



Team Name: Home Care Team Lead: Director - Home Care, Palliative Care & Seniors Approved by: Regional Lead - Community & Continuing Care	Reference Number: CLI.5413.SG.003 Program Area: Home Care Policy Section: Case Coordination
Issue Date: May 3, 2022 Review Date: Revision Date:	Subject: Back Up Plan for Service Interruption

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

STANDARD GUIDELINE SUBJECT:

Back Up Plan for Service Interruption

PURPOSE:

To establish a comprehensive, alternate plan with client/family/caregiver when there is an unexpected interruption in Home Care services.

To communicate the mutually agreed back up plan with the client/family/caregiver and Home Care staff.

DEFINITIONS:

MG-1840: Manitoba Government Care Plan Information form, contract signed by the Client and Case Coordinator that identifies the client’s plan of care and back up plan.

Back Up Plan: A strategic plan that client/family/caregiver and Case Coordinator develop to address service interruption in the event that regular Home Care services are not available.

IMPORTANT POINTS TO CONSIDER:

Home Care makes an effort to ensure that Home Care service is not interrupted however there are times when care cannot be provided. Some situations include:

- Clients who have needs that require special training for staff and a trained worker is not available to meet those needs.
- Events such as transportation issues, staff resources, work stoppages, or staff illness.
- Severe weather such as a snow storm or over land flooding may prevent Home Care staff from making a scheduled visit to client’s home.

PROCEDURE:

- Case Coordinator discusses the back up plan with client/family/caregiver at time of initial assessment and records on the MG-1840, copy provided to the client.
- For client open to Nursing Department:
 - The Case Coordinator creates a Nursing Service Request indicating the MG-1840 contract requires completion by the Direct Service Nurse at the initial nursing visit if possible.
 - The Case Coordinator provides two copies of the MG-1840 filled out by Case Coordinator with:
 - client name;
 - service to be provided;
 - referrals to other services and other information;
 - contact names and numbers, including After Hours phone number; and
 - client back up plan.
 - The Direct Service Nurse will review the MG-1840 contract with client and:
 - verify the contact names and back up plan;
 - review the After Hours phone number with client; and
 - obtain client signature.
 - The Direct Service Nurse signs and dates both copies on behalf of Case Coordinator. e.g. Jane Doe Registered Nurse for Case Coordinator (name of Case Coordinator).
 - The Direct Service Nurse returns one copy to Home Care office and leaves a copy for the client.
- Case Coordinator:
 - Reviews the back up plan at reassessment or any other time the client's condition changes.
 - Reviews the Home Care Back Up Plan / Severe Weather Planning Handout (CLI.5413.SG.003.SD.01) and provides copy to client/family/caregiver.
 - Documents the mutually agreed back up plan in the clients Electronic Home Care Record:
 - Nursing Service Request Section Nursing Goals 2.3 Back Up Plan;
 - Home Care Attendant/Home Support Work Service Request Section Additional Information 19.3 Back Up Plan; and
 - Supplemental Assessment Back Up Plan Section if completed.
 - Upload the MG1840 to the client's Electronic Home Care Record Consent Folder.
- In the event of a notification/potential service interruption due to an extreme weather warning such as over land flooding or snow storm, the Case Coordinator will contact clients identified as high risk or their family/caregiver, as identified using the Risk Assessment Tool for Home Care Clients (CLI.5411.PL.003.FORM.01):
 - review mutually agreed back up plan;
 - discuss options in the event care is interrupted for more than one day; and
 - advise Resource Coordinator via Procura task if back up plan includes client being cared for by contact or taken to an alternate location.

SUPPORTING DOCUMENTS:

[CLI.5413.SG.003.SD.01](#) Home Care Back Up Plan / Severe Weather Planning Handout

REFERENCES:

CLI.5411.PL.003.FORM.01 Risk Assessment Tool for Home Care Clients

MG-1840 (Rev - December 2008)

After Hours/Client not Home /Interruption in Home Care Services letter

[ORG.1513.PL.006](#) Inclement Weather and Work

WRHA Home Care Program-Back Up and Severe Weather Planning

Severe Winter Weather Planning, Holiday Planning and Back-up Plans letter