



**THE SALVATION ARMY**

**GOLDEN WEST CENTENNIAL LODGE**

**ADMINISTRATIVE MANUAL**

**APPROVED BY: Joyce Kristjansson**

**DATE: January 6, 2020**

**SUPERCEDES: NEW**

**NUMBER:**

**TOPIC: Cleaning Out Rooms**

**CATEGORY: Administration**

---

### **PREAMBLE:**

Golden West Centennial Lodge requires that personal belongings be removed within 24 hours after the death or discharge of a resident, so that the room can be cleaned and prepared for the admission of another resident from the waiting list within 48 hours. We recognize that it may be difficult for family/loved ones to complete this in a timely fashion for many reasons.

### **POLICY**

1. Lodge staff will pack resident belongings that are not packed within 24 hours of notification to the Resident's next of kin of death or discharge.
2. A \$200 removal fee will be charged to the resident trust account, or against other monies owing to the estate.
3. Any valuables will be stored in a locked cabinet in a secure area, and other belongings will be stored in a secure area for a maximum of thirty (30) days. Items stored longer than seven (7) days will be subject to a storage fee of \$10/day until collection, donation or disposal.
4. After thirty (30) days, unclaimed items will either be donated to the Salvation Army Thrift Store, in accordance with their donation policy, or otherwise disposed of.
5. Official Income Tax receipts for donated items will only be issued according to Canada Revenue Agency guidelines and Salvation Army policies for gifts in kind.
6. Refunds for residential charges and resident trust will not be processed until the costs of cleaning out the room are paid.

### **PROCEDURE:**

1. Families will be notified of this policy in advance by notice in the Admission Booklet, by notice on the website and by giving specific notice to current Residents and their families.
2. Families will be asked at the time of death notification if they are available to clean out the room within the next twenty-four hours. If they indicate they will not be available for more than a day, they will be reminded of the policy. Families will also be asked if they authorize any other person to collect the belongings.
3. The Charge Nurse/Team Leader on the next Day Shift will:

- a. Determine with the ADOC/Manager on call who will pack the belongings. It can be any category of staff, depending on who is available, and can be done on any shift.
  - b. Notify the Support Services Manager to have the boxes labelled and moved to the secure storage area.
  - c. Notify Administrative Assistant of the charge to be applied to the account.
  - d. Ensure that, at the time the belongings are collected, they are released to a person properly authorized to collect them.
4. If a family wants an official Income Tax receipt, they need to discuss the gift with the Executive Director, who will review applicable legislation and policies prior to accepting the gift and approving the issue of a receipt.