

INTERIM GUIDANCE – Service Provision by Family Members

For Direct Funding Agents, Person-Centred Societies, and CLBC Staff

**** This guidance is valid only for the interim period as part of the COVID-19 Emergency Response ****

Purpose:

Due to the impacts of COVID-19, many people are experiencing challenges with continuity of supports due to staff shortages. In order to address this shortage, this guidance document identifies CLBC's interim approach to service provision by family members for services that are funded and administered through individualized funding direct funding (DF) or through person-centred societies (including Microboards).

The *Interim Guidance – Service Provision by Family Members* document is intended to present a simplified option that is supportive to individuals, families, agents, directors and our staff during this time of crisis.

Scope:

This document acts as an addendum to the [Service Provision by Family Members](#) policy during this interim period. Where there are conflicting requirements the interim guidance supersedes the *Service Provision by Family Members* policy.

When there is a contradiction between *Interim Guidance – Service Provision by Family Members* and existing policy, guidance or requirements, this interim guidance supersedes that direction. **All other requirements of existing policies and agreements are still in effect** e.g. agents must complete financial reports and use the funds as outlined in their agreement with CLBC.

When an emergency response is no longer required CLBC will provide a 30-day notice to all parties that the interim period is concluding and any service arrangements that were permitted under this interim guidance must end.

Provisions:

During this emergency response period:

1. Where exceptional circumstances require it, an immediate family member **can** be paid to provide CLBC-funded service. There is **no** review and approval process required for the exception – it can be made at the discretion of the DF agent or the person-centred society.
2. DF agents who are family members **can** pay themselves to provide service.
3. Members of a person-centred society who are family members **can** be paid to provide service.
4. The requirement for criminal record check, first aid certification, and driver's abstract can be waived for an immediate family member to be paid to provide service.

References:

[Service Provision by Family Members policy](#)