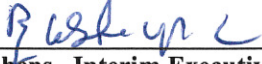




**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

Page 1 of 1

Policy # 1032	Client Orientation
Origination Date: January 1998	
Revision Date: February 2004; April 2005; May 12, 2008; May 1, 2009; November 22, 2010, June 13, 2012, March 22, 2013	
Reviewed Date: February 7, 2006; May 9, 2007; August 9, 2010, August 10, 2017	
Approved:  _____ Bryan G. Stephens, Interim Executive Director	

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board that each client admitted will receive an orientation appropriate to his or her needs and the type of services provided.

PROCEDURE:

1. Each program/service will develop an orientation packet to be given to each client upon admission to the program.
2. Staff will complete all items on the Client Orientation Checklist (Attachment A) on the first day of treatment for all clients entering service beginning April 2005 and place the form in the client's medical record.
 - a. Staff will complete all items on the Clients Orientation Checklist for clients entering residential programs within 24 hours of entry.
3. Staff will provide explanation to any questions the client may have regarding their orientation.

Client's Name: _____

CID # _____

Screening and Access to Services	YES	NO*	STAFF INITIALS	DATE	COMMENTS**
Site orientation information packet provided					
Consent for Services signed (copy given)					
Privacy Practices/Confidentiality/Release of Information					
An explanation of the:					
<ul style="list-style-type: none"> • Rights and responsibilities of clients and agency 					
<ul style="list-style-type: none"> • Grievances and appeal procedures/complaint process and who to contact 					
<ul style="list-style-type: none"> • Ways (written/verbal) in which input is given regarding: <ul style="list-style-type: none"> ○ The quality of care ○ Achievement of outcomes ○ Satisfaction of the person served 					
An explanation of Cobb-Douglas CSB's:					
<ul style="list-style-type: none"> • Services and activities 					
<ul style="list-style-type: none"> • Continuity of services (90 day rule for outpatient) 					
<ul style="list-style-type: none"> • Expectations 					
<ul style="list-style-type: none"> • Hours of operation (site and pharmacy) 					
<ul style="list-style-type: none"> • Access Center (contact information) 					
<ul style="list-style-type: none"> • Code of Ethics 					
<ul style="list-style-type: none"> • Request for records (time-frame and cost) 					
<ul style="list-style-type: none"> • Requirements for follow-up for the person served, regardless of his or her discharge outcome 					
Identification of the staff responsible for service coordination					
Identification of the purpose and process of assessments					
A description of how the individual plan will be developed and the client's participation in it.					
An explanation of any and all financial obligations, fees and financial arrangements for services provided by Cobb-Douglas CSB.					
Familiarization with the premises, including emergency exits and/or shelters, fire extinguishers, and first aid kits.					
The program's policies regarding:					
<ul style="list-style-type: none"> • The use of seclusion or restraint 					
<ul style="list-style-type: none"> • Smoking 					
<ul style="list-style-type: none"> • Illicit or licit drugs brought into program 					
<ul style="list-style-type: none"> • Weapons brought into program 					
Copy of program rules to the client that identifies the following:					
<ul style="list-style-type: none"> • Any restrictions the program may place on the person served 					
<ul style="list-style-type: none"> • Events, behaviors or attitudes that may lead to the loss of rights or privileges for the person served. 					
<ul style="list-style-type: none"> • Means by which the person served may regain rights or privileges that have been restricted. 					
Education regarding advance directives, if appropriate					
Information regarding transition criteria and procedures					
When applicable, an explanation of Cobb-Douglas CSB services and activities include:					
<ul style="list-style-type: none"> • Expectation for consistent court appearances 					
<ul style="list-style-type: none"> • Identification of therapeutic interventions, including: <ul style="list-style-type: none"> ○ Sanctions ○ Interventions ○ Incentives ○ Administrative discharge criteria 					

*If a response is NO an explanation is required in the COMMENTS column **Include details here, i.e., the information is provided to parent/guardian or others, etc.

Signature of staff completing form