

	Peel Cheshire Homes (Brampton) Inc.		OPERATIONAL POLICY # DC25
	Issued: September 23, 2016		Page 1 of 2
	Revised: May 20, 2025	Section: Direct Care	
	Signed: 	Subject: Withdrawal of Service from Client	

## Purpose

PCH's Mission, is "to empower people with disabilities to live independently in their community, leveraging best practices and professional support services." At the same time, PCH recognizes that, on occasion, circumstances will arise that prevent or seriously impair the ability of the Agency and its staff to safely and effectively deliver service. This policy is intended to provide direction for staff and managers of when to withdraw services from clients.

## Policy Statement

Peel Cheshire Homes Brampton (PCH) may withdraw services to a client due to the following condition or conditions which include but are not limited to:

- Illegal acts committed by the client.
- Client behaviour which presents a persistent risk to the health, safety, and well-being of staff, as defined by the Ontario Occupational Health and Safety Act, and Agency policies.
- Client behaviour that presents a risk to the health and safety of staff and has not responded to the medical and/or clinical interventions available to the Agency.
- Client no longer meets the eligibility criteria established by the Ministry of Health and Long-Term Care and as outlined in the Service Agreement.
- The Client's needs exceed the support services provided by PCH. Given that Supportive Housing is a non-medical model of community living, it may become apparent that PCH's personal support services may no longer be enough to meet the needs of the resident. It would be at this point in time, that the resident and their support network will be informed by PCH that it is no longer able to meet the needs of the resident.
- Any other condition deemed to represent a significant risk to the Agency and its staff.

## Procedure

### **Critical Incidents**

- If an employee believes that an interaction with a client is placing their health and safety at risk, they should remove him/herself from the situation.
- If immediately removing him/herself from the situation places another resident or staff member at risk, they should take all steps reasonable under the circumstances to ensure that the other resident or staff member is safe before leaving.
- If the employee believes that there is an immediate and significant danger to others, they should call 911.
- Immediately notify their manager about the hazardous situation, and the actions that they have taken.
- Initiate an incident report providing a full account of the hazardous situation.

### **Management Actions**

- The Manager, in conjunction with a member of the Health and Safety Committee will promptly investigate the incident.
- The investigation will consult with the appropriate professional resources, medical, clinical, legal, law enforcement, etc., prior to making recommendations for corrective action.

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- In making recommendations the investigation will consider:
  - Nature of the incident;
  - Impact of the incident on other residents and staff members;
  - If there are interventions or controls that can be put in place to safeguard staff and residents;
  - If the Agency has the resources to implement these controls or interventions;
  - If the resident/client is agreeable to the controls or interventions
- The Agency will maintain service to the resident/client if the investigation concludes that controls/interventions are appropriate and will be effective.

#### Process for withdrawing services

If the withdrawal of service is deemed necessary by PCH Management:

- The Executive Director or designate will inform the resident/client in writing about the Agency's decision to withdraw service. The Board of Directors will be informed of the decision without disclosing personal information that identifies the resident.
- If required, the Executive Director or designate will notify Ontario Health and/or Ontario Health atHome about the Agency's decision to withdraw service.
- The Agency will work with the resident/client and community partners to arrange a more suitable placement.
- The Agency will develop an interim plan to provide services, if possible, to the client until more suitable placement can be arranged. This plan will account for the limitations in services offered by the Agency and consider the initial reasons for the service withdrawal.

**Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.**

#### References:

The Occupational Health and Safety Act – Ontario  
 Regulated Health Professions Act - Ontario  
 Violence in the Workplace Policy  
 Abuse, Discrimination and Harassment Policy  
 Health and Safety Policies  
 Roles and Responsibilities Policy