

**NORMAN RECOLLET HEALTH CENTRE**  
Policies and Procedures Manual

**WAITLIST POLICY**

Category: Client Care	Subject: Waitlist Policy	Policy Number: CC.3
Approved by: Chief and Council	Subject Sub-title:	
Band Council Motion: BCM WFN 22/23-02-402		
Date Effective: February 13, 2023	Date Revised: Approved by:	Page: 1 of 2

**Policy Statement:**

If a waitlist is necessary for access to services, applicants who meet the eligibility criteria (please see Appendix A) will be offered a place on the waitlist. Services are offered to clients on the waitlist as soon as they become available.

**Purpose:** To ensure that access to service is provided fairly, based on need and eligibility for services within the available provincial and federal funding.

**Procedures:**

1. If a waitlist for services is required for any reason, clients and caregivers are notified as soon as possible. If necessary, they may also be directed to other alternatives while maintaining a space on the waitlist.
2. Clients on the waitlist are given priority based on:
  - the level of risk they are experiencing at home.
  - whether they are isolated or living alone without family or other supports
  - the amount of stress their caregivers are experiencing.
  - the level of need for services (based on case by case assessment)
3. The Community Health Nurse maintains regular contact with the client or caregiver to assess any changes in waitlist priority and to offer reassurance.
4. Clients or caregivers will be contacted as soon as services become available.

**Appendix A - The eligible recipients for this program:**

- Who have undergone a formal assessment of their continuing care service needs and have been assessed to require one or more of the essential services; AND
- Require services which can be provided with reasonable safety to the client and caregiver, within established standards, policies and regulations for service practice; AND
- Require services that can be provided within current 9-5, Monday to Friday guidelines.

Out of province visitors

First Nations and Inuit of any age visiting Ontario from another province/territory and persons who are in Canada without landed immigrant status may be eligible for home care services essential to enable them to travel home up to a maximum of 60 days under the following conditions:

- The individual is residing on reserve; AND
- The individual does not have private health/travel insurance and/or the home province will not cover the cost; AND
- Family/friends cannot reasonably provide for or make provision for the individual's care or there are no family/friends available to provide for or make provision for the individual's care; AND
- The care required is most appropriately provided in the home.

Eligibility exclusions

- Community members who require a level of service not provided through the FNIHCC Program
- The services, based on assessed needs, cannot be provided with reasonable assurance of safety of the client, the caregiver, and the staff.

**Approval Date & Signature:** \_\_\_\_\_

**Review Dates & Signature:** \_\_\_\_\_

CHIEF OF FIRST NATIONS  
HEALTH SERVICES  
ONTARIO  
Chief **LR**