Intern Orientation Manual

**Community Living Connections (CLC)**

Mission Statement:

CLCs provide quality Information and Education about disability and aging supports and services and providing assistance in order to access them.

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# Welcome to Community Living Connections

Community Living Connections welcomes you! All of our interns are important to our organization. We value your skills, time, energy abilities and commitment to those whom we serve. We look forward to partnering with you in order to make this a mutually beneficial relationship for the betterment of our local community and your vocational growth.

# Agency History

Washington State’s Community Living Connections (CLC) network is part of the Federal Aging and Disability Resource Center (ADRC) initiative. CLC is a network of state and community organizations that coordinate to provide consumers with seamless access to private pay and/or publically funded long term services and support (LTSS) options in their local community. This seamless approach is implemented to support the individual regardless of what program or organization they may contact or currently utilize. CLCs are located in highly visible and trusted places where consumers can access the full range of LTSS available in the local community. In this process the individual is able to tailor these options and opportunities to meet their personal preferences, goals and health and safety needs.

CLCs are currently serving 16 counties in Washington State covering Pierce County, northwest, southeast and eastern Washington. The remaining counties of the state are in the planning stages of developing their local CLC through the expansion and formalization of community partnerships. Through the CLC Network, individuals who are older and/or have a disability of all ages and income circumstances, are provided an opportunity to receive an unbiased and coordinated system of information, person-centered options counseling and access assistance as needed.

# Intern Orientation and Training

As an intern with Community Living Connections you will receive a general orientation, as well as, mentoring on your particular assignment. If you feel that additional training would be helpful, please do not hesitate to ask you Supervisor. Our goal is to support your learning opportunities.

# Schedule

Your Supervisor will partner will you to develop a weekly work schedule. Additionally this schedule will include staff team meetings and weekly supervision meetings. It may also include options and opportunities for additional trainings relevant to the work involved in the Internship and the Learning Goals required by your College/University program.

Community Living Connections is not open for business on the following dates:

Add in dates here…

# Dress Code

Interns should dress appropriately and professionally in respect of the consumers served through the CLC and in accordance with the organizations staff policies and procedures. Appropriate business casual is expected observed business hours Monday – Friday.

# Policies and Procedures

## Absences

Please call your Supervisor at the start of the business day if you are unable to meet a scheduled commitment for your CLC Internship. Or in accordance with the organizations policies and procedures for notification of absences.

More than one unscheduled absence without a phone call to your Supervisor may be cause for dismissal. CLC will honor the guidelines set your College or University regarding unexcused absences.

## Agency Equipment

Interns will have access to CLC equipment necessary to fulfill their job duties. Interns can expect training in the operation of this equipment*.* Interns are expected to utilize this equipment according to agency policies and procedures.

## Age Limitation

Interns under the age of 18 are required to have parental consent to work at the CLC.

## Alcohol and Drug Abuse

All interns are strictly forbidden to use, possess, or be under the influence of alcohol or illegal drugs at any time during the work day.

## Background Checks

Upon application, CLC may conduct one or all of the following: criminal records background check, motor vehicle records check, and a fingerprint background check.

## CLC Consumer Complaint Policy

All complaints taken by interns from CLC consumers receive a respectful and timely response. The consumer complaint process is as follows…

## Confidentiality

Interns are responsible for maintaining the confidentiality of CLC consumer information. This responsibility is in accordance with Federal and State laws regarding consumer confidentiality. Such as those covered by Healthcare Information Privacy Practices Act (HIPPA). Failure to maintain consumer confidentiality may result in termination of the intern’s relationship with the CLC and/or other corrective action. Violations of this policy also may result in personal liability.

## Health Insurance Portability and Accountability Act

The HIPAA Privacy Rule is a federal regulation that ensures that all personal medical information obtained by health care providers is protected and kept private. It applies to everyone with established medical information and records including consumers of CLC. Unauthorized disclosure of CLC consumers protected health information is a federal crime and is grounds for dismissal for the CLC. Disclosure of confidential information can lead to personal liability (financial) and possible professional implications with the Washington State Department of Health licensing department.

## Conflict of Interest

CLC interns, acting in an official capacity, shall not take any action that would result in their own financial benefit. Interns shall not ask for or receive, directly or indirectly, any benefits, monies or gifts from CLC consumers or through referrals to other organizations.

## Disability Policy

CLC welcomes interns with disabilities. CLC complies with the Americans with Disabilities Act and will accommodate any special need requirements as able.

## Discontinuation of Service

Please inform your Supervisor if you are unable to complete your internship commitment. If possible a two week notice is preferable to prepare staff and consumers for a smooth transition of services.

## Dismissal of a CLC Intern

Interns may be dismissed for failure to meet expectations of Learning Contract or if the intern is in violation of CLC policies. We make every effort to work with the individual in creating a plan for the individual to be successful in the internship. Based upon the nature of the issues we will adhere to the organizations policies and procedures for the dismissal of interns.

## Driving Policy

Interns may be reimbursed for mileage incurred through the use of a personal automobile for authorized business purposes at the rate established by the CLC. Interns using their personal vehicle must furnish evidence of liability insurance as requested. Would be appropriate to spell out amounts here…

## Non-Discrimination and Harassment Policy

It is the policy of the CLC that there is no discrimination based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, or veteran status.

## Internet Usage

CLC provides internet and e-mail access to assist you in performing the work of your internship. The internet usage policy is designed to address what are, and what are not, appropriate uses for your internet usage. Please refer to the internet usage policy in the CLC personnel manual.

## Parking

Options for parking at the CLC…

## Punctuality and Completion of Assigned Work

Be punctual and conscientious in the fulfillment of duties assigned and accept supervision from staff with more experience than yourself. Consult with your assigned Supervisor for any questions.

## References

CLC recognized your internship as valid job experience. Your internship experience provides you with current professional references to be given to prospective employers upon your request.

## Smoking Policy

Smoking is not permitted on the premises of CLC at any time.

## Supervision

Interns will have an assigned Supervisor. This Supervisor will review the Learning Contract and monitor the intern’s workload weekly.

## Telephone/Cell Phone Usage

Telephone usage shall be limited to business purposes. Personal phone calls and texting, except in cases of emergencies, are discouraged during CLC business hours.

## Theft

Theft committed by an intern is cause for immediate dismissal.

## Intern Performance Evaluation

Interns will receive an evaluation conducted by their Supervisor at the conclusion of their internship commitment. The CLC will conduct intern evaluations in compliance with the standards set forth by your College or University. The evaluation will include discussion of quality of work and areas of growth. The evaluation will provide an opportunity for the intern to make suggestions on how best to improve their CLC internship position and the tasks involved.

## Intern/Staff Relationships

Interns and staff are partners in fulfilling the mission of the CLC. Each has a complementary role to play. Interns as well as staff should be open to new ideas and learning new ways of completing our tasks throughout the work day. Each group can learn from the other and should cooperate, ask questions, and appropriately response to promote mutual learning, cooperation and respect.

## Intern Consent and Release of Liability Agreement

## Intern Publicity Release

# Safety

## Accident Reports

## Emergency Exits

## First Aid Kit

## Maintenance

# Thank You!

We appreciate that you have chosen to complete your internship with CLC. We hope you enjoy your experience with our organization. Thank you for your time, effort and dedication to our local community!