

Policy Number: OA1.020	Policy Section: Organizational Administration	Effective: December 15, 2022 Amended: Reviewed:
Title: Policy Framework Policy		Executive Sponsor: VP, Governance and Communications

1. PURPOSE

This policy defines the purpose of Community Living British Columbia's (CLBC) policies and related documents. It outlines the principles and processes that guide the development, implementation, and evaluation of CLBC policies. This policy is intended for CLBC staff and external audiences including individuals, families and/or support networks and service providers. CLBC staff should review this together with the *Policy Framework Procedures and Practice Guide*.

2. DEFINITIONS

Board Policy: A policy that concerns the operation or governance of CLBC's Board of Directors.

Continuous Quality Improvement: An organizational process of defining what is to be done; monitoring / measuring it; and then making changes to improve quality.

Executive Sponsor: A member of the CLBC executive team who has been delegated ongoing authority over and responsibility for a policy, process, or project.

Governance Policy: A significant organizational policy, as defined in the *Policy Authority Policy*, that is not a board policy and that requires the approval of the Board of Directors.

Mandate Letter: A letter to CLBC from the Government to confirm CLBC's mandate, provide Government's strategic direction and set key performance expectations for the mandate period.

Policy Framework: An intersectional body of documentation that directs, supports, informs, and/or describes the work of CLBC. The framework consists of policies, procedures, practice guidance, standards, agreements, arrangements, memorandums of understanding, and language aligned across the organization. There are nine distinct policy areas that make up the Policy Framework: Governance, Supports and Services, Finance, Indigenous Relations, Information Technology, People Services, Quality Assurance, Organizational Administration, and Communications. The Policy Framework does not include board policies.

Policy Review Cycle: The process and timeframe by which policies and supporting Policy Framework documents are reviewed regularly and revised as necessary.

Equity Approach: The systematic assessment of disparities in opportunities, outcomes, and representation, and the incorporation of targeted actions into practice with the aim of addressing those disparities.

3. POLICY

3.1 Function of the Policy Framework

The CLBC Policy Framework defines, governs and enables CLBC's work. The Policy Framework consists of policies, procedures, guidelines, and tools that:

- **Enhance organizational transparency** – helping individuals and their support networks, and communities know what to expect from CLBC by setting out in an accessible way what we do and how we do it. Knowing that CLBC's processes are consistent, equitable, and fair can help build trust, mutual understanding, and stronger relationships.
- **Support accountability** – prescribing systems of administrative fairness and practice that are consistent, and transparent, which ensures CLBC's accountability to the BC Government, the community, and individuals and their support networks.
- **Facilitate the delivery of community living services** – defining services and requirements, which guide service providers' practice, anchoring their contractual requirements and fulfilling CLBC's mandate.
- **Enable alignment** – creating a common understanding of process and purpose both across the organization and with external partners. The Policy Framework maximizes the likelihood that different people will make similar decisions in similar situations, while allowing the flexibility necessary to facilitate person-centred practice.
- **Direct and enable staff in their work** – translating CLBC's legislation, related laws, mandate, mission and values into requirements and guidance that support practice.
- **Support positive cultural change** – helping to lead and contribute to the cultural shifts we are working towards within CLBC and the wider community. It is a flexible framework which enables the organization to evolve.

3.2 Policy Foundations

Policy Authority

The *Community Living Authority Act* and *Community Living Authority Regulation* are the enabling legislation that sets out CLBC's authority and accountability to Government, including the development of policy. See the *Policy Authority Policy* for details.

Government and Policy

CLBC policy must reflect the Government expectations, broad service standards and policy direction set by the Minister of Social Development and Poverty Reduction, in the Mandate Letter. CLBC develops and implements policy in accordance with this direction, and other relevant legislative and regulatory requirements, including those found in statutes beyond the *Community Living Authority Act*.

Community Living Sector and Policy

CLBC works in partnership with those with lived experience, leaders in the Community Living sector, and social policy professionals to inform CLBC's policy development.

Ethical Framework

CLBC's Vision, Mission and Values provide an ethical framework for decision-making and for the development of standards, policies, and procedures that is the cornerstone of CLBC's Policy

Policy Framework

Framework. The application of the values outlined in CLBC's *Strategic Plan* via the Policy Framework ensures that the work CLBC does aligns with CLBC's vision of "communities of belonging, lives with connection" and fosters continuous quality improvement.

Principles

The Policy Framework aligns with and enables practice that works toward achieving a set of foundational principles. These principles build upon the *Strategic Plan's* values and are fundamental to the development and implementation of CLBC's policies and processes. Refer to the *Appendix: Foundational Policy Principles* for details.

Equity Approach

As part of CLBC's policy process, the Policy Framework documents are examined through a set of lenses using the *Human Rights-Based Evaluation Tool*, to ensure alignment with an equity approach. This tool builds on the approach developed by the United Nations' Office of the High Commissioner for Human Rights.

3.3 Policy Process

The policy process is the way in which policy and other Policy Framework documents are developed, incorporated into CLBC operations and their outcomes evaluated. CLBC's policy process is ongoing and cyclical. It includes: issue identification, research and engagement, policy development, implementation, and evaluation and review.

Refer to the *Policy Framework Procedures and Practice Guide* for details of this process for Policy Framework documents, excluding governance policies. Refer to the *Board and Governance Policy Procedures* for details of this process for governance policies and for board policies.

4. DOCUMENTATION

4.1 Authoritative Policy Records

The Policy and Government Relations team retains the official record of all Policy Framework documents and of their development and approval. This includes but is not limited to the *Policy Record Document*. See the *Policy Framework Procedures and Practice Guide* for details. Policies are tracked within the *Policy Framework Inventory* and ordered with a standardized numbering system.

5. REFERENCES

Board and Governance Policy Procedures
Community Living Authority Act
Community Living Authority Regulation
Cultural Safety Policy
Human Rights-Based Evaluation Tool
Mandate Letter
Policy Framework Authority Policy
Policy Framework Inventory
Policy Framework Procedures and Practice Guide
Policy Record Document
Strategic Plan

The following principles build on CLBC's [Mandate](#), [Vision](#), [Values and Mission](#) to inform the Policy Framework and reflect our commitment to community living. They guide the creation, interpretation, and evaluation of policy and practice.

Equity Approach

CLBC supports individuals and families from diverse communities and backgrounds, with diverse experiences, identities and needs. CLBC strives to provide services and supports in ways that are free of systemic discrimination and are accessible to all. CLBC works to support people in ways that celebrate who they are, including their indigeneity, culture, ethnicity, sexual orientation, gender, gender expression, etc.

Citizenship in Community

We believe that as valuable members of their communities, every individual has the inherent rights and responsibilities of citizenship. Community inclusion is essential to living lives with connection in communities of belonging in which people with developmental disabilities have rich relationships, choices in how and where they live, employment opportunities, access to community resources, and opportunities to contribute. Creating inclusive communities means incorporating community engagement into our work with the people that we support.

Individual Self-Determination

CLBC recognizes individuals as adults with the right to self-determination and values the important roles that families and support networks play in their lives. CLBC supports individuals and their families and support networks to be actively involved in addressing the individuals' diverse needs and abilities in ways that work for them. We are dedicated to a person-centered approach that prioritizes the interests of individuals while supporting their families and support networks to maintain their natural support roles and relationships.

Commitment to Relations with Indigenous Peoples and Communities

Our policies and practices ensure that CLBC staff and service providers work towards creating and maintaining culturally safe environments. CLBC endeavours to adopt cultural humility as a practice and a value that informs policy development and implementation. We are committed to the shared responsibility of creating a clear and sustainable path to lasting reconciliation, and to working with Indigenous communities as they move towards self-determination.

Working Together to Build Capacity

Building communities of belonging and lives with connection requires people to work together. Collaboration with individuals, families and support networks, contracted service providers, community agencies, Indigenous communities, cultural groups, ministries, and local leaders and businesses will enable individuals to access community and build individual and family leadership capacity.

Accountability

CLBC is accountable to individuals, families, community and the government. Our role is to support people seeking community living supports to access the services they need when they need them in order to reach their goals and meet their disability-related needs. The transparency of policies, processes and decision-making ensures accountability.