



COMMUNITY LIVING
BRITISH COLUMBIA

June 29, 2006

CLBC 2359

Carol Stinson, Chair
Community Living Coalition
2702 Norland Avenue
Burnaby, BC V5B 3A6

Dear Ms. Stinson:

Many thanks for your letter of June 6, 2006. Lois Hollstedt has asked me to respond.

Ongoing and consistent communication is paramount to CLBC and we acknowledge that this first year of transition has been a difficult one in this regard. As you are well aware CLBC has been implementing a new service delivery model while concurrently ensuring service delivery continues uninterrupted. This has required extensive training for our staff who have been doing their utmost to ensure the individuals and families, community members and stakeholders are kept apprised of any changes. However, messaging has been complicated during this time of change and is often compounded by the individual interpretation of our information.

CLBC Headquarters has recently enhanced its Communications Department to assist in the area of community outreach and public education. Through community meetings, a regularly updated website, new plain language material and bi-monthly newsletters it is our hope that we can improve in this area over the months to come. In addition, we are working to improve our distribution and contact lists to assist in real time delivery of information.

You have my assurance that we will continue to work to improve in this area and that it has been identified as a priority.

I encourage you to feel free to contact me directly at any time and thank you for your continuing support.

Yours truly,

Rick Mowles
Chief Executive Officer

Copy - Honourable Stan Hagen, Ministry of Children & Families
- Lois Hollstedt, CLBC Board Chair