



Policy Number: SE4.400	Policy Section: Supports and Services	Effective: November 29, 2024
Title: Person Centred Societies Policy		Executive Sponsor: Vice President, Service Delivery & Innovation Vice President, Quality Services & Indigenous Relations

Summary:

This policy explains Community Living BC's (CLBC) option to provide individualized supports and services through a Person Centred Society.

A Person Centred Society is a small non-profit society with a Board of Directors that acts as a circle of support for the person. The Person Centred Society receives money from CLBC on the person's behalf to buy individualized supports and services. The Person Centred Society hires support workers and other paid caregivers. Some Person Centred Societies are called Microboards™ and follow Vela Canada's (Vela) guidance.

The policy explains how funding to a Person Centred Society can be used. It also explains the responsibilities of the people involved in supporting the Person Centred Society.

1. PURPOSE

This policy outlines how Community Living British Columbia (CLBC) contracts with a Person Centred Society (PCS) to deliver and manage CLBC-funded supports and services to eligible adults. This policy explains the principles that guide Person Centred Societies and the ways CLBC works directly with them. It also describes the responsibilities and mutual accountability expectations and requirements that Person Centred Societies, their boards of directors, and CLBC staff have in planning, implementing, supporting monitoring, and administering a Person Centred Society contract.

This policy should be reviewed together with the *Person Centred Societies: Procedures and Practice Guide for CLBC Staff*, the [Managing the Money: Person Centred Society Guide](#), and the [Guide to Person Centred Societies](#). This policy and its related documents are applied together as one set of standardized requirements to support the delivery of supports and services through a Person Centred Society.

2. DEFINITIONS

Contracted Services: Supports and services managed by CLBC and funded through contracts between CLBC and service providers.

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 Indigenous Peoples encounter, and perpetuate and maintain ongoing racism and unequal treatment.

Guide to Support Allocation (GSA): An electronic tool used by CLBC to outline an individual's disability-related needs.

Home Sharing: A Shared Living arrangement that supports eligible adults to live in the community. It is a service in which an eligible adult and a person who is paid to provide support live together in a home that is rented or owned by the paid support person. The home is the primary residence of both the individual receiving supports and the person(s) providing them.

Home Sharing Coordinator: A service provider staff responsible for coordinating the delivery of the agency's Home Sharing Program. This involves recruiting and monitoring Home Sharing Providers and ensuring that individuals in the shared home are receiving quality support and that the home is working for both the Home Sharing Provider and the individual in the home.

Home Study: Using person centred principles, service providers contracted to deliver CLBC's Home Sharing services conduct an in-depth assessment of the suitability of a prospective home sharing provider to ensure they have the skills, disposition, and physical accommodation to provide high quality home sharing support to individuals. This process provides the opportunity to determine whether the candidate has the potential to support an individual in a way that is consistent with CLBC's overall vision, mission, and values, and to provide support in ways that meet applicable standards.

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

Live-In-Support: A Shared Living arrangement in which an adult eligible for CLBC services shares their home with a contracted service provider in order to access ongoing support. It can also include an established joint tenancy.

Microboard™: A Person Centred Society that has been developed in partnership with Vela to incorporate a specific governance and oversight body called a Microboard™. A Microboard™ is a small group of committed family and friends (a minimum of 5 people) who create a non-profit society (board) to support a person with a disability. Microboard™ funding may come from a

government funder (for example, CLBC, WorkSafeBC, etc.) to deliver services that the person needs, or it may be unfunded or self-funded.

Monitoring: Activities designed to ensure service delivery and service quality for people receiving CLBC funded supports and services. Monitoring includes gathering information and giving feedback to those providing service. Monitoring may be formal (that is, done in a standardized and documented way by staff) or informal (that is, done in an unstructured way by families, support networks, or community members).

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).

Personal Summary: A document created by a youth or adult and their family, with support from others as needed, that helps CLBC and other planning partners get to know who the person is, what is important to and for them and, where relevant, their support requirements. It can assist CLBC and others with planning, and with gathering information to complete assessment documents required to request support and/or funding through CLBC. The document is the individual and/or family's personal property.

Pre-Qualified Vendor: Vendor that meets the requirements set out in a formal pre-qualification process.

Representation Agreement: A legal plan that states who an individual gives authority to if they need assistance managing their affairs. A Representation Agreement can cover financial and legal matters and health and personal care matters.

Request for Service List: A report that identifies current requests for service from individuals and/or their families.

Self-Determination: The process by which an individual, people or Nation makes decisions to determine their own future. Self-determination is the process by which an individual makes choices and controls their own life and is also the process by which a people determine their own identity, nation, or statehood to form its own allegiances and government.

Service Provider: A service provider is defined as a person or organization under contract with CLBC, including their employees, contractors, sub-contractors and volunteers, to deliver supports and services to individuals, families and/or their support network. This term is also utilized in situations where a contract has not yet been issued, such as during an approval or procurement process.

Shared Living: A situation where an individual shares a home with someone contracted to provide ongoing support, and the home is the primary residence. Shared Living includes Home Sharing and Live-in Support.

Socially Valued Roles: Based on Social Role Valorization Theory, it is the use of culturally valued means to enable and assist people who are at risk of having a devalued status in society to have a full meaningful life. To have a socially valued role, the person's actions must be perceived by others in community as valuable or important.

Supports Funded by Community Living BC: The services funded by CLBC as well as associated parameters that relate to disability-related needs and the amount of service that can be provided.

3. POLICY

Operational Context

3.1 CLBC values the commitment and approach of Person Centred Societies, including Microboards™, which bring together a group of committed volunteers to support an adult who is eligible for CLBC services, and to ensure they are well-supported and included in and contribute to their communities.

3.2 A Person Centred Society is a small, incorporated, non-profit society that is governed by the British Columbia (BC) [Societies Act](#).

3.3 A Person Centred Society is designed to support the goals and disability-related needs of a single individual. CLBC may approve supporting more than one individual (for example, who are related by birth or marriage) in exceptional circumstances only.

3.4 A Person Centred Society must demonstrate good standing and compliance with the BC Societies Act to access CLBC funding and manage the individual's services on their behalf.

3.5 Individuals for whom a Person Centred Society has been established may request services to be delivered directly by the PCS or to have CLBC contract directly with a service provider to deliver one or more services from the [Supports Funded by Community Living BC](#), as agreed to by the individual, the PCS, and CLBC.

Guiding Principles

3.6 CLBC and Person Centred Societies work in partnership to support individuals to be self-determined, to access individualized services, and to have socially valued roles in their communities. CLBC's approach to contracting with a Person Centred Society is guided by the following principles:

Collaboration

Working with individuals, families and/or support networks is approached through open communication and engagement that is responsive and supportive, demonstrating respect and sensitivity to an individual's lived experience and culture.

Cultural Safety

Working with individuals, families and/or support networks is approached in a culturally safe environment that is physically, socially, emotionally, and spiritually safe and where there is recognition of, and respect for, the cultural identities of others, without challenge or denial of an individual's identity, who they are, or what they need.

Person centred practice

The individual's voice, views, culture and lived experiences is evident through planning, service delivery, governance, monitoring, promoting choice and creativity, and recognizes the interdependence of individuals, their families and/or support networks. Person centred practice ensures that planning and service delivery respond to the natural rhythm of an individual's life within the contexts of their communities and networks.

Inclusion and belonging

Inclusion and belonging are key goals in the delivery of supports and services. Those who are involved in an individual's life are intentional about creating a circle of natural supports, strengthening their connections, and ensuring the individual's self-determination and participation in community on their own terms.

Enhancing quality of life

Quality of life is central to the delivery of supports and services, encouraging an individual's independence, social participation and well-being which are important to their overall emotional, physical, social, and spiritual health.

Requesting the Delivery of CLBC Services through a Person Centred Society

3.7 When an individual with an established PCS requests services delivered by the PCS or by a CLBC-contracted service provider, individuals, their family and/or support network must complete the planning process. This involves completing the *Personal Summary*, the Guide to Support Allocation process, and other requirements as outlined in the [Support and Planning Policy](#). This is in addition to completing the *Application for the Delivery of CLBC Services through a Person Centred Society* (PCS Application).

3.8 Before CLBC approves a request to contract with a PCS, the PCS must demonstrate the following requirements are met and that the PCS can manage the responsibilities outlined in Section 3.9 of this policy:

- Evidence of the Person Centred Society's Certificate of Incorporation and Bylaws.
- Provision of the Statement of Directors, which lists the directors and their contact information.
- Proof of a dedicated bank account at a bank or credit union under the Person Centred Society's legal name (for example, a copy of the *Direct Deposit Application form* that is used for all CLBC funding transactions).
- Evidence of the Person Centred Society's ability to comply with applicable laws, regulations, policies, and CLBC's contracting requirements.

For more information on how to administer CLBC funding as a Person Centred Society, refer to the *Managing the Money: Person Centred Society Guide*, and the *Guide to Person Centred Societies*.

3.9 Person Centred Societies that are delivering services directly are responsible for:

- a) Planning, arranging, managing, evaluating, and reporting on the individual's supports and services.

- b) Reviewing, hiring, training, and supervising staff or contractors and conducting criminal record checks as outlined in CLBC's [Criminal Record Check Policy: Service Delivery](#).
- c) Administering and accounting for the funding received from CLBC.
- d) Working at the individual's direction and on the individual's behalf and, as appropriate, representing their views.
- e) Entering a contractual relationship with CLBC and meeting all contractual requirements.
- f) Educating the Person Centred Society's board of directors about the organization's contractual obligations and relevant CLBC policies (for example, the [Critical Incidents Policy](#), [Behaviour Support and Safety Planning Policy](#)) and standards (for example, CLBC [Service Standards](#), [Home Sharing Standards](#)) that it is required to comply with.

3.10 If an individual requires supported decision-making, CLBC expects that a PCS keep on file the individual's Representation Agreement or other authority that gives specified persons the legal authority to support them in their decisions and/or act on their behalf.

3.11 The PCS is responsible for ensuring that the supports and services purchased with CLBC funding meet:

- Contractual obligations
- CLBC policy and standards (for example, the *CLBC Service Standards*)
- Relevant laws and regulations that apply, including but not limited to the BC [Societies Act](#), the [Criminal Records Review Act](#), the BC [Employment Standards Act](#), the BC [Pay Transparency Act](#), and the [Income Tax Act](#).

3.12 CLBC-funded services should complement, not replace, the natural supports and generic services that individuals can access as outlined in the [Community Supports Policy](#).

3.13 Person Centred Societies cannot use funds to purchase spaces in or to expand existing group programs that CLBC pays for. CLBC does not fund supports or services that fall under the mandate of other government bodies or programs such as health services or income assistance.

3.14 Person Centred Societies use CLBC funding for the individual's benefit and must not be used to increase the income or personal assets of the individual, family, and/or support network.

Supports and Services

3.15 The amount of service funding an individual receives is based on:

- Their disability-related needs
- The estimated cost of the needed supports, and
- CLBC's available financial resources.

The types and amount of support services that can be delivered through a PCS are consistent with what other individuals with similar levels of disability-related need receive based on the *Supports Funded by Community Living BC* document. When CLBC does not have funding available,

requests for new or increased funding through a PCS are managed and prioritized in accordance with the [Request for Service Policy](#) and the [Resource Allocation Policy](#).

Services that can be delivered through a PCS are outlined in the *Managing the Money: Person Centred Society Guide*.

3.16 Person Centred Societies providing CLBC services are required to meet CLBC's *Service Standards*.

3.17 CLBC encourages the use of support networks and extended family to deliver supports and services. A PCS that seeks to contract with caregivers who are immediate family members (parent, child, or spouse) can only be paid on an exceptional basis as outlined in the *Service Provision by Family Members Policy*.

3.18 A PCS directly employs or contracts with all support workers or caregivers paid to work with the individual. CLBC funding cannot be used to sub-contract as outlined in the *Service Terms and Conditions* (for example, to subcontract with an agency to hire support staff or to deliver regionally contracted services, such as Behavioural and Communication services).

3.19 A PCS board member cannot be paid to coordinate or deliver services to the individual. Reasonable expenses incurred in performing board-related duties may be reimbursed (for example, mileage costs to attend PCS-related meetings such as the Annual General Meeting).

3.20 Expenses that result from support staff's direct involvement in support activities, such as bus fare and approved administrative costs, are considered eligible expenses. Refer to CLBC's *Managing the Money: Person Centred Society Guide* for more information about eligible expenses.

Home Sharing and Live-In Support Services

3.21 Those Person Centred Societies providing Home Sharing or Live-In Support services are required to:

- i. Meet the Standards for Home Sharing and applicable [Standards for the Coordination of Home Sharing](#).
- ii. Have a board member that is familiar with the *Standards for Home Sharing* and applicable *Standards for the Coordination of Home Sharing*.
- iii. Arrange for a Home Study through a CLBC qualified Home Sharing service provider, or through an identified trained staff or unpaid board member who is not an individual's immediate family member and acts as a Home Sharing Coordinator and who has completed required training to conduct a Home Study.
- iv. Have an identified staff or unpaid board member who is not an individual's immediate family member acting as a Home Sharing Coordinator to monitor the Home Sharing or Live-In Support arrangement.
- v. Complete in-person monitoring visits in the Home Sharing setting, at minimum quarterly.

3.22 Home Sharing services provided by an immediate family member under a short-term exception outlined in the [Service Provision by Family Members Policy](#) are not required to meet Section 3.21 (iii).

If service provision by an immediate by family member exception is in place for more than 12 months, a Home Study is required.

Reporting Requirements

3.23 CLBC requires Person Centred Societies to submit financial reports annually based on their fiscal year – covering a 12-month period – about how funding is spent. The report is due to CLBC **within 90 days** from the reporting period, which can be either the contract end date or the fiscal year end.

3.24 As part of the reporting requirements, a PCS must additionally:

- i. Identify how CLBC funds were spent, and the services delivered, including where applicable, an itemized spending report of Individual and Family Wellness funding.
- ii. Provide a copy of their most recent BC Society Annual Report confirmation and include a copy of the Person Centred Society's updated constitution and bylaws if there have been any changes.
- iii. Provide copies of records related to its governance, management, assets, tax filings, etc., upon request.

For more information about CLBC's financial reporting requirements, refer to CLBC's *Managing the Money: Person Centred Society Guide*.

3.25 When a contract is ending, whether initiated by the PCS or CLBC, a CLBC staff is assigned to the individual, their family and/or support network to discuss other services and/or another service delivery model, as needed.

Monitoring Requirements

3.26 Person Centred Societies and CLBC have distinct and complementary roles in monitoring the services delivered to the supported individual to ensure their health and safety and the delivery of quality services. Person Centred Societies are monitored as required by CLBC's [Monitoring Policy](#).

For more information about CLBC's monitoring requirements, refer to the *Monitoring Policy*.

4. REFERENCES

Guidance for Staff

Annual Monitoring Template: Person Centred Societies

Application for the Delivery of CLBC Services through a Person Centred Society (PCS Application)

[Behaviour Support and Safety Planning Policy](#)

[CLBC Service Standards](#)

[Community Supports Policy](#)

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

[Critical Incidents Policy](#)
[Cultural Safety Policy](#)
[Funding for Housing Costs Policy](#)
Funding Guide: Staffed Services and Shared Living
[Home Sharing Standards](#)
[Individual and Family Wellness Policy](#)
[Monitoring Policy](#)
Monitoring Framework and Practice Guide
Person Centred Societies Procedures and Practice Guide for CLBC Staff
Person Centred Society: Checklist of Documents Provided
Planning with People: Practice Guidance for CLBC Staff
[Request for Service Policy](#)
[Resource Allocation Policy](#)
[Service Provision by Family Members Policy](#)
[Standards for the Coordination of Home Sharing](#)
[Support and Planning Policy](#)
[Supports Funded by Community Living BC](#)

Resources for Individuals and Families

[Family Support Institute](#)
[Guide to Person Centred Societies](#)
[Home Sharing Support Society BC](#)
[How to Find Out If Your Support Workers Are Employees or Contractors](#)
Information for Families: Person Centred Societies Fact Sheet
[Managing the Money: Person Centred Society Guide](#)
Personal Summary
Sample PCS Financial Statement template
[Vela Canada](#)

Other Resources

[BC Employment Standards Act](#)
[BC Societies Act](#)
[Criminal Records Review Act](#)
[Disability Tax Credit, Canada Revenue Agency](#)
[Income Tax Act](#)
[Nidus Personal Planning Resource Centre and Registry](#)
[Pay Transparency Act](#)