

Community Connections Support Services - Policies and Procedures

Section	Health and Safety Policy and Procedures
Subject	Death of a Person in Support (hs050)
Applies To	Employees and Subcontractors
Effective Date	November 1995
Revised Date	January 2018

Policy: The death of someone that we support profoundly affects our agency, employees and subcontractors. By following these procedures, we will do our best to honour the wishes of the people we serve and ensure that all relevant parties are notified.

Procedures:

Planning

Planning for aging in place, palliative decision making and end of life decisions can happen long before a person is considered palliative. For information on planning for these life events for the people we support, please see policy ip020 Aging & Advanced Care Planning.

Expected Death of a Person Receiving Support

- When a person receiving support develops a serious and/or life threatening illness or condition or is deemed palliative by their physician, CCSS must notify CLBC immediately.
 - Notify your Service Coordinator or Home Share Coordinator immediately and complete a Healthcare Consultation Form (hs070.1).
 - Your Service Coordinator or Home Share Coordinator will notify the CCSS Directors and CLBC.
 - Your Service Coordinator or Home Share Coordinator will notify any legal representative named for the person supported.
 - Your Service Coordinator or Home Share Coordinator will notify family members of the person supported unless the person has indicated that they do not wish to have contact with family.
- If an Advanced Care Plan is not already in place (see policy ip020), employees or subcontractors must develop a plan to address palliative care issues and end of life decisions according to the wishes of the person supported. Where the person supported wishes to involve family; family members may be enlisted to assist in creating the Advanced Care Plan. *Note: If there is a legal representative named for the person supported, this representative may already have a plan in place to address end of life

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decisions. Consult with legal representatives is necessary in completing an Advanced Care Plan.

Unexpected Death of a Person Receiving Support

If there is an unexpected or sudden death of a person you support:

1. Try to remain calm
2. Immediately call an ambulance (dial 911)
3. Secure the situation and begin performing emergency first aid
4. If the person has died as a result of violence, misadventure, negligence, misconduct, malpractice or suicide, the body must not be interfered with or altered until the coroner so directs
5. Once paramedics arrive, call your Service Coordinator or Home Share Coordinator who will immediately go to the location.
6. Upon confirmation of death (by physician at the hospital or by coroner at home) follow steps outlined regarding notification.

Notification of Death

- When a death occurs, you must immediately notify your Service Coordinator or Home Share Coordinator. According to the person's Advanced Care Plan, you may also need to call 911 to have death pronounced and the local coroner's office if the person has died at home.
- Your Service Coordinator or Home Share Coordinator will immediately contact the person's CLBC liaison analyst when a death occurs including when/if the death occurred outside of service provision times (person visiting with family, etc).
 - Castlegar: 250-365-8558
 - Kelowna: 250-712-3610
 - Cranbrook: 250-426-1282
 - Creston: 250-426-1282
- When a death occurs outside of normal CLBC working hours, CCSS will contact the Ministry of Children and Family Development (MCFD) After Hours. **1-800-663-9122**
- Within 24 hours of a death, the Service Coordinator or Home Share Coordinator will complete the CLBC Mortality Information Summary form (hs050.1) and submit it to the CLBC liaison analyst. When the death occurs on a weekend or a statutory holiday, the CLBC Mortality Information Summary form is submitted by 8:30 a.m. on the next business day. The Service Coordinator or Home Share Coordinator must also submit a Critical Incident Report (see policy hs040 Incident Reporting).

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- CLBC policy states that “[w]hen more than one service provider is under contract to provide services to the individual, the reports are submitted by the service provider whose funded services the individual was participating in when the death occurred” (CLBC, 2016).
- Following a death, family members of a person supported are notified in a manner that is sensitive to their loss and reflects the type of relationship they have had with their deceased family member and CCSS support workers or home share providers. In situations where it is unclear if CCSS is the most appropriate party to notify the family and/or a legal decision maker the agency may enlist CLBC support according to CLBC policy (CLBC, 2016). “The facilitator and analyst can work together in a timely way with [CCSS] and health care professionals (e.g., family doctor, nurse) to determine who should be responsible for notification and how it should be done” (CLBC, 2016).
- “Other CLBC-contracted service providers and government agencies (e.g. Ministry of Social Development) that have provided services to a [person] and are not aware of their death, require notification” (CLBC, 2016). CCSS can enlist the support of a CLBC analyst to provide notification to other service providers and government agencies (CLBC, 2016).

Post Death Arrangements

Unless specified in Advanced Care Planning, CCSS will take responsibility to support the deceased person’s family in making necessary post-death arrangements. The degree of support is dependant on the needs of the family. In some instances, the family will choose to take full responsibility for the arrangements, and in others, particularly when there is little or no family involvement, CCSS may take full responsibility. In this case, it would be important that the deceased person's wishes regarding arrangements are followed as outlined in the Advanced Care Plan.

Arrangements that may need to be made include, but are not limited to:

- cremation or burial;
- memorial service;
- complying with statutory regulations (ie. Taxes, will, etc); and,
- disbursement of assets.

Dealing with Grief

Following the death of a person in support, CCSS will make every effort to provide support to employees, subcontractors and roommates of the deceased through their grief process. The agency will ensure that all those affected at the agency are informed of community resources available in their area to assist with bereavement.

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References

CLBC. (2016). End of Life Policy. Retrieved January 5, 2018, from http://www.communitylivingbc.ca/wp-content/uploads/END_OF_LIFE_POL_10_19_2016.pdf

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