



COMMUNITY LIVING
BRITISH COLUMBIA

Policy Number: SE4.383	Policy Section: Supports and Services	Effective: October 1, 2021 Amended: April 8, 2025
Title: Individual and Family Wellness Policy		Executive Sponsors: Vice President, Service Delivery and Innovation

Summary:

This policy explains Community Living BC's (CLBC) Individual and Family Wellness Supports for individuals and families. Wellness Supports help individuals and families to take breaks, recharge themselves, and help keep everyone strong and families together.

This policy explains the 2 types of Individual and Family Wellness Supports:

- Self-Directed Wellness Support is paid directly to the individual or family to organize their own support.
- Agency-Coordinated Wellness Support is paid to a service provider that helps the individual or family to hire support workers.

This policy also gives information on how individuals and families can and cannot use their Self-Directed Wellness Support funding.

1. PURPOSE

CLBC provides two types of individual and family wellness supports: Self-Directed Wellness Support through Direct Funding to individuals and families and Agency-Coordinated Wellness Support through contracts with service providers.

This policy provides guidance to individuals and families, as well as service providers and CLBC staff about the types of individual and family wellness support, what it can be used for, and how the funding is administered. It applies to individuals who receive support from family caregivers and to the individual's family and support network.

2. DEFINITIONS

Agency-coordinated: Services coordinated by a community-based agency.

Criminal Record Check: A criminal record check refers to the legislative requirement set out in the Criminal Records Review Act which involves a search of police records against a list of “specified or relevant offences.” This list is set out in Schedules (1 and 3) to the Criminal Records Review Act and is designed to capture offenses related to physical, sexual, or financial abuse of vulnerable adults. Criminal record checks are run through the Canadian Police Information Centre, Police Records Information Management Environment (the province’s local police database) and the BC Corrections database only returning records related to these listed offences. Checks are also informed by a search of law enforcement databases, in collaboration with the Royal Canadian Mounted Police’s (RCMP) Criminal Records Review Unit, which returns all information related to the Act’s listed offences, including non-conviction information (for example outstanding charges, convictions, criminal investigations as well as incidents that did not result in a charge or conviction) that the RCMP unit assesses as indicative of a likely public safety risk when working with vulnerable adults.

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 encountered by Indigenous peoples and perpetuate and maintain ongoing racism and unequal treatment.

Direct Funding: An Individualized Funding payment option whereby funds allocated by CLBC are paid to an individual or their agent for the purchase of individualized supports and services.

First Aid Certificate: A qualification awarded upon successful completion of an 8-hour course covering primarily life-threatening emergencies (CPR, bleeding, choking, and other life-threatening medical emergencies).

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

Immediate Family Member: A parent, child, or spouse.

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

Individual and Family Wellness Supports (Self-Directed): A flexible support service where individuals, families and support networks can identify, organize, and pay for services and supports to promote their well-being (formerly referred to as “respite”).

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 (for example, 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).

Person Centred Society: A non-profit society established to direct service for an individual.

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.

3. POLICY

Individual and Family Wellness

3.1 Individual and Family Wellness is one of the CLBC-funded services that supports the resilience of individuals and families and/or support networks. Families are an important natural support for many individuals and all family members need to be resilient to support one another. It provides opportunities for both an individual and their primary caregiver or supporter to have short breaks from their responsibilities and to strengthen their personal skills and capabilities.

Core and Enhanced Funding

3.2 In addition to using natural supports and generic services in their communities, individuals and families may request either Self-Directed or Agency-Coordinated Wellness Supports. CLBC provides Core and Enhanced Funding for individuals who receive no other CLBC-funded services, which can be used for Individual and Family Wellness Supports in addition to other types of support.

Self-Directed Individual and Family Wellness

3.3 Individuals and families receiving Direct Funding for Self-Directed Wellness Supports may use it for:

- Support workers who provide care and/or support to the individual.
- Recreational, social, or educational programs for the individual that are intended to support individual well-being.
- Programs and activities for an individual that are provided at times when a family caregiver would typically provide care or support.
- Support workers to assist the individual to attend programs or activities in the community.
- Supports or services that assist in activities required to care for the individual due to their disability-related needs (for example, cleaning, laundry).
- Professional counselling services for the family or individual.

- Learning and connecting opportunities for the individual and family caregiver to learn self-advocacy skills, access peer supports, learn new support strategies, and increase their ability to support themselves and their family in their home.
- Supports to assist the individual in meal planning and preparation.
- Occasional access to take-out food services.
- Other reasonable services that support individual and family functioning and quality of life while allowing them to maintain supportive relations in ways that provide cultural safety and honour the individual's choices, such as access to an Elder, or cultural bearer, or extended family support.
- Banking fees for the CLBC-eligible person such as cost of ordering cheques.
- Any costs associated with contracting or hiring support workers such as WorkSafeBC costs, or costs associated with completing a criminal record check.

What Self-Directed Individual and Family Wellness Cannot Be Used For

3.4 Self-Directed Individual and Family Wellness **cannot** be used to purchase:

- Assets (for example, personal items or equipment for the individual, such as a computer or tablet).
- Services or activities for the family caregiver (for example, gym fees, haircuts, etc.), with the exception of counselling or learning and connecting activities as noted in Section 3.3.
- Medical services provided by the BC Medical Services Plan or available through an individual or family's third-party extended health benefits.

Self-Directed Wellness Requirements for Individuals and Families

3.5 Individuals and families with Self-Directed Wellness Supports are accountable for how these funds are spent and are required to retain and provide all receipts to comply with CLBC's reporting and accountability requirements.

3.6 Individuals and families contracting or hiring support workers, including extended family members, must comply with:

- CLBC's *Criminal Record Check Policy: Service Delivery*,
- First Aid requirements, and
- Other applicable CLBC policies and provincial and federal laws.

Agency-Coordinated Individual and Family Wellness

3.7 Individuals and families may choose to use Agency-Coordinated Individual and Family Wellness through a contracted service provider where one is available. Agency-Coordinated Individual and Family Wellness assists individuals and families by providing

support workers. With the exception of Person Centred Societies, agency-coordinated individual and family wellness does not include other flexible supports outlined in *Section 3.3*. Contracted service providers providing Agency-Coordinated Wellness:

- Screen support workers to provide Wellness Supports for individuals and families and coordinate all associated administrative details.
- Comply with CLBC's *Criminal Record Check Policy: Service Delivery*, First Aid requirements, and WorkSafe BC rules.
- Work with individuals and families to match and schedule support workers to provide Wellness Supports, ensuring culturally safe services for individuals and families.

Delivery of Individual and Family Wellness Supports

3.8 Persons providing Individual and Family Wellness will ideally have appropriate training based on the unique needs of the person they are supporting but, **at minimum, must:**

- Be at least 19 years of age or be age 16 or older if they are a sibling of the supported person.
- Be present and in charge during all hours that service is required.
- Be aware of and knowledgeable about the individual's needs and preferences.
- Be aware of and sensitive to the individual's culture.
- Be aware of and knowledgeable about the individual's health and support requirements.
- Know how to respond in an emergency and have a valid First Aid certificate.

3.9 Have no criminal record that would prohibit a person to support CLBC-eligible individuals as per CLBC's *Criminal Record Check Policy: Service Delivery*.

3.10 Immediate family members (as defined as a parent, spouse, or child of the supported person) may not be paid to provide Individual and Family Wellness Supports as outlined in the *Service Provision by Family Members Policy*.

Emergency Wellness Supports

3.11 Emergency, short-term Wellness Supports are available when an individual or their caregiver (s) experience a crisis. Requests for emergency Wellness Supports are made through the individual's CLBC facilitator.

3.12 Self-Directed Individual and Family Wellness Supports up to a maximum of \$10,000 annually which may be used flexibly by families within reasonable limits (see *Section 3.3* for eligible expenses).

3.13 Use of Self-Directed Wellness supports that exceeds the \$10,000 annual maximum is limited to funding:

- Support workers (for example, contractors or employees) who provide care and/or support to the individual
- Banking fees, if a family chooses to open a separate bank account, including costs for ordering cheques, and
- Any costs associated with contracting or hiring support workers for example, WorkSafeBC costs, criminal record checks, etc.

4. REFERENCES

[Community Supports Policy](#)

[Core and Enhanced Funding Policy](#)

[Criminal Record Check Policy: Service Delivery](#)

[Cultural Safety Policy](#)

[Direct Funding Policy](#)

[Eligibility Policy](#)

[Frequently Asked Questions: Individual and Family Wellness Policy](#)

[Individualized Funding Policy](#)

[Managing the Money: Direct Funding Simplified Guide](#)

[Managing the Money: Direct Funding Standard Guide](#)

[Managing the Money: Person Centred Societies Guide](#)

[Person Centred Societies Policy](#)

[Service Provision by Family Members Policy](#)

[Supports Funded by CLBC](#)