## *ORIENTATION CHECKLIST FOR SOCIAL WORK FIELD STUDENTS*

**West Chester University**

**Undergraduate Social Work Program**

**Agency Overview**

 Agency history, mission, and goals

 Tour of agency – Introduction to staff (if in-person)

 Services provided

 Organizational structure and role of social workers

 Role of the agency in relation to the community and its resources, referrals

\_\_\_\_\_\_ Clientele agency serves

 Security and/or safety procedures and protocol, badges

\_\_\_\_\_\_ Policy & Procedure Manuals, Code of Conduct, Regulations

***Agency Policies and Protocols***

 Office procedures, work space, supplies, and provisions

 Telephone and communication/computer utilization

 Intake/admissions/eligibility policy and procedures

 Dress code (including when interacting using remote platforms)

 Parking details

 Reimbursement policies and procedures

 Times and dates of unit and/or agency meetings

 Documentation and maintenance of records

 Agency Forms

 Confidentiality issues (including how to maintain confidentiality when working remotely)

 Client fees/payment schedule

 Emergency contacts and protocol (there should be a contact person(s) available during all field hours)

\_\_\_\_\_\_ Consumer rights and grievance policy

 Child or elder abuse reporting protocol

 Work schedule, including lunch and breaks

 Jargon and terms used by agency

 Agency policy regarding sexual harassment

 Agency policy regarding *HIPPA*

***Field Instructor/Student Responsibilities***

 Expectations, availability, style, and schedule for supervision

\_\_\_\_\_\_ Student/Field instructor expectations, roles, responsibilities

 Use of computer and/or client management system

 Student identification to clients

 Expectations if student needs to call out due to illness and/or an emergency

 Agency training or staff development opportunities

 Student’s personal safety issues and concerns and strategies to deal with them

\_\_\_\_\_\_ Guidelines for assignments and deadlines

\_\_\_\_\_\_ Overview of vision for the placement and working relationship