SOP Template: Check-out, Clearance, and Resident Exit Procedures

This SOP details the **check-out, clearance, and resident exit procedures** to ensure a smooth and efficient process for residents leaving the facility. It covers steps for verifying resident information, completing necessary documentation, finalizing billing and payments, conducting room inspections, returning keys and access cards, and communicating important exit information. The procedure aims to maintain clear records, uphold security protocols, and provide residents with a positive and orderly departure experience.

1. Purpose

To establish a systematic approach for resident check-out that guarantees all administrative, financial, and security obligations are met prior to and during a resident's departure.

2. Scope

This procedure applies to all staff and residents involved in the check-out and exit process within the facility.

3. Responsibilities

- **Resident:** Initiate the check-out process, settle payments, and vacate the premises in line with facility policies.
- **Front Office/Administration:** Guide residents, verify documents and payments, and maintain records.
- **Housekeeping/Maintenance:** Conduct room inspections and report damages if any.
- **Security:** Collect access items and update security logs.

4. Procedure Steps

1. **Advance Notice**
   - Residents are required to provide written notice of their intended move-out date as per facility policy.
2. **Verification of Resident Information**
   - Front office confirms resident's identity and verifies room/unit assignment and duration of stay.
3. **Completion of Documentation**
   - Resident completes exit forms and clearance documents provided by the administration.
4. **Final Billing and Payments**
   - Administrative staff prepares final statement of account detailing outstanding balances and deposits.
   - Resident settles any payments due before vacating.
5. **Room Inspection**
   - Housekeeping/maintenance conducts inspection for cleanliness, damages, and inventory conditions.
   - Any damages or missing items are documented and billed accordingly.
6. **Return of Keys and Access Cards**
   - Resident surrenders all issued keys, access cards, and parking passes to security or front office.
   - Security logs the return and updates access records.
7. **Exit Interview/Feedback (Optional)**
   - Residents may be requested to provide feedback on their experience via an exit survey or interview.
8. **Final Clearance & Departure**
   - Upon completion of all requirements, clearance form is signed off by administration.
   - Resident is issued a final clearance receipt/confirmation of exit.
9. **Update Records**
   - Administrative staff updates resident records and archives exit documents as per retention policy.

5. Documentation

Document	Responsibility	Retention Period
Resident Exit Notice	Front Office	1 year
Clearance Forms	Administration	3 years

Final Billing Statement	Finance	5 years
Room Inspection Checklist	Housekeeping	1 year
Feedback/Exit Survey	Administration	1 year

6. References

- Facility Policy Manual
- Resident Handbook

7. Revision and Review

This SOP is to be reviewed annually or as required by changes in policy or regulations.