



A Level II Accredited Company

Policy Number: 1070	Page: 1 of 2
Effective Date: 1 January 2016	Replaces: 1 November 2011

SECTION: CLIENT SERVICES
TOPIC: TRANSITION PLANNING AND SUPPORT

Intent: To provide information to clients and guardians about service transitions with support of the Agency.

The agency believes that service provision must be based on consideration of needs, interests and wishes, in concert with available resources. In addition, growth toward greater independence is acknowledged as a valued destination for many. A responsive service will make adjustments to changing needs, interests and wishes, and support the independence that growth enables. As such, we recognize that services will evolve or from time to time come to an end.

Changes in the form of Residential and Career Services may occur over time, as client lifestyles and support needs evolve (e.g., from group home living to supported living in one’s own apartment or from leisure-based day activities to part or full time employment). Residential support will be provided as needed to help facilitate the planning, implementation and follow-up of any type of residential transition. Similarly, Career support will be provided in the planning, implementation and follow-up of career transitions.

The duration of the Crisis/Relief Service is limited. As such, in Crisis/Relief Services, the length of stay is contracted. Support will be provided to ensure service changes meet individual needs.

The duration of external Support Approach Team services is also limited. The length of involvement is contracted prior to intake and may be extended or reduced as required. The referring source is responsible to make exit arrangements consistent with the contracted termination date. The intent of Support Approach Team services provided to external clients is to identify appropriate supports, alternate resources and offer new skills that may help increase the likelihood of handling the challenges individually after involvement.

The termination process will be articulated in advance within individual Service Contracts. These contracts will specify that the client or guardian, following receipt of a written notification, may alter or terminate the services of the agency.

The agency recognizes that individuals may exhibit behavior which represents a recurrent and significant danger to others, which may involve acts contrary to law or subject to the intervention of the Courts. In such circumstances, the safety and security of the person must be considered in the maintenance of Services. The agency will continuously evaluate and adjust services with these needs in mind. However, where the Agency’s resources are determined to be inconsistent with the ongoing maintenance of safety and security, termination of services may have to be considered.



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The client's participation in the services of the agency is voluntary. All individuals are informed of their right to withhold, revoke, or refuse services. In the event that a transition is initiated, the agency will make every effort to assist in transition planning at the request of the client.

It is the Agency's intent to obtain the appropriate disclosure of client-specific confidential information to assist in transition to subsequent service providers within the limits of informed consent. Where guardians or independent adults are uncertain about full disclosure of information the agency will support the individual/guardian to review the importance of sharing complete and appropriate information. The agency will assist the individual or guardian as needed to confirm the receiving service provider's process for handling confidential information. Where limits to information sharing are maintained by the individual and/or the guardian, the Agency will advise our funder of the restriction and enlist support in fostering full disclosure where such disclosure is not contraindicated.