PERSONAL ATTENDANT CARE INC.
1650 DUNDAS ST. E. SUITE 200
WHITBY, ON L1N 2K8
Telephone (905) 576-5603
Fax (905) 576-8020

		Operational Procedure Number 5:02
		Page 1 of 3
DEPARTMENT		Client Services
SUBJECT		Consent and Contingency Planning
APPROVED BY (Signature)	**CHIEF EXECUTIVE OFFICER**	**Jennifer Hammond, RN, BScN**
APPROVED DATE		June 2009
REVIEWED BY (Title & Signature)		Anne Winacott Client Service Manager
REVIEW DATE		January 2017

OPERATIONAL PROCEDURE

Procedures

Personal Attendant Care Inc. is in compliance with all legislation that pertains to the Personal Information Protection and Electronic Documents Act (PIPEDA). To protect the privacy of personal information about an identifiable individual, including all employees and clients, emergency and contingency contacts that is collected by the organization in the process of doing business. The Authorization to Collect and Consent form ensures all information collected and/or released is done so with the client or his/her authorized substitute's knowledge and permission, and on an as needed basis to provide care outlined on the Service Plan.

Personal Attendant Care Inc. requires all client's to provide a name and contact information of a least one individual who could be contacted in the event of an individual emergency or missing client. Clients under the age of eighteen must provide contact information for at least one custodial parent or designate.

Personal Attendant Care Inc. endorses and supports a Contingency Plan for clients to endorse the organization's model of self-directed care and acceptance of clients who choose to use themselves or may choose to self-arrange assistance when requested by the organization. Contingency information is also required to be completed on the Referral/Application form.

Authorization to Collect-Consent to Use of Information

The Client Service Supervisors are responsible for the following:

- Authorization to Collect-Consent Form must be obtained prior to starting a client file. This consent is completed on a yearly basis or upon client request for change /withdrawal in writing.
- Ensuring the client and/or their authorized substitute reviews the Authorization to Collect-Consent Form and signs the document. The document requires a witness which can be the Client Service Supervisor and or a family/designate.

- All required information is completed in full, detailing if any specific information that is required to ensure client requests are met.
- Organizations and or individuals must be named within the document and signed by the client and/or their authorized substitute before information can be communicated.
- The white copy is returned to the client and remains in the home in the Personal Attendant Care Inc. folder and the yellow copy remains in the client file.

Emergency Contact Information

Client Service Supervisors are required to request updated emergency contact information annually at the re-assessment. The client may indicate the same individual(s) for the Emergency Contact and Client Contingency Plan.

The Client Service Supervisor advises the following:

- Request the client provide an Emergency contact name and phone number to assist Personal Attendant Care Inc. with accessibility to the client's residence if needed i.e. client in distress, not answering door or missing.
- Information is indicated on the Service Plan and entered in the scheduling software and Client Contingency spreadsheet on the Network.
- If the Client is found to be missing or there is no answer at the home, a process is initiated to locate the client, following the Missing Client Flow Chart. The Emergency contact will be called to locate the client.
- If the Emergency contact is unable to locate the client the Supervisor/designate will follow the Missing Client Flow Chart.
- The client is aware that necessary means to gain entrance into the home by the police will be exercised i.e. breaking a door. The client is also aware that the repair/replacement expense is the client's responsibility.

Client Contingency Plan

The Client Contingency Plan (back-up) is used when requested by Personal Attendant Care Inc. These situations include, but are not limited to:

- When the client refuses to allow service from the scheduled or replacement Personal Support Worker.
- When organization unable to find replacement Personal Support Worker.
- Severe and unsafe weather conditions;
- State of disaster whereby the Personal Support Worker is unable to reach the client;
- Unresolved Health and Safety issues, (i.e. lifting and transferring, broken or damaged equipment, verbal, physical, emotional and sexual harassment);
- Failure of client to be available at time of pre-scheduled service;
- Client not willing to accept scheduled or replacement Personal Support Worker;
- Statutory holidays;

Personal Attendant Care Inc.'s Personal Support Workers are not to be named or used as a Client Contingency Plan.

The Client Service Supervisor advises the following:

- It is recommended for all clients to have a Contingency Plan.
- Ensures the client and/or family is aware of the situations that the client may be required to utilize the Contingency Plan.
- This operational procedure is used in conjunction with the information contained in the "Client Service Contract".
- Information is indicated on the Service Plan and entered in the scheduling software and Client Contingency spreadsheet on the Network.

The Client Service Supervisors advises clients and/or designate to elect one of the following options:

a) **Contingency Plan: Self-able to manage on own.** The client does not indicate a contact and when advised/required to use their Contingency Plan; the client will manage on their own.

b) **Contingency Plan: Self-arranged.** The client does not indicate a contact and when advised/required to use their Contingency Plan is responsible for finding their own assistance.

c) **Contingency Plan: Designated.** The name and phone number of a particular family member/friend/other is specified and the client and or PAC customer service will contact the individual when advised/required to use their Contingency Plan.

Attached Forms

Referral and Application Form	5(a)
Authorization to Collect-Consent Form	5(e)
Responsibility Statement	5(q)
Service Plan	5(d)

Attached Documents

Missing Client Flow Chart	5(j)