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| **POLICY TITLE:**  | **Client Orientation Process Policy** - CP02 |
| **APPLIES TO:**  | All Clinical Staff at Caregiver Grove Behavioral Health  |
| **EFFECTIVE DATE:**  |  August 19, 2024 |
| **ANNUAL** **REVIEW DATE:**  | January 1 (each calendar year)Reviewed: August 7, 2024 |
| **PURPOSE:**  | This policy provides procedures for client orientation.  |
| **DEFINITION:**  |   |
| **POLICY**  | 1. After a client has been assessed and recommended for specified treatment, review expectations of program and provide client with the following resources:
2. Caregiver Grove Behavioral Health Client Handbook, including Client Rights Client Grievances & Complaints policies.
3. Client & Individual Rules/Expectations
4. Group Rules and Expectations (if applicable)
5. Discuss with client and orient client to his/her care team:
6. Case Manager and Primary Therapist (Update this information).
7. Answer any questions that client may have to ensure their success in the program.
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| **APPLICABLE STANDARDS:** |  |
| **EXCEPTIONS:**  |   |
| **APPROVERS:**  |  Tonya Tooson | Chief Operations Officer (COO)Leandra Oman | Manager, Clinical II |