

**CLIENT SERVICES**

**SECTION A**

**INTAKE**

# Section A

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<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Policy A1:</b>	<b>Client Information Package</b>
<b>Policy:</b>	<b>A comprehensive information package will be available for all prospective clients and their guardians.</b>
<b>Guiding Principle:</b>	In order for people to make good choices, they need to be aware of all their options. The process of program selection is enhanced through comprehensive information.
<b>Cross Reference</b>	
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>April 27, 2015</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Procedure A1:</b>	<b>Client Information Package</b>
	<p>The information package will be given to prospective clients and their guardians. Information about application for services may also be found on the Horizons Centre website.</p>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>March 22, 2018</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Policy A2:</b>	<b>Entrance Criteria</b>
<b>Policy:</b>	<b>The Agency will use an objective eligibility process which is consistently applied to all applicants.</b>
<b>Guiding Principle:</b>	Individual rights are upheld when admission processes are consistent and fair.
<b>Cross Reference</b>	
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>August 7, 2012</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Procedure A2:</b>	<b>Entrance Criteria</b>
	<p><b>General Entrance Criteria:</b></p> <p>An individual:</p> <ul style="list-style-type: none"> <li>• must be eighteen years or older</li> <li>• must have a primary diagnosis of a developmental disability</li> <li>• may be dually diagnosed with a secondary disability such as physical or sensory impairments, mental illness or learning disability</li> <li>• must meet entrance criteria of P.D.D.</li> <li>• must sign the Disclosure of Information Form</li> <li>• must be capable and willing to participate in programs that support their outcomes</li> <li>• must be of sufficient health to participate and benefit from the program</li> <li>• from Wetaskiwin and area will be given priority</li> </ul> <p><b>Consideration for service provision will be given to candidates not meeting entrance criteria based on the availability of alternative funding sources.</b></p>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>June 22, 2015</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Policy A3:</b>	<b>Application and Acceptance</b>
<b>Policy:</b>	<b>The Agency will use an objective Application/Acceptance process which is consistently applied to all applicants.</b>
<b>Guiding Principle:</b>	Individual rights are upheld when admission processes are consistent and fair.
<b>Cross Reference</b>	<ul style="list-style-type: none"> <li>• P.D.D. Dispute Resolution Process.</li> </ul>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>August 7, 2012</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Procedure A3:</b>	<b>Application and Acceptance</b>
	<p><b>Procedure:</b></p> <ol style="list-style-type: none"> <li>1. All inquiries prior to application for services will be directed to the Program Director. Discussion may include: <ul style="list-style-type: none"> <li>• potential of Horizons Centre to meet the individual's needs</li> <li>• alternative services available to the individual</li> <li>• procedure for application for services</li> <li>• discussion of the applicant's aspirations, goals and needs</li> <li>• review of the Agency philosophy and services</li> <li>• a tour of the facility and applicable community training sites</li> </ul> </li> <li>2. Applications for Service are submitted to the Executive Director for consideration.</li> <li>3. Prospective applications will be reviewed with P.D.D. at the Resource Team Meeting and then within ten working days the candidate, guardian and referral source will be notified of acceptance or rejection.</li> <li>4. Applicants not meeting entrance criteria will receive, in writing, reasons for the Agency's decision and will have the right to appeal.</li> <li>5. The applicant will be provided with a copy of the Agency's Appeal Process, as well as a copy of the P.D.D. Dispute Resolution Process.</li> <li>6. If accepted, the applicant will be advised of a possible start date for their three month assessment period.</li> <li>7. The individual's hours are determined through consultation with Horizons Centre and P.D.D.</li> <li>8. The three month assessment period includes: <ul style="list-style-type: none"> <li>• orientation to the Agency</li> <li>• introductions to clients and employees</li> <li>• introduction to relevant policies as included in the Client Handbook</li> </ul> </li> </ol>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>August 7, 2012</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Procedure A3:</b>	<b>Application and Acceptance</b>
	<p><b>Procedure: (continued)</b></p> <ul style="list-style-type: none"> <li>• explanation of the Individual Support Plan and process</li> <li>• assessment of the client's abilities and interests</li> <li>• opportunity to sample a variety of activities offered within the chosen program(s)</li> </ul> <p>9. During this time, case management will be established including:</p> <ul style="list-style-type: none"> <li>• identification of a program coordinator</li> <li>• creation of a client file</li> <li>• creation of an orientation schedule</li> <li>• receipt of a client handbook including relevant policies</li> <li>• ongoing assessment</li> <li>• development of a client profile</li> </ul> <p>10. The program coordinator will ensure regular communication and joint planning with other agencies providing services to the individual (if applicable).</p> <p>11. At the end of the three month assessment period, a planning meeting will be held with the client/guardian and client's circle of support to review the assessment period and determine:</p> <ul style="list-style-type: none"> <li>• Individual Support Plan Goals</li> <li>• schedule for program review</li> <li>• support required</li> </ul> <p>12. Suitability of the program will be determined during the three month assessment period. Either the client/guardian or the Agency may terminate the placement if it is not an appropriate match. An exit meeting will be held at the call of either party. The client will receive a right to appeal notice.</p> <p>13. Former clients may apply for readmission to programs by following the application process.</p>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>June 22, 2015</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Policy A4:</b>	<b>Objective of Service</b>
<b>Policy:</b>	<p><b>All programs offered by Horizons Centre will have identified service objectives.</b></p>
<b>Guiding Principle:</b>	<p>Horizons Centre recognizes that continuous quality improvement is a management approach that encourages examination of ways to improve the efficiency and effectiveness of all aspects of the organization's programs and services in order to maximize benefits for individuals.</p> <p>Programs which have clear and well-defined objectives are responsive to individually tailored services.</p>
<b>Cross Reference</b>	<ul style="list-style-type: none"> <li>• P.D.D. Contract</li> <li>• C.E.T. Standards</li> </ul>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>August 7, 2012</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Procedure A4:</b>	<b>Objective of Service</b>
	<p>Individuals choose services based on their needs, aspirations, interests, and abilities and may participate in one or select a combination of program service areas that best suit their needs</p> <p><b><u>Employment Program</u></b></p> <p><b>Employment Program Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Preparation: Support the development of skills necessary to progress to Competitive Employment.</li> <li>2. Placement: Support individual to acquire competitive employment.</li> <li>3. Stabilization: Support the individual to orientate and develop skills as needed in their employment.</li> <li>4. Maintenance: Support the individual to maintain their employment.</li> <li>5. Support Individuals in customized employment.</li> </ol> <p><b>Employment Model Definitions:</b></p> <p><b>Competitive Employment:</b> Work in the competitive labour market that is performed on a full-time or part-time basis in an integrated setting and for which the individual is compensated at or above minimum wage, but not less than the customary wage and levels of benefits paid by the employer for the same or similar work.</p> <p><b>Customized Employment:</b> Paid contract work or self-employment that provides individuals opportunities to earn income in a variety of different ways that may not fall into the realm of Competitive Employment. Contract work may offer the individual(s) flexibility to share jobs, perform a job at a pace that suits their ability and perform tasks based on each other's strengths.</p> <p><b><u>Community Access Program</u></b></p> <p><b>Community Access Program Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Support the individual to become an active member of their community</li> <li>2. Enhance the quality of life of the individual</li> <li>3. Support the individual to maximize their abilities to their full potential</li> <li>4. Support the philosophy of community inclusion</li> <li>5. Support community connections</li> </ol> <p><b>Community Access Definition:</b> Services that promote an Individual's inclusion in community activities and personal development through activities such as arts, education, recreation, community association programs and participation in the volunteer sector.</p>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>October 15, 2015</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Procedure A4:</b>	<b>Objective of Service</b>
	<p><b>Community Proprietorship Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Support the proprietor to meet Agency standards</li> <li>2. Support the individual in decision making</li> <li>3. Promote a valued role in the community</li> <li>4. Support the philosophy of community inclusion</li> </ol> <p><b>Proprietorship Definition:</b> Services and supports provided by a person(s) that allows for an Individual to live within the home as part of the family unit. Typically, the staff providing paid support are not family members or guardians of the Individual. The home is considered to be the personal residence of all members of the household.</p>
<b>Date Approved</b>	<b>February 26, 2008</b>
<b>Revised Date</b>	<b>October 15, 2015</b>

<b>Horizons Centre</b>	<p style="text-align: right;">Section A: Intake Client Services</p>
<b>Policy A5:</b>	<b>Client Service Appeal Process</b>
<b>Policy:</b>	<p><b>The Board of Directors will respond to clients/guardian appeals in regards to denial or termination of service in a fair, consistent, and equitable manner.</b></p>
<b>Guiding Principle:</b>	<p>Individuals and or Guardians have the right and responsibility to seek resolution to their concerns.</p>
<b>Cross Reference</b>	<ul style="list-style-type: none"> <li>• P.D.D. Contract</li> <li>• C.E.T. Standards</li> </ul>
<b>Date Approved</b>	<b>February 26, 2008</b>
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