

As of August 2014, all people residing within First Nations communities, regardless of ancestry, and who meet CLBC eligibility requirements, can access CLBC funded services based upon their disability-related needs and availability of local CLBC resources.

The following Frequently Asked Questions provides information to First Nations about CLBC services to ensure eligible individuals residing in First Nations communities can access them.

ELIGIBILITY for CLBC SERVICES

Who does CLBC provide services to?

CLBC provides supports and services to people who are 19 or older and meet the criteria for:

- Developmental disability – An adult who has significantly impaired intellectual functioning and significantly impaired adaptive functioning. These limitations mean that the person requires support to complete basic daily living activities such as personal care, decision-making, communicating effectively, and household tasks. These limitations must have started before the person turned age 18; or
- Personalized Supports Initiative – An adult who does not have a developmental disability but has either a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD) and significant limitations in adaptive functioning. These limitations mean that the person requires extensive help and support to complete basic daily living activities such as personal care, decision-making, communicating effectively, and household tasks. A person who requires extensive help and support will be unable to complete tasks on their own such as doing laundry, grocery shopping, making accurate change, and/or personal hygiene.

How does a person apply for CLBC?

Specific documents are needed to apply for CLBC, such as professional assessments. CLBC accepts written assessments completed by certain approved professionals.

CLBC facilitators are responsible for confirming eligibility. They base their decision on the information provided in the written assessments and the documents submitted by the person or their family. Facilitators can provide details about the professionals who can complete specific assessments and answer any questions about eligibility.

If a person is not eligible for CLBC, the facilitator can refer them to other available community agencies as needed. CLBC facilitators are located in each of the CLBC offices across the province.

Contact a CLBC office for information:

- Go to the [Local CLBC Offices page](#) to identify your closest CLBC office and contact information or use the blue pages of your phone book
 - Call toll-free to 1-877-660-2522 and ask for the contact information for your local CLBC office
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For more detailed information on how CLBC confirms eligibility, see the [CLBC Information for Families Eligibility factsheet](#).

CLBC provides services to persons who are 19 years and older. What can families with transitioning youth do in the meantime?

It is important for youth and their family to begin taking steps to transition to adulthood early. CLBC can be contacted any time after a youth turns 16. Assessments used for confirming eligibility to CLBC can be completed well before their 18th birthday.

If a person is under 19 and has a social worker through either the Ministry of Children and Family Development or a Delegated Aboriginal Agency, the social worker can be contacted for assistance and referrals.

If the youth does not have a social worker, CLBC can be contacted to find out about what is involved in the transition process with CLBC.

For more information about transitioning youth and CLBC, see the [CLBC Information for Families on Youth in Transition factsheet](#).

CLBC SERVICES and ELIGIBLE PEOPLE

What happens after a person is confirmed eligible for CLBC?

CLBC facilitators begin meeting with the person and their family to collect information about the person's needs and strengths and to consider what CLBC funded services together with other community-based supports will assist them. Facilitators can help connect people to other community-based organizations that may be able to assist them in obtaining other supports. Some of these organizations may include:

- First Nations Social Development Society: www.fnsds.org
- BC Aboriginal Network on Disability Society: www.bcands.bc.ca
- Family Support Institute of BC: www.familysupportbc.com
- First Nations Health Authority: www.fnha.ca
- Representative for Children and Youth: www.rcybc.ca

What kind of supports can CLBC provide to eligible people?

CLBC provides services to support people to participate in their community:

- Services to participate in their community in meaningful ways such as employment support, life skill development, or support to develop friendships
- Respite for families of adults who live with their family to provide families with a break from the challenges of caregiving
- A range of residential supports to enable people to live as independently as possible

CLBC has a list of the services it funds on our website under [Types of CLBC Supports and Services](#).

How does CLBC determine what supports and services a person gets?

The facilitator will provide a person and their family with information about accessing CLBC funded supports and those services available in their community.

The amount of services that a person can get depends on their disability-related needs. CLBC learns about their needs by gathering information from them and their family.

CLBC uses the same process everywhere in the province in order to make fair and consistent decisions about the type and amount of service(s) it can provide to each eligible adult and when the service will start. The decision about what services are available is based on the person's need for help in specific areas and local resources available. People with higher needs get more service. People with the most urgent needs get service first. People in emergency situations – for example, people with no place to live – get services right away.

For more information on how CLBC determines the type and level of supports a person receives, read the [Information for Families factsheet, Getting CLBC Services](#).

Can CLBC pay family members to help an adult relative who is eligible for CLBC?

In some circumstances. CLBC has a policy about family members being paid to provide service to a relative who is eligible for CLBC. An extended family member such as a brother, sister, aunt, or uncle may be paid to provide service. Immediate family members include a mother, father, daughter, son or spouse. Only in exceptional circumstances, can an immediate family member be paid to provide service. When a family member is providing service, they must comply with all policies, procedures and standards that apply to paid caregivers.

A CLBC facilitator can tell the person, their family member and extended family about who may be paid to provide services. You can read the policy by [clicking here](#).

Are there employment supports available to persons receiving CLBC services?

Yes. CLBC helps people who are eligible for CLBC supports to find employment if they want to and are able to work.

CLBC launched the [Community Action Employment Plan](#) (the Plan) in March 2013. The goal of the Plan is to create 1,200 new job opportunities for the people CLBC serves by March 2016. The Plan includes the objective that Aboriginal individuals who want to work have access to effective and culturally appropriate supports. As part of the Plan, three large-scale pilot projects in Central Upper Island, Thompson-Cariboo and Simon Fraser regions are implementing local plans and best practices to be applied across the province. For more information, contact CLBC's Aboriginal Advisor, Tracey Michell, at 604-809-3761.

Employment services are also available through our province's network of Work BC offices. For a list of locations and services, [click here](#).

CLBC SERVICES in FIRST NATIONS COMMUNITIES

Can a person receive CLBC supports and services if they live within a First Nations community?

Yes. All people residing within First Nations communities, regardless of ancestry, and who meet CLBC eligibility requirements, can access CLBC funded services.

Services will be provided after all other funding options for disability services have been explored with their First Nation and Band. These other funding options include First Nations, federal and provincial government programs, and services available within First Nations communities. CLBC will work with the First Nation and Band to explore how CLBC funded services will augment other available programs and services.

If a person lives within a First Nations community, do all CLBC services have to be provided to them there?

A person can access services both within their First Nations community and outside of their First Nations community. The approach will be the same that is used for all CLBC eligible people across the province. CLBC will attempt to meet their needs within their own community. However, it is not a guarantee that all approved services will be provided to people within their own community. For example, CLBC will not provide one-to-one support in any community where other options exist.

Will CLBC services within First Nations communities be different?

CLBC will provide the same services within a First Nations community as are provided elsewhere, ensuring that all eligible people within BC will have equivalent access to CLBC services.

If a person is accessing CLBC services in a non-First Nations community, can they have those services moved to a First Nations community?

Yes. They can relocate their services if they live within a First Nations community and access services outside of their community or if they live in a CLBC funded residential service located in a non-First Nations community, and now want to move to a First Nations community.

However, prior to relocating any CLBC service, the person and their family will need to work with a CLBC facilitator to plan any changes to the services they are getting.

Does a person need to contribute money if they live in a CLBC residential service?

Yes. All people living within CLBC residential services make payments from their income for their shelter and support towards rent and basic living costs. The amount each person contributes is based on their source of income; e.g. Persons with Disabilities (PWD), Old Age

Security (OAS) /Guaranteed Income Supplement (GIS). For more information you can read the [Information for Families factsheet](#) on individuals' contributions to residential services.

If there is a plan for a person to live in a CLBC residential service located in a First Nations community, CLBC recognizes that they may not receive the same level of government financial assistance or pension as a person living in a non-First Nations community. A CLBC facilitator will work with the person and their First Nation and Band to figure out how much the individual will contribute from their income.

How does CLBC work with First Nations communities?

When a CLBC service is requested to be provided within a First Nations community, CLBC managers and staff will contact the First Nations Social Development Worker or Band Administrator to share information about CLBC's role and services.

CLBC will work with First Nations communities in a way which is inclusive, respectful and culturally sensitive to the needs of individuals, their families and communities.

How does CLBC engage with Aboriginal people, living either in First Nations or in non-First Nations communities?

CLBC's Aboriginal Advisor, Tracey Michell, meets with Aboriginal people across BC to discuss CLBC's services and to hear their ideas and concerns. Tracey welcomes comments about CLBC services for Aboriginal people at info@communitylivingbc.ca or @ tel# (604) 809-3761.

This work of the Advisor is supported by the Aboriginal Advisory Committee composed of individuals, families and First Nations community members from across the province, along with CLBC staff. The committee provides input on CLBC services and initiatives. Aboriginal people also engage CLBC directly by self-identifying and accessing supports and services.

CLBC and COMPLAINTS

Can a person, family member, or Band file a complaint if a person feels they are not being treated fairly?

Yes. A complaint can be filed on behalf of the person about:

- How the person or family were treated by a CLBC staff person
- A funding decision about the type and amount of service offered to the person
- The quality of services provided by a CLBC-contracted service provider
- How the person's personal information has been handled
- A situation where the person's rights were not respected
- Concerns relating to CLBC policies and procedures related to the person's circumstances

For more information about CLBC's Complaints Resolution process and policy, [click here](#).

To file a complaint, an individual can call toll free **1-855-664-7972** or access the [online form](#). The information provided by a complainant is confidential.

USEFUL CLBC LINKS

- Go to the [Local CLBC Offices page](#) to identify CLBC office locations
 - [Information for Families Eligibility factsheet](#)
 - [Information for Families on Youth in Transition factsheet](#)
 - [Types of CLBC Supports & Services](#)
 - [Information for Families Planning factsheet](#)
 - [Information for Families factsheet, Getting CLBC Services](#)
 - [Service Provision by Family Members Policy](#)
 - [Community Action Employment Plan](#)
 - [Information for Families on Individuals' Contributions to Residential Services](#)
 - [CLBC's Complaints Resolution process](#)
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