POLICY AND PROCEDURE PERTAINING TO
DEATH OF RESIDENT

PURPOSE

The purpose of this policy is to establish response and reporting guidelines for when death occurs of a resident.

POLICY

In the event that a person dies, staff will ensure proper response and reporting of the death. In addition, sites will have emergency phone numbers posted in a prominent location and a list emergency contact information for each resident.

PROCEDURE

I. When discovering a resident who appears to have died, all staff will treat the situation as if it were a medical emergency and will take the following steps:

   A. Evaluate if the client is on Hospice or Comfort cares and if so call the building nurse or nurse on call and follow instructions.

   B. If they are not on Hospice or Comfort cares call 911 and follow 911 operators instructions. Please be aware of the resident Advance Directives and Code Status. Call building nurse or nurse on call when able.

   C. Notify the Community Support Supervisor (CSS) and/or Community Support Program Director (CSPD)

   D. When an authorized person, such as a physician or paramedic, determines that the resident is deceased, the CSS and/or CSPD or on call nurse will ensure the County Coroner's office and/or funeral home (if prior arrangements have been made) is notified and will ensure that the body is not moved until the coroner arrives.

   E. Staff will thoroughly document in Therap's General Event Report (GER) – Event Type Death and Health T-Log.

II. The CSS and/or CSPD will complete the following:

   A. Ensure the GER is clear, concise, and completed thoroughly.

   B. Notify the following individuals or entities immediately (within 24 hours) of the death, or receipt of information that the death occurred, unless the company has reason to know that the death has already been reported:

      1. Legal representative or designated emergency contact

      2. Case manager

      3. Other support team members as listed on the person's Emergency Notification Form.

   C. Discuss with the legal representative, if any regarding funeral arrangements and notifications and offer to assist as needed.

   D. If the person is their own guardian, contact the case manager for direction.

E. Check the person's file for possible prepaid burial account information or arrangements at a funeral home.

F. Any funds or other property of the person will be surrendered to the person's legal representative, or given to the executor or administrator of the estate in exchange for an itemized receipt. A copy of the itemized receipt will be placed in the person's served record.

G. All prescription medications will be kept until the cause of death has been determined and then they will be destroyed according to the Medication Administration Policy.

H. Follow the Reviewing of Incidents and Emergencies Policy.

I. Conduct an internal review of incident of deaths that occurred while services were being provided and that were not reported by the program as alleged or suspected maltreatment, for identification of incident patterns and implementation of corrective action as necessary to reduce occurrences.

J. Complete a Status Sheets – Resident and route accordingly.

K. IT staff will add the person's name to the Discharge Register.

L. The Registered Nurse (RN) completes final documentation in the RESIDENT's file, including a discharge summary.

• If any of the RESIDENT's medications are under the control of our agency, the RN will dispose of these medications consistent with agency policy and will document the disposition of these medications.

• The Resident's apartment will be kept secured and locked. Release of a deceased Resident's personal property may be authorized only by the Housing Manager, or designee.

III. Records of the resident will be retained for at least five years following the death.

REFERENCED POLICIES

Medication Administration Policy
Reviewing of Incidents and Emergencies

REFERENCED FORMS

General Event Report (GER) – Event Type Death
Health T-Log
Emergency Notification Form
Status Sheet – Resident
Discharge Register