



OPERATIONS WORKING GROUP MEETING NOTES

April 26th, 2010 - 1.30 pm - 4.30 pm - Century Plaza Hotel

The Operations Working Group (OWG) met on April 26th, 2010 at the Century Plaza Hotel (see attendees list below).

Introduction

Gwyn Symmons introduced the meeting agenda, scope and Terms of Reference for the OWG and the current status of the planning for the PAFC.

Provincial Consultation Process

Gwyn introduced the provincial consultation process for the operational planning of the PAFC and asked for input from the OWG on the process and format. The group agreed on the following main point

- A provincial consultation process was necessary recognizing the PAFC was to be a centre serving the province.
- There had been a consultation process for the Autism Action Plan (late 1990's/2000) and lead by Fred Ford. This was felt to be a model consultation exercise that was inclusive, structured, focused and reached many communities in all 5 regions (Health regions). Locations may have been chosen based on Child Development Centre (CDC) locations for this process. Using CDC locations for as basis for PAFC consultation was cautioned against. Participants were identified and notified and sent materials in advance of the meetings.
- It is important to be very clear on the scope of the consultation, and establish the format in order to get the type of information/feedback that is desired.
- It is important to reach as many communities, physically, as possible to ensure meaningful feedback and inclusion. Ensure that consultation addresses lifespan needs and targets those service agencies/providers/practitioners working with the lifespan. Additional consultation may be required with specific groups to ensure feedback and input from all groups to be served by the PAFC.
- A minimum of 8 - 12 locations will be necessary in the 5 regions. Three (3) locations in the North region (North-East, North-West and Prince George area), 2 minimum for the Interior region (Okanagan, Kootneys), Vancouver Coastal Region, Fraser Region and Vancouver Island Regions.
- Consultation can help to identify location of spokes, i.e Northern region participants can identify priorities for spoke location in their region. Consider using RFP process in selection of spoke locations.

- Consultation should also include a process of engagement for what the spoke location will look like. The process should allow the region to decide what services and resources are needed in their region and to decide on the physical space required.
- An on line survey would be useful. This could both assist in the discussions but also reach a wider number of people than the meetings and secure their input. The survey would be posted in advance of regional consultation sessions. Survey should be available in multiple languages. Survey results can help identify existing service gaps and help to tailor the consultation format in specific areas. Survey to be sent from PAFC.

Action - CitySpaces to draft Consultation Plan, including proposed consultation locations and draft Survey Questions, and circulate to OWG.

Knowledge Centre

The Program Development Framework was used to discuss and work through the components of the Knowledge Centre. There was general agreement on the following:

- Knowledge Centre is the means for knowledge dissemination and is central to the vision of the PAFC - it is the overarching concept for the whole Centre.
- The function of the Knowledge Center is to provide parent support & information, consider a change in the name for this program area. Important to be very clear in the messaging for the Centre and in explaining the function of each program area.

The knowledge centre should provide the following services:

- Information Dissemination
 - Information Officers are available in person or by phone. Consider one information officer per spoke location. Information Officers provide information to families/individuals about services & resources available through PAFC and through other service agencies/practitioners. Information Officers in each spoke location should be aware of PAFC services and resources and services/resources in their home region and community.
 - Families/Individuals can drop-in or make an appointment to talk to an information officer. Families/Individuals in each region can visit an information officer in their region's spoke office and/or contact by telephone.
 - Currently ACT (Autism Community Training) is providing this service in the province. Currently ACT employs 3 FTE on phone (information officers), 1 FTE reception, 1 FTE to handle the website, 1 FTE admin support. This is not sufficient to adequately handle the volume of interactions they currently receive.
 - It is the intention that the agency holding the Parent Support and Information contract from MCFD will be located in PAFC. This contract is currently held by ACT.
 - Information officers require acoustical separation due to personal information being shared.
 - PAFC potential staffing model - 3 to 5 FTE located in the PAFC, 1 FTE in each spoke location (assumed 6 locations at this time). Information Officers would also require 2 to 3 FTE responsible for supervision, information support and research. Total 5 to 7 FTE located in PAFC, 6 located in spoke locations (11 - 13 FTE Total).
 - The possibility of POPARD (Provincial Outreach Program for Autism and Related Disorders) relocating to the PAFC was discussed. POPARD was seen as a key organization currently providing information, support, resources and training in the Province. MCFD has had initial discussions with the Ministry of Education regarding participation in the PAFC.

- Library & Bookstore
 - Library is seen as critical to the mandate of the knowledge centre - to disseminate information. Supports research program area.
 - Library should be accessible in person, online and phone. Materials mailed out to individuals.
 - Possible to combine Library and Bookstore.
 - Library could be a great resource to make available second hand therapy materials as a “thrift store function”.
 - Library/bookstore could also provide job opportunities for adults with ASD. Possibility of volunteer workers was also discussed, however, using volunteer labour was seen to require someone to coordinate.
 - Library would require at minimum 1 FTE to operate. Library would also require someone to review materials and ensure that they meet the mandate of the PAFC.
 - ACT and ASBC currently operate libraries out of their respective offices and lend materials out. Explore potential of collaborations between organizations and/or relocating existing library resources to PAFC.

NEXT MEETINGS

Next meetings were scheduled for:

- Wednesday, May 12th 1.30 - 4.30 pm - Topic: Medical & Assessment
- Wednesday, May 26th 1.30 - 4.30 pm - Topic: Treatment (Focus on U -19)
- Friday, June 11th 9.30 am- 12.00 pm - Topic: Learning Centre

Action: *OWG was asked to submit to CitySpaces the names of individuals to attend the above meetings. CitySpaces to coordinate sending out invites.*

PARTICIPANTS

Sergio Cocchia, Pacific Autism Centre Society

Suzanne Lewis, BC Children’s Hospital

Deborah Pugh, ACT

John Esson, Autism Society of BC

Karen Bopp, Ministry of Children and Family Development

Barb Fitzsimmons, BC Children’s Hospital & Sunny Hill Health Centre

Tamara Kulusic, Community Living BC

Pat Mirenda, UBC

Karen Kalynchuck, BCAAN

Resources

Gwyn Symmons, CitySpaces Consulting

Garth Ramsey, NSDA Architects

Dana Hough, CitySpaces Consulting

Ian Brethour, Ministry of Housing and Social Development

Richele Shorter, Ministry of Health Services (phone)