

**Manitoulin-Sudbury District Services Board
POLICY & PROCEDURES MANUAL**

Section: I. Social Housing	Effective Date: April 1, 2014
Topic: I.5. Provider Responsibility	
Subject: Tenants Exiting Hospital	New
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POLICY

From time to time, the Manitoulin-Sudbury DSB may be asked to assist with service partners when a resident is returning home from hospital.

To ensure the best tenant services, the DSB will commit to a collaborative approach with service agencies within our Housing Properties.

PROCEDURE

Where the Manitoulin-Sudbury DSB is contacted by a Service Agency that is working with a Housing Resident for their transition from Hospital to Home, the DSB will undertake to work with such agencies to assist the agency in preparation for the tenant's safe return home.

Such agencies could include, but are not limited to;

- Community Care Access Centre (CCAC)
- Canadian National Institute for Blind (CNIB)
- The Hearing Society
- Occupational Therapists
- Oxygen Suppliers
- Community Living
- Hospitals

Where such an agency contacts the DSB office in advance of a tenant's return home from hospital requesting access to the building and/or the apartment of the resident, the DSB will assist wherever possible to allow access with or without written consent of the resident.

The following protocol is recommended for each instance and documentation should be scanned into the tenant file for follow up.

- Request submitted
- Verified with Tenant if available and information documented
- Coordination with Provider and Staff for access
- Follow up to ensure unit security

To ensure the best possible outcome for the resident, arrangements for entry will be coordinated with the building Custodian to grant entrance and accompany the Service Provider into the unit. The Custodian will ensure that the unit is secure upon completion of the required services.