

Discontinuation of Services

Purpose: *To have a consistent process for the discontinuation of services.*

Policy Statement: *When it is identified that services for a Client will be discontinued (voluntary or agency initiated) ASC will adhere to contractual agreements including:*

- *Providing a notice period*
- *Assisting in transition planning*
- *Informing the Client/Guardian of the addressing concerns and reapplication processes*

Voluntary Discontinuation:

- *A Client/Guardian determines that services are no longer desired/required*

Agency Initiated Discontinuation:

- *ASC determines a Client's needs are in excess of agency/community resources*
- *Discrepancies with ASC contractual agreements/policies occur*

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Section(s):	Entry/Exit	R/R	01-12-06	R/R	Feb. 24, 2005	R/R	Mar 6/08
Program Area(s):	Adult Disability, Family Support Disability	R/R	Sept 27/12	R/R	Apr 26/18		

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VOLUNTARY DISCONTINUATION OF SERVICE

1. When it is determined by the Client/Guardian that services are no longer desired, or required, the Client/Guardian will provide notice as per the Service Agreement.
2. The area specific Coordinator may refer the voluntary discontinuation of service to the ASC Placement Committee for review, recommendations, and or problem solving. See Placement Committee Policy and Procedure.
3. A letter will be forwarded to the involved stakeholders within 14 days to acknowledge notification of the voluntary discontinuation of service.
4. A meeting may be arranged to address transition planning, referrals, re-application process and follow-up as required.
5. If the Client is discontinuing all services with ASC, the Client's file will be closed, as per the file closure procedure (see Documentation Policy and Procedure).

AGENCY INITIATED DISCONTINUATION OF SERVICE

1. Agency initiated recommendations for discontinuation of services will be referred to the Placement Committee for review, recommendations and problem solving.
2. The Placement Committee decisions and recommendations will be documented on a Placement Committee Minutes form
3. When it is determined by the agency that services can no longer be delivered, the agency will provide notice as per the Service Agreement.
4. The agency will provide opportunity to discuss available resources with involved stakeholders. Documentation of these discussions will occur through contact notes, meeting minutes, correspondence, reports, etc.
5. A letter summarizing the decisions and recommendations of the Placement Committee, along with the information regarding addressing concerns, the re-application process will be forwarded to the involved stakeholders.
6. A meeting will be arranged to address transition planning, referrals, re-application process and follow-up as required.
7. If all services with ASC are discontinued, the Client's file will be closed as per the closure of file procedure (see Documentation Policy and Procedure).

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