

 <p>Fountain FOHFS</p>	Fountain of Hope Family Services Inc.		Policy and Procedures	
	Policy Type:-	Aspire to Excellence		Policy# CDO-232
	Subject:-	Client Orientation		Adopted: -05/06/2014
	Section:-			Effective: -06/11/2015
	Approval By:-	Michael Oladipo		Revised: -08/15/2020

Objective: Client Orientation

Scope of the Policy: - This policy applies to all **Fountain of Hope Family Services (FOHFS)** Clients

POLICY: - **Fountain of Hope Family Services** agency all consumers will receive an orientation to services on their first visit. **Fountain of Hope Family Services** agency provides a **CLIENT INFORMATION HANDBOOK** for the consumer to keep, and for the agency, an acknowledgement in the form of the **CONSUMER ORIENTATION CHECKLIST** is signed by the consumer for documentation of review and receipt of the handbook and orientation.

The Intake Counselor is responsible for providing and reviewing the orientation on the first visit with the consumer. Orientations are expected to be understandable to the consumer/parent or guardian consenting to treatment services.

All clinical staff will be trained in client orientation and evidence will be made a part of personnel records.

PROCEDURE:

A. Admission Process

It is the intent of **Fountain of Hope Family Services** agency to oriented consumers to services in an understandable format during the first visit with the consumer. All orientations will be verbal and written and acknowledged by the consumer, parent/guardian, and intake counselor.

The orientation will include, but not be limited to:

- Identification of primary counselor and/or clinical director of program & general contacts
- Client Rights & Responsibilities
- Grievance policy & procedures
- Ways in which consumer may offer/submit input and satisfaction of services

- Services provided, days & hours of operation, expected level of participation
- Confidentiality policy & limits of confidentiality
- Professional disclosures and ethical responsibilities of clinical staff
- Financial obligations, fees, and financial arrangements
- Fire, safety, and emergency precautions
- Various policies on restraint, tobacco, legal or illegal drugs, and weapons
- Program rules, including restrictions, the loss of, and regaining of rights
- Advanced directive information, if appropriate
- Information/orientation of the purposes and processes of assessment, treatment planning, and criteria for discharge
- Participation in the outcomes management process

B. Case Record

The consumer orientation checklist is made a permanent part of the consumer's case record. Client Rights and responsibilities will be renewed annually and placed into the case record as well.