

# CLBC SERVICE STANDARDS AND EXPECTATIONS

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COMMUNITY LIVING BRITISH COLUMBIA  
2025



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# Organizational Oversight

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## 1. Leadership and Accountability

**Standard:**

**The service provider is accountable for delivering a quality service that is responsive and inclusive of individuals' needs.**

**Expectations:**

- Services meet contractual expectations and other legislative requirements.
- Oversight practices ensure quality services.
- Processes ensure accountability of operations, finances, and decision-making processes.
- Conflict of interest procedures are in place to address real, potential, or perceived conflicts of interest, and are reviewed and updated regularly.
- Risks are identified and mitigated.
- Issues related to service quality are identified, reviewed, and addressed.
- Allegations of abuse, neglect, and self-neglect are reported to CLBC.
- Services are evaluated for continuous quality improvement.

## 2. Financial Accountability

**Standard:**

**Financial practices comply with accounting principles and business practices as appropriate to the size and complexity of the organization.**

**Expectations:**

- The service provider maintains accurate financial records and implements appropriate financial controls to ensure accountability and prevent fraud.
- The service provider ensures all financial records are obtained and retained to account for and document how CLBC funding is spent.
- Records are provided to CLBC upon request.

## 3. Consent, Records Management and Maintenance

**Standard:**

**The service provider ensures consent and the maintenance, safe storage, security, and confidentiality of individual records.**

### Expectations:

- When a service provider creates, receives, and manages personal information of individuals on behalf of CLBC, they must comply with the:
  - *Freedom of Information and Protection of Privacy Act*
  - *Contract's Terms and Conditions: Schedule E*
  - *Guidelines for Service Providers Regarding CLBC Individual Records Management*
- An accurate and complete current record is maintained for each individual.
- Up-to-date emergency information is maintained on individuals and is accessible for use in both physical and electronic formats.
- All employees complete CLBC's *Service Provider Privacy and Information Management* course.
- Documented consent is included in the individual's file. The consent demonstrates that the individual understands what they are consenting to, is time limited, and specifies what information is to be shared, and with whom.

## 4. Communication with Individuals, Families, and Other Key Partners

### Standard:

**The service provider actively communicates with individuals, families, support networks and other key partners. Feedback processes are in place including a formal and documented complaint resolution process.**

### Expectations:

- The service provider effectively and transparently communicates with individuals, families, support networks and other key partners.
- Information is provided in formats easy for all people to access, understand, and use.
- Information on service satisfaction is collected in a variety of ways, from individuals, employees, and family members/support networks, and community partners, and the results are analyzed and utilized to inform continuous quality improvement.
- The service provider recognizes and respects the role of formal and informal representatives.
- The complaint process is documented and refers to CLBC's *Complaint Resolution Policy*.

## 5. Accessibility

### Standard:

**The service provider engages in accessibility planning to address the needs of individuals, employees and other key partners including strategies to remove barriers.**

**Expectations:**

The service provider engages in organizational accessibility planning that:

- Addresses the accessibility needs of individuals, employees, and other key partners by identifying, removing, and preventing barriers
- Identifies accessibility issues with:
  - Attitudinal barriers in organizational policies/materials, practices, and culture,
  - The spaces regularly used for service delivery (the physical location),
  - Communication,
  - Community inclusion, and
  - Any other barrier identified or reported.
- Identifies actions for the removal of identified barriers including timelines

## 6. Workforce Development and Planning

**Standard:**

**Workforce development procedures support the safe and successful delivery of services.**

**Expectations:**

The service provider has procedures to support the recruitment, retention, and oversight of qualified employees that includes:

- Background verification and credentials as required for the role:
  - Completion of criminal record checks as per CLBC's *Criminal Record Check Policy: Service Delivery*,
  - A review of driver's abstracts is required when employees are responsible for transporting an individual as per CLBC's *Criminal Record Check Policy: Service Delivery*,
  - Completion of Reference checks and verification of credentials, and
  - Verification of First Aid and CPR certification.
- A process to effectively support, oversee, and evaluate employee performance that ensures employees have and maintain the requisite knowledge, training, and certifications required to deliver services.

# Person Centred Planning and Service Delivery

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## 7. Person Centred Planning

### Standard:

**The service provider supports individual's quality of life through an individualized planning process to identify goals, support needs, and support strategies to deliver quality services.**

### Expectations:

Individuals are supported through a documented individualized planning process that incorporates:

- The individual's personal goals (what is important to the person)
- The individual's support requirements (what is important for the person)
- How the design of the service meets identified needs and wants of individuals
- How the services will be delivered
- How the outcomes will be evaluated
- Planning for changing support needs

## 8. Person Centred Services

### Standard:

**Services are person centred and aligned to further the achievement of individual quality of life outcomes.**

### Expectations:

- Services are delivered in a way that is person centred. Individuals are actively involved in determining the services they receive through an individualized planning process to identify goals, support needs, and support strategies.
- Services empower individuals to achieve unique goals and enhance quality of life including:
  - Independence (Personal Development, Self-Determination)
  - Social Participation (Interpersonal Relationships, Social Inclusion, Rights)
  - Well Being (Emotional, Physical and Material Well Being)

## 9. Support for Physical and Emotional Well-Being

### Standard:

**The individual's physical and emotional well-being is maintained through planning, support, and access to appropriate health professionals based on an individual's needs.**

### Expectations:

### Policy Framework

- The individual's generalized health needs and hygiene are monitored and maintained:
  - Signs of illness are documented and responded to promptly by engaging with required professional health services.
  - The service provider is knowledgeable and trained about an individual's health conditions, specialized protocols and universal precautions (allergies, seizures, respiratory conditions, swallowing, and feeding, etc.).
  - The individual is supported to access professional health services and to identify areas that require documentation and follow up.
  - The individual is supported to access culturally preferred health services.
- When an individual requires specialized health support, it is the role of the service provider to facilitate access to required professional health services and to implement any recommendations.
- Effective behaviour support is in place for individuals who present with challenging behaviours.
- The individual is supported to connect with mental health resources and addiction services when required.
- It is the role of the service provider to support the needs of the individual, and follow-up with the professional health services should any of the recommendations, protocols, or written guidance require review or revision.
- Health decisions are made by the capable individual, their representative, or substitute decision makers.

## 10. Bathing and Personal Care

### Standard:

**Bathing and/or personal care procedures promote independence, respect for privacy, and address risk.**

### Expectations:

- The service provider identifies what bathing and/or personal care support the individual requires, how the support is delivered, and any risks that require mitigation.
- Where bathing and/or or personal care support is provided, guidelines or protocols are developed for an individual to acknowledge personal preferences, needs, risks and the measures that will be undertaken to minimize those risks and promote safe bathing and/or personal care practices.

## 11. Managing Medication

### Standard:

### Policy Framework

**The service provider has procedures in place to oversee the administration, management, assistance, and monitoring of medication.**

**Expectations:**

- When the service provider manages the individual's medication, procedures are in place regarding receiving, storing, and administering medication. An up-to-date record is maintained of the individual's medications, both prescription and non-prescription.
- Where the individual manages their personal medication either independently or with some assistance, support is provided to encourage and maintain an individual's autonomy.
- The levels and type of support required are documented in the individual's plan.
- Procedures clearly differentiate between when medication is managed by the service provider and when an individual requires assistance/support to take their medication fully or partly independently.
- The service provider ensures that employees are guided by procedures and complete appropriate training at orientation and reviewed as necessary that describes the proper administration, management, documentation, and storage of medication, and where appropriate, methods of monitoring of individuals who manage their own medication.
- In instances where a medication error occurs, the service provider follows processes as outlined in the *Critical Incident Policy*.

## 12. Safeguarding Money and Assets of Individuals

**Standards:**

**The service provider has financial procedures and safeguards in place to protect individuals' money and assets.**

**Expectations:**

- The individual's financial resources are safeguarded.
- Support is provided to encourage and maintain an individual's autonomy in the management of their personal finances and assets and the level and type of support required is documented.
- When delivering home support services, the service provider must comply with CLBC's *Individual Financial Contribution to Home Supports Policy*.
- The individual is supported to apply for all relevant government benefits, such as Old Age Security and Guaranteed Income Supplement, and to submit income tax returns to ensure GST returns are received annually.
- When the service provider supports the individual to manage their money:
  - The service provider should not share a joint bank account with the individual and the individual's finances are accounted for separately.



- The service provider must not co-sign or jointly finance or own assets.
- There are detailed financial records available for review (for example, ledger with receipts, bank statements, etc.).
- The service provider develops and follows written procedures, defining:
  - How the individual gives informed consent for use of their money
  - How the individual will direct the use of their money
  - How the individual will access the records of how their money was spent
  - How the account will be reconciled and audited
- When the individual manages their own finances, or when a family member and/or support network or legal representative manages the individual's finances, respective roles and responsibilities are clearly documented.

## Rights and Culture

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### 13. Rights

#### Standard:

**The service provider recognizes and promotes the rights of individuals accessing CLBC-funded services. The service provider ensures that individuals are aware of their rights and are supported to exercise their rights, as needed.**

#### Expectations:

- Services are provided in a way that supports and upholds the rights of an individual.
- Dignity of risk balances the individuals' strengths, needs, and risks with the right to self-determination.
- The rights of individuals include the following areas:
  - Cultural Safety
  - Religious or spiritual expression
  - Sexual health
  - Sexual orientation, gender identity and expression of 2SLGBTQIA+ individuals
  - Confidentiality of information and privacy
  - Freedom from abuse, financial or other exploitation, discrimination, retaliation, humiliation, or neglect
  - Access to information to make decisions about services and supports
  - Informed consent (or refusal) and expression of choice
  - Access to friends, family, and/or support networks
  - Access to self-help and advocacy support services
- Rights are communicated in a way that is meaningful to the individual

## 14. Culture and Diversity

### Standard:

**Services are provided in a manner that respects and acknowledges the cultural and spiritual beliefs, values, and practices of individuals.**

### Expectations:

- Procedures and person centered planning reflect the individual's cultural and spiritual identity and choices regarding how services are delivered and how they want to participate in their cultural and/or spiritual community.
- The individuals' right to express their cultural or spiritual identity is protected, promoted and explored.
- Incidents of racism or discrimination are documented and responded to promptly.
- Services for Indigenous individuals align with CLBC's *Cultural Safety Policy* and *Cultural Safety: CLBC Service Provider Guide*.

## Health and Safety

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## 15. Incident Analysis

### Standard:

**Critical, serious, and/or unusual incidents are reported when applicable, tracked, and followed up on.**

### Expectations:

- All reportable Critical Incidents are submitted and followed up on as per the CLBC's *Critical Incidents Policy* and *Critical Incidents Reporting: Service Provider Requirement Guide*.
- Incidents that are non-reportable under CLBC's *Critical Incidents Policy* must be documented and tracked internally.
- Review of trends related to incidents occurs at least once per year, and includes:
  - Causes and trends,
  - Actions that will be taken to avoid future incidents, and
  - Results of efforts to avoid similar incidents from the previous year including any relevant education or training that was completed by those involved.

## 16. Healthy and Safe Environments

### Standard:

### Policy Framework

**For services provided in a facility owned or operated by the service provider, the environment is healthy and safe.**

**Expectations:**

- Processes are in place to promote the safety and security of individuals and employees.
- Universal precautions and communicable disease prevention plans are in place.
- Buildings and common grounds are in safe condition.
- Equipment and furniture are well maintained and working well.
- Rooms and common areas are of an appropriate temperature.
- The temperature of flowing water for personal use does not exceed safe levels.
- A comprehensive self-inspection for health and safety is conducted at minimum twice each year, resulting in a written report that identifies:
  - Areas that were inspected,
  - Recommendations for improvement, and
  - Actions that were taken to respond to the recommendations.

## 17. Emergency Responsiveness

**Standard:**

**The service provider ensures immediate access to:**

- **Employees with valid First Aid and CPR certification.**
- **First Aid equipment and supplies appropriate to the setting.**
- **Relevant emergency information for individuals and employees.**

**Expectations:**

- It is recommended that all employees have a valid First Aid and CPR Certification. At minimum, employees with a valid First Aid and CPR certification must be present on each shift, at each jobsite, and immediately accessible.
- Requirements and training meet WorkSafeBC regulations and guidelines.
- First aid supplies are maintained that are appropriate to the setting and consistent with WorkSafeBC guidelines.
- Vehicles that are owned or operated by the service provider and used by the provider to transport individuals contain First Aid supplies.
- Relevant Emergency Information is available and accessible. It is recommended that information be in a format that can be removed from the site if an evacuation were necessary.

## 18. Emergency Preparedness and Planning

### Standard:

The service provider has emergency procedures and planning to address the following situations:

- Communicable disease outbreak (including pandemics)
- Medical emergencies
- Fires - detection, warning of hazards, and suppression
- Natural disasters (earthquakes, heatwaves, floods, severe storms, wildfires, as appropriate to their locale)
- Utility and technology failures
- Safety during a potentially violent and/or threatening situation

### Expectations:

- The service provider is prepared for emergency events and can continue to deliver critical services to individuals after an emergency event.
- Plans are reviewed, at minimum, every two years and tests of each emergency procedure are conducted at least annually, documented, and analyzed for improvement.
- The individual's safety and security and any unique support needs are addressed during an emergency.
- Individuals are supported to learn and practice how to respond to emergency situations as appropriate.
- Emergency supplies are maintained that are appropriate to the setting and consistent with WorkSafeBC guidelines.
- Emergency procedures address evacuation appropriate to the location and type of service.
- There is equipment and training appropriate to the facility and the needs of the individuals and employees for fire detection, warning of fire hazards, and suppression of fire.