

**Q1. Who do the *CLBC Service Standards* apply to?**

A1. The *CLBC Service Standards* apply to Person Centred Societies, as they transition onto the new *Service Terms and Conditions for Contracts Between Community Living British Columbia and Person Centred Societies* starting in January 2025.

The *CLBC Service Standards* will replace the *Standards for Unaccredited Service Providers* in the *Service Terms and Conditions for Contracts Between Community Living British Columbia and Service Providers* targeted for April 2025, and apply to all service providers.

**Q2. Are the *Standards for Unaccredited Service Providers* being discontinued?**

A2. Yes. The *Standards for Unaccredited Service Providers* will remain in effect for service providers until March 31, 2025, when they will be replaced by the *CLBC Service Standards* on April 1, 2025.

**Q3. What is the difference between the new *CLBC Service Standards* and the *Standards for Unaccredited Service Providers*?**

A3. The *CLBC Service Standards* contain many of the same expectations as the *Standards for Unaccredited Service Providers*, but have been reorganized to group the information differently, resulting in fewer standards overall.

Language is updated to align with current community living values and expectations, such as those related to accessibility, rights, emergency management, and health. Two new standards were added outlining requirements related to Person Centred Planning and Service Delivery, and Cultural Safety.

**Q4. How do the *CLBC Service Standards* intersect with the *Standards for the Coordination of Home Sharing, and Standards for Home Sharing*?**

A4. Agencies who offer home sharing services will notice several similarities across standard expectations. The standards are designed to align with each other.

**Q5. In April 2025, what standards apply to agencies that also provide home sharing services?**

A5. *Standards for Home Sharing, Standards for the Coordination of Home Sharing, CLBC Service Standards*, and Accreditation Standards (if applicable).

**Q6. How will the updated *CLBC Service Standards* impact a service provider’s monitoring experience with CLBC?**

A6. The *CLBC Service Standards* are already aligned with CLBC’s monitoring framework, so service providers should not notice a change with annual monitoring visits.

**Q7. What will happen if CLBC identifies that a service provider is not following the standards?**

A7. Service providers must deliver services in compliance with Standards. As part of monitoring, an analyst may communicate in writing, when standards that are not in compliance, along with recommendations to help meet the standards.

**Q8. How do the *CLBC Service Standards* align with the standards for Accreditation?**

A8. The *CLBC Service Standards* align with accreditation, and so service providers meeting accreditation expectations should also comply the *CLBC Service Standards*.

**Q9. What training is available to service providers about the *CLBC Service Standards*?**

A9. CLBC has prepared training to describe CLBC’s expectations for service providers and the *CLBC Service Standards* The link to the training is TBD.

**Q10. What resources are available to support service providers to meet the *CLBC Service Standards*?**

A10. The *CLBC Service Standards and Guidance* document describes how a service provider can meet the standards, including tools, websites, and other resources containing helpful information. Service providers can contact their CLBC Analyst for additional support if required.