

## CALGARY FAMILY SERVICES

### POLICY STATEMENT

**Section: Client**  
(Determining Level of Risk)

**Policy Number: C - 11**

The Society is charged with the responsibility of determining suitability for services in the programs provided by Calgary Family Services.

An important factor in determining suitability is the level of risk the potential client poses to himself, others, and/or the caregiver. It is essential to apply consistent standards when determining level of risk and suitability for service.

#### **Caregiving**

1. The following conditions are considered when determining risk levels.
  - a) Self-destructive behaviour or threats are observed or stated.
  - b) The level of health care required or the acuity of the medical condition exceeds the skill level of those available to provide the care.
  - c) There is a physical threat to the staff person.
  - d) A previous experience with a specific client or information from the family or medical sources suggests that the client may attempt suicide.
  - e) There are children unable to be managed in a safe manner (i.e. running away, physically attacking the service provider or others, setting fires or other behaviour that endangers the child or others).
  - f) Whether an individual's behaviour may be seen as a threat to the service provider (i.e. verbal threats, violence, sexual advances or other inappropriate behaviour).

When a staff member providing services encounters any of the above circumstances, the service plan is reviewed immediately with his/her supervisor to determine if service can be safely provided.
2. In order for caregivers to perform their duties it is imperative that the following conditions exist:
  - a) The client must be able to breathe on their own or with the help of a respirator without requiring suctioning (otherwise an RN or LPN must be placed).
  - b) Children who require total care, including lifting, must weigh less than 35 pounds. For individuals who exceed that weight, the services cannot involve lifting, transferring or toileting unless there are mechanical aids or the individual can weight-bear and pivot.
  - c) Individuals with a rapidly degenerative disease must be assessed on a monthly basis by the client's supervisor in order to ensure that the care being provided is appropriate and safe.
  - d) Individuals who are at the end-stage of life (where death is expected within hours) must be cared for in the presence of a family member or friend.

**Note:** In circumstances where there is concern in relation to the acute medical condition and needs of the client, a supervisor will assess the situation and determine whether the medical needs of the client exceed the skill level of the caregiver.

Caregivers are not trained to provide sterile procedures or intravenous therapy. Cases contracted with CHR are managed by the community care coordinator, however, close communications with the community nurse are essential to ensure safe practice standards and appropriateness of care are maintained by our caregivers.

## **Counselling**

Services may be refused when;

1. The risk to serve a client exceeds the risk counsellors are normally expected to assume.
2. A client's behaviour may be seen as a threat to the counsellor (i.e. verbal or physical threats, violence, sexual advances or other inappropriate behaviour).
3. The goals and objectives of the client are incompatible with the stated objectives of the Society (i.e. the client requests support in making unhealthy life choices).
4. The Society has made many attempts to find a good match between the client and available counsellors and the client repeatedly requests change.
5. If another agency is much better suited to serve a client due to service focus and training of staff. Every attempt will be made to support the referral.

Related Policy and/or Procedure: Policy C-01

Chief Executive Officer's Authorization: \_\_\_\_\_ Date: \_\_\_\_\_

Board of Directors' Approval: Chair: \_\_\_\_\_ Date: \_\_\_\_\_

Revised: January 2006