

## Manual of Administration

<b>TOPIC:</b> Support Services	<b>SUBJECT:</b> Intake Process for Prospective and New Clients	<b>Code:</b> SS212
		<b>Date of Issue:</b> November 2012
		<b>Revised:</b> May 2016
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**PURPOSE:** This policy will outline the procedure followed when Avenue II receives application for a declared resource from potential new client. The intent is to make every reasonable effort to assess the risks of violence for support workers and gather information on the specific support needs of the person. The outcome is limited by accurate and truthful information provided by the client, advocate and significant others. As a person's situation may change it may be appropriate to revisit Avenue II's ability to offer service dependent on the circumstances.

### **ROLES AND RESPONSIBILITIES:**

#### **Managers**

A Manager will set up and meet with applicant and significant others, taking safety precautions required when meeting with a potential client to Avenue II.

The Manager will complete the Intake for Services/Risk Assessment Form prior to starting service with the person.

In addition, the Manager will choose the appropriate tool (Assessment of Interest/Support Needs: Avenue II/Bay Court Housing Program Intake) to gather information on the support needs of the individual based on the type of service resource available.

The Manager will consult with the General Manager/Director of Support Services and identify risks that are out of the typical realm of support services provided by Avenue II. The information will be reviewed to determine whether or not Avenue II can offer support to the person.

If it is determined that we can offer support, the Manager will:

- Identify to workers the reasonably known risk factors associated with the person to whom support is being offered prior to meeting the person. (Consider all known factors that may contribute to workplace violence)
- The Manager will provide the worker with all reasonably known knowledge on how to support the person safely utilizing controls, standard operating procedures and support strategies.
- The Manager will provide the worker with orientations with others, where possible, that are familiar with the person's support needs.
- The Manager will meet with the support worker prior to support to ensure the worker is comfortable and confident with all the support strategies.

If it is determined by management that we cannot offer support, the person and significant others will be notified by the Manager.

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### **General Manager / Director of Support Services**

To be consulted with by the Manager to determine if current workforce is able to meet the support need of the person.

To review the data collected prior to offering service to the person.

To ensure the environmental factors of risk are considered.

To ensure proper training is in place and support systems to be able to offer support.

To advise the Executive Director where service cannot be provided and why.

Inform Developmental Services Ontario of decision, if applicable.

### **Prior to Service Delivery:**

Manager will:

- Request a Central File to be set up from Administration.
- Ensure the following paperwork is completed, filed and distributed:
  - Emergency facesheet, copy to On-call (if applicable)
  - Agreement for service
  - Consents for Release of Information
  - Public Relations Consent
  - Missing Person Report (if applicable) and photographs (full body and facial pictures). Copy to on-call (if applicable).
  - Individual Support Plan with identified long and short term goals
  - Start a personal profile
  - Prepare a schedule if applicable
  - Copy of Assessor Summary Report (ASR)
  - Copy of Support Intensity Scale (SIS)
- Review Avenue II Service Principles and Statement of Rights and Mission Statement and complete documentation for Central File.
- Complete Abuse Prevention and Education Training and document in Central File.