



CLBC's Approach to On-Site Monitoring Service Provider Information Sheet

Monitoring is an important formal safeguard for individuals served through CLBC. Monitoring activities, including on-site visits, are intended to help protect the safety, health, well-being, and rights of individuals receiving CLBC funded services. They are also an opportunity for service providers to share learning about what is working well and areas requiring support. CLBC has a responsibility to both fund and ensure supports meet quality service standards.

You may be aware that CLBC is working to establish a common approach to how we monitor service delivery and quality. CLBC heard from service providers a desire for more consistent processes, such as how staff conduct annual on-site visits. To address this, we have been identifying where we have inconsistencies in our practice and systems, and how we can make improvements.

We are now beginning to use standard tools and procedures so that annual on-site visits are conducted by CLBC staff in predictable, transparent, and consistent ways across the province. For some service providers, on-site visits may continue as you have experienced them in the past. This is because we have tried to build on the good practices and actions already being carried out by CLBC. Other service providers may notice changes as a part of our effort to ensure consistency across the province.

To ensure common understanding of the key improvements we have made to on-site monitoring, we have prepared the following FAQ's for service providers:

What is the purpose of the Annual On-Site Visit?

The Annual On-Site Visit provides a specific point in time within the year for CLBC to meet face-to-face with service provider staff at the program level to learn more about service delivery, the quality of services, and the impacts of services on individuals. The Annual On-Site Visit is an opportunity for CLBC staff to meet with front line staff to discuss successes and challenges, and to learn how policies and systems are operationalized on a day-to-day basis. The on-site visit is also a good time to identify and talk through any issues requiring joint problem solving, learning opportunities, and follow-up support, as well as to talk with individuals supported about their experiences and quality of life.

How should service providers prepare for the Annual On-Site Visit?

Service providers may find it helpful to prepare in advance in order to ensure that relevant information is readily available for review during the on-site visit. Depending on the type of service provided by the program, this may include, but is not limited to:

Individual Support Plans

Behaviour Support Plans

Safety Plans

Calendars/Log Books

Critical Incident Reports & Tracking

Complaint Reports

CLBC Reports (service level, occurrence-based, etc.)

Licensing Reports

Accreditation Reports

Medication Storage

Storage of Toxic Products & Cleaning Supplies

Staff Schedules & Certifications

Privacy Training Completion Certificate

What will be covered during the Annual On-Site Visit?

CLBC staff will prepare for what areas to discuss during the Annual On-Site Visit by reviewing information such as service level reporting and critical incident reporting. The on-site visit will be used to gain a deeper understanding of service delivery, service quality, and safeguards, and to look for evidence of involvement of individuals, their families, and/or support networks in on-going planning of service delivery. The Annual On-Site Visit is an opportunity for service provider staff to talk about successes and highlight emerging trends.

There are four areas that service providers can expect to be addressed as part of the Annual On-Site Visit:

- ☐ Contract service levels
- ☐ Changes from the last on-site visit
- ☐ Formal safeguards and policy compliance
- ☐ Person-centred service delivery and quality of life of individuals supported

CLBC staff will explore items included in the *Service Terms and Conditions for Contracts between Community Living British Columbia and Service Providers*, including how service delivery is aligned to further the achievement of quality of life outcomes. They may verify the availability of safety such fire extinguishers and first aid kits. CLBC staff will also share any relevant CLBC updates such as related to changes to policy and procedures, or upcoming training or networking opportunities. CLBC staff will also encourage service providers to identify quality improvement goals and document any needed follow-up or agreed-upon action steps.

What will happen after the Annual On-Site Visit?

CLBC recognizes that communication with service providers should be on-going and support two-way dialogue for shared learning, feedback, and collaboration. To acknowledge the completion of the on-site visit, CLBC staff will send a letter to the service provider that summarizes any observations, follow-up or action steps, and timelines. The letter should be sent by CLBC within 30 business days of the completion of the on-site visit. Service providers may be asked to provide a written plan to address recommendations and/or issues identified during the on-site visit, and follow up monitoring activities may be subsequently scheduled as needed.

Our hope is that the updated processes will result in a more streamlined, predictable, and transparent on-site visit experience for service providers across the province. The updated monitoring processes are rooted in CLBC's commitment to quality, accountability, transparency, and collaboration with service providers, and monitoring activities are intended to help build a culture of continuous quality improvement by encouraging two-way dialogue.

As our valued partners, we welcome your feedback on these practices and procedures. If you have additional questions about CLBC's approach to on-site monitoring, please contact your local CLBC office.