# Policy # FCSS-0141.08

**FAMILY & COMMUNITY SUPPORT SERVICES (FCSS)**

**RIMBEY COMMUNITY HOME HELP SERVICES (RCHHS)**

**POLICY**

**NAME: NO RESPONSE TO A SCHEDULED VISIT**

### DEPARTMENT: HEALTH CARE

**EFFECTIVE DATE: NOVEMBER 19, 2008**

**Definition:**

A scheduled visit is one in which a client is notified by the Rimbey Community Home Help Services staff person of the date and time when the visit will occur.

**Policy:**

1.0 The HCA **is not responsible** for entering the home of a client who is suspected of being in the home and unable to answer the door. This is the responsibility of the next-of-kin and/or RCMP.

2.0 The HCA person **is responsible** for follow-up when there is no answer at the client’s door for a scheduled visit.

**Follow Up Procedure:**

1.0 HCA

1.1 Considers the history of compliance with scheduled visits and the client’s general mobility.

1.2 Calls the Rimbey Community Home Help Services office to determine if the client has left a message.

1.3 Checks with the client’s emergency contacts, and/or neighbors or landlord to inquire of the client’s whereabouts.

2.0 HCA to contact FCSS/RCHHS office or supervisor on call if after hours.

3.0 FCSS/RCHHS office or supervisor to contact the Home Care client’s Case Coordinator for further investigation.

Revised/Reviewed: ***May 30, 2019***

This Policy shall be reviewed at the discretion of the Board but at least annually