OCCURRENCE REPORTING:
GUIDANCE FOR SERVICE PROVIDERS

May 2025

OCCURRENCE REPORTING:
GUIDANCE FOR SERVICE PROVIDERS

Contents

1. Introduction

Service Providers are required to submit Occurrence Reports as set out in Schedule D: Reporting (Schedule D) of the *Service Terms and Conditions for Contracts Between Community Living British Columbia and Service Providers* (Terms and Conditions).

Community Living British Columbia (CLBC) uses the term "Service Levels" to describe the quantity of services. CLBC uses "Occurrence Reporting" to describe service interruptions for individuals.

This guide explains the requirements concerning Occurrence Reporting.

2. Service Levels

Service Providers are required to deliver services in accordance with the requirements set out in the Terms and Conditions and in a contract between the Service Providers and CLBC. Amongst other things, the requirements ensure that the quantity of services (Service Levels) that has been planned is, in fact, made available and delivered to Individuals. If those services are not delivered, the Service Provider is required to repay a portion of the funding associated with the undelivered service.

More information can on Service Levels and Service Level Reporting can be found in the Compliance Auditing – Guidance for Service Providers section of the CLBC website.

3. Occurrence Reporting

In addition to regular reporting on delivered Service Levels as defined in the contract, CLBC requires Service Providers to report on patterns of unexpected service interruptions – "Occurrences". Understanding when these Occurrences take place ensures that CLBC can respond appropriately when individuals experience participating in their services, and can work with Service Providers to make the best use of the contracted Service Levels.

Occurrence Reporting is primarily intended to identify situations where services are not being provided consistently and further planning or collaboration with the Service Provider may be necessary. Reporting an Occurrence may not mean that CLBC will take action on the report, or that a contract needs to be modified or terminated.

An Occurrence Report is required to be submitted for the following events:

a) An individual or their family has declined the service;
b) An individual has not received the service form more than 30 consecutive days;
c) An individual has not received the service for more than one third of scheduled days during any calendar quarter;
d) The maximum Service Levels for a contract have been exceeded;
e) The Service Provider has been unable to provide the service due to lack of staffing; or
f) The Service Provider has temporarily changed the location the service is being

provided, the hours per day the service is provided, or the days of the week the service is normally provided.

Reports are due 5 days after the Occurrence event occurs. Since these reports contain personal information, they must either be password protected and emailed to the local office, as per the process for Critical Incident Reports, or faxed to the local CLBC office.

Upon receiving an Occurrence Report, CLBC will review the information and determine what response may be necessary. CLBC may follow up with the Service Provider for more information or may follow up with the individual or family.

Occurrence Reports are placed on the contract file.

4. Individual or their Family has Declined the Service

In cases where an individual has been receiving services, or has been planning to receives services and indicates to the Service Provider that they are refusing to attend the service in the future, the Service Provider must submit an Occurrence Report to CLBC.

CLBC understands that there are circumstances where individuals or families may be upset and indicate that they do not want to attend for a period of time until an issue is resolved. Service Providers are expected to address individual or family concerns in a positive and collaborative manner to try and address concerns and restore service delivery. Where a Service Provider has made attempts to address the concerns, and the individual or their family continues to refuse to engage with the service, it must be reported to CLBC.

5. Individual Has Not Attended for More than 30 Consecutive Days

Where an individual has normally received a service, the service is available to be attended, but the individual has been absent for more than 30 consecutive days, this must be reported to CLBC. This includes both where the absence is planned, such as a long vacation, and where the absence is unplanned.

CLBC expects that Service Providers communicate with families regarding patterns of attendance and inform CLBC of any concerns. If an individual who regularly attends is suddenly absent for an unusual period without prior communication, the Service Provider should make an attempt to contact the individual or their family to ensure the individual's health and well-being. If they are unable to make contact, or if concerns persist, the Service Provider must notify CLBC via email of the concerns, which will be considered as an Occurrence Report.

If the absence for more than 30 consecutive days is planned, with good communication between the Service Provider and individual or family, CLBC should be notified via an Occurrence Report. The Service Provider may submit the Occurrence Report in advance of the 30-day period if it is more convenient. If the length of the absence is unclear, the Service Provider should wait to submit the Occurrence Report until the 30-day time period has passed.

6. Individual Absent for One Third of Scheduled Days for Any Quarter

Where an individual has a pattern of irregular attendance from their service, resulting in the individual not attending the service as planned for more than one third of scheduled days for any calendar quarter (January – March, April – June, July – September, October – December), it must be reported to CLBC.

Where a pattern of irregular attendance begins in the middle or end of a calendar quarter, a Service Provider may wait until the end of the next calendar quarter to see if the pattern persists before reporting.

7. The Maximum Service Levels Have Been Exceeded

In cases where, due to changes in circumstances, a Service Provider knows or reasonably anticipates they will have an over-delivery of Service Levels for a service, the Service Provider is expected to alert CLBC staff by means of an Occurrence Report as soon as possible during the course of the reporting period and advise CLBC of the reasons for the anticipated difference.

Service Providers are obligated to provide the Service Levels stated on their contract, over the period indicated on the contract. CLBC will only fund Service Levels up to the contracted amounts. If a Service Provider cannot offset the over-delivery against under-delivery in another program on the same contract, as per the *Service Level Reporting Guidance for Service Providers*, it may impact the services that the individuals will receive.

CLBC staff will work with the Service Provider and endeavour to come to agreement on corrective actions before the end of the reporting period.

CLBC's response when notified during a reporting period of a potential under- or over-delivery could be one or more of the following:

A) Modify the contract to add/reduce Service Levels and/or funding for the balance of the reporting period.
B) Advise the Service Provider that CLBC does not approve of the anticipated over-delivery and encourage the Service Provider to reduce Service Levels to align with the contracted Service Level hours.
C) Acknowledge in writing the potential over-delivery and come to an agreement to address some or all of it during the reconciliation process by allowing:
    - The offsetting of the over-delivery against under-delivery on other contracts, or
    - **If** the over-delivery actually does occur as anticipated by the Service Provider at the end of the reporting period and it is not able to be offset by under-delivery on other contracts, CLBC may provide an amount of additional funding.

CLBC will only fund Service Levels up to the contracted amounts. It is critical that any agreement to address a potential over-delivery outlined C above is documented in writing as per the *Service Level Reporting Guidance for Service Providers*.

Any over-delivery of Service Levels on a contract that have not been discussed and approved by CLBC as described above, will not be available to be offset with under-delivery on other contracts, even when a Service Provider has notified CLBC by means of an Occurrence Report.

8. Service Unable to be Provided Due to Lack of Staffing

Where expected service is unable to be provided to an individual due to lack of staffing on the part of a Service Provider, and the Service Provider is unable to reschedule or otherwise accommodate, an Occurrence Report must be submitted to CLBC.

CLBC understands that Service Providers may experience staffing challenges from time to time, and it is not expected that an Occurrence Report is submitted every time they are unable to fill a shift. In situations where an individual is able to receive service despite the staffing challenge, it does not need to be reported to CLBC. For example, where a Service Provider is able to reschedule the service to another day the individual would not normally receive service, it does not need to be reported. Or where the Service Provider can accommodate by temporarily increasing the ratio of individuals to staff so the individual(s) can continue to be safely supported, an Occurrence Report is not required.

CLBC only requires reporting under this reason where the individual was unable to receive service due to the inability of the Service Provider to provide staffing.

9. Reporting Unexpected Changes to Program Delivery

Where a Service Provider is required to make unexpected changes to service delivery in a program due to an emergency or other extenuating circumstances, they are required to report it to CLBC by means of an Occurrence Report.

10. Submission of Occurrence Reports

Occurrence Reports may be submitted to CLBC by fax, mail, or via password-protected email. Submissions via email must be sent to both the Liaison Analyst and the general mailbox for the local CLBC office, available at: https://www.communitylivingbc.ca/contact/local-offices/

Reports submitted electronically must be in PDF format and password-protected to comply with the Freedom of Information and Protection of Privacy Act. For ease and consistency, use of the password supplied by CLBC staff for Critical Incidents is required.

11. Document Retention

Service Providers must keep and maintain source documents subject to CLBC audit for a minimum of 7 years; and is responsible to identify and adhere to any legal or other documentation requirements that may apply. Please refer to CLBC's Terms and Conditions under the "RETENTION OF DOCUMENTS" section.