



Policy Name: <p style="text-align: center;">REFERRAL TO SOCIAL WORK</p>	Policy Number: <p style="text-align: center;">0310</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">SEPTEMBER 16, 1999</p>
Reason for Revision: <i>Click on item below and select item from list.</i> <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">New format being used. Added SW supports in regards to MAiD & eye/body donation requests</p>	Date Revised: <p style="text-align: center;">June 23, 2021</p> Next Date for Review: <p style="text-align: center;">June 23, 2024</p>
Section: <p style="text-align: center;">Section 03 - Psychological, Social and Spiritual Support</p>	Page No: <p style="text-align: center;">Page 1 of 3</p>

Policy

A Social Worker is available for psychosocial support 7.5 hours a day, 5 days per week for Residents, family members, and staff.

The Social Worker will do best to make initial contact with the Resident and/or family within 72 hours of admission, and will ensure that an initial psychosocial assessment from the Social Work perspectives will be provided to Interdisciplinary Team (IDT) members through ongoing communication with team members, care plan, charting, and attending IDT rounds.

Residents and/or families will also be seen by the Social Worker based on a referral from other members on the Interdisciplinary Team or a Resident/family/community request.

POLICY ELEMENTS

A referral to the Social Worker should be made when one or more of the following applies, but not limited to:

The Resident and/or family member:

- a) has no known family or social support system or is not in a family social relationship;
- b) is in conflict with family or staff members about care or treatment;
- c) is in need of a family conference;
- d) requires referral(s) to outside resources (i.e.) food bank, caregiver support group, children’s bereavement support;



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- e) is a victim of abuse, neglect or violence;
- f) requires information on legal services in community and legal documents (i.e.) Personal Directives;
- g) requires information on funeral arrangements or support for end of life planning;
- h) is in need of discussion surrounding how the dying process is affecting the family, Resident and/or social support system;
- i) requires support in regards to adjusting to the hospice environment, including addressing loss, grief, fear, and anxiety issues, promoting coping strategies, and/or helping the Resident with Life Review;
- j) is in need of discussion surrounding discharge/transition planning and follow-up;
- k) requires support from Agape Hospice Children's Greif Support Program, "Elephant Club" for small children and their guardians;
- l) requires practical Social Work support at time of bereavement (i.e. Death Benefits application);
- m) requires information and follow up for Medical Assistance in Dying;
- n) requires information and follow up for eye donation and body donation wishes

CROSS REFERENCES

Policy #0309 – Social Work



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Procedure

1. The referral can be made by any Interdisciplinary Team members, Residents, families or community professional;
2. The referral can be made face to face, by telephone message, by email or with Referral Note in the Nursing Station;
3. The Social Worker will be available to follow up according to an established schedule with flexibility to meet family needs;
4. The Social Worker will do their best to address the referral within 24 hours of receipt;
5. The Social Worker will maintain ongoing communication with the Interdisciplinary Team members after receiving a referral;
6. When the Social Worker is away from Agape, a referral can be made to the covering Social Worker.