



<b>Policy Number:</b>	<b>Policy Section:</b> Service Delivery	<b>Effective:</b> March 28, 2008
<b>Title:</b> Individual and Family Support Policy		<b>Executive Sponsor:</b> VP, Community Planning and Development

## 1. PURPOSE

CLBC's vision is one of full citizenship in which people with developmental disabilities and their families lead good lives in welcoming communities.

CLBC funds supports and services for adults with developmental disabilities, and children with special needs and their families to achieve this vision. This is most often done through the use of Individual and Child and Family Support Plans, completed independently by individuals, families and their support networks, or with the assistance of a facilitator.

In addition to working with people to develop Individual and Child and Family Support Plans, CLBC facilitators also serve individuals, families and children by providing information, service coordination, and goal focused direct support in response to specific issues.

This policy provides information about the role of CLBC facilitators in providing individual and family support, and how they:

- provide information and outreach to individuals and/or families on service options
- assist individuals and families to explore possible solutions to specific issues
- work with others to help individuals, families and children to achieve their goals
- provide short-term goal focused direct support to increase individual and/or family capacity

## 2. DEFINITIONS

**Child:** a person under the age of 19 who has special needs and is eligible for CLBC services, as described in the CLBC eligibility policy, and includes youth

**Individual:** a person 19 years of age or older who is eligible for CLBC services, as described in the CLBC eligibility policy

**Support Network:** family, friends and/or community members who have reciprocal relationships with an individual or family and who provide personal support, advocacy and/or help with monitoring services

**PARIS:** the CLBC information management system

### 3. POLICY

CLBC facilitators have an important role in providing information, outreach and support to individuals, children and families about ways of promoting life-long learning, development and contribution. They work in collaboration with individuals, families and children to identify strengths and goals, problem solve, and explore opportunities and options within their community that may assist them to meet their needs and achieve greater control in their lives.

CLBC serves people with diverse needs, backgrounds and ages. CLBC facilitators respond to this diversity by adapting their activities according to the wishes and circumstances of each individual and family. Depending on the need and request of the individual or family, facilitators provide individual and family support that can include:

- helping individuals or families to identify and connect with a support network
- assisting individuals or families to identify what they need to feel safe and in control of their lives
- providing information to an individual or family's about the role of CLBC and other agencies
- connecting individuals, families, children to community based generic services and informal supports that will be useful in meeting needs and accomplishing goals
- providing goal-focused direct support to empower individuals and families to increase their capacity to access their community and address issues independently
- participating as part of an individual's, family's, or child's multi-disciplinary team
- working to increase the community's capacity to provide accessible and inclusive responses and resources that are welcoming and helpful to the people served by CLBC

### 4. PROCEDURES

**4.1** Facilitators will be available when needed to provide information and consultation to individuals, children and family members, support network members, collateral agencies and professionals about the planning process, and the kinds of services and supports available.

**4.2** Facilitators will provide their contact information to families or self-advocates at initial contact with CLBC so the self-advocate/family can contact them with questions, concerns or for advice. That specific facilitator remains the contact whether there is a work assignment or not until that responsibility is passed to another facilitator.

**4.3** Facilitators will be available to assist individuals and/or families to explore and identify their current short-term goal-focused support needs, and identify strategies that may be helpful to address these needs. This assistance can include suggestions on alternate approaches or services that might be helpful, and support with short-term problem solving.

**4.4** Facilitators will support the individual or family when multi-disciplinary service coordination is taking place. Once the person or family's issues are resolved or stable the facilitator will be available upon request.

**4.5** When a need is identified for a facilitator to provide a specific goal focussed individual and family direct support, a Short-Term Individual/Family Support work assignment will be created in PARIS. The work assignment will outline the purpose of the individual and family direct support and who will provide it. Typically this will be the facilitator already identified as the primary point of contact, but in some instances a different facilitator will be assigned due to the experience and expertise of that facilitator, or family or individual preferences.

4.6 The facilitator will work with the individual or family to develop a clear understanding about their current direct support goals, what actions the facilitator, individual and/or family will take, and anticipated outcomes and timelines. The facilitator will document this information in PARIS and share it with the individual or family. The Goal Focused Support Agreement can be used for this purpose.

4.7 The individual/family direct support work assignment will be considered completed when the individual, family or members of the support network agree, in collaboration with the facilitator, that the goals have been achieved.

## 5. DOCUMENTATION

Goal Focused Support Agreement.

## 6. PRACTICE

6.1 Facilitators offer a range of support, based on the wishes, needs and circumstances of the involved individual, child and family.

6.2 When a specific issue is identified, and assistance is requested by an individual or family, facilitators can provide time-limited and goal-focused individual and family support in response to the identified issue. When this occurs, a written agreement will be used to identify the issue, the individual's or family's desired outcomes and to document a clear understanding about what activities will take place.

6.3 CLBC facilitators will provide individuals or families with information, short term problem solving, or assistance with service coordination without a written agreement.

6.4 When providing individual and family support, it is important for facilitators to:

- take the time to explore and understand the issues
- fully explain their role and what documentation may be needed
- be clear about what the individual or family can expect in terms of practical support
- be respectful of an individual's or family's privacy, and maintain confidentiality
- be flexible and creative in how information is presented to ensure respect for individuals when language or communication is a challenge or a barrier
- agree with individuals and families on a way to measure the success of the support
- be person and/or family centered in presenting options and opportunities
- acknowledge and support First Nation cultural traditions and community relationships
- highlight the need for community members and organizations to treat people equitably and in ways that are inclusive
- recognise, respect and respond to diversity in ways that work for the individual or family, and that support CLBC's vision. This might include:
  - inviting a support network member, translator or staff member with a similar cultural background to participate
  - collaborating with people with appropriate cultural or religious affiliations
- recognise that each individual and family is unique and understand that the role of the facilitator is to build on the individual or family's strengths and capacity for independence

## 7. REFERENCES

Facilitator's Practice Guide