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|  | **OPERATING POLICY** | | | |
| **Oshawa Community and Family Services** | | |  |
| **INTAKE AND REGISTRATION POLICY** | | Effective | **September 2017** |
| Reviewed | **Sept/17** | | |
| Revised |  | | |

**Intake and Registration Policy**

#### POLICY:

Each program of Oshawa Community and Family Services will have clear intake and registration criteria which will be applied through a fair and transparent process. Intake criteria shall be consistent with the program plan. Any exclusion criteria shall be clearly and publically stated.

#### PROCEDURES:

* Each Program will have a Program Plan which documents intake and registration criteria for the program.
* Exclusion criteria are to be noted within the Admission/Registration Criteria of the Program Plan.
* Intake and Registration criteria will be provided to members of the public interested in our services on request.
* Intake and registration criteria will be developed in keeping with funder expectations, Salvation Army policy and human rights legislation.
* Any assessment tools, instruments or questionnaires required to determine the suitability for admission of a prospective client will be included in the Program Manual.

### Admission Criteria and Procedure

* Applicants must demonstrate a need
* Applicants must reside within the Oshawa CFS service area
* North boundary – to and including Port Perry
* South boundary – to Lake Ontario
* East boundary – to Townline Rd (Courtice)
* West boundary – to Thornton Rd (Whitby)

#### Emergency Services

* + Applicants must provide identification for each member receiving assistance
  + Applicants must provide proof of address
  + Sign a waiver allowing the Salvation Army to collect and share information gathered
  + May be required to attend an interview with the Director or staff personnel

#### Program Services

* + Applicants need to make an appointment with staff person overseeing program
  + Applicants must provide necessary documents (proof of address, identification and income statement where applicable)
  + Attend an interview/intake session with the staff person overseeing program

#### Counselling and Anger Management

* + Clients are to call the Program and Counselling Coordinator to set up an appointment for counselling or anger management
  + Attend an intake session with a counsellor
  + Fill out required paperwork for service