**DISCHARGE PROCEDURE**

Discharging residents is dependent on their exiting circumstance. For those who are Self-Discharging or have Supported Transition to second stage housing, the following procedure is followed.

1. **Transition Planning**

If we are aware a resident will be transitioning ahead of time, we assist them to complete a transition plan that helps them assess what they will need. (**Completed between Outreach Workers, Resident Coordinator, and Direct Care Workers.**

1. **Discharge Form**

Staff is directed to fill out the discharge form for the resident. These are completed the day before a resident leaves our program.

When resident leaves without informing staff and does not return to the unit, discharge papers are left on hold until contact with resident has been established and assessment of residents return or discharge has been determined.

* 1. Staff attempts to contact resident, assessing safety, evaluating needs and potential return.
  2. If self-discharge is confirmed, papers are completed upon resident return to collect her belongings. Discharged resident meets staff in the Resources Center to sign paper work. Residents are no longer allowed in the Special Care Unit unless they are returning to reside in the program.

**General Information:** In this section, we complete general information about the resident, and specify the reason for discharge. This area is where we are specific to their particular circumstance upon discharge. An example of this is as follows:

*Marissa has chosen to self discharge from our program. She has participated in Special Care Unit programming for a year, but has decided that she would like to live on her own. Arrangements have been made for her to live in an apartment.*

OR

*Marissa was discharged by Special Care Unit because she was admitted under the Mental Health Act and taken to the hospital. Marissa has extensive mental health concerns, and refused to take medication for 3 months, and posed a safety risk to our floor, and violated our program rules.*

**Address:** We also obtain the resident’s new address (as per residents discretion) in order to be able to contact them if we have messages for them, or to invite them to events should that be appropriate. We must ask the resident if it is okay for us to contact them through the information they provided.

**Transition Follow Up:** Each resident has a different journey that brings them to our program, and have different needs when they transition. On a case by case basis, we evaluate their needs, and may make a temporary agreement for limited ongoing support, including phone call check ins, and transition counseling sessions. This is agreed upon with Management approval only.

**Personal Belonging Storage Arrangement:** Some residents may be permitted to temporarily store one suitcase of belongings at our facility for a maximum of 30 days, as per management discretion. Residents are to be encouraged to take all belongings with them on the day they leave, as we have limited space.

Belongings left longer than 30 days will be disposed of.

*This portion of the discharge form residents are allowed to view, and asked to sign. The second portion is filled out by staff and is not shared with residents.*

When the resident has left the program suddenly and no longer returning staff will pack her belongings and have them ready for resident to come collect at an arranged date and time made through Outreach Worker or Resident Coordinator, upon their availability. Belongings are kept in the former residents’ bedroom, if there is no immediate need for the room to be vacated then it gets moved to storage for the resident to collect.

When residents do not make contact with staff for several days since self-discharge, Direct Care Worker’s pack resident’s belongings and place in storage upon management discretion and space availability.

**Resident Summary Assessment Information:** This area is for staff evaluation of the resident’s progress in our program, and their projected success upon discharge. Staff indicate the residents overall progress in the program, their challenges and ongoing needs, services accessed in house and in the community while at Deborah’s Gate, their goal development progress and future plans, and any additional comments or notes.

These documents are to be filled out completely, and handed in to Management for filing.

1. **Discharged Resident Satisfaction Survey**

We ask all residents to fill out our Resident Satisfaction Survey before they leave to give us a picture of their stay with us, and areas we can improve upon. This survey is only shared within staff, and we encourage honesty. There are no repercussions for residents who respond to this survey, regardless of their response.

1. **Resident Medication**

On the day a resident leaves, we return all remaining medication back to them (unless we have been instructed by medical supports not to), once the resident is physically leaving the floor. Any discontinued and unused medication that might still be in their medication box gets discarded appropriately and does not go with the resident.

Refer to policy 5.1.38 Contraband items

**5.. Resident Documents on File**

Before a resident leaves, staff must go through a resident’s file and return any documents that belong to the resident, including medical forms, immigration and income assistance documents. All staff must obtain management approval before giving any files back to the resident.

Any document that indicates Special Care Unit must stay with on site, or a photocopy must be kept.