COMMUNITY LIVING BC CONTRACT GUIDELINES FOR SERVICE PROVIDERS

Excludes Agency Coordinated Shared Living

Effective August 1, 2026

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Purpose

This document (the "Guidelines") outlines Community Living BC (CLBC) funding for service delivery, supervision and administration, and describes what activities and expenses typically fall within each category for contracts governed by CLBC's *Service Terms & Conditions*.

The Guidelines are intended to complement CLBC's *Service Terms and Conditions* and provide guidance and additional operational context on how certain provisions are likely to be interpreted. The Guidelines do not introduce new contractual obligations, modify existing rights or responsibilities, or override the existing *Service Terms & Conditions*.

The Guidelines are intended to take effect on August 1, 2026, and will only be applied prospectively (i.e. These guidelines will not be applied retroactively). Changes to the Guidelines may be made from time to time as CLBC's contracting and reporting framework evolves and will be communicated to Service Providers

Service Providers can contact their CLBC Service Area Manager if there are any questions.

CLBC Funding for Service Delivery

CLBC's funding for service delivery encompasses the full range of activities necessary to ensure that services are delivered safely, effectively, and in alignment with individual goals, CLBC *Service Terms and Conditions*, CLBC *Service Standards and Expectations*, legislative requirements, and other provincial regulatory requirements. Service delivery is intended to address and support the resources required to plan, coordinate, and provide person-centred supports to adults in community.

Within service delivery, activities are carried out through a combination of:

1. **Direct service delivery**
    - **Wages & Benefits;** direct service delivery positions and respective hourly rates, backfill and employee benefits.[1]
    - **Program Costs;** allows for program costs that are directly required for service provision such as food, staff mileage, telecommunications, vehicle gas and insurance, staff training, emergency supplies, and recreation costs such as admission and passes for staff to support service provision.
    - **Facilities Costs;** allows for costs incurred for and at a specific place of service that is required for service provision such as rent/lease, utilities, major appliances, repairs and maintenance, janitorial services, etc.
2. **Supervision;** operational oversight and guidance of direct service delivery staff - refer to Clarifying Supervision Costs, Excluding Agency Coordinated Shared Living
3. **Administration;** systems and processes necessary to sustain the Service Provider organization and service delivery – refer to Clarifying Administrative Costs, Excluding Agency Coordinated Shared Living

[1] For additional guidance on what constitutes Service Hours or Service Days, please refer to *Service Level Reporting: Guidance for Service Providers* (https://www.communitylivingbc.ca/wp-content/uploads/Service-Level-Reporting-Guidance-for-Service-Providers.pdf)

Clarifying Supervision Costs

CLBC oversees the operations of over 300 service providers, with differing operational structures. As service providers vary in their complexity and scope of service delivery, they may structure their operations in different ways, including in respect of supervision.

Supervision is the managerial and operational oversight provided by qualified employees to ensure safe, effective, and policy-compliant service delivery. It may include on-site, off-site, and on-call oversight that is proportionate to the needs of the individuals served, and the complexity and risk associated with supporting them within the funded program.

Supervision includes the day-to-day operational oversight of direct staff delivering service and may involve activities such as:

- Assigning and coordinating work such as tasks, schedules, and responsibilities of direct staff delivering services.
- Verifying and approving direct staff schedules and payroll.
- Monitoring service delivery by providing oversight, direction, and guidance to direct staff to ensure compliance with applicable laws, safety requirements, quality standards, policies, and contractual requirements.
- Overseeing service quality and ensuring service outcomes are aligned to individual support plans and monitoring through verification of records.
- Providing oversight of training, competency verification, and ongoing evaluation of direct staff delivering services.
- Overseeing the development, implementation, and ongoing maintenance of individualized care plans, such as but not limited to, health care plans, behaviour support plans, and safety plans; and ensuring direct staff apply strategies effectively.
- Offering timely decision-making support during complex events and emergencies, including after-hours consultation to direct staff.
- Overseeing budget and purchasing of direct program costs and direct facilities maintenance required for service delivery.

Note: Supervision is required to be delivered under the Cost Estimates/ Contract for each program and to be documented accordingly.

Eligible Administrative Costs

Administration funding is provided for each CLBC funded program. It is intended to support the implementation and sustainment of high-quality operations and governance of a Service Provider's organization.

An administrative cost is an organization-wide expense that is required to operate, direct, and sustain the organization. These costs encompass salaries, and goods and services that support functions such as governance, strategic planning, business development, financial reporting and planning and general management for legal and risk, compliance, information technology, human resources, and assets.

Administrative costs for Service Providers generally:

- Do not directly fund program outputs or individual-facing services;
- May require some allocation to programs and/or contracts; and
- May exist even if a specific program and/or contract stopped or changed.

Eligible costs include:

1. **Operating expenses such as but not limited to:**
    - Meeting expenses;
    - Sundry supplies and materials;
    - Recruitment, Retention, and Termination;
    - Marketing;
    - Financing costs and fees;
    - Board of director expenses;
    - Permits; Building, Health, Fire Safety, Business, etc.; and
    - Professional Certifications; CPA, PMP, IAPP, CHRP, etc.

2. **Indirect Facilities costs:** All indirect facilities-related costs, such as utilities, telecommunications, data/cable, municipal taxes, equipment, and tenant improvement costs, for locations where direct service delivery is not provided. Examples of such locations are the Service Provider's head office and any of its satellite offices where administrative functions are conducted.

3. **Professional and Consultant fees:** All consulting fees related to administration of the business and management of program/services delivered under the contract. Including, but not limited to, audit and legal.

4. **Information technology/information management:** Equipment, subscriptions, software licenses, hosting and data storage and security costs such as payroll, accounting, and case management systems.

5. **Salaries and Benefits:** Compensation and related employment costs attributable to organizational administration that supports the overall operation of the organization rather than the delivery or supervision of funded services. Examples of administrative functions include, but are not limited to:

    - Setting organizational direction, mission or long-term strategy.
    - Establishing high level policy or governance for the entire organization.
    - Administrative human resource functions such as recruitment, payroll processing, benefit administration, and collective bargaining, except where supervisors participate in the recruitment and performance evaluation processes.
    - Business development functions such as funding negotiations, developing new business, and community partnerships.
    - Financial planning, budgeting or cost control for the organization.
    - Financial reporting, documentation and record keeping for the organization.
    - Tasks supporting facilities and property management.
    - Technology and systems implementation.

6. **Travel:** For all administrative staff and board of directors and travel of direct staff for administrative functions. This includes all automobile-related benefits and costs such as financing, leases, subsidies, mileage, maintenance and insurance.

7. **General liability insurance:** All commercial general liability including but not limited to Directors and Officers Liability and Cybersecurity Insurance.

8. **Training:** For all administrative staff and board of directors.

Ineligible Administrative Costs

Administrative funding is not intended to support expenses that are not required to operate, direct and sustain the organization.

Under CLBC's *Service Terms & Conditions*, CLBC may determine whether a particular cost is an eligible Administrative Cost having regard to the nature, purpose, and relationship of the cost to the operation and sustainment of the Service Provider organization. Examples of costs that are generally ineligible as Administrative Costs include, but are not limited to:

- Fines, penalties (including payroll-related penalties), violations, interest charges arising from non-compliance with municipal, provincial and federal agencies, (such as Canada Revenue Agency);
- Entertainment expenses and discretionary hospitality expenses not required for governance or business operations;
- Private club memberships and similar personal benefit expenses;
- Legal fees, settlements, damages, or court costs arising from wrongful dismissal claims, employment disputes, or matters unrelated to the provision or administration of CLBC-funded services;
- The purchase of alcoholic beverages, cannabis, illegal substances, or other illegal items;[2] and
- Loss of investments, including loss of capital expenditures.

[2] Noting for Indigenous ceremonial purposes, the purchase of tobacco products, and other related products may be considered allowable expenses. Where a service provider requires additional clarity, please contact CLBC.