

## Orientation Plan

### A. Orientation Plan

Check list and Five W's  
Beginning Agreement  
Learning Styles

### B. Supervision

Supervisor role and style  
Previous experiences with supervision  
Weekly supervision times  
Who sets agenda for supervision meetings?  
What is discussed in supervision?  
How to discuss goals, fears, issues and assignments

### C. Expectations for Professional Behavior

Agency boundaries: what is acceptable?  
Time off for illness, holidays, tests

## Mezzo Level of Orientation

### A. Purpose, Function, and structure of the agency

Mission  
Governance  
Policies

### B. Who's Who

Organizational Charts  
Job descriptions  
List of people to meet

### C. Clients/Consumers/Constituents

Who they are  
In what ways they are served  
How they get connected  
What is the process for intake-termination?

### Where is everything?

Student's desk, phone, files, etc.  
Tour of agency  
Copy machine  
Lunch/break room (who eats with whom and are students welcome)

### D. Information Flow

Telephone  
Computer use/access resource/ person  
Routing material  
Mail/inbox  
Messages  
Meetings required

### E. How to document

When and where

Confidentiality in documentation  
Jargon, abbreviations  
How to keep statistics  
What forms are required?

**F. Confidentiality**

Consent for release of information  
Confidential and privileged information  
Legal requirements to report: other legal parameters

**G. Safety**

In the office  
In the neighborhood

**H. Resources**

For clients/consumers/constituents  
For students  
Bibliography of important books and articles  
Internet availability  
Library journal access  
Mileage reimbursement  
Workshop additional learning opportunities

**Macro Level of Orientation**

**A. The community**

Map of the neighborhood  
History of the neighborhood  
Strengths of the community  
Major issues affecting clients/population  
Aspects of diversity in the community  
Leadership in community

**B. Social Service System**

List of area agencies and organizations  
How your agency fits in with similar agencies elsewhere  
How your agency coordinates with other types of agencies  
Coordination/networking bodies in the community  
History/perceptions/strengths/limitations of agency in community  
Funding for agencies

**C. Social Policy**

Government mandates or sanctions  
Who's who in regulatory bodies?  
Regulatory processes  
Legislation affecting clients/agency