

Community Connections Support Services - Policies and Procedures

Section	Organizational Leadership Policy and Procedures
Subject	Contracted Services (ip045)
Applies To	All Service Areas
Effective Date	December 2009
Revised Date	December 2017

Policy: Where Community Connections Support Services enters into a contracted service arrangement, CCSS will fulfill all agency obligations as defined within the contract including, but not limited to, compliance with policy and standards outlined.

Procedures:

Currently, CCSS engages in two distinct types of contractual relationship. The agency provides support services under contract with CLBC and also sub-contracts services in Home Share to independent operators defined as home share providers.

CLBC Awarded Contracts to CCSS

Contractual relationship with CLBC commits CCSS to provide services in areas of residential support, community support and agency coordinated home share support in accordance with terms and conditions defined by CLBC.

It is CCSS' responsibility to understand and have the ability to comply with all contractual expectations including applicable CLBC policies, standards for service providers and defined terms and conditions.

CCSS will not commit to delivering services that are in contravention of any policy or standard expectations defined for service providers by CLBC unless specific written authorization for policy exemption is obtained from CLBC beforehand.

Where CCSS is unable to provide services that fulfill its contractual obligations to CLBC, CCSS will refrain from agreeing to enter into a contractual relationship or give notice to end the contractual relationship on existing contracts.

Renewal of Contracts with CLBC

CLBC notification of renewal of contract shall be considered evidence that CCSS has met its contractual obligations set out in contract language between CLBC and CCSS.

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Termination of Contracts with CLBC

CCSS is to formally notify CLBC of its wish to terminate contract with CLBC and will clearly outline reasons for this decision. CCSS also expects that formal notification will be provided should CLBC determine to terminate a service contract with CCSS.

CCSS Subcontracts with Home Share Providers

Agency contracting shall be conducted in a manner that will:

1. stand the test of public scrutiny in matters of prudence and probity, facilitate access, encourage competition, and reflect fairness in the spending of CLBC allocated funds;
2. ensure the pre-eminence of operational requirements;
3. support long-term sustainable accommodation and support placements for the persons served;
4. comply with all obligations to CLBC, CARF and relevant legislation.

Only CCSS approved home share providers will be considered eligible for award of contract (see policy pp032 Subcontracting Practices – Home Share Providers).

The contractual relationship between CCSS and home share providers must satisfy the following criteria:

- There must be a clear understanding of the work to be performed, including deliverables and the schedule on which these must be provided;
- There must be a schedule of payments, including the criteria for payment and means of initiating payment;
- There must be a clear description of reporting requirements, both financial and with respect to the performance of the work, which includes specification of the person responsible for generating and transmitting the reports;
- There must be specification of the term of the contract;
- There must be provision for early termination of the contract that clearly specifies the conditions under which this may occur and the consequences for all parties;
- There must be provision for the disposition of documentation related to the person supported created in the course of performing the services;
- There must be provision for the handling of any pre-existing documentation provided by CCSS during the course of performing the contract;
- There must be provision for monitoring the performance under the contract;
- The contract must not expose CCSS to unacceptable levels of risk or liability;

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- The contract must be consistent with all pertinent external legislation, internal agreements, CLBC policies and standards, CARF standards and CCSS policy;

Renewal of Contracts with Subcontractors

Annual renewal of contract with a subcontractor shall indicate that the subcontractor's performance has been evaluated and found to be satisfactory in meeting obligations set out in contractual language between CCSS and the subcontractor.

Termination of Contracts with Subcontractors

CCSS will formally notify subcontractors when a determination has been made to terminate contract for services between CCSS and the subcontractor. Notification will explicitly declare that the contractual relationship is severed at the end date of the contract. While CCSS is not bound to provide for reasons for this determination, the agency typically provides reasons for termination as a demonstration of best practice.

For further information on awarding contracts, please refer to policy pp032 Subcontracting Practices – Home Share Providers.

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References

- CLBC. (2010). Documents. Retrieved December 07, 2017, from <http://www.communitylivingbc.ca/service-providers/documents/>
- Government of Canada. (2016). Contracting Policy. Retrieved December 07, 2017, from <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=14494>
- Simon Fraser University. (2007). Service Contracts. Retrieved December 07, 2017, from <http://www.sfu.ca/policies/gazette/administrative/ad3-13.html>

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