

To: CAO for the Electoral Area Services Committee

Date: 2019-02-12

From: CAO Paul Gipps

File No: 0400-20

**Subject: Community Living BC Client Management Process and Protocols**

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## **RECOMMENDATION**

**THAT** the Electoral Area Services Committee formally request Community Living BC participate in a discussion with EASC about their process and protocols for the care and management of clients in their care.

## **STRATEGIC AREA(S) OF FOCUS**

Support Healthy & Sustainable Community

## **BACKGROUND**

In the last few weeks the FVRD has become aware of land use issues within the Regional District as a result of an incident in Electoral Area F. The FVRD has learned that Community Living BC has utilized a single family property for the care and management of a high needs client. The client was not properly managed and left the property and created significant safety issues to the neighbours. The protocols that Community Living BC put in place for the care and management of clients of this nature seem to be lacking when incidents of this nature can happen as easily as this situation unfolded. Community Living BC has been contacted and are making adjustments to the building and protocols however we are not certain there is enough emphasis on the community impact in those protocols.

While the FVRD has limited authority in the use of property for this type of care and management of clients in the care of Community Living BC, we certainly feel communication about impacts on neighbours should be a higher priority. Therefore staff are recommending that the Electoral Area Services Committee request an audience with representatives of Community Living BC to hear and address concerns raised as a result of this incident.

## **COMMENTS BY:**

**Mike Veenbaas, Director of Financial Services**

No further financial comments.