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| AgeWell Services of West Michigan | |
| Policy Name: Termination of Services Policy and Procedure | |
| Policy No. PS 1.6 | Effective Date: 5/30/2019 |
| Approved: <i>Kristen M. Collee</i> | Last Revised: |

SCOPE:

This policy refers to all AgeWell Services programs:

1. Meals on Wheels (Home Delivered Meals)
2. Lunch and Activity Center (Congregate Meals)
3. Tri-County Protection Team (TCPT) (Elder Abuse Prevention Activities)
4. Senior Center Activities
5. Transportation to Meal Sites (Transportation Volunteer)
6. Senior Transportation Program (Transportation Dynamic)

POLICY:

Both AgeWell Services and its participant's reserve the right to terminate services at any time. AgeWell Services will provide a formal written notification of the termination of services and documentation in client files, when applicable to the respective program. The written notification must state the reason for the termination, the effective date, and advise about the right to appeal. Reasons for termination may include, but are not limited to the following:

1. The client's decision to stop receiving services;
2. Reassessment that determines a client to be ineligible;
3. Improvement in the client's condition so they no longer are in need of services;
4. A change in the client's circumstances which makes them eligible for services paid for from other sources;
5. An increase in the availability of support from friends and/or family;
6. Permanent institutionalization of client in either a acute care or long term care facility. If institutionalization is temporary, services need not be terminated;

7. The program becomes unable to continue to serve the client and referral to another provider is not possible (may include unsafe work situations for program staff or loss of funding).

PROCEDURE:

1. A formal letter will be written within 14 working days after the verbal date of termination, indicating the reason for termination.
2. Enclosed with be a copy of the Participant Grievance and Appeals Policy and Procedure to reinforcement the participant's rights to file.
3. A copy of this letter will be retained in the participant's file, when applicable to the respective program.

ENFORCEMENT:

This task will be completed by the following team members:

- Program Assistant (HDM) and Congregate Meal and Assessor Manager
- Meal Site Coordinator (Lunch and Activity Center or Transportation to Meal Sites)
- Program Coordinator (Tri-County Protection Team)
- HDM Assessors
- Site Activities Manager (Senior Center Activities)
- Senior Transportation Coordinator (Senior Transportation Program)
- Mission Services Director and/or Senior Manager

Enforcement of this policy and procedure will be completed by the Director of the program's respective department.

REFERENCES:

PS 1.4 Participant Grievances and Appeals Policy and Procedure

Participant Grievance and Appeals Handout

AASA Operating Standards for Service Programs