

TOPIC: Support Services	SUBJECT: ESS/CLS and N.E.I.G.H.B.O.U.R.S. Cancellations	Code: SS040
		Date of Issue: May, 1996
		Revised: October, 2018
		Page 1 of 2

PURPOSE: To outline the procedure staff are to follow when individuals don't arrive for a scheduled activity, i.e., employment or recreation, or when support staff are unable to gain access to a person's home to provide N.E.I.G.H.B.O.U.R.S. support.

PROCEDURE:

CLS/ESS

If the individual has not arrived within fifteen (15) minutes of the scheduled support time, the support worker will contact the Avenue II office or On-Call to determine if the individual is absent. If this is unknown, the office or staff will attempt to contact the individual's home and/or Lift+ Transit (if this is the individual's method of transportation) to confirm attendance.

1. If the individual will not be attending, the support worker will ask to speak with his or her Manager to discuss the situation. The Manager may either advise the support worker to come directly to the office or redirect them to support another person.
2. If staffs' direct supervisor is not available, staff are to speak to another Manager or a Director. After hours, the On-Call Supervisor is to be contacted.
3. If an individual needs to return home early from a scheduled activity, i.e., employment or recreation, staff must speak with a Manager for authorization prior to sending a person home.
4. Reasons for returning home include:
 - a. Being improperly dressed or unprepared financially for an activity,
 - b. Toileting accidents,
 - c. Individual upset and cannot calm/refocus,
 - d. Lift+ Transit early,
 - e. Individual is unwell,
5. The Manager will provide direction to the staff on how the remaining time will be accounted for, i.e., return to the office/stay and complete paper work/job search.
6. Staff will also contact individual's significant others or staff at the person's home to notify of early arrival home.

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		Page 2 of 2

N.E.I.G.H.B.O.U.R.S.

If the staff are unable to gain access to support within fifteen (15) minutes of the scheduled support time, they must call the Avenue II office or On-Call and seek direction.

If the individual has been identified as a “Wandering Person” as per Policy AD156 and is unable to be independent in the community and is at risk of harm, Policy AD156 will be followed.

If the person is not identified as a “Wandering Person,” the absence will be noted for future references. Management may begin Policy AD156 based on individual circumstances.

STAFF WHO DO NOT NOTIFY MANAGEMENT OF ANY CHANGES IN THEIR SCHEDULE IN REGARDS TO THE CANCELLATION OF SUPPORTING AN INDIVIDUAL WILL NOT BE PAID FOR THE HOURS THEY DID NOT PROVIDE SUPPORT.