

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Operational Policy - Service Delivery**

Policy # & Name: **5.20 Admission and Exit**

Group: All staff, consumers

Purpose:

To ensure admission and exit processes are comprehensive.

Policy Statement:

CVS makes decisions to proceed with an admissions process based on eligibility criteria, urgency, capacity and the applicant's suitability.

CVS prepares an Exit Information report for each consumer when they leave a particular program or service and when they leave the organization.

Practice Standards:

Admissions

1. MCFD defines referral criteria for programs funded by the Ministry. CVS defines criteria for admission to the organization and to each program.
2. Assess the urgency of the need for placement through consultation with the referral source.
3. Review documented eligibility.
4. Review of the maximum service capacity of the program applied for.
5. Evaluate the applicant's suitability based upon:
 - ? Applicant's choice
 - ? Review of documentation specific to the applicant.
 - ? Review of applicant's needs and interests and a match of applicant's needs, compatibility with other participants and interests to a majority of the program admission criteria.
6. The Executive Director in consultation with Managers and Supervisors is responsible for making all admissions decisions.
7. During the admissions process CVS presents information about the programs and services offered by CVS along with admissions criteria to applicants and their families/caregivers in a manner that is fully understandable to them.
8. CVS informs all applicants and their families/caregivers, in writing, when they are found ineligible for service. This notice includes the reasons for ineligibility and information on potential alternative services in the community. This information is given to consumers and their families/caregivers as well as to the referral sources.

Exit

1. The Exit interview ensures planning with the individual is comprehensive, that it provides planning information for future supports and that it provides useful information to improve supports provided by CVS.
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2. Planning with an individual or family leaving the program will include the individual as well as the family/caregiver. It may also include the key worker, Program Supervisor and/or the MCFD Social Worker.
 3. The exit planning is the responsibility of the Key Worker and Program Manager, or designate. The Home Supervisor / Program Coordinator is responsible for ensuring that the "Exit Information Report" is completed.
 4. The individual is provided with copies of the following pertinent information. Individuals transferring to another support organization may request or release an information package to be forwarded to the new care provider.
 5. When an individual completes their "Exit Interview" they will be offered the opportunity to fill out a Satisfaction Survey. Participation is the individual's choice. The information provided is used to improve the services provided by the Society. The individual remains anonymous.
 6. The exit process includes the results of services received at CVS, recommendations for future services to meet stated life goals and objectives, and/or referrals to other services in the community, where appropriate.
 7. Consumers participating in CVS employment services programs who have been placed in a competitive job and who experience job loss are provided the opportunity to return to organization's services.
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Policy Audit: March Annually

Date Issued: March 2004

Date Revised:

Position

Responsible: Executive Director or Designate

References:

- ✍ MCFD Eligibility Criteria
 - ✍ SDA 5.20.A - Exit Information Package
 - ✍ SDA 5.20.B - Personal Property Inventory Form
 - ✍ SDC 5.20.A – Exit Information Sheet
 - ✍ Team Meeting Minutes
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