

COMMUNITY LIVING DURHAM NORTH

DISCHARGE

Policy No: B-2 (Service Delivery)

Effective Date: September 17, 2007

Last Revision/Review: Sep. 29, 2015

Rationale:

To ensure, as far as possible, that discharging from service is a thoughtful process that protects the person's best interest and informs him of all possible options.

Policy Statement:

The services offered by Community Living Durham North are completely voluntary; therefore a person may withdraw from service at any time, for any reason. During the process of discharge, the agency will provide education and support to ensure (as far as possible) that the decision to withdraw from service is an informed one, that alternative supports are in place, and that the transition to these supports will be a smooth one. People will be asked to acknowledge these efforts in writing.

People will also be asked to provide feedback on their level of satisfaction with CLDN and the services provided to them.

In the case of some programs that may be deemed non-essential, e.g. Respite, the agency may initiate the discharge process for reasons such as failure to attend. Only in very exceptional circumstances, however, when it is determined that continued supports cannot properly protect the safety of the person, and/or the safety of other people, will involuntary discharge from a residential service be contemplated. It will, in every case, be preceded by lengthy problem-solving collaboration with partner agencies and other community services, as well as by negotiations with our funding Ministry. The Board of Directors will be kept informed and discharge will not occur until alternate supports have been put in place.

Substance abuse, in and of itself, is not a reason for discharge.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
for the Board of Directors

## COMMUNITY LIVING DURHAM NORTH

### DISCHARGE

Procedure No: B-2-1  
**General Discharge Procedures**

Effective Date: September 17, 2007  
Last Revision/Review: Nov. 2, 2017

- A discharge from service may occur as a result of any of the following:
  - a person's goals are met
  - a person chooses to withdraw
  - a person relocates to an area outside the catchment area of CLDN
  - a person transfers to another agency for similar service
  - a person is not accepting or is not available for service for a prolonged period, and does not respond to attempted contacts
  - a service is deemed inappropriate to meet the person's needs, or
  - any other reason indicated by the person and/or family.
- Support staff will gather information surrounding the circumstances, and the options open to the person, and will review this information with the Program Manager.
- The individual (and family) will be encouraged to meet with support staff and the Program Manager to explore the decision to discharge and the alternative resources available. If a meeting is not feasible for the family then a phone call conversation must occur and documented on the Discharge form (A-5).
- The meeting notes will become an addendum to the *Discharge* form (A-5) that the individual or family will be asked to sign. This form is also designed to capture feedback from the person on their satisfaction with CLDN and the services they received from it. Where a signature is not obtained, the Program Manager will forward a subsequent letter confirming the discharge.
- In the case of transfers to another service, the Program Manager and staff team will collaborate, as requested, in the development of a transition plan and, given necessary consents, will prepare a Discharge or information package.
- Prior to discharge there will be an audit of the individual's personal assets inventory and bank account - the Program Manager will sign off on this audit and will ensure that all of the person's belongings accompany him.
- The Manager responsible for the discharging program will ensure that the AIMS database is updated and that all departments are notified.

- Upon discharge, all paper files will be relocated to Central Files where they are required to remain for a minimum of seven (7) years following discharge or death. The AIMS database will pre-schedule the destruction of the electronic file at a point seven years following discharge, or death. File destruction, even after the passage of seven years, requires the involvement or case specific approval of a staff director.

Procedure No: B-2-2  
**Discharge Against Advice**

Effective Date: September 17, 2007  
 Last Revision/Review: Sep. 24, 2012

- This procedure speaks to situations where there is no receiving agency and where the person's discharge, likely from the Supported Independent Living program, is perceived to put him or her at some risk.
- The support team, Manager and Director will formally consider:
  - S Will the person accept, or be granted, the supports offered by the *Adult Community Support Services* program?
  - S Does the person understand the limited role of the ACSS?
  - S Does the person have adequate housing? Should he be referred to a shelter?
  - S Can the person manage her financial affairs competently?
  - S Can the person obtain medical care independently, and follow through on medical advice?
- In the event the person is at risk, he will be asked to remain in service long enough to attend a meeting where these issues can be reviewed. If the person approves, an ACSS worker will be invited. Meeting notes will be kept and will be appended to the *Discharge Meeting* form if the person perseveres.
- Senior CLDN employees are aware of the provisions of the Mental Health Act and will consider the options that it provides if the person appears to be experiencing mental health difficulties.
- Upon discharge, the person will be asked to sign the *Discharge Meeting* form and the Program Manager will witness the signature. Staff will ensure that the person has at least an immediate supply of money, clothing and medication. If the person remains at risk, the CEO or designate will advise the Ministry and the Board of his or her discharge.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
 CEO