



**PERSONAL ATTENDANT CARE INC.**  
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**Operational Procedure Number 5:03**  
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<b>DEPARTMENT</b>		Client Services
<b>SUBJECT</b>		Admission, Transition and Discharge
<b>APPROVED BY (Signature)</b>	<b>CHIEF EXECUTIVE OFFICER</b>	<i>J. Carter</i>
<b>APPROVED DATE</b>		June 2009
<b>REVIEWED BY (Title &amp; Signature)</b>		Jennifer Hammond, R.P.N. Client Service Manager
<b>REVIEW DATE</b>		September 2009

**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 and in the master Admission/Transition/Discharge binder.

**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 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 not 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 refuses to sign Service Contract at assessment/ e-assessment;
- Client refuses to sign Service Plan at assessment/ e-assessment;
- Client no longer insured under the Ontario Health Insurance Act;
- Client death.

### Services on “hold” may apply (not inclusive):

- Hospital;
- Extended vacation i.e. out of country to visit family.

***The hold period may not exceed 90 days.***

If it does the client will be discharged and must follow the Assessment Process Operational Procedure 5:01 to initiate services again.

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

### Attached Forms

Admission/Transition/Discharge 5(c)