.	Further discussion is required with ARES as we negotiate new leases.	2010	No End Date (Continuous)
Develop a green lease policy that requires green features to conserve energy be included in all lease negotiations	Ongoing/In Progress			ARES Technical Standards are updated in consideration of high performance green building performance.	Further discussion is required with ARES as we negotiate new leases.	2010	No End Date (Continuous)
<b>IT power management</b>							
Implement server virtualization	Ongoing/In Progress	15	% of servers have been virtualized since start year indicated	Implemented 4 VM servers.	Virtualize 2 servers in 2010.	2009	2012

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Apply auto-sleep settings on computer monitors and CPUs	Ongoing/In Progress	95	% of computers have auto-sleep settings applied	All computers configured by Shared Services BC have auto-sleep mode enabled.	All new computers to have auto-sleep mode enabled.	2009	No End Date (Continuous)
<b>Appliances and electronic devices</b>							
Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress	100	% of fridges are ENERGY STAR rated	New purchases are ENERGY STAR rated.	Replace as required.	2005	No End Date (Continuous)
Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress	100	% of dishwashers are ENERGY STAR rated	New purchases are ENERGY STAR rated.	Replace as required.	2005	No End Date (Continuous)
<b>Behaviour change program</b>							
Help staff reduce personal energy use through "workstation tune-ups"	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage. Incorporate into Go Green Video.	2008	No End Date (Continuous)
Ask staff to unplug electrical equipment or switch off power bars when not in use	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage. Incorporate into Go Green Video.	2008	No End Date (Continuous)
Ask staff to close blinds at end of work day to reduce heating/cooling demands	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage.	2008	No End Date (Continuous)
Encourage staff to use air dry setting on dishwashers	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage.	2008	No End Date (Continuous)
Provide tips to staff on saving energy in the office while working outside of regular business hours	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage.	2008	No End Date (Continuous)
Encourage use of stairs instead of elevators	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage. Incorporate into GoodLife program for bonus points.	2008	No End Date (Continuous)
Provide reminders for turning off lights (e.g., signs, stickers, messages)	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage. Bulk production of stickers to be sent out to all CLBC offices.	2008	No End Date (Continuous)
Promote hot water conservation	Ongoing/In Progress			Identified as part of Green Lead audit checklist.	Office green leads to encourage.	2008	No End Date (Continuous)
<b>Supplies (Paper)</b>							
<b>Paper Type</b>							
Purchase 30% post-consumer recycled paper	Ongoing/In Progress			Office green leads encourage this.	Paper procurement will be tracked through SmartTool.	2008	No End Date (Continuous)
Purchase 100% post-consumer recycled paper	Ongoing/In Progress			Office green leads encourage this.	Paper procurement will be tracked through SmartTool.	2008	No End Date (Continuous)
<b>Printer/document settings</b>							
Switch networked printers and photocopiers to automatic double-sided	Ongoing/In Progress			Network printers set to automatic double siding.	All new printers will have ability to be set to automatic double siding.	2009	No End Date (Continuous)
Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.)	In Development			Office green leads encourage this.	Work with communications department to issue clear guidelines. Go green video will also encourage this.	2008	No End Date (Continuous)
<b>Electronic media in place of paper</b>							

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Ongoing/In Progress	95	% of staff workstations with software installed	All computers configured by Shared Services BC have collaborative tools enabled.	All new computers to have collaborative tools enabled.	2009	No End Date (Continuous)
Use electronic document library for filing common documents	Ongoing/In Progress			Existing Intranet site has common documents.	Upgrades to existing intranet will make it more user friendly.	2008	No End Date (Continuous)
Post materials online that were previously printed	Ongoing/In Progress			Materials posted on CLBC intranet.	New intranet being developed which will allow for more materials to be posted.	2007	No End Date (Continuous)
Switch to an electronic payroll notification system in place of paper pay stubs	Complete			Payroll Services eliminated paper pay stubs.		2009	2009
<b>Behaviour change program</b>							
Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	Ongoing/In Progress			Office green leads to encourage.	Go green video will highlight this option.	2009	No End Date (Continuous)
Encourage re-use of scrap paper	Ongoing/In Progress			Office green leads to encourage.	Offices create pads of scrap paper for use by staff.	2009	No End Date (Continuous)

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### Actions to Reduce Provincial Emissions and Improve Sustainability

The actions listed below contribute to a reduction in greenhouse gas emissions from sources that fall outside of the reporting requirements defined in the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*. Public sector organizations can optionally use this section to report on actions that will help British Columbia meet its provincial greenhouse gas reduction targets, engage the public, and improve environmental sustainability across all aspects of their organization.

Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)	Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
<b>Business Travel</b>						
<b>Virtual meeting technology</b>						
Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.)	Complete	100 % of computers have web-conferencing software installed	Desktop refresh completed in 2009.		2009	2009
Make desktop web-cameras available to staff	Complete	100 % of staff have access to a desktop web-camera	All laptops now have this feature [completed as part of desktop refresh].		2009	2009
Install video-conferencing units in meeting rooms or provide mobile video-conferencing units	Ongoing/In Progress	5 % of meeting rooms have access to video-conferencing equipment	3 video conferencing units purchased in 2009 [Vancouver and Prince George].	Increased number dependent upon results of pilot project and budget availability.	2009	No End Date (Continuous)
<b>Behaviour change program</b>						
Train staff in web-conferencing	Ongoing/In Progress	4 % of staff are trained web-conferencing	16 staff in CLBC have been trained in "How and Why to Use Webinars".	Increase number of staff trained in how to use webinars.	2009	No End Date (Continuous)
Train staff in video-conferencing or provide technical support for video-conferencing set-up	Ongoing/In Progress	2 % of staff are trained in video-conferencing or have access to technical support	6 staff in CLBC have been trained in how to set up the video conferencing equipment.	Increase number of staff trained in how to set up the videoconferencing equipment.	2009	No End Date (Continuous)
Encourage staff to consider virtual attendance/presentation at events where possible	Ongoing/In Progress		CLBC Training has developed webinars. Systems Thinking About our World workshop was through virtual attendance for staff across the province.	Increase number of events available by webinar, virtual attendance, video conferencing, etc.	2007	No End Date (Continuous)
Encourage carpooling to meetings	In Development		Office green leads and supervisors encouraged carpooling.	Continue to encourage carpooling and review staff mileage claims.	2009	No End Date (Continuous)
Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	In Development		Office green leads and supervisors encouraged alternate modes of transportation.	Continue to encourage alternative modes of transportation where possible.	2009	No End Date (Continuous)
<b>Education, Awareness, and Engagement</b>						
<b>Team-building</b>						
Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement	Complete		Leads replaced as necessary. Green audit checklist undertaken to help guide practice.	Carry out audit checklist.	2008	2009
Provide resources and/or dedicated staff to support teams	Complete		Audit checklist is primary resource used by the green leads.		2008	2009
<b>Awards/Recognition</b>						
Establish a sustainability/green awards or recognition program	Ongoing/In Progress		Staff encouraged to complete the "I Go Green" course and prizes were awarded to 3 offices with the highest number of staff who completed the on line course.	Staff will be able to purchase re-useable lunch bags at a reduced cost. Goodlife CLBC to continue with "Go Green" challenges and promotions to employees so they can earn extra points towards rewards.	2009	No End Date (Continuous)
<b>Staff Professional Development</b>						

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Support green professional development (e.g., workshops, conferences, training)	Ongoing/In Progress			One leadership development candidate was responsible for liaising with office green leads and providing leadership.	New leadership candidate will be identified each year.Capacity for additional responsibilities will be evaluated.	2009	No End Date (Continuous)
<b>Staff awareness/education</b>							
Provide education to staff about the science of climate change	Ongoing/In Progress			"I Go Green" course must be taken successfully by all new employees as part of their orientation. Website updated regularly.	To continue to update website with new information. Go green video to be released to staff. Additional on line training opportunities to be evaluated.	2009	No End Date (Continuous)
Provide green tips on staff website or in newsletters	Ongoing/In Progress			Occasional use of weekly staff "Infoflash" to share green tips.	Continued use of "Infoflash". Green video [and website] to include tips.	2009	No End Date (Continuous)
Provide sustainability education during new staff orientation	Ongoing/In Progress			"I Go Green" course must be taken successfully by all new employees as part of their orientation. Website updated regularly.	All new staff must take, and successfully pass, the I Go Green course.	2009	No End Date (Continuous)
<b>Client/public awareness/education</b>							
Provide education to clients/public about the science of climate change	Ongoing/In Progress			General information on climate change is posted.	Regular updates are posted.	2009	No End Date (Continuous)
Provide green tips on client/public website or in newsletters	Ongoing/In Progress			General information on climate action tips is posted.	Regular tips will be included on website.	2009	No End Date (Continuous)
<b>Other Sustainability Actions</b>							
<b>Building construction, renovation, and leasing</b>							
Incorporate lifecycle costing into new construction or renovations	Ongoing/In Progress			ARES Technical Standards are updated in consideration of high performance green building performance.	To be incorporated as new leases/renovations done.	2010	No End Date (Continuous)
<b>Indoor air quality</b>							
Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture	Ongoing/In Progress			ARES Technical Standards are updated in consideration of high performance green building performance.	To be incorporated as new leases/renovations done.	2010	No End Date (Continuous)
<b>Commuting to and from home</b>							
Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress			Office green leads to encourage.	Will explore installation of bike racks and free parking for car pool vehicles.	2009	No End Date (Continuous)
Provide shower or locker facilities for staff/students who commute by foot or by bicycle	Ongoing/In Progress	8	Buildings have showers.	None taken as no new building projects occurred.	Install showers in new space where possible.	2006	No End Date (Continuous)
Provide secure bicycle storage	Ongoing/In Progress	6	Buildings have bike racks.	Encouraged staff to approach building managers to install bike racks.	Will explore installation of bike racks.	2006	No End Date (Continuous)
Modify parking fees or parking availability for staff/students	Ongoing/In Progress			Parking subsidy provided where appropriate.	Continue to provide parking subsidies.	2006	No End Date (Continuous)