HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: ***2.17***
DEPARTMENT: *Administration* **SUBJECT:** *Resident Mail*

APPROVAL DATE: Nov. 7, 1984 **REVISION DATE:** March 2015; Oct. 2019
REVIEW DATE: March 2016; March 2017

PURPOSE:

To ensure residents receive their personal mail and newspapers, in respect to residents' rights.

PROCEDURE:

1. When mail is delivered to the Home, the Administration Clerk shall sort and compile the mail for residents.

2. All mail, unless directed to do so by the resident or personal representative, shall be delivered to the resident by the Program and Therapy Department Staff.

3. Individual newspaper subscriptions shall be delivered to the resident as soon as possible.

4. At no time will staff open resident mail unless authorized to do so by the residents or personal representative.

5. If concerns of resident incapacity arise and ability to manage/open mail is of question, the Administration Clerk shall notify the Administrator/designate who will contact the personal representative for direction.

6. Mail received for a discharged resident shall be forwarded to a forwarding address provided by the Resident, personal representative or executor of the estate.