



Near North Palliative Care Network – Policy and Procedures Manual

<b>Standards:</b> <b>Care Delivery D6.4</b>	<b>HPCO Standard:</b> <b>D6.4 a</b>	<b>Policy:</b> <b>Care Delivery D6.4 a</b>
<b>Original Approval Date:</b> <b>Aug 1, 2017</b>	<b>Date Revised:</b>	<b>Revision Approval Date:</b>

*WAITLIST CRITERIA*

**POLICY STATEMENT:**

NNPCN strives to serve everyone living in the areas covering Nipissing/Parry Sound and Almaquin Districts. This includes **North Bay**, west to **Markstay-Warren**, south to **Novar**, east to **Deux-Rivières**, north **to the boundaries of Temagami** and in the south west the Almaquin District. (**South to Novar; East to Sand Lake; North to South River; West to Ahmic Harbour. It includes 16 towns and villages in the townships of Perry, Kearny, McMurrich, Ryerson, Armour, Strong Magnetawan and Machar.**)

Visiting Hospice services are provided free to all terminally ill, with a life expectancy of 6 months or less, and caregiver/bereaved clients, in a variety of settings. Bereavement support services are provided to those who are 18 years or older.

NNPCN is an "identified FLS agency". Service in French is provided dependent on the availability of volunteers. Provision in other languages is dependent on the availability of appropriate volunteers.

**PURPOSE:**

To provide timely access to palliative and bereavement services and programs to all who are eligible. Palliative services are provided regardless of age, gender, sexual orientation, language, culture, race, religion or diagnosis. Outcome is to have an enhanced quality of life for all who are living with a life threatening illness, and to provide bereavement support to the community.

**PROCEDURE:**

Referrals can be made by anyone (ie: self-referral, physicians, family, home care staff, hospital or other healthcare professionals). All referral sources must ensure the individual being referred, or their substitute decision maker (SDM) has previously consented to the referral and meets the eligibility criteria.

Referrals may be received by phone, fax, email, in-person or by specific secure communications with other institutions (ie: Long-term Care Facilities, Hospitals etc).

NNPCN mandate is to accept and respond to all requests for service within 48 hours and to complete the initial assessment within 10 days of the referral. The NNPCN will advise the service recipient of any waiting list for service requests.

The Executive Director(ED) or designate will determine eligibility. If upon assessment it is determined that the individual’s needs cannot be met by NNPCN, a timely referral to a more appropriate service organization will be made with the consent and involvement of the client and family, when appropriate.

Once the individual is deemed eligible, and the NNPCN cannot initiate service in a timely manner, the client will be placed on a waiting list, by the ED or designate, until the time that service can be delivered. There are separate waitlists/criteria for Palliative services and Bereavement services. Priority of service will be determined by the ED or designate. Criteria for priority of service delivery is based on the individual’s and caregiver’s need, based on “domains of care” and availability of service providers/volunteers. Prioritization for service may be developed in collaboration with other agencies. The individual or SDM will be notified they are on a waitlist and given an estimate on approximate time service delivery can be met. The NNPCN will keep communication lines open with the individual or SDM to provide any updates on availability of service delivery.

No potential palliative client will be rejected on the basis of the cause of their illness, their economic means, social background, beliefs or other individual factors. NNPCN strives to be as flexible as possible in order to meet client needs within our mandate and volunteer availability.

**REVISION HISTORY:**

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy