

	HAO Standard: 1.2	Policy: Accessibility #4
	Date Revised: August 31, 2009	Revision Approval Date: August 31, 2009

TITLE: SERVICES PROVIDED

POLICY STATEMENT:

NNPCN (N/PS) is committed to providing services to eligible clients, based on need and availability of resources.

SERVICES PROVIDED

- Emotional and spiritual support, comfort measures, respite and Therapeutic Touch to palliative clients
- Bereavement and grief support
- Lending library
- Loan cupboard

Services provided to the NNPCN community and volunteers include:

- Collaboration with existing community services
- Community education and training
- Living Wills – Advance Directives – information only
- On-going support, education and training of volunteers

All services provided by NNPCN (N/PS) are free of charge.

SETTINGS:

Services are provided in a variety of settings, - eg: the client's home, hospital, long-term care facility, the NNPCN (N/PS) office or an approved location.

PROCEDURE:

- Referrals are responded to in a timely manner by staff or a designated volunteer
- North Bay office is open Monday to Friday, 8:30 a.m. to 4:30 p.m. – Closed 12 – 1 p.m. for lunch
- Office is closed Saturday, Sunday and Public Holidays
- Answering and FAX machines in all NNPCN (N/PS) offices are available to receive calls and referrals on a 24-hour basis, 7 days a week, except at times of extended closures, eg – Christmas.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy
02/02/09	Bev Charron		Amendments 08/31/09	08/31/09