

# FAQ: STAGE 2 PLANNING – COVID-19

## Families and Individuals

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### **Q: What does Stage 2 COVID – 19 Recovery mean?**

Stage 2 COVID -19 Recovery is about adjusting and restoring CLBC services in a safe way. The shift to Stage 2 needs to be based on guidance from the Provincial Health Officer, WorkSafeBC and the unique needs of individuals and families. It also needs to be coordinated with the agencies that are involved in the individuals' lives.

### **Q: How will families know about a service provider's Stage 2 plan?**

Service providers are responsible for informing the people they serve about their plans for service delivery during Phase 2 of B.C.'s Restart Plan and will be connecting directly with families and self advocates.

### **Q: What steps do individuals and families need to take during Stage 2 for planning?**

You do not have to take any action. Your service provider will be contacting you and your support network directly to talk about the services you received before COVID-19 and what supports may be available to you during this phase of B.C.'s Restart Plan.

### **Q: Who will service providers be considering for service delivery for Stage 2?**

In order to plan, service providers will first be considering individual's, their family's or Home Sharing provider's needs in order to understand any health concerns, their emotional wellbeing, and other factors such as a caregiver's need to return to work and the services the person had prior to COVID-19.

### **Q: What if our service delivery needs have changed as a result of COVID-19? Do I talk to my service provider or CLBC?**

Please talk to your service provider about any support needs that may have changed due to COVID-19 and they will follow-up with CLBC as needed. CLBC understands there will be unique situations where flexibility may need to be considered.

### **Q: We like the different way our family member is receiving services right now. Can that continue?**

How services are delivered to a person during Stage 2 will depend on many factors including their health, their needs and the resources their service provider has available (e.g. staffing). Service providers developed some very creative ways to support people during Stage 1 of the pandemic that could be continued. Please have this conversation with your provider when they contact you.

### **Q: If my son or daughter is deemed eligible to return to services, are they required to take those services?**

If your family member has health issues that require them to continue to remain in a small "bubble", the expectation is that they would continue to do so. If this is not the case, it is important to have a conversation with your service provider about how to take steps – perhaps gradual ones – to begin re-

entry into community. There is an understanding that some people will be fearful about this and so careful planning and support will be needed. People will not lose their “space” if they are not yet ready to return to service.

**Q: What happens to services if my son or daughter is eligible to attend and we decline?**

The answer to this depends on why you are declining services (see answer to question above) and whether you are declining services for the short or long-term. This is an important conversation to have with your service provider as they can assist you in making decisions. If, after talking to your service provider, you determine to decline services for the long-term, please contact your CLBC facilitator.

**Q: What supports are available during this time for families who are not yet receiving services from CLBC but have requested them?**

While the pandemic disrupted some CLBC-funded services, CLBC facilitators continue to plan with individuals and families. CLBC offices are still fully operational and if the needs of an individual have increased and families require additional supports and services, they can contact the local CLBC office to discuss their situation.

**Q: What happens if I do not agree with the Stage 2 requirements that the agency is requesting in order to join in supports again?**

CLBC services are optional. If you do not agree, for personal reasons, talk with service provider about your decision and/or options.

**Q: Can the individual leave a residential resource and go home for overnight/weekend visits?**

Please talk with your service provider. They will be working to balance the risk based on the guidance from Public Health and the BC Government’s Restart Plan.

**Q: Are families responsible to provide PPE’s for the CLBC eligible person receiving services?**

Planning for Stage 2 Recovery by service providers should address exposure control measures and be discussed with individuals, families and home sharing providers as part of the organization’s self-assessment and planning. It is expected that service providers will determine whether exposure control measures are required for services or preferred by individuals and families. It is the expectation that required exposure control measures would be the responsibility of the organization, while individuals and families who prefer but do not require any exposure control measure would provide their own.

**Q: Are the hours not used banked...what happens to them?... does that funding return to CLBC?**

It is possible that service providers have reallocated service hours as part of the COVID-19 response as they were directed to use existing resources prior to the application for and use of emergency funds. Some service providers however, will have unused service hours as they move from Stage 1 to Stage 2.

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Service providers are expected to utilize unused service hours as they move into Stage 2 and any remaining unused hours will be tracked as part of service level reporting in the usual manner.

**Q: Will service providers provide home based support, as to avoid community transmission?**

Service providers will work with individuals and families to balance the risks of COVID-19 with the risks associated with not receiving regular services. This planning will be different for different circumstances and must be based on the individual.

**Q: Will service providers be steering away from a transit-based approach until C19 is contained?**

Service providers will be following guidelines provided to them from government. For those who are at risk of more severe illness as a result of COVID-19, the exposure and intensity risks of public transit must be considered.

**Q: Is CLBC available to help an individual plan if they need to, due to C19?**

Contact your CLBC facilitator to discuss planning needs or to discuss new requests for service.