



Policy Name	Policy Number: <b>0104</b>
<b>IDENTIFICATION OF CAREGIVERS, SERVICE PROVIDERS, AND HEALTH ADVOCATES</b>	Effective Date: May 9, 1996
Approved By: Management Committee	Date Revised: APRIL 18, 2012
Classification: Delivery of Care to Residents and Families	Page No: Page 1 of 1

## **POLICY**

Each resident/family will receive a general orientation to the caregiving team and facility and be offered the opportunity to appoint a "Health Advocate". It is ideal for a tour to be set up prior to admission for general orientation and to have questions answered. All tour appointments are directed through to the volunteer tour line.

## **PROCEDURE**

1. If there was no tour prior to admission, a brief tour of the facility should be given at the earliest convenience. The volunteer/caregiver should outline the caregivers and service providers they will meet at Agapé Hospice. An explanation of the "Daily Ditties" form should also be provided.
2. At the time of admission, the caregiver will ask the resident who they wish to appoint as their "Health Advocate". The Health Advocate is authorized by the resident to speak or act on their behalf if they are no longer able. The Health Advocate is an informal appointment, not to be confused with legal, formal arrangements like Agent for Personal Directive or Guardian for Guardianship. The Health Advocate must agree to take on this responsibility, and the caregiver must confirm that the Health Advocate is willing and able to act in the advocate capacity. If there are questions/concerns regarding the Health Advocate, Social Work is to be consulted. The Health Advocate's name will be written on the admission record.
3. All staff and service providers must wear name tags indicating their first names and title. At initial visit, all staff must identify themselves and clarify their roles.