

	Dimensions: Accessibility	HAO Standard: 1.3 a & b and 1.4 a, b, c, d	Policy: Accessibility #5
	Original Approval Date: January 27, 2003	Date Revised: August 31, 2009	Revision Approval Date: August 31, 2009

TITLE: ELIGIBILITY FOR SERVICE

POLICY STATEMENT:

Admission to the NNPCN (N/PS) program is dependant upon an assessment to determine needs and eligibility. The NNPCN (N/PS) program has established the following eligibility criteria:

Palliative Support:

- Clients residing within the geographic boundaries of NNPCN (N/PS)
- Written or verbal consent obtained prior to initiating service
- Clients must be living with end stage life threatening or terminal illness

Services are dependant upon available resources. Waiting lists may occur.

Bereavement Support:

- 13 month Bereavement Support is routinely provided to families of deceased NNPCN (N/PS) clients
- 7 Session Grief Support Groups are available to bereaved community members
 - three months time lapse must have occurred since the death
 - clients being counseled professionally, must wait until therapy is completed
- one-on-one support for family members/caregivers of NNPCN clients is limited to 4 visits, based on available resources

Volunteers **DO NOT PROVIDE** professional counseling or grief therapy.

PROCEDURE:

Palliative Clients:

1. Upon receipt of the referral, an assessment appointment is arranged as soon as possible
2. An assessment is completed by a qualified staff or volunteer
3. Eligibility may be determined at time of referral and/or during the assessment
4. Priority for service is based on individual and caregiver needs and may be decided in collaboration with other agencies
5. Availability of suitable resources determines possible placement on a wait list
6. Ineligible clients are referred to the appropriate services

Bereavement Support:

1. 13 month follow-up is provided through correspondence and telephone contacts from the main office
2. Referrals for 7 Session Grief Support Program are placed on a waiting list
3. Waiting list clients are contacted prior to the start of each 7 Session Group program, by the facilitators, to determine their need for the service
4. Limited one-on-one support is provided in extenuating circumstances
5. Referrals for one-on-one support are assessed and assigned to a qualified volunteer as soon as possible
6. Ineligible clients are referred to appropriate services

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