

16.16 Participant Intake, Scheduling and Orientation

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. that all individuals admitted to a program complete intake and orientation prior to start.

Procedure:

Once initial eligibility is determined (refer to Policy & Procedure 16.01, *Program Admission*), the Career Services staff member will request any missing written documentation from referring sources.

The referral information is organized and a start date is confirmed.

On the day a participant begins services, an orientation is completed as follows: (Applicants may request the presence of a personal representative.)

- Welcome to Goodwill and staff introductions
- Explanation and guidance in completing necessary paperwork
- Review and discussion regarding Goodwill's service delivery system including the Career Services staff/participant relationship, program objectives, individual plan, progress notes, and staffing
- Review Career Services Handbook to include program hours, breaks, lunches, tardiness, absences, dress code, safety rules, accidents or injuries, personal visits, telephone calls, grounds for termination, conduct, and assigned tasks
- Review of client rights
- Review of client complaint procedures
- Review and acknowledgement of pertinent Licking/Knox Goodwill Industries, Inc. policies and procedures
- Completion of Individual Plan (IP)