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| Policy Name EMPLOYEES AND/OR VOLUNTEERS ACCOMPANYING A RESIDENT OFF THE PROPERTY | Policy Number: 0140 Effective Date: April 18, 2007 |
| Approved By: Management Committee | Date Revised: September 21, 2011 |
| Classification: Delivery of Care to Residents and Families | Page No: Page 1 of 4 |

POLICY

Management, employees and volunteers may accompany a resident off site to provide social and emotional support when family is not available. Plans must be coordinated with inter-disciplinary team members.

CRITERIA

- Standing order for PRN Pass confirmed;
- Residents must be able to take their own medication;
- Signed copy of Goals of Care Designation/"Green Sleeves" (attached).

EQUIPMENT REQUIRED

- Park Pack (located in Jolin Wing linen room, behind door), which includes:
 - Gloves
 - Hand Sanitizer
 - Drinking water
 - Kleenex
 - Plastic bags
 - Umbrella
 - Sun glasses
 - Sun hat
 - Wipes
 - Towel
- A wheelchair suitable for outdoor use, with the following:
 - Attached foot petals
 - Working locks
- **A Charged Cell Phone**

PROCEDURE

Interdisciplinary planning process:

1. If needed, arrange transportation through Social Worker – taxi or Handi-bus.
2. Any request for volunteer support must go to Volunteer Resources Manager.
3. Employees/volunteers must obtain permission from their supervisor to leave facility.
4. Registered Nurse (RN) will prepare medications and give instructions to the resident.

* Resident must be able to take own medication.



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* Volunteers/employees except for RN may not handle or administer medications.

5. Ensure the resident has the Goals of Care Designation /“Green Sleeve” and business card with Agapé’s phone numbers.
6. Arrange to have all necessary equipment (wheelchair, park pack) and a charged cell phone.
7. Resident must sign out at work station – record cell phone number of person accompanying resident on chart or whiteboard in workstation.

Emergency procedures in event of a crisis offsite involving:

1. Resident

○ During day time work hours:

1. Employee /volunteer will call 911.
2. Call Agapé Hospice Clinical Care Coordinator /Director of Resident Care/designate for direction.
3. Employee /volunteer will present Goals of Care Designation /“Green Sleeve” to medical personnel.
4. Employee/volunteer to stay with resident – accompany to hospice or hospital.
5. Clinical Care Coordinator /Director of Resident Care/designate/Volunteer Resources Manager will make arrangements for resident and/or employee/volunteer to return to hospice.
6. Clinical Care Coordinator /Director of Resident Care/designate will notify resident’s health advocate.
7. Employee or Volunteer Resources Manager for volunteer will fill in Incident Report.

○ During all other times:

1. Employee/volunteer will call 911.
2. Call Agapé Hospice. The On-Call Manager will be contacted by nursing staff. The On-Call Manager will provide direction, go to the hospital to provide support, or will arrange for alternate support (ie. Spiritual Care Coordinator, Social Worker, Director of Resident Care, Clinical Care Coordinator, designate, Volunteer Resources Manager, RN, Executive Director) if needed.



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3. Employee /volunteer will present Goals of Care Designation /"Green Sleeve" to medical personnel.
 4. Employee/volunteer to stay with resident – accompany to hospice or hospital.
 5. On-Call manager will notify resident's health advocate.
 6. Employee or On-Call Manager will fill in Incident Report.
2. Employee/Volunteer (If the employee/volunteer needs to be transferred to a hospital)

○ During day time work hours:

1. Call 911.
2. Notify Clinical Care Coordinator/Director of Resident Care/designate and/or Volunteer Resources Manager.
3. Clinical Care Coordinator/Director of Resident Care/designate will make arrangements for the resident to return to Agapé Hospice.
4. Clinical Care Coordinator/Director of Resident Care/designate will notify the employee's emergency contact person. Volunteer Resources Manager will notify the volunteer emergency contact person.
5. If needed, either the Spiritual Care Coordinator or Volunteer Resources Manager will offer to provide support to the person and their family members as they are transferred to the hospital.
6. Clinical Care Coordinator/Director of Resident Care/designate for staff or Volunteer Resources Manager for volunteer will fill in Incident Report. Employee will fill in WCB report.

○ During all other times:

1. Call 911.
2. The On-Call Manager will be contacted by nursing staff. The On-Call Manager will provide direction, to go to the hospital to provide support, or will arrange for alternate support (ie. Spiritual Care Coordinator, Social Worker, Director of Resident Care, Clinical Care Coordinator, designate, Volunteer Resources Manager, RN, Executive Director) if needed.



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3. On-Call manager will notify employee/volunteer's emergency contact.
4. On-Call manager will fill in Incident Report for employee/volunteer. Employee will fill in WCB report.

ATTACHMENT

Goals of Care Designation form.

CROSS REFERENCE

Policy # 0951