

Watermark Death of a Member Policy and Procedure:

PURPOSE

To provide guidance to staff in the event that a member is deceased.

POLICY

After the death of a member, WATERMARK CO-OP will make every effort to protect the deceased member's belongings, enable the legally identified person to make arrangements for the member's funeral and/or dispose of the member's belongings in preparation for re-rental.

DEFINITIONS

"Next of Kin" is (a) the executor as per the member's will or (b) the person(s) identified by the member as the "emergency contact" on the Income Verification form that is completed at move-in and annually after move-in or (c) the person(s) identified by the Ministry of the Attorney General's Office of the Public Guardian and Trustee as the representative of the estate of the deceased member.

"24 Hour Notice of Entry" allows the Housing Provider to enter a unit with written notice 24 hours in advance to carry out repairs, allow potential members to view the unit or to allow for unit inspection, as per the Social Housing Reform Act.

PROCEDURE

SCENARIO A: Emergency conditions

Discovery of Deceased Member/Identification of Next of Kin

In the event that the member has been discovered deceased in the unit, the police should be notified immediately. The police will contact the coroner, who will determine the cause of death and notify the next of kin. Staff should ensure that the items in the unit remain untouched, except by emergency personnel and/or the coroner. Staff should remain available to take direction from and answer questions of emergency responders.

When emergency personnel and/or the coroner have left and the body has been removed, staff must make sure that the unit is locked and issue a work order to have the unit re-keyed as soon as possible.

SITUATION B: Non-emergency conditions

Notification of Death/Identification of Next of Kin

If staff has been advised that a member has passed away outside of their unit, the Property Manager will contact the next-of-kin as indicated on the Income Verification form. Keys to the unit may be given to the Next of Kin after Appendix A (Declaration of Executor/Administrator/Next of Kin) has been signed. Photo identification and/or legal documentation in the form of an affidavit must be provided to the Property Manager if the Property Manager is unfamiliar with the individual(s). The Property Manager will phone to express condolences and advise that a letter will be sent outlining Next of Kin responsibilities (Appendix B – Instructions for Executor/Next of Kin).

In the event that there is no Next of Kin identified, staff must immediately change the locks and place a note on the front door of the unit (Appendix C- Notice for Door) with instructions as to who to contact at WATERMARK CO-OP to gain access to the unit. Staff should also contact the Ministry of the Attorney General, Office of the Public Guardian and Trustee (1-800-366-0335), who will search for Next of Kin and coordinate the member's estate. This may include using the assets from the estate to pay any debt that is owed to WATERMARK CO-OP.

Access to Unit If No Next- of- Kin

If there is no Next of Kin and an individual requests access to retrieve clothing for burial, the person will complete a release (Appendix D - Request for Short Term Access to Unit) in order to have reasonable access to the unit. A WATERMARK CO-OP staff member will accompany the person and document for the file the items that have been removed.

Termination of Occupancy

When a member dies and there are no other members residing in the unit, the occupancy is legally terminated 30 calendar days after the death of the member in accordance with the SHRA. If the exact date of death is unclear, the Occupancy is terminated 30 days from the day WATERMARK CO-OP was informed or became aware of the death.

Immediate Cleaning of the Unit If Unsafe or Unhygienic

WATERMARK CO-OP must immediately clean or dispose of any contents that are considered to be unsafe or unhygienic in the unit, in accordance with SHRA.

Staff may enter the unit for an inspection to ensure that there is nothing unsafe or unhygienic in the unit, but must provide a 24 Hour Notice of Entry if there is an identified Next of Kin.

Body fluids may contain biohazards, so staff will employ qualified cleaning contractors if necessary. In such cases, the cost will be charged back to the member's estate.

Disposal of Member's Property

When Next of Kin Have Been Identified

If Next of Kin has been identified, they are responsible for the removal of the member's belongings within 30 days of the member's death.

If property is left in the unit after the termination date, staff will send a registered letter to the Next of Kin that includes the inventory of items left in the unit. Pictures should be taken of the items. The letter and pictures will be copied to the member's file in the event that there is future discrepancy over the contents of the unit.

When Next of Kin Have Not Been Identified

If there is no Next of Kin and the responsibility for disposal of the former member's property falls to the PA, the Manager of Housing Operations must be notified before anything is removed. Staff will take inventory and pictures of all items, which will be copied to the member's file.

After Termination Date

After the 30 day termination date, WATERMARK CO-OP may sell, keep or dispose of any property that has not been removed from the unit. Staff must keep receipts and/or proof of the method of disposal (ex. invoices from contractors, dump and donation receipts) and retain in the member file.

Within six months of the termination date, WATERMARK CO-OP may be required to pay the estate the amount received for the contents, but may deduct expenses for moving, storing, securing or selling the property, as well as any arrears owing. Similarly, any items that were retained may be required to be returned to the Next of Kin/estate within the six month timeframe.

Impact on Other Members

WATERMARK CO-OP recognizes that the death of a member may have significant emotional impact on other members, who may be neighbours and friends. Nevertheless, staff is not permitted to disclose information about cause of death in order to protect the member's privacy. Rather, staff should direct questions to the Next of Kin. If appropriate, staff can direct questions to the police or coroner's office, who are authorized to determine who is permitted access to the information.

In the event that members are in need of support, the Community Programs Coordinator will refer them to their doctor or appropriate agency.

SUPPORTING FORMS

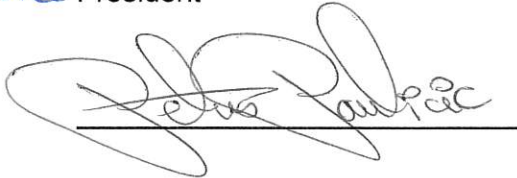
- Appendix A - Letter to Next of Kin
- Appendix B – Instructions for Next of Kin
- Appendix C – Notice for Door
- Appendix D – Request for Short Term Access to Unit
- Appendix E – Letter from Building Attendant

Matus ~~_____~~

July 08, 2010

Vice President

Date



July 08, 2010

Secretary

Date

Treasurer