



Policy Number: SE4.121	Policy Section: Supports and Services	Effective: November 13, 2007 Amended: July 19, 2018
Title: Community Supports Policy		Executive Sponsor: Vice President, Service Delivery and Innovation

1. PURPOSE

This policy clarifies reasons for promoting generic services and natural supports, and methods of gathering and recording information on their use. It applies to adults and youth served by CLBC.

2. DEFINITIONS

Generic services: Publicly funded services that all citizens access, for example, libraries, colleges, or recreation centres.

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

Natural Supports: Support provided on a voluntary basis by an individual's support network, including family, friends, neighbours, co-workers and others. Additional support may come from participation in associations (e.g. social clubs and groups) or community activities that have public participation (for example, sport teams, adult interest groups like garden clubs and community choirs, faith communities).

Support Network: Friends, family and/or community members who provide personal support, advocacy and/or help with monitoring services and who have reciprocal relationships with individuals.

Youth: A person who is 16 years of age or over, but under the age of 19.

3. POLICY

CLBC supports full citizenship for all, which includes expanding opportunities to participate in community life. Two elements of community life are access to generic services and participation with natural supports. When providing family support, or helping youth, individual or families to plan, facilitators guide an exploration of the generic services and natural supports that are, or could be, linked to the individual's, youth's and their family's aspirations and goals. CLBC will collect information on the use of generic services and natural supports, with the expectation of increasing their use over time.

4. PROCEDURES

4.1 When providing individual or family support in response to immediate life circumstances, or when providing planning support, facilitators assist youth, individuals and families to identify their goals and the generic services and natural supports that could assist them in achieving their goals. When generic services and natural community supports are not possible, CLBC-funded services can be requested.

4.2 When requested by the individual or family, facilitators assist individuals and their families to access generic or natural supports.

4.3 Facilitators work to create awareness in their community about the value of adults served by CLBC and their families, and the contributions they can make in community.

5. DOCUMENTATION

5.1 Facilitators record the use of generic services and natural supports in the individual's PRISM file. They record the number of hours per week that the individual participates in generic or natural activities without paid support.

5.2 Facilitators record the use of generic and natural supports as outlined in 5.1 when individuals and families have planned with an external partner, without the involvement of a facilitator.

5. PRACTICE

Please see the *CLBC Facilitator and Analyst Practice Guide* for further details.

6. REFERENCES

John McKnight, Regenerating Community, *Social Policy* 25, 4 (Summer 1995).

John Kretzmann and John McKnight. [Building Communities from the Inside Out: A Path Toward Finding and Mobilizing a Community's Assets](#). Institute for Policy Research, Northwestern University (1993).

Planning with People: Practice Guidance for CLBC Staff

[Support and Planning Policy](#)