

## **BC Advocacy: Who to talk to**

*We all want to live good, satisfying lives in our communities. Sometimes we need extra help or support to do that. If you're having trouble getting the support you or your family member with a developmental disability needs, here are some steps to follow that may be useful.*

### **Community Living BC**

If, following eligibility acceptance and planning with a facilitator, CLBC does not provide any support or inadequate levels of support or you feel that you have not been treated appropriately, there is an internal CLBC Complaint Resolution Process as follows:

#### **Step 1: Speak directly to a Manager at your local CLBC office:**

##### **Quality Service Manager - Fraser Region:**

Name: John Bergman  
Phone: 604-933-2000  
Address: #400 – 205 Newport Drive  
Port Moody, BC V3H 5C9  
Email: [john.bergman@gov.bc.ca](mailto:john.bergman@gov.bc.ca)

##### **Community & Planning Development Manager – Fraser Region:**

Name: Soheila Ghodsieh  
Phone: 604-933-2000  
Address: #400 – 205 Newport Drive  
Port Moody, BC V3H 5C9  
Email: [soheila.ghodsieh@gov.bc.ca](mailto:soheila.ghodsieh@gov.bc.ca)

##### **Regional Manager - Fraser Region:**

Name: Carla Thiesen  
Address: Suite 700-1200 W. 73rd Ave  
Vancouver BC V6P 6G5  
Phone: 604-664-0101 or 1-877-660-2522 toll free  
Email: [carla.thiesen@gov.bc.ca](mailto:carla.thiesen@gov.bc.ca)

#### **Step 2: Make a formal complaint:**

**CLBC has a Complaints Resolution Input Form which is available online.**

<http://www.communitylivingbc.ca/wp-content/uploads/ComplaintsResolutionForm.pdf>

- Print and submit your completed form by mailing to the address below or by faxing to CLBC Headquarters:

Address: Community Living British Columbia  
Suite 700-1200 W. 73rd Ave  
Vancouver BC V6P 6G5  
Fax: 604-664-0765

A decision can be expected within 30 days according to CLBC policy

**Step 3: Ask for a review by the CLBC Director of Regional Operations (DRO):**

Name: Carla Thiesen  
Address: Suite 700-1200 W. 73rd Ave  
Vancouver BC V6P 6G5  
Phone: 604-664-0101  
1-877-660-2522 toll free  
Email: carla.thiesen@gov.bc.ca

**Step 4: Review by the Director of Quality Assurance:**

Name: Paula Grant  
Address: Suite 700-1200 W. 73rd Ave  
Vancouver BC V6P 6G5  
Phone: 604-664-0101  
1-877-660-2522 toll free  
Email: paula.grant@gov.bc.ca

**Step 5: Review by the Chief Executive Officer:**

Name: Rick Mowles  
Address: Suite 700-1200 W. 73rd Ave  
Vancouver BC V6P 6G5  
Phone: 604-664-0101 or 1-877-660-2522 (toll free)  
Email: rick.mowles@gov.bc.ca

**At any time during the CLBC process above you may and should also take the following steps.**

**1. Contact your MLA:**

**Burnaby Deer Lake**

Name: Kathy Corrigan  
Address: 150 – 5172 Kingsway  
Burnaby, BC V5H 2E8  
Phone: 604 775-2414  
Email: [kathy.corrigan.mla@leg.bc.ca](mailto:kathy.corrigan.mla@leg.bc.ca)

**Burnaby Edmonds**

Name: Raj Chouhan  
Address: 5234 Rumble Street  
Burnaby, BC V5J 2B6  
Phone: 604 660-7301  
Email: [raj.chouhan.mla@leg.bc.ca](mailto:raj.chouhan.mla@leg.bc.ca)

**Burnaby Lougheed**

Name: Harry Bloy  
Address: 220 – 3355 North Road  
Burnaby, BC V3J 7T9  
Phone: 604-664-0847  
Email: [harry.bloy.mla@leg.bc.ca](mailto:harry.bloy.mla@leg.bc.ca)

**Burnaby North**

Name: Richard T. Lee  
Address: 1833 Willingdon Avenue  
Burnaby, BC V5C 5T1  
Phone: 604-775-0778  
Email: [richard.lee.mla@leg.bc.ca](mailto:richard.lee.mla@leg.bc.ca)

**2. Call or email:****The BC Association for Community Living (BCACL)**

BCACL's mission is to advocate for children, youth and adults with developmental disabilities and their families to ensure justice, rights and opportunities in all areas of their lives. You can contact BCACL if you need someone to advocate for you. Sometimes BCACL will connect you with someone in your community who can help, and other times BCACL will get involved directly with your situation. [www.bcaccl.org](http://www.bcaccl.org)

Phone: 604-777-9100 or 1-800-618-1119  
Contact: Faith Bodnar, Executive Director  
[fbodnar@bcaccl.org](mailto:fbodnar@bcaccl.org)

Karen De Long, Director of Community Development  
[kdelong@bcacl.org](mailto:kdelong@bcacl.org)  
Jeremy Vis, Family Support Coordinator  
[jvis@bcacl.org](mailto:jvis@bcacl.org)

- 3. Advocate for Service Quality:** The Advocate's office works for *Adults with Developmental Disabilities* and transitioning youth with special needs and their families.

Name: Jane Holland  
Address: 820 - 999 West Broadway  
Vancouver, BC V5Z 1K5  
Phone: 604-775-1238  
Fax: 604-660-1505  
Web: [www.mhr.gov.bc.ca/advocate/](http://www.mhr.gov.bc.ca/advocate/)

- 4. Write to the Honourable Harry Bloy:** Minister of Social Development and Minister Responsible for Multiculturalism responsible for Community Living BC. See also Harry Bloy, MLA for Burnaby North for local contact information.

Address: Room 124, Parliament Buildings  
Victoria, BC V8V 1X4  
Phone: 250 356-7750  
Fax: 250 356-7292  
E-mail: [harry.bloy.mla@leg.bc.ca](mailto:harry.bloy.mla@leg.bc.ca)

- 5. Write to or call the opposition critic for Community Living BC:**

Name: Nicholas Simons  
Address: 109 – 4675 Marine Avenue  
Powell River, BC V8A 2L2  
Phone: 604 485-1249 or 1-866-373-0792 (toll free)  
Fax: 604-485-2533  
Email: [nicholas.simons.mla@leg.bc.ca](mailto:nicholas.simons.mla@leg.bc.ca)

- 6. Write to the Premier, Christy Clark.**

Online: <http://www.christyclark.ca/premierchristyclark/contact.php>  
Address: West Annex, Parliament Buildings  
Victoria, BC V8V 1X4  
Phone: 250-387-1715  
Fax: 250-387-0087  
Email: [Christy@christyclark.ca](mailto:Christy@christyclark.ca)

## **7. Go public with your story.**

BCACL has been speaking with media looking for families who are having difficulty accessing vital services. If you are willing to tell your story to your local media, BCACL can help connect you.

Phone: Danielle at BCACL 604-777-9100 ext. 527.

Email: [dkelliher@bcaccl.org](mailto:dkelliher@bcaccl.org)

## **8. When the issue concerns a youth about to transition to adulthood you may contact:**

### **The Representative for Children and Youth**

Phone: 1-800-476-3933.

Web: <http://www.rcybc.ca/content/home.asp>

## **9. The BC Ombudsperson is**

- an officer of the provincial legislature
- independent of government and political parties
- responsible for making sure that the administrative practices and services of public agencies are fair, reasonable, appropriate and equitable

Name: Kim Carter

Phone: toll-free at 1-800-567-3247

Web: <http://www.ombudsman.bc.ca/>

## **10. The Family Support Institute (FSI)**

Staff in the FSI office can help navigate systems and connect you to other family members who are volunteer Resource Parents for support.

Phone: 604-540-8374

1-800-441-5403 toll free

[www.familysupportbc.com](http://www.familysupportbc.com)



**British Columbia  
Association for  
Community Living**