


How to Enter a Service Restriction

HIFIS allows users to enter a service restriction for a client. Here is some guidance regarding restricting services to a client:

- While discriminatory criteria for admission 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.
- Sites 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:
 - define reasons for, and conditions of, expulsion
 - be clear and simple to understand
 - describe the conditions and process for re-admission, including the appeal and complaints procedure
 - require reasonable efforts to provide an appropriate referral
- A client's ability to access services and remain in the shelter 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 and/or medical needs beyond what the shelter can accommodate).



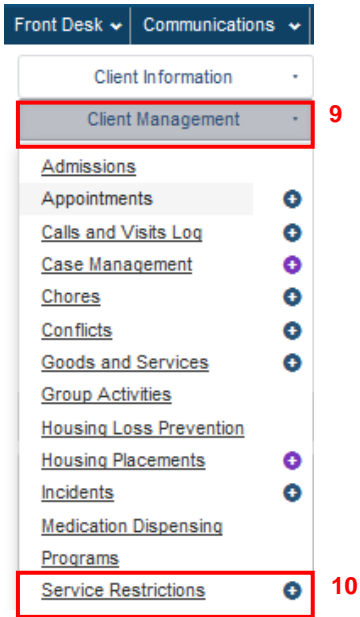
1. From the HIFIS log-in screen, enter your **User Name**.
2. Enter your **Password**.
3. Select the **Service Provider** from the drop-down list.
 - ◆ **NOTE:** If nothing appears in the Service Provider drop-down list, click the **Refresh** button .
4. Select **Log In**.
5. If you have forgotten your password, you can request to have it reset by selecting **Forgot Password?**



6. From the **HIFIS Home Screen**, in the **Client Search** dialog box, enter the client's first and last name.
7. Click the **Search** button to find the client's record.



8. Click on the on the client's name when it appears on the **Client List**.



Front Desk ▾ Communications ▾

- Client Information ▾
- Client Management ▾** 9
- 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 +** 10

9. Select **Client Management**.
10. Select **Service Restrictions**.

Client - Service Restrictions



All Current

Show 10 ▾ entries

Service Providers ⇅ Modules ⇅ Start Date and Time ⇅ End

No data is available

+ Add Service Restriction 11

11. From the **Client - Service Restrictions** screen, select **Add Service Restriction**.

Client - Add Service Restriction

12 Requested by site2, trainer * *

13 Start Date and Time 2018-04-04 10:33 AM *

14 End Date and Time 2018-04-30 10:33 AM *

15 Service Providers *Training Site 2 + - *

16 Modules *Admissions + - *

17 Reason for Restriction Safety / Security Risk * *

18 Comments

Client threatened staff

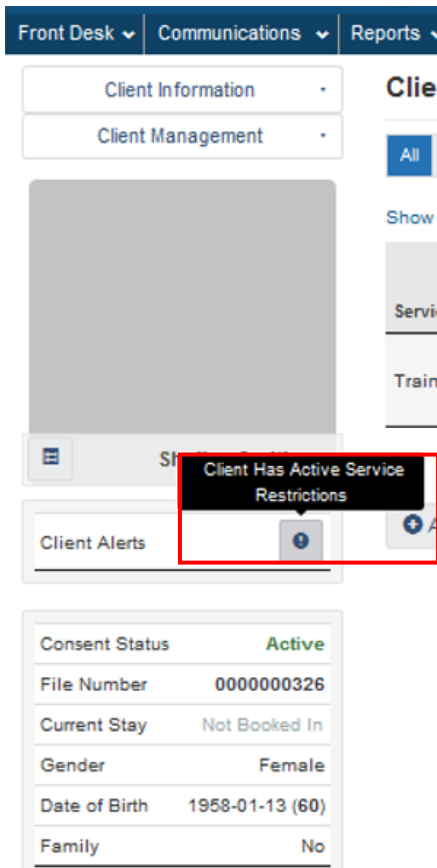
19 Save Cancel

12. Enter who requested the service restriction in the **Requested by** field.
13. Enter the **Start Date and Time** when the service restriction starts.
14. Enter the **End Date and Time** when the service restriction ends.
15. From the drop-down list, select the **Service Providers** for which the service restriction applies.
16. From the drop-down list, enter the **Modules** for which the service restriction applies.
17. From the drop-down list, enter the **Reason for Restriction**.
18. Enter some comments about the restriction that provide context regarding why the client is being restricted in the **Comments** field.
19. Select **Save**.

NOTE: When a service restriction is entered for a module, HIFIS will not allow an entry to be made for the client in that module as long as the service restriction is active. For example, if a client has a service restriction for shelters stays (**Admissions** module), the client cannot be booked into the shelter. The following message will be displayed:

Client Has Active Service Restrictions

An active service restriction for this client within the Stays module has been flagged. Initiating new transactions within this organization's module will not be approved until this service restriction is resolved.



Front Desk ▾ Communications ▾ Reports ▾

Client Information ▾ Client Management ▾

Client Alerts

Consent Status	Active
File Number	0000000326
Current Stay	Not Booked In
Gender	Female
Date of Birth	1958-01-13 (60)
Family	No

When a service restriction is entered, an alert is displayed in the client's profile. Clicking on the link takes you to the service restriction.