

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 Aboriginal families and individuals about CLBC services and how to access them.

Can CLBC assist my family member?

CLBC can provide services to them if they 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 my family member apply for CLBC?

Your family member needs to have specific documents such as professional assessments that show they meet CLBC eligibility criteria.

CLBC facilitators are responsible for confirming eligibility. They base their decision on the information provided in the written assessments and the documents you submit. Facilitators can provide you with the details about the professionals who can complete specific assessments and answer any questions you might have about eligibility.

If your family member is not eligible for CLBC, the facilitator can refer you to other available community agencies as needed.

To start the application process, you or your family member can speak with a facilitator at your local CLBC office. Call CLBC toll free @ 1-877-660-2522 to get the contact information for your local CLBC office.

For more detailed information on how CLBC confirms eligibility, see the [CLBC Information for Families Eligibility factsheet](#).

I plan to ask CLBC for help when my family member turns 19. What should I do now?

Planning early is important to support your family member's transition to adulthood. You can contact CLBC any time after they turn 16. Assessments used for confirming eligibility to CLBC can be completed well before their 18th birthday.

If your family member is under 19 and you have a social worker through either the Ministry of Children and Family Development or a Delegated Aboriginal Agency, contact the social worker for assistance and referrals.

If you do not have a social worker, contact CLBC to find out about what is involved in the transition process with CLBC. For more information, see the [CLBC Information for Families on Youth in Transition factsheet](#).

How will CLBC facilitators work with my family member?

After eligibility is confirmed, CLBC facilitators begin meeting with the person and their family to collect information about their 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.

To find out more about planning with CLBC, read the [Information for Families Planning factsheet](#).

What kind of supports can CLBC provide to my adult family member if they are eligible?

CLBC provides a range of services to support adults to participate in their community:

- Support to participate in their community in meaningful ways – such as help to be employed
- Life skill development
- Respite for families of adults who live with their family to provide a break from the challenges of caregiving
- A range of residential supports for adults to enable them to live as independently as possible

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

The amount of service or funding provided to an adult depends on their need for help in specific areas and local resources available. To find out more about how CLBC determines the type and level of supports an individual receives, read the [Information for Families on Getting CLBC Services factsheet](#).

Can CLBC pay family members to help my family member?

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.

Your CLBC facilitator can tell you, your family member and extended family about who may be paid to provide services, or you can read the policy by [clicking here](#).

Can my family member 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. Some services will be available to your family member within their First Nations community while other services may only be available outside of the community.

Services will be provided within First Nations communities after all other funding options for disability services have been explored with the local 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 you and your family to ensure services are delivered in a respectful, inclusive and culturally-sensitive manner.

If your family member 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, your family member and you will need to work with a CLBC facilitator to plan any changes to the services they are getting.

Does your family member 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 your family member to live in a CLBC residential service located in a First Nations community, a CLBC facilitator will work with your family member and your First Nation and Band to figure out how much your family member will contribute.

Can my family member or I file a complaint if we are not being treated fairly?

Yes. You can file a complaint about:

- How your family member or you were treated by a CLBC staff person
- A funding decision about the type and amount of service offered to your family member
- The quality of services provided by one of our contracted service providers
- How your family member's personal information has been handled
- A situation where your family member'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, you can call toll free 1-855-664-7972 or access our [online form](#). The information you provide is confidential.

Is there more CLBC information available to families?

There are a number of CLBC Factsheets available to assist your family. You can access this information on-line or from your local CLBC office.

- [Information for Families on Eligibility](#)
 - [Information for Families on Youth in Transition](#)
 - [Information for Families on Planning](#)
 - [Information for Families on Getting CLBC Services](#)
 - [Information for Families on Requesting CLBC Services](#)
 - [Information for Families on Employment](#)
 - [Information for Families on Individuals' Contributions to Residential Services](#)
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