

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.
- I. 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.