

# POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.

**Policy Title:**

Orientation to Client Assignment Procedure

**Chapter:**

13 - Specialty Programs: Supported Living

**Effective Date:**

11/25/2008

**Revision Date:****Policy Number:**

13-100-001

## SCOPE:

Supported Living Staff

## DISCUSSION:

1. All client assignments to new and existing staff are made by the Program Coordinator. Coaches may be assigned regular hours weekly with one to four clients.
2. Newly hired coaches are required to complete Keystone's initial orientation week, with the exception of training on physical restraints.
3. Coaches assigned to a new individual on an ongoing or temporary basis receive an orientation packet on the newly assigned individual and inservice training on the person's needs from a knowledgeable staff (Program Coordinator, Program Specialist, Supervisor or experienced Coach). Inservice hours of 15 to 30 minutes per individual are submitted to the Training department on an Employee Training Record titled "Orientation to Client Assignment." The client's initials will be included in the title.
4. Copies of the orientation packet will be kept onsite and in the Program office. The packet will include the following current information:
  - Medications and their side effects, and the assistance/support needed with medications
  - Dietary needs and other pertinent medical information
  - Introduction to the Individual Service Plan (ISP) including Outcomes, SEE Plan (if any) and the coach's duties
  - Work location, supervisor, schedule, and contact phone number
  - Financial management issues

- Face sheet information including emergency contact information, family/guardians, and supports coordinator/county contacts
5. Newly hired coaches work alongside an experienced staff in order to become familiar with their assigned individual in addition to receiving inservice through the orientation packet.