

## Example

### Program Administration – Resident Discharges

#### Policy

Interfaith House strives to find appropriate discharge placement for its residents. Interfaith House will not discharge any resident unless an appropriate placement has been found for him/her. Residents that are AWP (Absent Without Permission) relinquish their rights and privileges as a resident of Interfaith House. Residents may be involuntarily discharged without 24 hour notice by a Manager with consultation with Program Director or Associate Program Director for theft, intentionally destroying agency or other resident's property, engaging in physical violence or abuse, possession of weapons, using, selling or having alcohol or illegal substances on Interfaith House property, multiple substance abuse relapses, or failure to abide by policies and procedures. If a resident disagrees with the decision to be discharged, for any reason, the resident should utilize the grievance procedure.

#### Procedure for Planned Discharges:

1. The resident's Case Manager should notify Central Desk in writing about the discharge.
1. The resident will be given a discharge letter informing him/her about the procedures regarding mail, valuables, medications, storage for personal belongings, aftercare and other matters.
2. It is the responsibility of the Central Desk staff member who began the discharge procedure to ensure that the process is completed appropriately and thoroughly as indicated on the discharge checklist.
3. The resident should be given the opportunity to complete a Discharge Questionnaire.
4. Housekeeping is made aware of the discharge so the bed and area can be cleaned.

#### Procedure for AWP Discharges:

1. Residents who do not return to the building before curfew are considered absent without permission and should be discharged by 5:00pm the following business day or by 12:00pm on the first business day following a weekend or holiday pass **if they have not called to state their whereabouts or intentions in regards to housing.**
2. The resident's Case Manager should notify Central Desk in writing about the discharge.
3. It is the responsibility of the Central Desk staff member who began the discharge procedure to ensure that the process is completed appropriately and thoroughly as indicated on the discharge checklist.
4. Housekeeping is responsible for cleaning the bed area.

#### Procedure for Self Discharges:

1. If a resident informs staff that they are self discharging, the resident's case manager should be notified. If the case manager is unavailable, another program staff in the building should be contacted.
2. The resident will be given a discharge letter informing him/her about the procedures regarding mail, valuables, medications, storage for personal belongings, aftercare and other matters.
3. The resident should not be formally discharged until their case manager notifies Central Desk in writing about the discharge.
4. Upon receipt of the written notice of discharge, it is the responsibility of the Central Desk staff member who began the discharge procedure to ensure that the process is completed appropriately and thoroughly as indicated on the discharge checklist.
5. The resident should be given the opportunity to complete a Discharge Questionnaire.

6. Housekeeping made aware of the discharge so the bed and area can be cleaned.

**Procedure for Emergency Discharges due to Violence:**

1. If a resident becomes physically violent, 911 Emergency Personnel should be called
2. As soon as it is possible and safe, request assistance from additional staff.
3. If possible, isolate the resident from the rest of the community.
4. All attempts should be made to follow standard discharge procedures, making a special effort to return medications to the departing resident. The resident should not be formally discharged until their case manager notifies Central Desk in writing about the discharge.
5. Upon receipt of the written notice of discharge, it is the responsibility of the Central Desk staff member who began the discharge procedure to ensure that the process is completed appropriately and thoroughly as indicated on the discharge checklist.
5. Housekeeping is made aware of the discharge so the bed and area can be cleaned.

**Procedure for Due Process for Involuntary Discharges:**

1. A written notice, containing a clear statement of reason(s) for discharge, shall be given to the residents upon departure. Typical reasons for involuntary discharge are :
  - a. Sabotaging Housing Placements/Refusing Housing Placements
  - b. Repeated rules and/or Policy violations
  - c. Non -Compliance with medical recovery.Residents will also be provided another copy of the Grievance Procedure.
2. Should the resident disagree with the discharge decision he/she should utilize the Grievance Procedure
3. The final outcome of the Grievance Procedure will be considered the final decision regarding the discharge.
4. Any resident continuing to disregard the discharge placement or who refuses to leave Interfaith House will be escorted off the premises by authorities.
5. The resident's Case Manager should notify Central Desk in writing about the discharge.
6. It is the responsibility of the Central Desk staff member who began the discharge procedure to ensure that the process is completed appropriately and thoroughly as indicated on the discharge checklist.
7. Housekeeping is made aware of the discharge so the bed and area can be cleaned.

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Executive Director

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Date