



Series: Operating Procedures **COA: CR 1**
CFOP: NA

Procedure Name: Client Handbook Distribution
Procedure Number: OP-1121
Revision #/Date: NA
Effective Date: 01/14/2009

Applicable to: All CBCB Staff and Contract Providers

SUBJECT: Client Handbook Distribution

PURPOSE: The rights and dignity of clients are respected throughout CBCB (Community Based Care of Brevard) therefore each client shall receive a written copy of a CBCB handbook from the CBCB program they are being served by.

PROCEDURE:

References

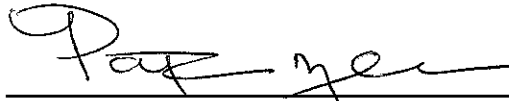
(to be added as applicable)

Distribution of handbooks to clients

- a. CBCB will distribute appropriate handbooks to clients via at least one of the following: DCM (dependency Care Manager), Care Coordinator, Brevard C.A.R.E.S. Coordinator or Independent Living Specialist;
- b. CBCB staff and contract providers shall read the handbook and be familiar with its content prior to distributing and discussing its contents with clients;
- c. Prior to new staff being assigned cases a supervisor will ensure staff understands the content of their program handbook;
- d. CBCB staff and its contract providers will provide a written copy of the appropriate handbook to the client(s) at the first meeting:
 - 1) DCM will provide a copy of the Child & Family Services handbook to the client at the initial meeting within the first 72 hours;
 - 2) Brevard C.A.R.E.S. Coordinator or Family Partner will provide a written copy of the Brevard C.A.R.E.S. Handbook at the initial Strength Discovery;
 - 3) CBCB Care Coordinator will provide a written copy of the Care Coordinator handbook to the client at the initial strength discovery;
 - 4) Independent Living Specialist will provide a written copy of the Independent Living handbook to the client/youth upon intake into the Independent Living program.
- e. CBCB staff and their contract providers will provide the client opportunity to discuss and will answer questions regarding the handbook at the time of distribution and at any time after that;

- f. CBCB staff and its contract providers will obtain a client signature for receipt of the handbook. By signing the receipt, the signer acknowledges that they have received the handbook, they have had an opportunity to review and discuss the handbook with CBCB staff or its contracted provider, and that they understand their rights and responsibilities.
- g. The signed receipt will become part of the child's case record at CBCB.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 1/20/09