

WELCOMING A NEW RESIDENT and INTAKE

Practice Note

Plan resident's arrival at the shelter for a time when there are two staff on shift whenever possible to ensure there is time to spend welcoming, touring, and ensuring her comfort and safety.

Before resident's arrival, retrieve a readymade binder from the binder cupboard in the Intake office and label with resident's name. Write down her room number, bedroom code and locker number on the Critical Info page as well as on a note for resident's safe keeping.

Ensure the bedroom is clean and equipped with the appropriate number of beds and a Welcome Basket.

Upon arrival at the shelter:

- Meet new resident at the inside entrance and assist her to bring in her belongings
- Show resident and children to their room, placing belongings on the floor until after they have been checked for head lice
- Check in with resident and offer time and/or refreshments before continuing
- Refer to conversation on the crisis call regarding communal living, health and safety regulations, and checking for head lice. Ask resident if she would like staff to check at this time or after the tour
- Inquire about medications and ask resident to bring them downstairs to put in locker
- Offer to have alternate staff or child support staff watch children nearby when available in order to meet one on one.
- Bring resident to Counselling Room to complete waivers, taking the time to thoroughly explain before asking her to sign
- Obtain names and birth dates of children, if applicable
- Obtain names of prescription medications, ensuring resident's name is on each label (see medication practice note for further information)
- Briefly explain programming expectations and refer to specific times for morning meeting and group on bedroom door for future reference
- Complete the Initial Safety Plan with resident, if appropriate
- Check in with resident and offer a tour of the shelter; refer to the "Tour & Guidelines" document to ensure important safety information is communicated
- Offer new pajamas and clothing when available to help her feel comfortable
- Ensure resident is aware of Fire Evacuation procedure and muster point location (North parking lot)

Administration Tasks:

- Outcome Tracker:
 - In the Role Tab – Add "ACWS – Residential Adult"
 - Add children to Outcome Tracker, if applicable

The full Intake will be completed within 24-48 hours after admission to shelter.