



## Member Not at Home Policy

### **Purpose**

As a provider of community-based services, we may at times arrive at a home to provide a service. If the Member is not at home, we want to do our best to ensure they are safe.

### **Scope**

This policy applies to all employees, contractors, members, families/whānau, nominated representatives and volunteers.

### **Objective**

To provide clear guidance in response to arriving to provide a service to a member and they are not home.

### **Policy Statement**

- When the Member is not home the contractor should:
  - try to contact the Member directly via mobile/preferred phone number
  - contact the next of kin or Authorised Representative to determine the whereabouts of the Member and establish if services are to be provided
  - wait for 15 minutes at the home for the Member to return/to establish the Member's whereabouts
  - notify the Care Manager
  - check-in and check-out to record the time spent waiting for the Member
  - record an explanatory note in the App, and
  - leave a message for the Member at their home.

- The Care Manager must:
  - continue to contact the Member and family to confirm the Member's safety/reschedule service
  - notify the Authorised Representative or next of kin if there is ongoing concern for the Member and no contact has been established
  
  - ensure the Member is charged and the contractor is paid in accordance with the Terms and Conditions regarding cancellation of services without notice
  - amend the Help Plan as required to ensure an effective visit schedule and service
  - if there is ongoing concern contact the police,
  - if necessary, suspend further services, and
  - notify the contractor of the outcome and any changes to the service.