AK0700 – SAFEKEEPING OF CLIENT PERSONAL BELONGINGS

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dãkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and Tŝilhqot'in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimensions of a diverse workplace includes the protected characteristics under the human rights code of: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

1.0 PURPOSE

To safeguard Client Personal Belongings while clients are Admitted in care.

2.0 DEFINITIONS

TERM	DEFINITION
Admitted	*When a Client has been accepted into IH's care for any form of healthcare including but not limited to acute care, emergency care, laboratory tests, diagnostics, rehabilitation, out-patients, ambulatory care, day care, social work services and long-term care.*
Client	*Includes patients and persons-in-care Admitted to IH and a Client's Personal Representative or substitute decision maker if the Client is incapable or deceased.*
Employee	*Staff, physicians, medical staff, volunteers, students, contractors and other persons working or acting on behalf of IH.*
Illicit Substance	*Any substance listed under Schedule I, II, III, IV or V of the Controlled Drugs and Substances Act that is acquired in a manner not authorized under this Act.*
Personal Belongings	*Includes all items belonging to a Client that are brought with them to an IH facility.*
Personal Representative	*For the purposes of making decisions for Clients as it relates to this policy, the following persons in order of priority:* *a. an Executor or Administrator of the Client's estate (deceased Clients only)*

	b. a person appointed under Committee of estate under the Patient Property Act *c. a person appointed as an Enduring Power of Attorney under the Power of Attorney Act* *d. a person appointed as a Representative under the Representation Agreement Act* *e. a person appointed as a Guardian under the Infant Act (minor Clients only)* *For adult Clients:* *f. the Client's spouse* *g. the Client's adult child* *h. the Client's parent* *i. the Client's adult sibling* *j. the Client's grandparent* *k. the Client's adult grandchild* *l. any other person related by birth or adoption to the Client* *m. a close friend of the Client* *n. a person immediately related to the Client by marriage* *o. an adult person having a personal or kinship relationship (including a First Nations Elder) with the Client, other than those referred to above*
Prohibited Items	*Any item or object that is intended to cause harm or could reasonably be considered to create undue risk to people or IH facilities. See policy AW0650.*
Safekeeping	*The storage and protection of Client Personal Belongings by IH Employees.*
Weapons	*Anything used, designed to be used or intended for use:* • *In causing injury or death, or* • *For the purpose of threatening or intimidating.* *Includes all firearms, guns (including antique and replica guns), knives, swords etc.* *Does not include Religious and/or ceremonial items such as kirpans, bear claws etc.*

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3.0 POLICY

3.1 IH is not responsible for the loss, damage or destruction of Client Personal Belongings that Clients have not turned over to an IH Employee for Safekeeping.

3.2 IH has an obligation to ensure Client belongings taken into Safekeeping are safe from damage and/or loss while the Client is in IH's care .

3.3 IH has a greater responsibility to safeguard Client Personal Belongings when a Client is incapable of independently managing their own Personal Belongings while Admitted for care than the standard responsibility to Clients as set out above.

3.4 Client Personal Belongings

3.4.1 Advise Clients or their Personal Representatives to send Personal Belongings offsite, except those which the Client requires to manage his/her daily living activities.

3.4.1.1 Clients unable to send Personal Belongings offsite should be advised of the availability of Safekeeping options.

3.4.1.2 Advise Clients who opt to retain their belongings that IH is not responsible for any loss or damage.

3.4.2 Clients may choose to surrender Personal Belongings for Safekeeping.

3.4.2.1 Employees document items taken into Safekeeping using the Client Valuables form. Employees must not store Illicit Substances in Safekeeping. Using a harm reduction approach, manage Illicit Substances per AH5000 – Harm Reduction – People who Use Substances.

3.4.2.2 Weapons and other Prohibited Items are managed per AW0650 - Prohibited Item

3.4.2.3 Client's own medications and natural health products are managed per PHK0700 - Patient's Own Medications and Natural Health Products in Acute Care

3.5 Disposition of Personal Belongings at Discharge, Transfer or Following Death

3.5.1 Return all Personal Belongings taken into Safekeeping to the Client at time of Discharge or Transfer.

3.5.2 Following death of a Client, document and store their Personal Belongings in Safekeeping until they are released to a Personal Representative.

3.5.2.1 For Coroner's cases, release of Client's Personal Belongings is not permitted until the body is released by the Coroner.

3.5.3 Make at minimum three attempts to contact the owner of Personal Belongings left behind after discharge or death. Items unclaimed after 30 days are stored, disposed of, or donated to an appropriate recipient at the discretion of the local Manager (or delegate).

3.5.3.1 Determining an appropriate recipient takes into consideration factors such as the value of the item(s), the type of item(s), conflicts of interest, ethical considerations and costs associated with storage or disposal etc.

3.5.4 Unclaimed items with an unknown owner are turned over to the site's lost and found.

3.6 Lost, Stolen or Damaged Personal Belongings

3.6.1 Document all reports of lost, stolen, or damaged Personal Belongings in the health record and investigate/search for the item.

3.6.2 Manager (or delegate) considers the context and circumstances of the lost, stolen, or damaged Personal Belongings and decides whether to reimburse the Client. Only circumstances where an Employee was remiss in the Safekeeping of Personal Belongings are compensated.

3.6.2.1 Document decision and rationale. Ensure a release form (Appendix A) is completed prior to reimbursement.

3.6.2.2 Manager contacts Risk Management for lost, stolen, or damaged items with a suspected value of over $1000 (excluding dentures, hearing aids, and glasses), as per AK0300 Claims Management to assess for insurance claim.

3.6.2.3 Reimbursement for Personal Belongings comes from the cost centre where the loss, theft or damage occurred.

3.6.3 Refer Clients who have unresolved concerns about lost, stolen, or damaged Personal Belongings to the Patient Care Quality Office as per AK0100 Client Complaint Management.

3.7 Long-term Care Settings

3.7.1 Long-term Care settings have unique considerations regarding Personal Belongings because a Long-term Care facility is considered the Clients' home. As such:

- Personal Belongings lists in Long-term Care must be updated at least yearly.
- For Clients unable to safely manage their own Personal Belongings, consider working with the client, or their family member/s or personal representative/s or friend/s on a safe storage plan.

4.0 PROCEDURES

Each site/facility is responsible for developing site/facility specific guidelines/protocols for implementing the policy considering available resources.

Roles and Responsibilities

4.1 Clients

4.1.1 Responsible for managing their Personal Belongings, except for those they choose to transfer into Safekeeping.

4.1.2 Report lost, stolen, or damaged Personal Belongings to an IH employee.

4.2 Employees

4.2.1 Complete all documentation, education, and provision of safe storage solutions to Client.

4.2.2 Manage Personal Belongings taken into Safekeeping

4.2.3 Collect Personal Belongings of incapacitated or deceased Clients and take them into Safekeeping.

4.3 Manager (or Delegate)

4.3.1 Manage the disposition of unclaimed Personal Belongings.

4.3.2 Manage all reports of lost, stolen or damaged Personal Belongings.

4.3.3 Determine whether to reimburse Client for lost, stolen or damaged Personal Belongings and reimburse Client as needed.

5.0 REFERENCES

1. Health Canada. 2022. *Subsection 56(1) class exemption to possess small amounts of certain illegal substances in the province of British Columbia – health care clinics, shelters and private residences.* https://www.canada.ca/en/health-canada/services/health-concerns/controlled-substances-precursor-chemicals/policy-regulations/policy-documents/exemption-personal-possession-small-amounts-certain-illegal-drugs-british-columbia/subsection-56-1-class-exemption-adults-18-years-age-older.html

2. AW0650 Prohibited Items
3. PHK0700 Patient's Own Medication and Natural Health Products in Acute Care
4. PHK0600 Controlled Substances
5. AV2000 Smoke Free Environment
6. AH5000 Harm Reduction – People Who Use Substances
7. AK0300 Claims Management
8. AK0100 Client Complaint Management

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APPENDIX A RELEASE FORM

FINAL RELEASE

THIS RELEASE is in respect of damages for PROPERTY LOSS or DAMAGE.
IN CONSIDERATION of the total sum of
_____ Dollars ($
_____)
and which is directed by the undersigned to be paid as follows:
_____ (Item) ($
_____)
_____ (Item) ($
_____)
_____ (Item) ($
_____)
_____ (Item) ($
_____)
_____ (Item) ($
_____)

THE UNDERSIGNED hereby for themselves, their heirs, executors, administrators, successors and assigns

1. Release and forever discharge the Interior Health Authority (herein referred to as the "Releasee") from any action, cause of action, or claim for damages specified above where the loss or damage, has been sustained as at the date hereof or may be sustained thereafter, as a result of:
   Description of damages:
   _____
   _____
   on or about the _____day of _____, 20 _____:

2. Agree not to make any claim or take proceedings against any person or corporation who might claim contribution or indemnity under provisions of any statute or otherwise;
3. Agree that the said payment does not constitute an admission of liability on the part of the Releasee; and
4. Declare that the terms of this settlement are fully understood that the amount stated herein is the sole consideration of this release and that such amount is accepted voluntarily as a full and final settlement of the claim for damages specified above.

Signed at _____ this _____ day of 20__

READ BEFORE SIGNING
In the presence of:

_____ Recipient Printed Name
_____ Recipient Signature
_____ Witness Printed Name
_____ Witness Signature