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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. |
| **APPLICABLE STANDARDS:** |  |
| **EXCEPTIONS:** |  |
| **APPROVERS:** | Tonya Tooson | Chief Operations Officer (COO)  Leandra Oman | Manager, Clinical II |