

What We're Hearing

PDD Review Panel

Calgary - Community Conversations

The Persons with Developmental Disabilities (PDD) program review panel visited Calgary, Alberta November 27 to 29, 2018. Over 360 people who receive PDD supports, their families, service providers, community disability workers, Government of Alberta staff and other interested Albertans came to share their views about the PDD program at five Community Conversations.

The Community Conversations were an opportunity for participants to share their experiences directly with the review panel. Participants could also provide written comments and suggestions about the topics addressed by the PDD program review.

The highlights below are only a few of the issues and themes noted by review panel members as they reflected on their conversations with Calgary participants. This is a summary only and does not reflect everything heard during the sessions.

What's Working Well?

- Families, service providers and PDD staff provided open, honest feedback; including concrete examples and suggestions to enhance collaboration and remove operational barriers.
- Government of Alberta staff expressed a real passion for their work and a commitment to meeting the needs of those receiving PDD services.

What Can Be Improved?

- Operational practices that impede timely approvals for funding and services.
- Collaboration between families, service providers and the PDD program.
- Collaboration between the PDD program, health and justice to ensure services are in place for those leaving structured environments like jails or hospitals.
- Addressing large caseloads for frontline workers.
- Education and training for support workers.
- Access to education for persons with developmental disabilities
- More education for the general community about persons with developmental disabilities.

The verbal feedback and written comments offered by participants at the sessions will be analyzed to support the review panel's continuing work.

How Can I Get More Information?

Please visit the PDD review webpage at <https://www.alberta.ca/pdd-review.aspx>. You can also sign up for email updates on the site.