

Removal of Clients' Personal Belongings, Post-Discharge Policy

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Approved By: Operations Steering Committee

1.0 Policy Statement

Baycrest Hospital recognizes that the discharge of a patient or resident (herein referred to as 'client'), whether due to death or transfer to another location or facility, is an emotional time. When death has occurred, religious and/or cultural rituals and obligations guide the conduct of immediate family members e.g. observing Shiva or other mourning rituals.

While respecting the needs of families/caregivers and religious/cultural rituals, Baycrest also must ensure that rooms are available to provide timely access to care to those urgently awaiting placement to a hospital or Apotex bed. This could mean admitting a new client into a hospital or long term care bed before the room is emptied to meet system pressures and demand. Therefore, belongings that are not packed and removed within the 12 hour (Hospital) or 48 hour (Apotex) time period will be packed and stored by Baycrest staff for up to two weeks, **after which time any items left behind will be removed.**

Baycrest Hospital is not responsible for making arrangements to donate any personal belongings.. Baycrest will not be liable for loss or damage to goods that are being packed and/or stored for clients/families/caregivers.

2.0 Definitions

Baycrest Hospital refers to the Apotex, Jewish Home for the Aged and the Baycrest Hospital.

Caregiver is a type of essential visitor who is designated by the Apotex resident and/or their substitute decision- maker (SDM)

Client refers to either a resident living in the Apotex, Jewish Home for the Aged or patient receiving care in the Baycrest Hospital.

Discharge refers to the process when a patient/resident passes away or is discharged to another facility, including a transfer from the Apotex, Jewish Home for the Aged to Baycrest Hospital.

2.0 Background and Scope

This policy applies to residents living in the Apotex, Jewish Home for the Aged and patients receiving care in the Baycrest Hospital.

3.0 Procedure

3.1 Notifications

- This policy will be reviewed with the client/family/person(s) with a Power of Attorney for Property at the post admission meetings (see Appendix A).
- The nursing/social work/management team will either verbally remind the family/caregiver and/or person with the Power of Attorney for Property at the time of discharge or provide an update in writing if required.
- All clients and applicable family members will also be notified of this policy in writing by the Client Financial Analyst when the personal property agreement is signed (see Appendix B).

3.2 Emptying the Room

- The room must be cleared of all personal belongings within 12 hours in the hospital and 48 hours in the Apotex after discharge.
- In the Apotex, keys for the display case can be obtained from the Unit clerk or designate. If this is not possible, the nurse can page security for access to the display case.
- Any personal belongings that are not packed and removed from the room within 12 hours (Hospital) or 48 hour (Apotex) post discharge or death will be packed and stored by housekeeping staff and stored temporarily for the maximum of two weeks, at which time all items must be picked up or they will be removed. .
- Families/caregivers must notify the unit staff of their arrangements to empty the room.
- Staff will document the information in the clients' chart.
- All items will be tagged with the clients' name/room number and moved to temporary storage for a maximum of two weeks.
- In the Apotex, when the belongings are ready for pick up, family members/POAs will contact Apotex Housekeeping 647-268-1297 between 8am-4pm to make pick up arrangements
- In the Hospital, when the belongings are ready for pick up, family members/POAs will contact the respective unit, between 8am-4pm to make pick up arrangements
- If, by the end of the two week storage period, personal items are not picked up, all items will be removed without notice.

3.3. Mail

- Any mail received by Baycrest for clients, post-discharge, will be forwarded by the Unit Clerks of the client's discharged unit to the Client Financial Analyst for a period of one year.

3.4. Donating Items

- Families/caregivers wishing to donate personal belongings are responsible for making their own arrangements.

4.0 Appendices/Links

Appendix A: Letter to Family/Caregiver/Person with Power of Attorney for Property

Appendix B: Personal Property Agreement regarding the Removal of the Clients' Personal Belongings, post discharge.

APPENDIX A: Letter to Family/Caregiver/POA for Property

[To be copied onto Baycrest Letterhead and to be provided to family at admission at post admission, quality of life meetings and at time of death/discharge]

Baycrest Hospital recognizes that the discharge of a client, whether due to death or transfer to another location or facility, is an emotional time for families. Furthermore, when a death has occurred, religious and/or cultural rituals and obligations guide the conduct of immediate family members observing Shiva or other mourning rituals.

In setting forth this policy, Baycrest's focus is to be mindful of this sensitive time for families while simultaneously balancing the needs of other clients who are urgently awaiting placement. The policy is informed by legislative requirements outlining room turnover, financial responsibility, and Baycrest's limited storage capacity.

Clients' personal belongings must be removed from the rooms in the Apotex within 48 hours and in the Baycrest Hospital within 12 hours following discharge or death. It is not possible to arrange to pay bed-holding fees to extend this time frame. Clients' valuables such as money, jewelry and items of sentimental value in clients' locked drawers and display cabinets should be removed immediately, whenever possible, as Baycrest does not assume responsibility for such items (i.e. missing or damaged items). In the Apotex, the keys for the display case can be obtained from the Unit clerk or designate. If this is not possible, the nurse may page security for access to the display case.

Any belongings that are not packed and removed within the above stated time period will be stored by housekeeping staff for a maximum of two weeks, after which point they will be removed.

For those families wishing to pack belongings themselves, the person(s) with Powers of Attorney for property or designates must contact the social worker or nursing units to make arrangements to do so.

To pick up the belongings that have been moved to temporary storage, the family members or POAs must contact Housekeeping at 647-268-1297 from Monday to Friday 8:00am – 4:00pm to arrange pick up or disposal of the belongings. Within the Hospital, belongings that have been stored temporarily may be picked up from the unit where the patient was admitted through arrangement at the Unit Level, during business hours. Arrangements for pick up should be made with the unit directly.

Any mail received by Baycrest for clients, post-discharge, will be forwarded by the Unit Clerks of the discharging units to the Client Financial Analyst for a period of one year.

APPENDIX B: Personal Property Agreement regarding the Removal of the Clients' Personal Belongings, post discharge.

1. I/we hereby agree to remove the personal belongings of _____ when he/she is no longer a Baycrest Hospital client. I/we understand that we will have 12 hours (Hospital)/ 48 hours (Apotex) to remove the belongings including clothing, pictures, furniture from within the room and the display cabinet.
2. I/we understand that after this time period, _____'s belongings will be packed and put in temporary storage of the unit by Baycrest staff for a period of up to two weeks.
3. If I/we do not pick up the said belongings within the time period set out in paragraph 1 or 2, I/we understand that Baycrest will dispose of the items without notice.
4. I/we understand that Baycrest will not be liable for loss or damage to goods that are being packed up and/or stored for clients.

DATED:

Applicant Signature:

Decision makers, Signature:

Witness:

Copy to client/family/POA

Copy to client chart