



<b>Policy Number</b> SE4.212	<b>Policy Section</b> Supports and Services	<b>Effective:</b> April 23, 2008 <b>Amended:</b> October 20, 2025
<b>Title:</b> Service Provision by Family Members Policy		<b>Executive Sponsor:</b> Vice President, Service Delivery and Innovation

*In October 2025, CLBC updated this policy to reflect a new management structure introduced between January 2024 and March 2025, which involved shifting some responsibilities between regional management roles.*

## 1. PURPOSE

This policy outlines the choices available and procedure and practice guidelines for individuals, families and Community Living British Columbia (CLBC) staff when an individual requests an immediate family member provide CLBC-funded supports. Facilitators and analysts have roles in carrying out this policy.

## 2. DEFINITIONS

**Family Member:** Anyone, excluding a parent, child, or spouse, who is related by blood, marriage, adoption or custom adoption.

**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*.

**Individualized Funding:** Self-directed payment options as described in the *Individualized Funding Policy*.

**Parent:** A parent, including stepparents and adoptive parents.

**PRISM:** The CLBC electronic personal information management system.

**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.

**Person Centred Society:** A non-profit society established to direct service for an individual.

**Request for Service List (RFSL):** The CLBC record of current requests for supports and services from CLBC-eligible individuals and/or their families/support networks

**Spouse:** A person married to the individual or living in a marriage-like relationship.

### 3. POLICY

**3.1** CLBC supports individuals in maximizing choices in how they live, in the service delivery options they select, and in developing and maintaining strong relationships with their families.

**3.2** A family member, except an immediate family member, may be paid to provide service for an individual when there is a need for CLBC-funded supports.

**3.3** An immediate family member cannot be paid to provide CLBC-funded service **unless** an exception is approved by a Service Area Manager.

**3.4** An exception may be made to pay an immediate family member to provide CLBC-funded service if **all** the following criteria are met:

- i. The individual or support network wishes to pay an immediate family member to provide CLBC-funded services that CLBC would have otherwise provided.
- ii. There is no appropriate or available caregiver to provide for any of the individual's extraordinary or unique needs for **one or more** of the following reasons:
  - (a) Nature and degree of care required, such as the complexity of care requiring extensive training, issues with trusting caregivers, or unique scheduling needs.
  - (b) Rural or remote locations causing accessibility difficulties for the individual requiring service.
  - (c) Cultural considerations such as customs, values and beliefs that affect care needs.
  - (d) Communication barriers such as languages spoken, speech, or specialized communication needs.
- iii. The individual's family circumstances have been considered.
- iv. When applicable, appropriate wellness support for the immediate family member is requested.

**3.5** Facilitators provide guidance and information when a request for service is made that includes service provision by an immediate family member. Analysts will review service

provided by an immediate family member annually to ensure that the exception criteria continue to apply.

**3.6** Immediate family members or family members paid to provide service when the Individualized Funding Direct Funding option is chosen cannot be the administrator (agent) of the funds.

**3.7** When the Individualized Funding Host Agency Funding option is chosen, the agency will use its standard screening and personnel procedures when hiring a family member or immediate family member.

**3.8** Immediate family members or family members paid to provide service cannot be members of a person centred society for the individual receiving the service.

**3.9** The family member and immediate family member who are paid to provide service must comply with all the policies, procedures, and standards that apply to the provision of the service provided.

## **4. PROCEDURES**

**4.1** A proposal to pay an immediate family member for service provision for an adult eligible for CLBC services must be submitted when a request for service is made verbally or in writing or as part of an individual's plan (if available). This is done with a facilitator's support. The proposal must outline the reasons why service provision by an immediate family member is the preferred option, including the specific exceptional criteria that apply.

**4.2** An analyst reviews the request for service and proposal to pay an immediate family member to determine if the reasons for service provision by an immediate family member have been fully described and addressed. The analyst completes the *Service Provision by Immediate Family Members Exception Form* and forwards to the Service Area Manager for approval.

**4.3** The Service Area Manager reviews the completed *Service Provision by Immediate Family Members Exception Form* and bases their decision on the individual's circumstances and the policy considerations outlined in section 3.4 for making an exception. The analyst provides the individual and their family or support network confirmation in writing that the exception has been approved, subject to annual review to ensure that the reasons for allowing the exception continue to apply.

**4.4** If service provision by an immediate family member is approved and funds are available, an analyst assists in initiating the service. If funds are not available to provide the requested service, the request is prioritised and added to the Request for Service List in accordance with the *Request for Service Policy*.

**4.5** When funding becomes available and CLBC has approved an exception for an immediate family member, the analyst enters into a contract with the immediate family member to allow for the service provision with a person centred society, if applicable, or through an individualized funding option as outlined in the *Individualized Funding Policy*.

**4.6** The analyst will annually review the service quality and to ensure that the reasons for allowing the exception continue to apply. The *Service Provision by Immediate Family Members Exception Form* must be completed and approved by the Service Area Manager annually.

## **5. DOCUMENTATION**

**5.1** The outcome of the review (of the *Service Provision by Immediate Family Members Exception Form*) and the Service Area Manager's decision is documented in PRISM. This applies to the initial review and all subsequent annual reviews.

**5.2** The *Service Provision by Immediate Family Members Exception Form* (with the Service Area Manager's approval), the Personal Summary and the individual's plan (if available) are uploaded to the individual's PRISM file.

**5.3** The request for service for service provision by family member or an immediate family member option is identified in PRISM in priority order on the Request for Service List.

## **6. PRACTICE**

**6.1** Proposals for service provision by immediate family members should address the following:

- Is it the expressed or understood wishes of the individual requiring support that the family member or immediate family member provides the service?
- Does the individual's Personal Summary, plan (if available) or the proposal for service provision by immediate family members include strategies to ensure that they are connected to the community and not isolated?
- Is the need for service provision clearly related to the individual's disability-related need for support, and is it outside of the day-to-day support and assistance normally provided by immediate family members (that is, if an immediate family member had not been chosen as the preferred service provider, is the need such that funding would have been provided to an external service provider?).

- Is it clear that the primary rationale for paying an immediate family member to provide the service reflects the individual's circumstances and unique needs, as opposed to financial considerations for the immediate family member?
- Is the proposal realistic and appropriate, and have potential risks such as the need for wellness support, impact on other family members, conflict of interest, potential health risks or taxation considerations to the immediate family member providing service been considered by CLBC and the immediate family member?

**6.2** When monitoring service provision by an immediate family member, the analyst ensures that:

- The services are goal focused and meet the individual's needs
- The same expectations and standards apply to the related immediate family member providing service as other service providers, and
- The reasons for service provision by an immediate family member continue to apply.

## **7. REFERENCES**

### **Guidance for Staff**

[Direct Funding Policy](#)

[Eligibility Policy](#)

[Host Agency Funding Policy – Individualized Funding](#)

[Individual and Family Wellness Policy](#)

[Individualized Funding Policy](#)

Planning with People: Practice Guidance for CLBC Staff

Request for Service Policy

Service Provision by Immediate Family Members Exception Form

[Support and Planning Policy](#)

### **Resources for Individuals and Families**

[Information for Families: Individualized Funding](#)

Personal Summary