

MANUAL OF ADMINISTRATION

TOPIC: SUPPORT SERVICES	SUBJECT: ESS/CLS/POS CANCELLATIONS CROSS MODULE	Code: SS030
		Date of Issue: February 2019
		Revised:
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PURPOSE:

1. To outline the process to be followed when a Manager cancels ESS/CLS/POS support.

PROCEDURE:

1. When an ESS/CLS/POS support is cancelled for a client by Avenue II, the Manager will:
 - a) Contact the client's household with the information recorded on a Contact Sheet noting the cancellation date, contact name and ride cancellation information.
 - b) Changes will be noted in the scheduling binder and on the white board.
 - c) Staff and support location (i.e. business or organization) will be notified if applicable.
2. When a support worker is re-directed by his/her own Manager to work elsewhere from ESS/CLS/POS and there is cross-module coverage involved, the following steps are to occur:
 - a) The worker's Manager is responsible to find coverage. Consultation with other Managers is encouraged.
 - b) **If coverage has been found**, the worker's Manager will confirm coverage details via email to the Manager of the client and make the appropriate changes in the scheduling binders.
 - c) **If coverage cannot be found**, the worker's Manager will:
 - a. Contact the client's household to cancel support and confirm who will cancel transportation (client's house or Manager) with the information recorded on a Contact Sheet including contact name.
 - b. The worker's Manager will also confirm this via email to the client's Manager with the appropriate changes noted in the scheduling binders and on the white board.