



<b>Policy Number:</b> SE4.180	<b>Policy Section:</b> Supports and Services	<b>Effective:</b> March 28, 2008 <b>Amended:</b> November 24, 2016
<b>Title:</b> Individual and Family Support Policy		<b>Executive Sponsor:</b> Vice President, Regional Operations

## 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 their families to achieve this vision. This is most often done through the use of Individual Support Plans, completed independently by individuals and their families and support networks, or with the assistance of a facilitator.

In addition to working with people to develop Individual Support Plans, CLBC facilitators also serve individuals and their families 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 their families on service options
- Assist individuals and their families to explore possible solutions to specific issues
- Work with others to help individuals achieve their goals
- Provide short-term goal focused direct support to increase individual and/or family capacity

## 2. DEFINITIONS

**Individual:** a person 19 years of age or older who is eligible for CLBC services, as described in the Eligibility for CLBC Supports and Services Policy

**Support Network:** family, friends and/or community members who have reciprocal relationships with an individual 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 and their families about ways of promoting life-long learning, development and contribution. They work in collaboration with individuals and their families to identify strengths and goals, problem solve, and

explore opportunities and options within the individual's 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. Depending on the need and request of the individual or family, facilitators provide individual and family support that can include:

- Helping individuals to identify and connect with a support network;
- Assisting individuals to identify what they need to feel safe and in control of their lives;
- Providing information to an individual or family about the role of CLBC and other agencies;
- Connecting individuals 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 multi-disciplinary team; and
- 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 and their 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 their families to explore and identify 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 and their family when multi-disciplinary service coordination is taking place. Once the 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 focused direct support, a Short-Term Individual/Family Support work assignment will be created in PARIS. The work assignment will outline the purpose of the 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 preferences of the individual and their family.

**4.6** The facilitator will work with the individual and their 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 and their family.

6.2 When a specific issue is identified, and assistance is requested by an individual and/or their 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 and family's desired outcomes and to document a clear understating about what activities will take place.

6.3 CLBC facilitators will provide individuals and their 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 and their family can expect in terms of practical support;
- Be respectful of an individual's and 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 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 and their 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 and Analyst Practice Guide: CLBC Service Delivery Approach