

**CLIENT ORIENTATION**

**IS 3**

**INTENT**

All clients of Sunshine Coast Community Services Society will be oriented to the organization and services offered. The orientation information shall be presented in an understandable manner.

**POLICY**

For individuals and their families who are receiving services or, on request for those considering services provided by Sunshine Coast Community Services Society, staff will provide orientation information. This information will be presented during orientation sessions and/or via the client handbook.

**PROCEDURE**

1. General information regarding the organization and services is available on the website [www.sccss.ca](http://www.sccss.ca).
2. The orientation information may include:
  - a) An introduction to the agency.
  - b) A tour of the program location and introduction to individuals, staff, volunteers (where applicable and appropriate).
  - c) A review and discussion of client/member policies.
  - d) An overview of planning and delivery of services.
  - e) Health and safety
  - f) Emergency contact information.
  - g) Planning, admission, transitions and exit criteria.
3. See program-operating manuals for program specific requirements.

<b>EFFECTIVE: Dec. 1, 2015</b>	<b>APPROVED BY: Executive Director</b>	
<b>REPLACES: April 1, 2014</b>	<b>MONITORING: Management Team</b>	<b>FREQUENCY: Annually</b>