**Resident Intake**

Issued By: Executive Director

Effective Date: December 1, 2009

Updated: June 15, 2017

After obtaining manager approval for an intake, the Direct Care Worker (DCW) will:

1. Arrange the details of the resident’s arrival with the referring agency/officer.

2. Notify Front Desk staff and Support Services staff of the estimated time of arrival (ETA) and co-ordinate the resident’s escort from the parkade to the 7th floor.

3. If the resident’s accompaniment has a cell-phone, the DCW will arrange to be contacted directly when the party arrives at the facility. a. When the DCW is contacted, the Front Desk staff and Support Services personnel will be notified and the parkade will be opened by the Front Desk staff. The DCW will meet the escort team in the parkade lobby.

4. If the accompaniment does not have a cell-phone, the Front Desk staff will monitor the parkade camera closely until the arrival of the expected party. a. The Front Desk staff will notify the Support Services staff and the DCW of their arrival. The DCW will meet the escort team in the parkade lobby.

5. Escort the resident and her accompaniment if necessary, to the 7th floor using the service elevator only.

6. Complete the following documentation within 12 hours of a resident’s arrival:

* Residential Intake Checklist
* 48 Hour Assessment
* Medical & Risk Assessment
* Resident Confidentiality Agreement
* Residential Rules and Regulations
* Safety Plan
* 7 North Safety Alert
* Resident Possession Inventory Log
* Room Inspection Checklist

7. Open a new file on the database and enter all relevant information as per the appropriate tabs.

8. Provide the new resident with an access key and fob.