

Policy Number: SE4.223	Policy Section: Supports and Services	Effective: June 1, 2009 Amended: May 31, 2023
Title: Transfer Policy		Executive Sponsors: Chief Financial Officer/Vice President, Finance Vice President, Service Delivery and Innovation

PLAIN LANGUAGE SUMMARY

This policy explains what happens to a person's supports and services when they move to a new area in British Columbia.

The policy explains how CLBC staff will work with individuals, families, and their support networks to meet their CLBC-funded support and service needs in the new area. It also describes what individuals, families, and their support network can expect from CLBC before and after moving to a new area.

Although different areas may have different services available, CLBC tries its best to provide similar services when the person moves to a new area.

1. PURPOSE

This policy outlines Community Living British Columbia's (CLBC) transfer process when individuals move between areas within British Columbia (B.C.). It outlines the roles of CLBC staff, individuals, families, and their support networks in the transfer process. The process is intended to transfer individuals' CLBC-funded supports and services when moving to a new area within the province.

This policy applies **only** to youth and adults who are confirmed eligible for CLBC-funded services and are moving between areas within B.C.

It **does not** apply to youth and adults who:

- Are not eligible for CLBC-funded supports and services,
- Are living outside of B.C., or
- Are accessing CLBC-funded supports and services who are moving outside of B.C.

The *Transfer Policy* should be reviewed together with the *Transfers: Staff Procedures and Practice Guide*. Policy and Procedures are applied together as one set of standardized requirements to support an equitable, informed, and consistent approach to the transfer process. This policy should also be reviewed together with the *Support and Planning Policy*, *Community Supports Policy*, *Organizational Privacy Policy*, and the *Cultural Safety Policy*.

2. DEFINITIONS

Area: Geographical part of a CLBC region comprising of a Quality Service area.

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 that perpetuate and maintain ongoing racism and unequal treatment.

Generic services: Publicly funded services that all citizens access, for example, libraries, colleges, or community recreation centres.

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

Individual: A person 19 years of age or older who is eligible for CLBC services, as described in the *Eligibility Policy*. For the purposes of this policy, the term also includes a child-in-care or other youth, aged 17-18 years, who will be eligible for CLBC services as an adult, and with whom CLBC is involved in transition planning.

Natural Supports: Support provided on a voluntary basis by an individual's support network, including family, friends, neighbours, co-workers, and others.

PARIS: 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.

Remote: The use of telephone and video conferencing technology to facilitate the delivery of CLBC-funded supports and services in order to increase accessibility to rural and underserved areas within British Columbia.

Receiving Area: The CLBC quality service area to which an individual has moved or intends to move.

Sending Area: The CLBC quality service area from which an individual has moved or intends to move.

3. POLICY

Operational Context

3.1 CLBC is mandated to promote choice, flexibility, and individual self-determination in service options, as well as equitable access to these services. When an individual moves from one area to another within B.C., CLBC upholds this mandate by supporting individuals, families, and their support networks throughout the transfer process. CLBC supports individuals to access comparable CLBC-

funded supports and services in the new area and to ensure their safety, health, and well-being during the move.

Portability of Services

3.2 Portability of services refers to the expectation that when an individual moves between areas within B.C., CLBC plans with the individual, family and/or their support network to support them in accessing comparable CLBC-funded supports and services in the receiving area, wherever possible. This takes into consideration any changes in the individual's service needs and available generic services and/or natural supports in the receiving area.

3.3 Due to the diversity of B.C.'s geography, CLBC cannot guarantee the availability of the same or identical supports and services throughout the province. As part of the transfer process, CLBC seeks to address these gaps by providing comparable services and/or through remote or virtual solutions, where possible.

3.4 CLBC staff in the sending and receiving areas work collaboratively, and with individuals, families, and support networks throughout the planning process and transition to the new area. This collaborative approach supports the portability of services in a timely manner.

3.5 CLBC approaches the transfer process in a sensitive and supportive way that aligns with the *Cultural Safety Policy*, recognizing that moving is a major transition in an individual's life. CLBC works closely with individuals, families, support networks, and service providers to ensure they experience the transfer process and access to new services in a culturally safe way.

3.6 To minimize the risks associated with an unplanned move, CLBC recommends that individuals, families, and their support networks provide CLBC with a minimum of 90 days notice of the individual's intent to move:

- To ensure adequate time to plan for and identify available funded services, as well as generic services and/or natural supports, in the receiving area,
- To comply with applicable procurement and contracting requirements, and
- To minimize the potential for a disruption to an individual's services.

3.7 Where less than 90 days' notice is provided, CLBC endeavours to facilitate as smooth a transition as possible. Due to the procurement of services in the receiving area, the start date of new services may be impacted.

3.8 Contracted service providers are responsible for informing CLBC of an individual's decision to move prior to moving them to another location of service that may be in another area in B.C. or as soon as they are aware of an individual's intention to move.

3.9 Upon receiving notice of the individual's plan to move, the CLBC office in the sending area initiates the transfer process by notifying the receiving area of the individual's planned move.

3.10 CLBC initiates planning support with the individual, family, and their support network to learn about the individual's current disability-related needs and supports they are accessing (both natural and formal) to help inform the planning for comparable services in the new area that will meet their needs.

3.11 Individuals, families, and their support networks are encouraged to participate in the Welcome to CLBC process, as outlined in the *Support and Planning Policy*, to learn about the new area's resources and generic services in addition to CLBC-funded supports and services.

3.12 CLBC supports individuals, families, and their support networks to update their Personal Summary (as needed) to reflect the individual's strengths, interests, and needs and determine how, and with whom, they would like to plan.

3.13 CLBC may review an individual's Guide to Support Allocation prior to their move to the new area to ensure comparable services match the individual's current support needs.

3.14 To reflect the individual's changing circumstances, CLBC updates the request for service priority tool and may add new requests for services as per the *Request for Service Policy*. An individual's existing and new requests are integrated into the receiving area's Request for Service List and Planning Registry when the electronic transfer of their PARIS file is completed.

3.15 When providing planning support to individuals, families and/or their support networks to plan for a move to a new area, CLBC explains how generic services and natural supports can be linked to the individual's aspirations and goals, as outlined in the *Community Supports Policy*.

Services Outside CLBC's Mandate

3.16 While CLBC cannot guarantee the availability of specialized or generic services that fall outside its mandate, (e.g., health services, education, or income assistance), CLBC works collaboratively with individuals, families, and their support networks to consult and plan with government bodies (e.g., Ministry of Children and Family Development, the Ministry of Social Development and Poverty Reduction, the Ministry of Health, etc.) prior to moving, when required.

3.17 CLBC works collaboratively with the Ministry of Children and Family Development when eligible transitioning youth, including - youth-in-care, are moving, to ensure this policy is applied where applicable, as outlined in the *Services for Transitioning Youth: MCFD-ICFSA (formerly DAA)-CLBC Operating Agreement*.

3.18 CLBC works collaboratively with the Ministry of Health, where individuals require both health and CLBC-funded services, to ensure the policy is applied where applicable, as outlined in the *Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities*.

3.19 CLBC works collaboratively with government partners responsible for administering housing-related services, supports and programs (e.g., BC Housing, Ministry of Children and Family Development, Ministry of Health, etc.) to support individuals who are moving areas within B.C. and are receiving these housing-related services and supports.

4. REFERENCES

Guidance for Staff

Community Supports Policy

Cultural Safety Policy

Documentation and Recording Policy: Individual Records

Eligibility Policy

Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities

Monitoring Policy

Organizational Privacy Policy

Request for Service Policy

Services for Transitioning Youth: MCFD-ICFSA (formerly DAA)-CLBC Operating Agreement

Support and Planning Policy

Support and Planning Procedures and Practice Guidance

Transfer Policy Questions and Answers for Individuals and Families

Transfer Policy Questions and Answers for CLBC Staff

Transfer Policy Staff Procedures and Practice Guide

Travel Outside of BC with CLBC-Funded Services

Legislative Authority

Community Living Authority Act

Community Living Authority Regulations