



COMMUNITY LIVING  
BRITISH COLUMBIA

<b>Policy Number:</b> SE4.382	<b>Policy Section:</b> Supports and Services	<b>Effective:</b> October 1, 2021 <b>Amended:</b> June 27, 2024
<b>Title:</b> Individual and Family Wellness Policy		<b>Executive Sponsors:</b> Vice President, Service Delivery and Innovation

**Summary:**

This policy explains CLBC's 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.

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

**1. PURPOSE**

CLBC supports individuals to have lives with connection in their communities using natural, generic, and paid supports. Families are an important natural support for many individuals and all family members need to be resilient to support one another. When used effectively, Individual and Family Wellness Supports promote stability, reduce stress, and promote individuals and families' resilience. CLBC provides 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 that work with individuals and their families. It applies to individuals receiving no other CLBC-funded supports and those who receive support from family caregivers.

## 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).

**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 Supports provide 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. For individuals living with their families, Wellness Supports are often provided by the individual's extended family and support network. In addition to these natural supports, Individual and Family Wellness is one of the CLBC-funded services that supports the resilience of individuals and families and/or support networks.

#### Core and Enhanced Funding

**3.2** CLBC trusts that individuals and their families know how best to sustain themselves and their caregiving. 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 (for example, contractors or employees) who provide care and/or support to the individual.
- Recreational, social, or educational programs (for example, swimming class) 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 (that is, workshops, support groups) 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 food service take-out (that is, 'Skip the Dishes').
- 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 (for example, cultural bearer, Elder, or extended family support).
- Banking fees, if an individual or family chooses to open a separate bank account, including costs for ordering cheques.
- Any costs associated with contracting or hiring support workers for example, WorkSafe BC costs, criminal record checks, etc.

### **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 exceptions 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 required to retain and provide all receipts to comply with CLBC 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 and 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** In addition to having appropriate training and experience, persons providing Individual and Family Wellness must, at minimum:

- Be at least 19 years of age, with the exception of family members (that is, siblings) who must be age 16 or older.
- 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 individuals eligible for CLBC.

**3.10** Immediate family members 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** At times, individuals and families may require short-term Wellness Supports to support the individual and caregiving arrangement in an emergency. Emergencies can include situations in which the individual or the family experiences 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, WorkSafe BC 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](#)  
[Service Provision by Family Members Policy](#)  
[Supports Funded by CLBC](#)