



Policy Number SE4.261	Policy Section Supports and Services	Effective: April 1, 2010 Amended: December 5, 2024
Title: Employment Service Policy		Executive Sponsor: Vice President, Service Delivery & Innovation

Summary:

This policy describes the guiding principles and the benefits of Employment Service delivery. This policy explains how CLBC supports individuals seeking employment opportunities.

1. PURPOSE

This policy describes the importance, value and guiding principles of inclusive and culturally safe employment in the lives of individuals CLBC supports. Individuals who indicate they want to work are supported in choosing a path to find a job that fits and respects their personal and cultural values, practices and traditions.

This policy, along with the *Employment Service Best Practice Guide* and *CLBC Periodic Report for Employment Practice Guide*, should be applied together as one set of standardized requirements to support inclusive and culturally safe employment.

2. DEFINITIONS

For a full list of definitions, refer to the *Employment Service Glossary*.

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.

Employment: Paid work that takes place in a community setting, alongside people without disabilities, where cultural values and traditions are respected. Wages, benefits, and working conditions must meet industry standards, BC’s [Employment Standards Act](#), and other relevant laws. This includes self-employment but does not include unpaid or volunteer work. Employment is not always stable and may change over time. Employment is one of the cornerstones of the Learning, Inclusion, Friendship, Employment (L.I.F.E.) Service.

Employment First Culture: An understanding that individuals with diverse abilities have valuable contributions to make in the workplace and in their communities. Employment and/or post-secondary education to support employment are considered a natural first step in the transition to adulthood, and individuals are supported to explore or create diverse career paths that are meaningful, inclusive, and progressive.

Employment Standards Act: [Legislation](#) enacted by the BC government to protect the rights of all working people, which sets out the minimum standards that employers and employees must meet regarding the conditions of employment. It also outlines the employers' responsibility to their employees, such as meeting minimum wage, meal breaks, sick days, and vacation pay requirements.

Employment Supports: Tools and strategies to support an individual to get and keep a job. Employment supports can include discovery, job development, job carving, job customization and negotiation, on site job training and job retention strategies, accommodations, training for co-workers, and information and ongoing support for the employer. Ideally, employment supports are faded over time to natural supports. Employers and employees are supported for as long as needed for success.

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

Informal Supports: For the purpose of this policy, supports are unpaid, and typically have some type of relationship with the individual. Individuals develop these relationships independently or strategically with paid services, to provide support in daily life and employment.

Natural Supports: For the purpose of this policy, support from individuals, Elders, community resources, co-workers, assistive technology, adaptations (for example, checklists, prompt tools, etc.), and/or relationships rather than being provided through formal or paid forms of support.

Periodic Report for Employment (PRE): CLBC Employment Service is governed by the Workforce Development Agreement which requires CLBC to use a periodic report, submitted quarterly by the service provider to CLBC. CLBC is then required to report consolidated data on time to government partners. Data from the PRE is also used by CLBC to track employment outcomes, to inform funding decisions, and support monitoring of the service.

Secure File Transfer Service: The system CLBC uses with employment service providers to safely and securely send the individual and personal data collected through the *Periodic Report for Employment (PRE)*.

Self-Employment: An employment scenario where an individual has started a business, or are working based on a signed contract, such as a contract for an event. The individual gets paid directly and is responsible for meeting the terms of B.C.'s [Employment Standards Act](#), including paying Canada Pension Plan (CPP), Employment Insurance (EI), and income tax.

Social Enterprises: Businesses owned by organizations or individuals selling goods or services for the dual purpose of generating income and creating a social, environmental, and/or cultural value. Social enterprises can be a means of providing learning, skill development, and/or employment opportunities.

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

3. POLICY

3.1 Principles

CLBC follows the [9 Best Practices for Supported Employment](#) from the Canadian Association for Supported Employment (CASE). CLBC ensures that individuals receiving employment supports experience:

Choice and Control

Employment support is guided by the individual to achieve their career aspirations.

Paid Employment

The individual receives the same rate of pay and benefits as other employees doing the same job. Individuals with competitive positions receive their paycheques directly from the employer.

Partnership and Mentoring

Individuals, employers, and direct service providers determine the individualized strategies that respect cultural traditions for providing the support that will assist in career enhancement and ultimately facilitate long term job satisfaction for both the individual (now employee) and their employer.

Full Inclusion

Individuals are socially and economically included in their community.

Job Search

Timely and appropriate support is provided to achieve successful employment outcomes, including culturally relevant job search strategies.

Individualized

Employment supports are negotiated to meet the unique needs of the employer and individual's skills and cultural values, one person at a time.

Natural Supports

Employment supports respect cultural connections and are as unobtrusive as possible. They (may) fade over time by building on community support and networks.

Long-Term Support

Support is available to all individuals to ensure individuals maintain employment stability and achieve career enhancement.

Continuous Quality Improvement

All parties are involved in the evaluation of services, including cultural safety practices, and the service provider implements improvements.

- 3.2 Employment opportunities facilitated through CLBC Employment Service (including those in social enterprises, self-employment, and working for the service provider) must be culturally respectful and inclusive, and must meet all conditions of the BC [Employment Standards Act](#).
- 3.3 Employment support ensures individuals understand the rights provided by the BC [Employment Standards Act](#) and the *United Nations Convention on the Rights of Persons with Disabilities - Article 27*, and provide culturally safe guidance on what to do if standards are not met.
- 3.4 CLBC Employment Service offers employment supports that are responsive to the needs of individuals and their employers, ensuring individuals are supported in a way that honours their cultural practices and traditions. Employment supports are intended to be long term and provide support over the course of a career. Other necessary support is temporary and tailored to individual needs, such as help with transportation training, support for family/support networks, accessing community resources, mental health supports, clothing and hygiene supports, and/or informal counselling.
- 3.5 Employment supports CLBC's vision of communities of belonging and lives with connection. CLBC ensures individuals benefit from experiencing employment by facilitating the following employment outcomes:
 - Improved financial security and independence;
 - Expanded friendships, social and cultural relationships, and participation in their communities;
 - Increased self determination, self confidence, and sense of belonging while honouring cultural identity; and
 - Expanded skills, abilities, and personal and work related networks.
- 3.6 CLBC must support individuals, families, and/or support networks to consider employment by:
 - Prioritizing employment discussions, planning, and service options early in transitioning to adult services.
 - Promoting an employment first culture and encouraging service providers to use culturally safe practices.

- Offering CLBC Employment Service, L.I.F.E. Service, or WorkBC Service to all individuals CLBC supports.
- Ensuring individuals, employers, and support networks work together to develop greater independence for individuals through employment supports.
- Providing staff with information, tools, and best practice guidance about employment, including culturally safe practices, and employment reporting requirements.
- Raising awareness about the value of employment and cultural safety best practices with individuals, families and/or support networks, service providers, and community partners. See [Cultural Safety Policy](#).
- Being a role model for inclusive employment by hiring individuals with diverse abilities and respecting cultural practices.

3.7 CLBC receives funding for employment services from the provincial government and accounts for it by gathering the required data from CLBC-funded employment service providers quarterly [Periodic Reports for Employment](#). Service providers must submit these reports for each active employment contract using CLBC’s secure file transfer service.

4. REFERENCES

[B.C. Employment Standards Act](#)

[Cultural Safety Policy](#)

[Employment Referral Tool for WorkBC](#)

[Employment Service Best Practice Guide](#)

[Employment Service Glossary](#)

[Employment Service Toolkit](#)

[L.I.F.E Service Best Practice Guide](#)

[L.I.F.E. Service Glossary](#)

[L.I.F.E. Service Policy](#)

[Periodic Report for Employment Practice Guidance: Instructions for Completing the PRE](#)

[Periodic Report for Employment: Practice Guidance for Monitoring](#)

[PRE Report Submission Workflow](#)

[PWD Annual Earnings Exemption - Province of British Columbia](#)

[United Nations Convention on the Rights of Persons with Disabilities - Article 27](#)

[WorkBC Referral Form](#)

[WorkBC Referral: Questions & Answers for CLBC Staff](#)

[WorkBC Services website](#)