## *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