

----- Original Message -----

**From:** [sarahbalazs@shaw.ca](mailto:sarahbalazs@shaw.ca)

**To:** [vpalmer@vancouver.sun.com](mailto:vpalmer@vancouver.sun.com)

**Cc:** [Lindsay Kines](mailto:Lindsay.Kines@uvic.ca) ; [mprince@uvic.ca](mailto:mprince@uvic.ca)

**Sent:** Friday, January 20, 2012 11:11 AM

**Subject:** Fw: Groundfloor insight to CLBC

Dr Mr Palmer,

I'm forwarding this attached email as I had the wrong email address for you.

I was pleased to read your article today questioning the ability of CLBC to offer a better service to individuals with developmental disabilities, even with more money when they are so confused and have such a poor understanding of individual needs.

For one thing as a long standing service provider, I doubt whether \$40mil is enough even if it was directly going to CLBC. As far as I can see they are actually only getting \$9mil.

The farce about transition at 19 is something going on for years. In my experience information is shared, huge and numerous meetings take place, recommendations are made, then CLBC say they don't have the \$ to fund it and mostly it stops there. Some individuals are lucky enough to have family advocates that make enough noise and services get put in place, other just go without until their supporter melts down. Once this happens \$\$ generally has to be thrown at the situation because people are now "at risk".

One of the main issues that have been left unaddressed is the individuals that were already receiving service. CLBC says they have realized economies and savings, the majority has been done on the backs of these individuals. Services and budgets have been cut consistently. The majority of 24hr care services now are little more than custodial care, mini institutions in the community. That is what happens when staffing hours have to be cut to keep within a reducing budget. Unfortunately the majority of service providers agree to this with little resistance due to the fear of losing contracts. Which is always the underlying threat from CLBC, I have been told on numerous occasions that if I don't start working with them, which means agreeing with whatever they suggest in the way of cuts and not advocating for my clients needs.

I feel the saddest part of this is the people who were charged with the responsibility of such a vulnerable population obviously have no real understanding of the impact of their decisions on those same individuals, or what their real needs are.

The Guide to Support Allocation (GSA) is a joke, it is so basic that it could not give a true picture of a person's needs. And the way it is applied is so rigid that it results in downgrading the client's needs level therefore allowing CLBC to reduce service levels and therefore funding.

I did however get a reply from the government who are sending out a team of three to visit two of our houses, we run five from Sooke to Sidney. It was implied, to gain real info before reports and decisions were made by the Minister. As they don't come until the 31st Jan and the reports and decisions have already been made, I now assume this is just lip service. I think forced by my copying letters to the media, even if no one responded. (I've included a letter to our family members)

Enough of my rambling I'm aware I do not write well and would love to talk to someone who will listen. I keep trying but no reply from the media.

Yours hopefully

From Sarah Balazs, RMN, RNMH, RPN  
Executive Director  
Vectis Support Services Ltd.  
"Living life with People"

----- Original Message -----

**From:** [sarahbalazs@shaw.ca](mailto:sarahbalazs@shaw.ca)  
**To:** [Lindsay Kines](mailto:Lindsay.Kines) ; [vpalmer@direct.ca](mailto:vpalmer@direct.ca) ; [mprince@uvic.ca](mailto:mprince@uvic.ca)  
**Sent:** Tuesday, January 10, 2012 10:03 AM  
**Subject:** Fw: Groundfloor insight to CLBC

Gentlemen,

Saturday I watched a re-run of your show, Protecting The Vulnerable, on the CLBC dilemma. While it was great to hear that you appear to have a good grasp on the severity of the situation. I was however concerned that it came across that service providers are unwilling to talk about the situation. I have been trying to get someone to listen to me for years.

I am forwarding you the emails and letters I have sent from 2002 to the premier and Doug Woolard.

I'm not sure how much people realize that this is a more global issue. Not only CLBC giving poor service but our health service is getting worse and tends to treat our clients as third class citizens. Going to Emergency with our clients is like playing Russian Roulette. By some Drs Etc, we are just seen as a waste of resources and their time. I would like to share some of our stories.

When the Drs do work with us, we can normally make an appropriate diagnosis, treat and bring the person home for continued care. In some cases we have saved VIHA thousands and blocked beds by working as a team. In other cases clients have deteriorated severely in VIHA care sometimes to death but others instances with individuals being left in pain and a much more disabled state. Due to the poor care, partly due to ignorance and lack of training for hospital staff, we have to staff 24 hours around the clock if people are admitted. Neither CLBC nor VIHA are willing to pay for this, so Vectis does.

Vectis has been supporting people since 1994. Since then we have lost 11 clients, only one out of the 11 died at an appropriate age, in my opinion due to poor health care and general lack of understanding of individuals with developmental disabilities. If these things happened to your average person VIHA would be sued. Many of our clients do not have family to complain, or they are so beaten by the system and the years of fighting that once the person has died they just are relieved to let the whole situation go. As caregivers we are not allowed to make complaints on the clients' behalf.

Sorry to ramble on, it is hard to know what to do to try and get some recognition of the issues. I tried to talk to someone at UVIC Medical programme, after hearing that students are coming

out of the program feeling that people with disabilities are a waste of Drs time. Not even a call back.

Looking forward to a reply.

From Sarah Balazs, RMN, RNMH, RPN  
Executive Director  
Vectis Support Services Ltd.  
"Living life with People"

----- Original Message -----

**From:** [sarahbalazs@shaw.ca](mailto:sarahbalazs@shaw.ca)

**To:** [premier@gov.bc.ca](mailto:premier@gov.bc.ca) ; [Doug.Woollard@gov.bc.ca](mailto:Doug.Woollard@gov.bc.ca) ; [nicholas.simons.mla@leg.bc.ca](mailto:nicholas.simons.mla@leg.bc.ca) ;  
[stephanie.cadieux.mla@leg.bc.ca](mailto:stephanie.cadieux.mla@leg.bc.ca) ; [Christy Clark](#) ; [Jane Holland](#)

**Cc:** [Lindsay Kines](#) ; [Jody Paterson](#) ; [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca) ; [ymanagers@gmail.com](mailto:ymanagers@gmail.com)

**Sent:** Wednesday, November 16, 2011 12:31 PM

**Subject:** Fw: Groundfloor insight to CLBC

The Honourable Christy Clark  
Premier of British Columbia  
& All others named above,

I would like to thank Doug Woollard, for being the only person from the above list that bothered to reply to my last email, although the promised contact did not happen.

I am taking the lack of response as yet another confirmation of the Liberal Governments lack of understanding or interest in the desperate dilemma facing people with developmental disabilities.

I am attaching letters written with the same concerns, in 2002 and 2003 that never got answered either.

Obviously the feedback to Government from CLBC has been inaccurate, as seen in reports from the board, not even acknowledging the dire issues at hand. For whatever reason individuals in positions of "power" in CLBC must have been either personally motivated or threatened to keep quiet. I cannot imagine any other reason for the shroud of silence. After all CLBC was supposed to make services and individuals lives better. Sadly to the contrary, services and quality of life has deteriorated since the inception of CLBC.

Since the recent flurry of negative media coverage on the CLBC crisis, it has brought some of the issues to light; the main issue is still not being addressed. A general lack of funding from the Government , that has underwritten the whole life cycle of CLBC.

From the initial inception of a crown corporation, that would be cheaper and distance the Government from its direct responsibility, was a mistake. This was obviously a system to reduce the costs but sadly to reduce quality of life and quality of care and support, to some of the most vulnerable individuals in society. Let's face it a large percentage of the people supported don't have a voice and more importantly don't vote. What does that say about our societal values? Are we heading back into the dark ages, when people with disabilities were alone left to die? Or are we going to follow our American neighbours, where custodial care is offered and people are allowed to die once there?

Finally I would like to question the fact that as a society and Government, we are willing to pay on average \$109,000 for a convicted criminal to live in a prison but will not afford the same value to individuals who live greatly challenging lives due to disabilities that were not their choice.

I look forward to a reply

From Sarah Balazs, RMN, RNMH, RPN  
Executive Director  
Vectis Support Services Ltd.  
"Living life with People"

----- Original Message -----

**From:** [sarahbalazs@shaw.ca](mailto:sarahbalazs@shaw.ca)

**To:** [Doug.Woollard@gov.bc.ca](mailto:Doug.Woollard@gov.bc.ca) ; [nicholas.simons.mla@leg.bc.ca](mailto:nicholas.simons.mla@leg.bc.ca) ; [stephanie.cadieaux.mla@leg.bc.ca](mailto:stephanie.cadieaux.mla@leg.bc.ca) ;  
[Christy Clark](#) ; [Jane Holland](#)

**Cc:** [Lindsay Kines](#) ; [Jody Paterson](#) ; [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca) ; [ymanagers@gmail.com](mailto:ymanagers@gmail.com)

**Sent:** Wednesday, November 09, 2011 9:01 AM

**Subject:** Fw: Groundfloor insight to CLBC

All named above,

I'm sending this email in desperation that someone may at least acknowledge receipt.

As can be seen the original letter was sent Oct 25, the only reply I received was from CLBC's info email.  
[Dear Ms. Balazs, Thank you for your letter. I will pass it on to our Interim CEO Doug Woollard.](#)

At this point our organization is waiting to hear from CLBC regarding a reversal of the decision not to pay the deficit in contracts. A deficit that our organization has been carrying until now but cannot maintain.

As we have supported Adults with Complex needs since 1994, hopefully you can understand our great concern for their lives, well being and continued quality of life. Especially as some of our clients are presently alive only due to our high standards and levels of care, which will have to be reduced to make the cuts, yet again being forced by CLBC and the Liberal Governments lack of appropriate funding.

We have served individuals with developmental disabilities in Victoria since 1994. I have watched the so called valuing of individuals be gradually etched away by Government policies. The move to CLBC was one of the worst. Right from the beginning, looking for an organization that said it could do the job cheaper was the start to a very slippery slope. The ideals that community will take on the responsibility for members with disabilities was ridiculous, especially as this was projected to make up shortfalls in funding.

Over the years I have continued to advocate for the clients we support, individuals with complex health and behavioural needs, from Sooke to Sidney. The continual fight to maintain services while ensuring a quality of life is exhausting. Our organization has managed to do this until now.

I have seen and experienced CLBC's threats to families and individuals of withdrawal of service if complaints are made. As they put it "if you aren't happy with what we offer you can choose to refuse our service"

I have many stories that I would love to share with you, if it will help individuals, families and get the services they need and deserve.

From Sarah Balazs, RMN, RNMH, RPN  
Executive Director  
Vectis Support Services Ltd.  
"Living life with People"

----- Original Message -----

**From:** [sarahbalazs@shaw.ca](mailto:sarahbalazs@shaw.ca)  
**To:** [stephanie.cadieux.mla@leg.bc.ca](mailto:stephanie.cadieux.mla@leg.bc.ca)  
**Cc:** [Christy Clark](#) ; [nicholas.simons.mla@leg.bc.ca](mailto:nicholas.simons.mla@leg.bc.ca)  
**Sent:** Tuesday, October 25, 2011 10:55 AM  
**Subject:** Groundfloor insight to CLBC

Please see attached letter

From Sarah Balazs, RMN, RNMH, RPN  
Executive Director  
Vectis Support Services Ltd.  
"Living life with People"  
Cell 250-744-6273