

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Service Delivery**

Policy # & Name: **5.19 Referrals**

Group: All Staff, Consumers and their families

Purpose:

To ensure that individual's and families are aware of the process that follows referral to CVS services and their rights within that process. To ensure that when CVS is unable to provide services to an individual or family every effort is made to direct them to another resource that may meet their needs. To ensure that CVS client's are referred to other services when CVS is unable to meet their expressed needs.

Policy Statement:

When CVS receives referrals, the Admissions Policies are followed. When CVS is unable to admit an individual or family to service, that person or family is notified in writing. Written notification includes recommendations about referrals that may lead to successful response to need.

When CVS is providing service to an individual or family and is unable to meet a particular need, a referral is made to another service or resource if desired by the client.

Practice Standards:

Referrals to CVS

When CVS receives a referral the Admissions policy and the Orientation, Intake and Acceptance policy will be followed.

If an individual or family is found ineligible for service, (s)he/ They will be notified in writing and the reason service will not be provided.

Every effort will be made to recommend another service or resource to the individual or family that may be able to meet the need. This information will be included in the written notification and will be copied to the referral source.

Staff seeking such information will reference local service provider information lists available at the Ridgeway Avenue office and will consult with Program Managers when necessary.

CVS Consumers Requiring Other Services

When an individual or family identifies needs that cannot be met by CVS, staff will offer referral to other resources and services.

Staff will reference local service provider information lists available at the Marine Avenue office and will consult with Program Managers when necessary.

Staff will give information about the other service or resource to the consumer. If the consumer wishes to be referred to the other service or resource, (s)he will give written consent and the appropriate referral form will be completed and forwarded to the identified service or resource. Where a specific referral form is not available a CVS referral form will be used.

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When an individual or family is referred to another service or resource staff will follow up and ensure that satisfactory service has commenced. Follow up will be documented on the referral form or in the client file.

Policy Audit: March Annually

Date Issued: March 15, 2004

Date Revised:

Position

Responsible: Executive Director or designated Program Manager

References:

- ✍ Policy 5.18 A & B - Orientation, Intake and Acceptance
- ✍ Policy 5.20 - Admissions and Exit
- ✍ SDA 5.19.A - Referral Form
- ✍ SDC 5.19.A – Referral to Children’s Services
