

<b>Manual</b>	<b>Community Integration Program Procedure Manual</b>
<b>Subject</b>	<b>2 – Service Description Distribution</b>
<b>Date Approved:</b>	<b>March 31, 2011</b>
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## Service Description Distribution

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### Policy

Family Service Thames Valley will ensure that the Community Integration Program service description is made available upon request to agency personnel, recipients of the service, referral sources and the general public. Recipients of service include children/adolescents and their families, and adults with developmental disabilities.

### Procedures

1. Agency personnel will be given a comprehensive description of the services and supports provided in their respective program during the orientation process. Personnel will also be given an opportunity to meet with other agency personnel to learn about the other services and supports offered by the agency.
2. The Community Integration Program Manager will be responsible for updating agency personnel of any changes/enhancements to the services and supports offered by the variety of programs in Community Integration Program at team and/or staff meetings.
3. APSW's and FSW's will provide each client with a Principles of Practice sheet which outlines our approach to service, the range of services offered, as well as a brief overview of our confidentiality and privacy policies. Once the document has been read and understood by the client, or explained to him/her, they will be asked to sign a copy of the document which will be included in the client's file.
4. APSW's and FSW's will promote awareness of its services and supports throughout London, Middlesex County and Elgin County by means of involvement in community networking activities and public education.
5. Whenever possible, APSW's and FSW's will distribute agency brochures to clients, referral sources and the general public.