



CLBC Services for Aboriginal Individuals and Families Questions and Answers August 2014

Can CLBC assist me?

CLBC can assist you if you are 19 or older and have a:

- developmental disability diagnosed before you turned 18; or
- Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD) and difficulty doing things on your own - like personal care or managing money

Can I receive CLBC supports and services if I live on-reserve?

CLBC may provide services on-reserve to individuals who are eligible for CLBC services and supports.

The approach to service delivery on-reserve is the same approach used for all CLBC eligible individuals across the province: a CLBC facilitator will establish eligibility for CLBC services; get to know you; help you to explore and access existing community services; work with you to develop a plan; and identify CLBC funded services to help you to reach your goals. CLBC will make every effort to meet the needs of individuals in their local community whenever possible.

Can CLBC pay family members to help me?

Yes. CLBC has a policy about family members being paid to provide service. The policy requires a special decision to be made when there is a request for a mother, father, daughter, son or spouse to provide service; no special decision is required for any other family member (i.e. brother, sister, aunt, uncle etc.). When a family member is providing service they must comply with all policies, procedures and standards that apply to paid caregivers to ensure the health and safety of the people CLBC serves. Your CLBC facilitator can tell you and your family about who may be paid to provide services, or you can read the policy by clicking [here](#).

Are there employment opportunities available for individuals receiving CLBC services?

Yes. CLBC helps people who are eligible for CLBC supports, to find employment if they want to and are able to work.

CLBC has released a three-year [Community Action Employment Plan](#), which includes an Aboriginal component. The goal is to create 1,200 new job opportunities for the people we serve by the end of 2015. As part of this plan, three large-scale pilot projects in [Central Upper Island](#), [Thompson-Cariboo](#) and [Simon Fraser](#) regions are implementing local plans and best practices to be applied across the province. For more information, contact CLBC's Aboriginal Advisor, Tracey Michell, at 604 809-3761.

Employment services are also available through our province's network of Work BC offices. For a list of locations and services, click [here](#).

How many Aboriginal people in B.C. receive supports and services from CLBC?

CLBC is assisting nearly 1,000 Aboriginal adults who have self-identified as having Aboriginal ancestry. CLBC is also serving other Aboriginal adults who have chosen not to self identify.

I plan to ask CLBC for help when I turn 19. What should I do in the meantime?

If you are under 19 and have a social worker through either the Ministry of Children and Family Development or a delegated Aboriginal agency, contact them for assistance and referrals.

If you do not, CLBC will assist with you with eligibility as early as 16 years of age. Contact a CLBC office to start this process:

- call toll-free at 1-877-660-2522
- go to the link: www.communitylivingbc.ca to identify your closest CLBC office and contact information or locate a local CLBC office in the blue pages of your phone book.

For more detailed information about eligibility, see the [CLBC Information for Families Eligibility factsheet](#). For more information about services for youth transitioning into adult services, see the [Information for Families Youth Transition factsheet](#).

How do I apply for eligibility for CLBC?

You need to have specific documents to apply for eligibility, such as professional assessments. CLBC accepts written assessments completed by certain approved professionals for each of the different assessments.

CLBC facilitators are responsible for determining eligibility. They base their decision on the information provided in the written assessments and the documents you submit.

A facilitator can provide you with the details about the professionals who can complete specific assessments, and answer any questions you might have about eligibility and assist you to access required assessments.

If you are not eligible for CLBC supports, the CLBC facilitator can refer you to relevant community agencies as needed.

What kind of supports does CLBC provide if I am eligible?

The supports you may receive are based on your needs, as well as available resources and services. CLBC provides a range of supports to help you:

- learn new skills so you can achieve your goals and/or find a job
- live a full life in a welcoming community
- connect with other available local services
- make friends and network

For more information on CLBC services, click [here](#).

How will CLBC facilitators work with me?

After eligibility is confirmed, CLBC facilitators will:

- meet with you and your family to get to know you better, listen to you and help identify your strengths and needs
- assist you to explore existing community supports and services (e.g. recreation programs)
- encourage family and members of your support network to be part of your planning for services and supports in community
- work with you to develop a person-centred plan to help you achieve your goals
- provide information about the types of CLBC funded supports that may be available

Facilitators in local CLBC offices can also assist people living on-reserve to connect to other community-based organizations for assessments and supports, including:

- First Nations Social Development Society: www.fnsds.org
- BC Aboriginal Network on Disability Society: www.bcands.bc.ca
- Family Support Institute: www.familysupportbc.com
- First Nations Health Authority: www.fnhc.ca
- Representative for Children and Youth: www.rcybc.ca

To find out more about planning with CLBC, read the [Information for Families Planning factsheet](#).

How does CLBC engage with Aboriginal people for its services?

CLBC's Aboriginal Advisor, Tracey Michell, meets with Aboriginal community members across B.C. to discuss CLBC's services and to hear their ideas and concerns. Tracey welcomes comments about CLBC services for Aboriginal people at info@communitylivingbc.ca or 604 809-3761.

This work of the Advisor is supported by the Aboriginal Advisory Committee composed of individuals, families and community members from across the province, along with CLBC staff. The committee provides input on CLBC services and initiatives.

Aboriginal people also engage CLBC directly by self-identifying and accessing supports and services.

Can I file a complaint if I am not being treated fairly?

Yes. You can file a complaint about:

- how you were treated by a CLBC staff person
- a funding decision
- the quality of services provided by one of our contracted service providers
- how your personal information has been handled
- a situation where your rights were not respected
- concerns relating to CLBC policies and procedures

For more information about CLBC's Complaints Resolution process and policy, click [here](#).

To file a complaint, you can call toll free **1-855-664-7972** or access our online form [here](#). The information you provide is confidential.