



**PERSONAL ATTENDANT CARE INC.**

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<b>DEPARTMENT</b>		<b>Operational Procedure Number 5:03</b>
<b>SUBJECT</b>		<b>Page 1 of 2</b>
<b>DEPARTMENT</b>	Client Services	
<b>SUBJECT</b>	Admission, Transition and Discharge	
<b>APPROVED BY (Signature)</b>	<b>CHIEF EXECUTIVE OFFICER</b>	<b>Jennifer Hammond, RN, BScN</b> <i>Jennifer Hammond, RN, BScN</i>
<b>APPROVED DATE</b>		June 2009
<b>REVIEWED BY (Title &amp; Signature)</b>		Anne Winacott Client Service Manager
<b>REVIEW DATE</b>		January 2017

**OPERATIONAL PROCEDURE**

**Procedures**

Personal Attendant Care Inc. recognizes the value of implementation of a standard process and procedure for all Client Admissions, Transitions and Discharges.

- To document pertinent information on all Client Admission/Transition/Discharge Form;
- To ensure consistent notification to all parties involved in the process;
- To provide a record for tracking and administrative planning;
- To provide information to be reviewed annually to assist in identifying trends.

The Client Service Supervisor/Designate completes all required information in full and signs off on the Client Admission/Transition/Discharge form and places it on left side of client file.

**Admission**

The following may apply (not inclusive);

- Transfer from other agency;
  - Transfer from Nursing Home, Hospital or Supportive Housing;
  - Additional/supplemental services;
  - Self referral;
  - Admitted to Daily Living Services from the Wait List;
  - Transfer from area outside of Durham Region.
1. The Client Service Supervisor completes the assessment and/or re-assessment as per Assessment Process Operational Procedure 5:01.
  2. The Client Service Supervisor/Designate completes the Admission section of the Admission /Transition / Discharge form and sharing of client information indicated on the form.

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### Transition and Discharge

The following may apply (not inclusive):

- Discharge from Wait List; not eligible for services, no longer requires services or admitted to Daily Services;
- Client no longer able to direct care;
- Client becomes medically unstable, as deemed by a medical professional;
- Client condition improves so that assistance for personal care is no longer required;
- Client transfers to other Agency, Nursing Home, Hospital with no expected discharge date or Supportive Housing;
- Client self discharges;
- Client moves out of the Region of Durham;
- Client refuses to provide a safe working environment;
- Client, family or visitors conduct any illegal activities, demonstrates verbal, emotional or physical abuse, threats of violence and/or sexual harassment to any Personal Attendant Care Inc. employee whereby, even after being notified of the complaint this behaviour continues;
- Client withdraws Consent for Release of Information at assessment / re-assessment;
- Client does not consent or agree to the provision of care as outlined in the Client Service Plan at assessment/re-assessment;
- Client no longer insured under the Ontario Health Insurance Act;
- Client death.

### Service Hold may apply (not inclusive):

- Hospital;
- Unresolved Health and Safety issues.
- The hold period may not exceed 30 days, with the exception of hospital holds (see below).

Hospital Hold the following applies:

- Contact with client and/ or family on 30<sup>th</sup> day;
- Mandatory discharge at 45 days.
- If the client is to be discharged, informed may re-apply (see Assessment Process Operational Procedure 5:01).

1. The Client Service Supervisor/Designate completes the Admission section of the Admission /Transition / Discharge form and sharing of client information indicated on the form.

### Attached Forms

Admission/Transition/Discharge	5(c)
Service Plan	5(d)
Medication List	5(T)
Responsibilities Statement	5(q)