Title: Intake Process

Issued By: Rights of Passage Applies To: Program Services

## I. POLICY

Program staff will provide new residents with a detailed and supportive introduction to the intake process at the Rights of Passage (ROP) program.

## II. PURPOSE

- A. To facilitate a smooth transition for youth into the ROP program
- B. To help youth establish familiarity with the ROP program staff, co-residents, program structure, and resources.

## III. PROCEDURE

Unless specified otherwise, the Youth Support Worker (YSW) or Designate is responsible for the following tasks –

- A. Assist the youth in completing the Move-in Checklist (See Appendix);
- B. Obtain from the youth the following fees -
  - 1. \$30.00 deposit for the room key and fob, ensuring that the fob is activated to ensure access to the building and appropriate ROP floor(s); and
  - 2. The first month's program fee prior to the move-in, unless alternate arrangements were made (the first month's fee will be pro-rated based on the date of move-in).
- C. Provide youth with the ROP Participant Manual (See Appendix) -
  - 1. Review the manual in detail with the youth; and
  - 2. Explain the Policy on Confidentiality.
- D. Set up paper and electronic files, and complete all necessary documentation (*See Appendix*) with the youth, including but not limited to
  - 1. Participant Agreement;
  - 2. Exchange of Information Form;
  - 3. Initial Case Plan;
  - 4. Dietary Requirements Form;
  - 5. Allergy Alert Form:
  - 6. Medical Information Form:
  - 7. Essential Information Form:
  - 8. Internet Protocol Form;
  - 9. Intake Summary; and
  - 10. Privacy Commitment
- E. Instruct youth to turn over to the YSW or Designate all prescription medication (with the exception of birth control and medication for episodic use such as ventolin inhalers).

- 1. Store the medication; and
- 2. Complete a Medication Tracking Form (See Appendix)
- F. The Key Youth Worker (KYW) will assist youth to -
  - 1. Complete an address change, if necessary; and
  - 2. If the youth is coming from the Covenant House (CHV) Crisis Program, remind the Team Leader (TL) to forward the youth's mail to the Pender building.
- G. Inform youth about all upcoming ROP activities, including but not limited to house meetings, outings, regularly scheduled group activities, and others.
- H. Introduce youth to the program staff on duty.
- Conduct a tour of the Pender building with the youth, pointing out the following
  - 1. Where to sign up for dinners;
  - 2. Where various forms are found (such as chore sheet, late curfew request forms, house meeting minutes, and others);
  - 3. The location of the sign-in / out book;
  - 4. Which areas are off-limits; and
  - 5. Fire exits.
- J. Inform Kitchen Services about the youth's dietary requirements, if applicable.
- K. Register youth into the Efforts to Outcomes (ETO) software, particularly annotating the youth's room assignment.
- L. Introduce youth to the Life Skills Worker (LSW), and arrange an appointment to complete the Life Skills Assessment.