

## PATHWAYS ABILITIES SOCIETY

### **POLICY: ENTRANCE, TRANSFER, INCREASE, DISCONTINUATION OF SERVICE**

**Applies to:** All Personnel, Person Served, Families, Advocates, Caregivers and Funding Body

Original Approval Date: April 7, 2008

Date Board Approved: September 25, 2023

Replaces Policy Dated: October 30, 2006

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Board Member's Signature

### **PREAMBLE**

Pathways is committed to providing services and supports appropriate to the needs of each person we serve. Pathways will make every effort to provide the services identified by the person and/or their support team.

### **POLICY**

Entrance:

Individuals can receive services from Pathways:

- Whose goals can be achieved in a Pathways setting.
- Who get along with the individuals currently receiving service.
- Whose support needs are well matched with the resources available. The following will be considered: amount of staff support required, emotional support required, physical support required and the amount of money available to provide the required supports.
- Who has a referral from the relevant funding body.
- Who has funding to meet the needs of the person and/ or service area.

In order to ensure we are able to meet the new person's expectations and provide the service and support they require, the first three months of involvement with Pathways is on a trial basis. If during the three-month period the person feels or Pathways feels the type of service and support required cannot be provided by Pathways, we will let the person and our funder know and work with both to find a service provider or increase the support needed in order to ensure the person is successful and receiving the appropriate services. Though all stakeholders are involved in the decision as to whether the person will receive services from Pathways, the executive director or designate makes the final decision.

Before a person can start receiving service from Pathways, they must have completed the following (required information) at the intake meeting or within one week after the intake meeting:

- Application for Service.
- Consent and Community Support form.
- Health and/or Support Protocols.
- If the person is at risk of harming themselves or others, an approved Safety Plan that

complies with the requirements of the Community Living BC (CLBC) Behavior Support and Safety Planning Policy.

If the above information is not received within one week of the intake meeting, CLBC will be notified and will direct Pathways on how to proceed with the referral.

If the person requires personal care or personnel support and is unable to state how the support is to be provided, on their first service orientation day attending, the person's family or caregiver must attend with the person and orientate staff to the procedure outlined in their support protocol.

If the referral is for Integrated Career Opportunities (employment) after receiving the information, a Discovery is scheduled. The Discovery helps Pathways gain a better understanding of who the person is and the type of service and/or support they want, need and expect from Pathways.

Persons wanting to attend Pathways services with their own support worker and who do not receive service from Pathways can do so based on the following:

- Individuals not attending school can attend for a two-week period at no charge. Persons wanting to continue are charged a \$20.00 per day attendance fee. The finance manager gives the individual an invoice. The entrance fee is then given to the finance manager once collected.
- Students attending for practicum experience or transitional reasons can do so at no charge for the predetermined period.
- Any person can attend the scheduled Social Recreation Evening and Weekend Service activities with their support worker at no additional charge other than the cost of the events.

After beginning service, a person can request an increase in service or transfer to other Pathways service areas through a CLBC Facilitator.

A person will not have their services stopped from the organization until all possibilities have been tried within Pathways. Pathways will help the person find different services. Pathways will complete an exit summary for each person who exits service. The summary includes information on the individual's goals while in service, the results achieved, services used and length of participation. Pathways will provide the person with a copy (if requested) and a copy will be kept in their file.

Services may be stopped because:

- Pathways is unable to meet the needs of the person.
- Different supports or services are required or wanted by the person.
- The placement was not suitable.
- Conflicts with people.
- Not happy with the services.
- The person does not want the service.
- The person refuses three times in a row to take advantage of a requested work opportunity and the reason for refusal is not medical.
- The person does not attend regularly.

If requested, Pathways staff will provide temporary assistance to the person in order to adjust to his or her new service site.

A person who no longer wants service from Pathways must tell Pathways staff 30 days before their last day in service.