

Policy Number QA7.140	Policy Section Quality Assurance	Effective: April 1, 2025
Title: CLBC Service Standards Policy		Executive Sponsor: Vice President, Quality Services and Indigenous Relations

SUMMARY

This policy explains what the *CLBC Service Standards and Expectations* are and how they are used. The *CLBC Service Standards* explain what service providers must do to make sure that people eligible for CLBC receive good quality support and are able to meet their goals. They also describe the responsibilities of CLBC staff who work with service providers that deliver CLBC services.

This policy explains that the CLBC Service Standards are to be used by:

- All service providers who receive funding from CLBC to deliver services
- CLBC staff to understand their roles and responsibilities in making sure good quality support is provided.

This policy is one of many policy documents that explain how CLBC staff and service providers oversee how services are delivered.

1. PURPOSE

The *Community Living British Columbia (CLBC) Service Standards and Expectations (CLBC Service Standards)* establish expectations for contracted service providers, ensuring a consistent practice framework to deliver high quality services. This policy reflects updates to the *Standards for Unaccredited Service Providers* which CLBC adopted in April 2012 to align with accredited organization standards. The *Standards for Unaccredited Service Providers* have been updated and rebranded as the *CLBC Service Standards* to include:

- Many of the same expectations organized differently resulting in fewer standards overall, and
- The addition of new standards that align with current community living values and expectations.

The *CLBC Service Standards* apply to all contracted service providers (accredited and unaccredited which include Person Centred Societies) delivering CLBC-funded services,

except for Individualized Funding Agreements. CLBC staff are responsible for evaluating service providers' implementation and compliance with these standards.

This policy forms a part of a comprehensive organizational approach to quality assurance and should be reviewed together with relevant CLBC policies and standards, including but not limited to:

- Schedule C: Service Requirements of the Service Terms and Conditions
- CLBC Service Standards and Guidance for Service Providers
- Standards for Home Sharing
- Standards for the Coordination of Home Sharing, and
- Accreditation Standards (if applicable).

They are applied together as a set of standardized requirements and guidance to support CLBC-funded service providers' continuous quality improvement efforts.

2. DEFINITIONS

Accreditation: A rigorous process that certifies that an organization meets certain standards set by an accrediting body. Certain organizations are required to be accredited to deliver contracted services on behalf of CLBC and the Ministry of Children and Family Development (MCFD). Under accreditation requirements, contractors with total annual funding of \$500,000 or more with CLBC and/or MCFD are required to be accredited.

Cultural Safety: An outcome of respectful engagement based on recognition of the power imbalances inherent to service systems, and the work to address these imbalances. A culturally safe environment for Indigenous Peoples is one that is physically, socially, emotionally, and spiritually safe without challenge, ignorance, or denial of an individual's identity. Practicing cultural safety requires having knowledge of the colonial, sociopolitical, and historical events that trigger disparities Indigenous Peoples encounter, and perpetuate and maintain ongoing racism and unequal treatment.

Home Sharing: A Shared Living arrangement that supports eligible adults to live in the community. It is a service in which an eligible adult and a person who is paid to provide support live together in a home that is rented or owned by the paid support person. The home is the primary residence of both the individual receiving supports and the person(s) providing them.

Individual: A person 19 years of age or older who is eligible for CLBC services, as described in the *Eligibility Policy*.

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

Quality of Life: A multidimensional framework composed of core domains influenced by personal characteristics and environment factors. These core domains fall under three broad areas of independence, social participation and well-being and are the same for all people, although they may vary individually or culturally in relative value and importance. Assessment of quality of life domains is based on culturally sensitive indicators, and generally takes into account general health, well-being, and happiness.

Standards: A universally agreed-upon set of guidelines that define expectations, processes, outcomes, and a mechanism for evaluation.

Unaccredited Organization: An organization that is not accredited from the list of Ministry of Children and Family Development (MCFD) Pre-Qualified International Accreditation Organizations. It includes organizations that are receiving less than \$500,000 combined total annual funding from CLBC and/or MCFD.

3. POLICY

- 3.1 All service providers are required to meet (or exceed) the *CLBC Service Standards* which form part of their contractual requirements with CLBC. The standards are intended to promote excellence, consistency, and accountability across the community living sector.
- 3.2 Service providers approach the application of the *CLBC Service Standards* in a culturally safe and supportive way that aligns with the *Cultural Safety Policy*, demonstrating respect and sensitivity for an individual's culture.
- 3.3 The *CLBC Service Standards* contractually require service providers to align service delivery to further the achievement of individuals' quality of life outcomes.
- 3.4 The *CLBC Service Standards* replace the *Standards for Unaccredited Service Providers* in the *Service Terms and Conditions for Contracts Between Community Living British Columbia and Service Providers* and in the *Service Terms and Conditions for Contracts Between Community Living British Columbia and Person Centred Societies*.
- 3.5 The *CLBC Service Standards* align with and should be applied together with the Accreditation Standards, the *Standards for Home Sharing*, and the *Standards for the Coordination of Home Sharing*, where applicable.
- 3.6 Service providers that meet Accreditation Standards are in compliance with the *CLBC Service Standards*.
- 3.7 The *CLBC Service Standards* align with CLBC's Monitoring Framework which is outlined in the *Monitoring Policy*.
- 3.8 Service providers must establish internal mechanisms to effectively ensure compliance with the *CLBC Service Standards*. CLBC staff use the CLBC Monitoring Framework and associated tools to evaluate service providers' implementation and compliance with the *CLBC Service Standards* and related service outcome expectations.
- 3.9 CLBC staff responsible for monitoring must be familiar with this policy and other policies that inform CLBC's Monitoring Framework, including but not limited to those identified in *Schedule C: Service Requirements of the Terms and Conditions*.

4. REFERENCES

CLBC Monitoring Framework
[CLBC Service Standards and Expectations](#)

[CLBC Service Standards: Optional Guidance for Service Providers](#)

[CLBC Service Standards on a Page](#)

[CLBC Service Standards Questions and Answers for CLBC Staff](#)

[CLBC Service Standards Questions and Answers for Service Providers](#)

[CLBC Service Standards Self Assessment Tool](#)

[Cultural Safety Policy](#)

[Eligibility Policy](#)

[Monitoring Policy](#)

[Person Centred Societies Policy](#)

[Service Terms and Conditions for Contracts Between Community Living British Columbia and Person Centred Societies](#)

[Service Terms and Conditions for Contracts Between Community Living British Columbia and Service Providers](#)

[Standards for Home Sharing](#)

[Standards for the Coordination of Home Sharing](#)