

## Eligibility, Exclusion Referral and Transition

### Eligibility Criteria:

- An individual with palliative care needs is eligible for services and supports within the Community Hospice program, anytime throughout the trajectory of a life-limiting illness.
- An individual who is caring for someone with palliative care needs is eligible for services and supports within the Community Hospice Program, anytime throughout their caregiver experience
- An individual who is anticipating, or has experienced, the death of a loved one is eligible for services and supports within the Community Hospice Program, for up to one year, from the first point of contact
- Bethell Hospice has a focus on its surrounding geography of Caledon for in home services, however those services can also be provided within the Central West Ontario Health region as client choice and/or partner organization needs require. Individuals may access services virtually, by request outside of the Central West Ontario Health geographic area.
- Informed consent must be received by the individual and/or the Substitute Decision Maker (SDM)

### Exclusion Criteria:

- Individuals with Dementia who are unable to engage in meaningful talk therapy, and/or who are exhibiting wandering/exit seeking and/or aggressive behaviours
- Individuals with comorbidities of unmanaged, severe mental health conditions
  - Individuals in an acute severe mental health crisis (ie. actively suicidal, psychotic episode, delusional, hallucinations)
  - Individuals who are not taking anti-psychotic medication as prescribed
- Individuals who display aggressive behavior who pose a risk to service providers
- Individuals who are accessing the same supportive services from another service provider
- Individuals who have needs which extend beyond the capacity of the Community Program, to be determined on a case by case basis

### Referral

Individuals seeking to access services can self-refer. Service Providers can also make referrals to the community program. Referrals are received via phone, email, and fax.

### Internal Transition of Service

If an individual is already receiving service, and it is determined that their care needs may be better met through another service within Bethell Hospice, service provider will discuss this with the individual and/or SDM, and if consent is obtained, a referral will be made to the specified program, or the responsibility for ongoing care will be transferred to another service provider with Bethell Hospice.

### Transfer from Bethell Hospice services

- If a client no longer meets the Bethell Hospice eligibility criteria for the Community Program, the service provider will discuss this with the individual and applicable caregivers and set a timeline for transition. When appropriate and consent is received, the individual and/or caregiver will be referred to an alternative community organization.