



<b>Policy Number:</b> SE4.210	<b>Policy Section:</b> Supports and Services	<b>Effective:</b> April 23 , 2008 <b>Amended:</b> November 24, 2016
<b>Title:</b> Service Provision by Family Members		<b>Executive Sponsor:</b> Vice President, Regional Operations

## 1. PURPOSE

CLBC encourages individual choice in the selection of paid service providers. This policy outlines the choices available and procedure and practice guidelines for individuals, families and CLBC staff when an individual requests that a family member provide CLBC funded supports. Facilitators and analysts have roles in carrying out this policy.

## 2. DEFINITIONS

**Family Member:** Anyone, excluding a parent, child, or spouse, who is related by blood, marriage, adoption or custom adoption.

**Immediate Family Member:** A parent, child or spouse.

**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*.

**Individual Support Plan:** A document that includes information about an individual's goals and support requirements, and the funding and services identified to meet them.

**Individualized Funding:** The payment mechanism described in the CLBC *Individualized Funding Policy* including both the direct funding and host agency funding options.

**Microboard/Person Centred Society:** A non-profit society established to direct service for an individual.

**Parent:** A parent, including step-parents and adoptive parents.

**PARIS:** The CLBC client information management system.

**Spouse:** A person married to the individual, or living in a marriage-like relationship.

### 3. POLICY

CLBC supports individuals in maximizing choices in how they live, in the service delivery options they select, and in developing and maintaining strong relationships with their families.

A family member, except an immediate family member, may be paid to provide service for an individual when there is a need for CLBC funded supports. The family member must comply with all policies, procedures and standards that apply to the provision of the service provided.

An immediate family member, cannot be paid to provide CLBC funded service unless an exception is approved by an Integrated Service Manager. Immediate family members who are paid to provide service must comply with all policies, procedures and standards that apply to the provision of the service provided.

An exception may be made to pay an immediate family member to provide CLBC funded service if the following criteria are met:

1. The individual or support network wishes to pay an immediate family member to provide CLBC funded services that CLBC would have otherwise provided.
2. There is no appropriate or available caregiver to provide for any extraordinary or unique needs of the individual for one or more of the following reasons:
  - Nature and degree of care required, such as the complexity of care requiring extensive training, issues with trusting caregivers, or unique scheduling needs
  - Rural or remote locations causing accessibility difficulties for the individual requiring service
  - Cultural considerations such as customs, values, and beliefs that affect care needs
  - Communication barriers such as languages spoken, speech, or specialized communication needs
3. The family circumstances of the individual have been considered.
4. When applicable, the individual's support plan includes appropriate respite for the immediate family member.

Facilitators will be involved to provide guidance and information when individual support plans are developed that include a request for service provision by an immediate family member. Analysts will review service provided by an immediate family member annually to ensure that the exception criteria continue to apply.

## 4. PROCEDURES

**4.1** Proposals to pay an immediate family member for service provision for an individual determined to be eligible for CLBC services must be included in an individual support plan that is completed with the assistance and support of a CLBC facilitator. The plan must outline the reasons why service provision by an immediate family member is the preferred option, the specific exceptional criteria that apply, and address all the required elements identified in the *Individual Support Planning Policy*.

**4.2** An analyst will review the plan to determine if the plan meets the CLBC requirements for funding services and supports in accordance with the *Individual and Family Support Policy*, and if the reasons for service provision by an immediate family member have been fully described and addressed. If so, the proposal for an immediate family member to provide service will be forwarded to the Integrated Service Manager for approval.

**4.3** The Integrated Service Manager will review the reasons for the request for service provision by an immediate family member and base their decisions on the individual's circumstances and the policy considerations for making an exception. The outcome of this review will be documented in PARIS and the analyst will provide the individual and their family or support network confirmation in writing that the exception has been approved, subject to annual review to ensure that the reasons for allowing the exception continue to apply.

**4.4** If service provision by an immediate family member is approved and funds are available then an analyst will assist in initiating the service. If funds are not available to provide the requested service, the request will be prioritised and added to the CLBC Request for Service List in accordance with the *CLBC Request for Service Policy*.

**4.5** Initially, or when funding becomes available, and if an immediate family member is still the preferred service provider, the analyst will either enter into a residential or community inclusion contract with the immediate family member to allow for the service provision, with a microboard/person centred society if applicable, or an individualized funding option as outlined in the *Individualized Funding Policy*.

**4.6** When the Individualized Funding Direct Funding option is chosen, the immediate family member will not be the administrator (agent) of the funds.

**4.7** When the Individualized Funding Host Agency option is chosen, the agency will use its standard screening and personnel procedures when hiring a related family member or immediate family member.

4.8 Immediate family members or related family members paid to provide service cannot be members of a microboard/person centred society for the individual receiving the service.

4.9 The analyst will annually review the service quality and to ensure that the reasons for allowing the exception continue to apply.

## 5. DOCUMENTATION

The individual support plan and Integrated Service Manager approval for the exception will be entered on the PARIS file for the individual. The Service Provision by immediate family member option will be identified in PARIS for wait listing and resource allocation purposes.

## 6. PRACTICE

6.1 Individual support plans that include the option of service provision by family members or immediate family members should address the following:

- Is it the expressed or understood wishes of the individual requiring support that the family member or immediate family member provides the service?
- Does the individual's plan include strategies to ensure that he or she is connected to the community and not isolated?
- Is the need for service provision clearly related to the individual's disability-related need for support, and is it outside of the day-to-day support and assistance normally provided by family members or immediate family members (i.e. if a family member had not been chosen as the preferred service provider, is the need such that funding would have been provided to an external service provider?).
- Is it clear that the primary rationale for paying a family member or immediate family member to provide the service reflects the individual's circumstances and unique needs, as opposed to financial considerations for the family member or immediate family member?
- Is the plan realistic and appropriate, and have potential risks such as need for respite, impact on other family members, conflict of interest, potential health risks or taxation considerations to the family member providing service been considered by CLBC and the family or immediate family member?

6.2 When monitoring service provision by a family member or immediate family member, the analyst needs to ensure that:

- The services are goal focused and meet the needs of the individual
- The same expectations and standards apply to the related family member or immediate family member providing service as other service providers
- The reasons for provision of service by an immediate family member continue to

apply

## **7. REFERENCES**

Eligibility for CLBC Supports and Services Policy

CLBC Individualized Funding Policy

CLBC Individual Support Planning Policy

CLBC Request for Service Policy