

TEMPORARY SERVICE SUSPENSION POLICY

Purpose

The purpose of this policy is to establish guidelines and notification procedures for temporary service suspension from the R&M Welty, Inc. program.

Policy

It is the intent of R&M Welty, Inc. to ensure continuity of care and service coordination between members of the supporting team including, but not limited to: the person served, the legal representative and/or designated emergency contact, case manager, and other licensed caregivers during situations that may require or result in temporary service suspension. R&M Welty restricts temporary service suspension to only specific situations according to MN Statutes, section 245D.10, subdivision 3a.

Procedure

R&M Welty recognizes that the *Temporary Service Suspension* policy and the *Service Termination* policy are two separate procedures. A temporary service suspension may lead to or include service termination, or R&M Welty may implement a temporary service suspension by itself. Service termination will be limited to specific situations as is outlined in the *Service Termination* policy. R&M Welty will limit temporary service suspension to the specific situations that are listed below in part A of this procedure.

- A. R&M Welty, Inc. must limit temporary service suspension to situations in which:
 - a. The person's conduct poses an imminent risk of physical risk to themselves or others and either positive support strategies have been implemented to resolve the issues leading to the temporary service suspension, but have not been effective and additional positive support strategies would not achieve and maintain safety, or less restrictive measures would not resolve the issues leading to the suspension;
 - b. The person has emergent medical issues that exceed the program's ability to meet the needs of the person; or
 - c. The program has not been paid for services.
- B. Prior to giving notice of a temporary service suspension, R&M Welty must document actions taken to minimize or eliminate the need for service suspension. Action taken by the program must include, at minimum:
 - a. Consultation with the person's expanded support team to identify and resolve the issues leading to issuance of the suspension notice; and
 - b. A request to the person's case manager for intervention services identified in section 245D.03, subdivision 1, paragraph (c), clause (1), or other professional consultation or intervention
 - c. services to support the person in the program. This requirement does not apply to temporary suspensions issued due to non-payment of services.

If, based on the best interests of the person, the circumstances at the time of the notice were such that the program was unable to take the actions listed above, the program must document the specific circumstances and the reason for being unable to do so.

- A. The notice of temporary service suspension must meet the following requirements:
 - a. R&M Welty, Inc. must notify the person or the person's legal representative and case manager in writing of the intended temporary service suspension. If the temporary service suspension is from residential supports and services (as defined in section 245D.03, subdivision 1, paragraph (c), clause (3)), the program must also notify the MN Department of Human Service's Commissioner in writing;
 - b. The notice of temporary service suspension must be given on the first day of the service suspension;
 - c. The notice must include the reason for the action and a summary of actions taken to minimize or eliminate the need for temporary service suspension. This list must also note why these measures failed to prevent the suspension.
- B. During the temporary suspension period, R&M Welty, Inc. must:
 - a. Provide information requested by the person or case manager;
 - b. Work with the expanded support team to develop reasonable alternatives to protect the person and others and to support continuity of care; and
 - c. Maintain information about the temporary service suspension, including the written notice of temporary service suspension, in the service recipient records.
- C. If, based on a review by the person's expanded support team, the team determines the person no longer poses an imminent risk of physical harm to self or others, the person has the right to return to receiving services. If at the time of the temporary service suspension, or at any time during the suspension, the person is receiving treatment related to the conduct that resulted in the service suspension, the expanded support team must consider the recommendation of the licensed health professional, mental health professional, or other licensed professional involved in the person's care or treatment when determining whether the person no longer poses an imminent risk of physical harm to self or others and can return to the program. If the expanded support team makes a determination that is contrary to the recommendation of a licensed professional treating the person, the program must document the specific reason why a contrary decision was made.