BC HOUSING

How to Enter a Service Restriction

HIFIS allows users to enter a service restriction on a client in five different modules: Admissions, Food Banks (not currently used by BC Housing), Goods, Services and Group Activities. Here is some guidance regarding restricting services to a client:

- While discriminatory criteria are not tolerated, the provider is not expected to deliver services to individuals in circumstances where the safety and/or security of the provider or any other individual may be threatened.

- Service restrictions for populations, including those who are using substances, must be based on a clear service mandate and respective, written policies.

- Providers must have clearly written policies and procedures for providing services to clients, including policies for situations where services to a client may be restricted for the safety of other clients or staff. These policies must:

  o define reasons for, and conditions of, expulsion

  o be clear and simple to understand

  o describe the conditions and process for lifting the restriction, including an appeal and complaints procedure

  o require reasonable efforts to provide an appropriate referral

- A client's ability to access services is generally determined by their behaviour towards other clients and staff. Clients should not be refused services unless extenuating health or safety issues are present (e.g. assault, threats to clients or staff, medical needs beyond what the provider can accommodate).

1. Log-in to HIFIS. If you need assistance see the Quick Reference Guide on "How to Log Into HIFIS and Change Service Provider".

◆ **NOTE:** There are no steps 2 – 5, continue to step 6.

There are two different means by which you can enter a Service Restriction: 1) using **Front Desk** or 2) **searching the client**. Both accomplish the same result and boils down to preference; however, if using the Front Desk method, the user should know for certain which record in HIFIS represents the client. **First are the steps using Front Desk.**

6. Select **Front Desk**.
7. Select **Service Restrictions**.

Service Restriction List All Current ▼ Filter: 1 Week(s) ▼ Show 10 ▼ entries Client Name ⬍ Service Providers ⬍ ⊕ Add Service Restriction **8**	8. Click the **Add Service Restriction** button on the **Service Restriction List** screen.

<div align="center">Second are the steps searching the client.</div>

HIFIS Homeless Individuals and Families Information System Front Desk ▾ Communications ▾ Reports ▾ Help ▾ **Client List** All Active Inactive Deceased Showing 1 to 1 of 1 entries | Show 10 ▼ entries ID ⬍ Full Name Gender 326 Smithers, Shelley **9** Female ⊕ Add Client	9. After searching and finding the client, on the **Client List** screen select the client record that you want to add a Service Restriction to by clicking on the name of the client.

|	
Front Desk ▾ Communications ▾ Client Information · Client Management · **10** Admissions Appointments ⊕ Calls and Visits Log ⊕ Case Management ⊕ Chores ⊕ Conflicts ⊕ Goods and Services ⊕ Group Activities Housing Loss Prevention Housing Placements ⊕ Incidents ⊕ Medication Dispensing Programs Service Restrictions ⊕ **11**	10. Select **Client Management**. 11. Select **Service Restrictions**.

12. Click the **Add Service Restriction** button on the **Client – Service Restrictions** screen.

Both methods above accomplish the same results and bring you to the fields described below for completion. By using **Front Desk** you would need to search for the client in step 13 below because you have not yet identified the client, whereas by first **searching the client** you will not be presented with a Client Name field and you would start at step 14 below and complete the remaining fields.
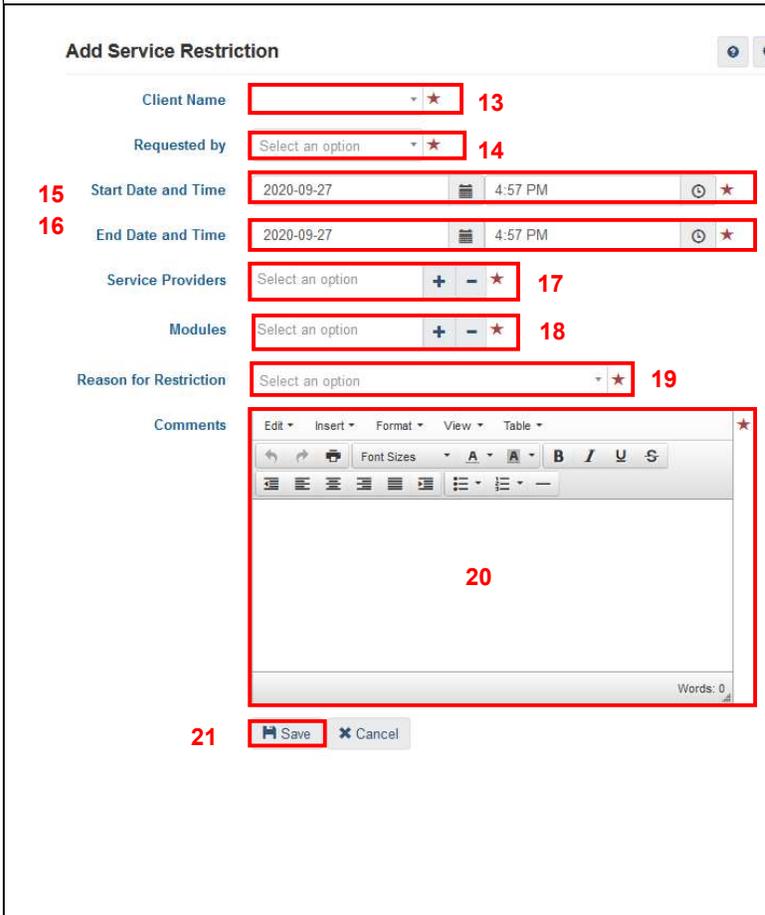
13. Search and select the client when Front Desk is used, otherwise continue to step 14 if searching the client was used.

14. Select the person who requested the service restriction in the **Requested by** field.

15. Edit the **Start Date and Time** for the service restriction starts.

16. Edit the **End Date and Time** when the service restriction ends.

✦ NOTE: By default, the Start Date and Time and the End Date and Time is the current date and time, and must be edited.

17. Select the **Service Providers** for which the service restriction applies.

18. Select the **Modules** for which the service restriction applies.

19. Select the **Reason for Restriction** from the drop-down list.

20. In the **Comments** field enter details about the restriction that provide context regarding why the client is being restricted.

21. Click **Save**.

✦ NOTE: When a service restriction is effective HIFIS will not allow an entry to be made for the client for the applicable service.

ID	⇕	Full Name	Gender	Alias	Date of Birth	Age	File Number	Action
326		Test_Gateway	Female		1958-01-13	62	0000000326	🏠 ⓘ

When a service restriction is entered, an alert is displayed on the Client List screen and in the client's profile of the client record. Clicking on the alert icon will take you to the Client - Service Restriction screen which contains a summary list of the service restriction.