

Service Orientation

Purpose *To have a consistent process for Service Orientation.*

Policy Statement *ASC will ensure client orientation begins within one week of service commencement.*

Binder(s):	Adult Services, Family Support Services					Page:	1 of 1
Section(s):	Entry/Exit	A	94-05-18	R	96-06-14	R/R	98-05-20
Program Area(s):	Adult Disability, Family Support Disability	R	01-12-06	R	Feb. 24/05	R/R	Mar 6/08
		R/R	Sept 24/12	R	Apr 18/18		

Service Orientation

A Service Orientation Checklist will be used to ensure a consistent process to orientate Clients/Guardians who have started services and may be used when a client changes services:

1. The Service Orientation will begin within one week of the start of service.
2. Service orientation will be completed by a designated Coordinator. The Coordinator will be responsible for orientation to the following (as applicable to each individual orientation):
 - Review/provide the Service Orientation/Renewal Package
 - Review of specific Policy and Procedures as identified on the Service Orientation Checklist
 - Review of Guardianship/Trusteeship and/or Court Orders
 - Completing a Personal Profile
 - Completing General and or Specific Consent Forms
 - Completing the Service Agreement
 - Review of Accommodations Licensing information
 - Review of other required inspection information
 - Alberta Health inspections
 - Fire inspections
 - Cleaning and maintenance information
 - Review of move-in information
3. The Service Area Coordinator will be responsible for orientation to the following as applicable to the individual orientation:
 - Introduction to the people in the Service Area
 - Tour of the Service Area (to be completed by others in service)
 - Review of area specific Continuation of Services / Contingency Plans
4. The Client/Guardian will receive copies of information and Policy/Procedures as applicable to the services being accessed.
5. Signatures will be obtained when the Checklist is completed.
6. The original document will be placed on the Client's main file, and a copy will be forwarded to the Client/Guardian.

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