



## Service Suspension and Termination Policy

---

### 1. Scope

This policy is for clients.

### 2. Terms and Definitions

Terms	Definitions

### 3. Policy Details

It is the policy of CANA to ensure our procedures for temporary service suspension and service termination promote continuity of care and service coordination for clients receiving services.

### 4. Procedures

#### A. Temporary Service Suspension

1. The use of temporary service suspension by CANA is restricted to situations in which the conduct of the client being served poses an imminent risk of physical harm to self or others and less restrictive or positive support strategies would not achieve safety.
2. CANA must notify the client or the client's legal representative and the case manager in writing of the intended temporary service suspension.
3. The notice of temporary service suspension must be given on the first day of the suspension service.
4. CANA must provide information requested by the client or the person's legal representative or case manager when services are temporarily suspended.
5. Prior to giving notice of temporary service suspension, CANA must document the actions taken by CANA to minimize or eliminate the need for temporary service suspension.

For example:

- a. The person's behavior that is prompting the temporary service suspension, including the frequency, intensity and the duration of the behavior.
- b. The events leading up to the temporary service suspension.
- c. Consultations with others on methods to minimize or eliminate the need for temporary service suspension.

6. During the period of temporary service suspension the program will work with the appropriate county agency to develop reasonable alternatives to protect the person and others.
7. The program must maintain information about the temporary service suspension in the person's record.

## **B. Service Termination**

1. The program must notify the person or the person's legal representative and the case manager in writing of the intended service termination and the person's right to seek a temporary order staying the termination of service according to the procedures in Minnesota Statutes, section [256.045](#), subdivision 4a or 6, paragraph (c).
2. The written notice of a proposed service termination, including those situations which began with a temporary service suspension, must be given before the proposed effective date of service termination.
  - a. For those persons receiving intensive supports and services, the notice must be provided at least 60 days before the proposed effective date of service termination.
  - b. For those persons receiving other services licensed under Minnesota Statutes, chapter 245D, the notice must be provided at least 30 days before the proposed effective date of service termination.
3. The program must provide information requested by the person or the person's legal representative or case manager upon notice of service termination.
4. Prior to giving the written notice of service termination, the program must document the actions taken by the program to minimize or eliminate the need for service termination.
5. During the service termination notice period the program will work with the appropriate county agency to develop reasonable alternatives to protect the person and others.
6. The program must maintain information about the service termination including the written termination notice in the person's record.
7. The program must provide a copy of this policy to the person or the person's legal representative and case manager within five working days of service initiation.