



Policy Name RESIDENT'S BELONGINGS/VALUABLES	Policy Number: 0146
	Effective Date: April 07, 2010
Approved By: Management	Date Revised:
Classification: Delivery of Care to Residents and Families	Page No: Page 1 of 5

POLICY

Agapé Hospice adheres to the highest standards of personal and professional conduct, ensuring that the workplace is a safe, secure and trustworthy environment. The hospice offers end-of-life care in a welcoming, home like setting. Although residents are encouraged to bring in personal items to enhance their environment, they are discouraged from bringing in items of value. The resident and/or health advocate assume responsibility for all resident's belongings/valuables. Upon admission to Agapé Hospice a Waiver of Responsibility form is signed by the resident and/or health advocate.

A resident's personal furniture, equipment or belongings are stored in their room while they remain at the hospice. Any large items inadvertently left at Agapé Hospice are removed from the room and stored in the basement once a maintenance requisition is completed and forwarded to maintenance department.

Agapé Hospice employees or volunteers do not solely manage or store resident's cash or valuables under any circumstances.

Families are responsible for removal of all belongings/valuables at the time of the resident's death/discharge.

Unclaimed articles will be stored for ninety days following which time they will be disposed of appropriately.

PROCEDURE

1. A Waiver of Responsibility form is signed by the resident and/or health advocate on admission to Agapé Hospice.
2. Residents are encouraged to send valuable items and cash home with their family/health advocate.
3. A resident and/or health advocate who chooses to keep valuable items and/or cash in their room is advised that they are responsible for the safekeeping of the articles.

VALUABLES ENVELOPE

1. In special circumstances where the resident has no known family or health advocate small items may be placed in a valuables envelope and stored in the locked safekeeping area at the reception desk and is only accessible during business hours. Should the need arise after hours, the valuables envelope is to be stored in the locked narcotic box and added to the resident narcotic count record. The Social Worker/designate is to be informed by voicemail and is required to deliver the



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valuables envelope to reception on the next regular business day. In these special circumstances two employees are required to accept and document the item/s.

2. Complete the form attached to the valuables envelope as indicated including a description of the articles placed inside the envelope. Have the form signed by the resident when possible and document the request/need in the progress notes. Provide the resident with a copy of the completed/signed form. The resident will need to present his/her copy of the form when claiming the belongings. If the resident is not able to sign or the health advocate is not available, the valuables envelope is to be sealed and signed by two (2) employees. *When describing articles, such as jewelry, use general descriptive words such as gold colored or clear stone.*

BEREAVEMENT BOXES/PATIENT BELONGINGS BAGS

Bereavement boxes are available for:

1. Families of a deceased resident to pack the resident's belongings and transport them home respectfully.
2. Storage of belongings inadvertently left at Agapé Hospice following the death/discharge of a resident. Items can be temporarily stored in a patient belongings bag until the family contacted is able to pick up the items. NOTE: a **bereavement box is used** to transfer items to the family.

Bereavement boxes are stored in the basement. Patient Belongings bags are kept in the work station.

FOLLOWING THE DEATH OF A RESIDENT

1. If required, obtain a bereavement box(es) for the family to pack the resident's personal belongings and offer to **assist** the family with the packing of the personal effects. If the family is not returning to the hospice after the resident's death, obtain permission to pack the resident's personal belongings. A belongings bag can be used.
2. Any belongings left at Agapé Hospice following the death/discharge of a resident are put into a white plastic "Patient Belongings" bag.
3. Small valuables left behind following the death of a resident are placed in a valuables envelope with a written description of the article on the front form. The envelope is sealed and double signed by two (2) employees and documented in the progress notes.
4. Complete a Resident Personal Belongings/Valuables form found in the Resident's Chart directly behind the Notice of Death and Release of Body form 0145(a). Include on the form:



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- . The resident's name;
 - . The resident's ID number;
 - . Date of Death;
 - . Name of the next of kin (NOK) or the Executor of Will (if known) with their contact numbers;
 - . An itemized list of the contents. Indicate if a valuables envelope is in the safe at Reception,
5. The personal belongings bag or Bereavement Box is **identified only** with the resident's **identification number** found on the health record label for storage privacy purposes.
6. The completed Resident's Belongings/Valuables Form is filed in the Belongings/Valuables Follow-up Binder. Ensure the resident's identification (ID) number is clearly indicated on the form, on the patient belongings bag or Bereavement Box, or on the valuables envelope.
7. Belongings will be store in the basement for safe keeping. ***A bereavement box is used to transfer personal belongings to the executor/family member.***

NOTIFICATION

1. The Unit Clerk or Bereavement Follow-up volunteer will make three (3) attempts to contact the executor of the will (if known) or the next of kin to inform them that personal belongings were left at the hospice.

First (1st) attempt is made within the first week following the resident's death.

Second (2nd) call is made in approximately one (1) month's time.

Third (3rd) call is made at the two (2) month period and can be done at the same time as the bereavement follow-up call.

*****The above time frame is only a guideline. Discretion should be used when contacting families as the grief process is different for all individuals.*****

2. Directions received from the executor/family for the disposal of articles will be indicated on the form, carried out as directed and the form signed when completed.
3. The person picking up the residents belongings will be required to sign the Resident Belongings/Valuables Form indicating the articles were received.
4. If articles are unclaimed after 90 days the staff member/volunteer disposing of the unclaimed articles is required to indicate how the articles were disposed of on the Resident's Personal Belongings/Valuables form and sign the form.
5. The completed/resolved Resident's Belongings/Valuables Form found in the Resident's Belongings/Valuables Follow-up Binder will be attached to the Resident's



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Bereavement Follow-up form found in the Bereavement Follow-up binder at the work station.

6. The Resident's Belongings/Valuables Form is filed in the resident's chart following the completed Bereavement follow-up support.

NOTE: Unclaimed articles will be stored for ninety (90) days following which time they will be disposed of appropriately.

ATTACHMENTS

[Resident's Personal Belongings/Valuables Follow-up Form](#)

CROSS REFERENCE

- Policy # 0116 - Waiver of Responsibility
- Policy # 0116 - Waiver of Responsibility Form
- Policy # 0145 - Notice of Death and Release of Body Form
- Policy # 0925 - Non-Monetary Gifts to Hospice
- Policy # 0926 - Gifts to Staff at Agape Hospice
- Policy # 0934 - Residents' Cash/ Personal Effects
- Policy # 0934 - Residents' Cash Deposit/Withdraw Form

REFERENCES

- Alberta Health Services (AHS), Calgary Health Region, Personal Belongings of Patients/ Clients, Policy Number 1350.
- AHS, Calgary Health Region, Theft of Patient, Staff, Visitor or Calgary Health Region Property, Policy Number 1261.
- AHS, Calgary Health Region, Lost and Found, Policy Number 1312.



Residents Name: _____ ID # _____
Room: _____ Date of Death: _____

Resident's Belongings/Valuables Follow-up Form

Executor (if known): _____ Relationship: _____ Phone: _____
 Next of kin: _____ Relationship: _____ Phone: _____

List Items left List Items donated

Packed by (name): _____ Belongings taken to basement

Valuables envelope located: _____ Please attach Valuables Envelope copy to this form
 Placed in Reception Safe by: _____ date: _____

Resident Belongings/Valuables Follow-up calls

1st call	2 nd call	3 rd call
Date: _____ Made by: _____	Date: _____ Made by: _____	Date: _____ Made by: _____
Results: <input type="checkbox"/> no answer <input type="checkbox"/> left message <input type="checkbox"/> will pick up: details <input type="checkbox"/> other, pls specify	Results: <input type="checkbox"/> no answer <input type="checkbox"/> left message <input type="checkbox"/> will pick up: details <input type="checkbox"/> other, pls specify	Results: <input type="checkbox"/> no answer <input type="checkbox"/> left message <input type="checkbox"/> will pick up: details <input type="checkbox"/> other, pls specify

Bereavement Box

Pick-up/Donation/Disposal Record

Resident Items received by:

Executor Signature: _____ date: _____
 Next of Kin Signature: _____ date: _____

Employee signature: _____

Donation directions: _____ date: _____

Disposed of: **Employee signature:** _____ date: _____