

Provincial Services

Service Expectations & Description



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SECTION 1 – SERVICE DESCRIPTION

1.1 SERVICE EXPECTATIONS AND DELIVERABLES FOR PROVINCIAL SERVICES

Provincial Services and supports include: Information Services; Equipment Supplies for children and youth with support needs; Health Benefits; Health Benefits for Children and Youth in Care, In Out-Of-Care Arrangements and Agreements with Young Adults; Services to Adults with Developmental Disabilities (STADD); Provincial Deaf and Hard of Hearing Services; and Provincial Contract Management.

1.1.1 PROVINCIAL SERVICES ARE INTENDED TO:

- Provide access to general information about Disability Services and local family connections centres. This includes connecting families and service providers to reputable developmental and disability-related training.
- Facilitate connections to local Disability Services, centres and community-based services.
- Assist families with the cost of medical equipment and supplies and provide eligible children or youth necessary equipment and health benefits to support their functioning and enhance their inclusion and overall well-being.

1.2 SERVICE DESCRIPTIONS

1.2.1 INFORMATION SERVICES

There are no eligibility requirements for information services. This means anyone can contact them at anytime. Staff will provide information about training resources, and offer navigation support to help families, service providers and others connect to key services, either through the new family connections centres or Disability Services or in the community.

Service Information for Families

Families can call toll-free free or access web-based information to learn about services and resources that are available in their region. This enables families to make decisions about their child or youth's care and connect easily to the range of services offered.

Training Resources

These resources are stored in a repository of training and online resources for families, communities, and service providers. This may be accessible on a public facing website or through a direct connection made by the service information line described above.

1.2.2 YOUTH TRANSITION PLANNING CONSULTATION AND INFORMATION

This service is provided by Services to Adults with Developmental Disabilities (STADD) Navigators. STADD navigators provide information, resources, and consultation to service providers at the centres. Information and consultation may include:

- Explaining the appropriate timing for certain transition planning activities.
- Resources about services and supports available in the community for young adults.
- Consultation on more complex issues that arise in planning for adulthood.

STADD navigators may also provide enhanced transition planning support for youth who are eligible for Disability Services and have complex and significant functional needs and their families.

1.2.3 MOBILITY AND ADAPTIVE EQUIPMENT

This service provides mobility and adaptive equipment that supports the functional and mobility needs of a child or youth (e.g., wheelchairs, toileting and bathing seats, and walkers). Eligibility is based on the Gross Motor Function Classification System (GMFCS) that is completed by an occupational therapist (OT) or physiotherapist (PT). Provincial Services staff are responsible for the administration of mobility and adaptive equipment and following policy, procedures and guidelines.

The GMFCS is an age-based five-level tool used to assess children and youth for their abilities and limitations in mobility. Distinctions between levels are based on functional abilities and help inform the selection of appropriate equipment.

Determining Eligibility

Children and youth will be determined eligible for mobility and adaptive equipment based on their



GMFCS level. Some children and youth who are palliative, with certain life-limiting diagnoses or conditions, or receiving Nursing Support Services will have access to a streamlined process to receive mobility and adaptive equipment.

1.2.4 BIOMEDICAL EQUIPMENT AND RELATED MEDICAL SUPPLIES

This service provides children and youth with basic, medically necessary equipment and supplies to support their health needs that are directly related to a confirmed prolonged health condition. Biomedical equipment includes the following life-sustaining devices:

- Oximeters
- Ventilators
- BiPAP and CPAP machines
- Nebulisers,
- Suction machines
- Feeding pumps and related medical supplies such as tubing and connectors.

Provincial Services administers biomedical equipment and supplies to families. Provincial Services is responsible for following policy, procedures and guidelines including upholding Jordan's Principle.

Determining Eligibility

To be eligible for biomedical equipment and supplies a child or youth must have confirmation from their health care provider that the child has functional limitations, and their medical condition is prolonged in nature. The child or youth will also require a functional assessment.



1.2.5 MEDICAL AND HEALTH BENEFITS

There will be several services and benefits under the umbrella term “Medical and Health Benefits”. These benefits are available for children and youth who have confirmation from their health care provider that the child or youth has functional limitations, and their medical condition is prolonged in nature. A summary of benefits is provided in the information below.

SUMMARY OF BENEFITS
HEALTH BENEFITS
Dental, Optical and Orthodontic Benefits: These services provide dental, optical, and orthodontic services which are related to a child or youth’s disability or specific condition.
Travel Benefit: Children and youth may have some transportation costs to medical or clinical appointments covered if they are related to their disability and the service is not available in their home community.
Medical Supplies: These benefits will provide eligible children with certain medical supplies as they relate to their disability or specific condition. These supplies include: <ul style="list-style-type: none">• <i>Incontinence supplies including diapers, pull ups, diaper pads and wipes.</i>• <i>Bandages and dressings.</i>• <i>Special shampoo for treatment of a diagnosed condition.</i>• <i>Special ointments, salves, and lotions for the treatment of specific conditions.</i>• <i>Burn-treatment garments when related to the child or youth’s disability .</i>• <i>Diabetic supplies not covered by PharmaCare.</i>
Audiology Equipment and Supplies: These benefits will provide eligible children and youth with documented hearing loss audiology equipment and supplies. And audiogram is required for this service.
OTHER BENEFITS AND SERVICES
PharmaCare: PharmaCare will provide prescriptive medication, certain orthoses, and diabetes supplies for eligible children and youth.

1.2.6 HEALTH BENEFITS FOR CHILDREN AND YOUTH IN CARE, IN OUT-OF-CARE ARRANGEMENTS AND AGREEMENTS WITH YOUNG ADULTS

This service provides dental coverage, orthodontic, optical benefits, PharmaCare, mobility and adaptive equipment, and biomedical equipment and supplies to eligible children and youth in care and in out-of-care arrangements. These services include three health benefit streams:

1. MSP (Group Account) and PharmaCare through the Ministry of Health via Health Insurance BC.
2. Dental, Optical and Orthodontic Benefits through a partnership between MCFD and Pacific Blue Cross.
3. Medical Benefits Equipment and Supplies provided through MCFD.

1.2.7 PROVINCIAL DEAF AND HARD OF HEARING SERVICES

Provincial Deaf and Hard of Hearing Services are intended to serve children and youth age 0-23 who are:

- Deaf, hard of hearing, deafblind, blind, and/or partially sighted.
- Families with deaf, hard of hearing, deafblind, blind, and/or partially sighted children and youth.
- Dorm students attending B.C. School for the Deaf.

Provincial Deaf and Hard of Hearing Services (PDHHS) provides direct services for deaf, hard of hearing and deafblind children, youth, and families through the Victory Hill Dorm (VHD) and Provincial Family Services (PFS). PDHHS provides consultation to service providers working with deaf, hard of hearing and deafblind people to ensure services are accessible. PDHHS also supports youth and young adults who are deaf, hard of hearing, and/or deafblind in planning for their future. PDHHS manages eight provincial service contracts serving deaf, hard of hearing, deafblind, blind, and partially sighted children or youth and their families including early intervention, mental health and addictions support, low vision clinics, summer program, community interpreting and deafblind intervenor services. PDHHS provides children, youth and families with a safe place where they can explore and achieve personal goals in an ASL and English environment.

1.2.8 PROVINCIAL CONTRACT MANAGEMENT

MCFD has several provincial contracts that offer specialized programs and support to FCCs. The table below provides a summary of the current contracts, the services they deliver, and the programs they support. Provincial Services manages these contracts.

See: Table 3.

PROGRAM AND CONTRACTOR	SUMMARY OF SERVICES
<p>(1) CYSN Equipment, Supplies and Health Benefits & (2) Health Benefits for Children and Youth in Care and Out-of-Care Arrangement</p> <p>6 consultants Pacific Blue Cross</p>	<p>Six consultative services with dentists, dieticians, and occupational therapists that support the adjudication of equipment and benefit requests.</p> <p>Pacific Blue Cross includes Dental, optical, and orthodontic benefits.</p>
<p>Children Medical Equipment Distribution Centre (CMEDS)</p> <p>HME Mobility & Accessibility</p>	<p>CMEDS is a pediatric equipment recycling program that supports (1) CYSN Equipment and (2) Health Benefits for Children and Youth in Care and Out-of-Care Arrangement.</p>
<p>Provincial Deaf and Hard of Hearing Service</p> <p>10 contracted agencies provide services</p>	<p>PDHHS manages several provincial contracts with agencies providing service to assist people who are deaf, hard of hearing, deaf-blind and visually impaired in BC. These services include:</p> <ul style="list-style-type: none"> • Family & parent connection, child, and youth services. • Community awareness & development (e.g. language and literacy development). • System navigation & access consultation. • Sign referral services. • Deafblind intervenor services and intervention services for deafblind children.
<p>Family Support Program</p> <p>Family Support Institute</p>	<p>FSI offers this program which trains and manages approximately 250+ volunteers in roles supporting families who have a child that has a disability (Resource Parents).</p>
<p>Provincial Outreach and Professional Support</p> <p>Provincial Health Services Authority (Sunny Hill Health Centre for Children)</p>	<p>Provincial Outreach and Professional Supports serves children and youth with complex developmental and/or neuromotor disabilities in communities across B.C. The outreach component provides clinical guidance to the community-based rehabilitation professionals through assessment and consultation services.</p>

Table 3. Overview of CYSN Contracts and Services

	The Professional Supports component involves maintaining two websites (Child Development Rehabilitation and TherapyBC) to support community-based organizations and their service providers. These websites offer clinical and administrative resources to support the operations, practice, and recruitment of pediatric rehabilitation professionals.
Community Brain Injury Program BC Center for Ability	This program is delivered by the BC Centre for Ability and serves children and youth who have an acquired brain injury within the past 12 months and who do not have access to third-party funding for rehabilitation services (ICBC, Crime Victim Assistance, Private Insurance).
Behaviour Interventionist Training Douglas College	This service provides online training at a significantly reduced rate to service providers in FCCs (i.e. behaviour interventionists) in rural and remote communities.

Table 3. Overview of CYSN Contracts and Services cont'd.

1.3 SERVICE LINKAGES

Children and youth receiving services from Provincial Services are usually connected to a centre and/or Disability Services. With consent of the family, assessment information from the centre can be submitted to Provincial Services.

SECTION 2 – QUALITY ASSURANCE REQUIREMENTS

2.1 DESIRED OUTCOMES AND SERVICE INDICATORS

Through delivery of Provincial Services, the Ministry aims to achieve desired outcomes in alignment with those described in Appendix A. Further detail on outcomes specific to Provincial Services is in development.

2.2 PRACTICE PRINCIPLES

Ministry staff provide services in accordance with the following practice principles:

- Supports are equitable and accessible for all children, youth, and their families.
- Service delivery is culturally safe and responsive, trauma-informed, and contributes to reconciliation.
- Supports and services are culturally responsive and aligned to the Aboriginal Policy and Practice Framework.
- Supports recognize the unique strengths and needs of children and youth with support needs within the context of their families and communities.
- Supports promote the social inclusion and belonging of children, youth, and their families.
- Supports and services are trauma-informed and in alignment with Healing Families, Helping Systems: A Trauma-Informed Practice Guide for Working with Children, Youth and Families.
- Supports are developmentally appropriate, and practice varies with/adapts to the age, experience, interests, and abilities and disabilities of individual children and youth.
- Supports are effective and high-quality; safe and use the best available evidence to inform how they are delivered; and responsive to the needs of the child or youth and their families.
- Supports are provided to children, youth, and their families with respect and dignity, without judgement, coercion, discrimination, without preconditions of support and with demonstrated, reasonable attempts to identify and remove barriers to access (e.g. accommodating for travel barriers through home visits or virtual options).
- Services and supports uphold the rights and obligations outlined in the United Nations Convention on the Rights of the Child, the United Nations Convention on the Rights of Persons with Disabilities, and the United Nations Declaration of the Rights of Indigenous Peoples.



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Visit govTogetherBC for more information on
Children and Youth with Support Needs Service Transformation,
to provide feedback, and to learn about upcoming engagement sessions.

