California State University, Chico
School of Social Work
STUDENT ORIENTATION

A student's orientation to their placement agency can be a pivotal learning activity to insure the student's success in fieldwork. It is important to plan for your student's arrival. Communicating to other staff members the role and purpose of the student and identifying a physical space where the student will be placed. An orientation packet with information about the agency, policies and procedures, employee handbook, selected readings about the population being served are materials the student will find helpful. The following activities are offered as suggestions for components to include in your agency orientation.

The Organization

- Review the agency vision and mission/purpose statement
- Tour of the agency
- Introductions to colleagues, support staff, and administration
- Review organizational structure
- Security and/or safety procedures and protocol
- Office procedures, supplies, and provisions
- Telephone and communication/computer utilization
- Role of the agency in the community
- Overview of client population served, include diversity/cultural issues
- Agency and/or department policy and procedural manual
- Intake/Admissions/Eligibility policy and procedures
- Parking details, use of car for agency business, mileage reimbursement policy
- Work space – where the student will have access to desk, phone, etc.
- Agency, department, and/or unit meeting schedule

Social Work Responsibilities

- Client Records/charting policy and procedures
- Forms for documentation/accountability
- Regulations regarding confidentiality, release of information, etc.
- Client fee/payment schedule
- Client emergency protocol
- Child or Elder Abuse reporting protocol
- Duty schedule
- Information/referral policy
- Interaction/referral policy
- Interaction/consultation with multi-disciplinary team members
- Knowledge of community resources, community resource guide

Field Instructor/Student Responsibilities

- Field Instructor's expectations of student, include hours, dress code, absences, etc.
- Student's expectations of field instructor and agency, review course syllabi
- Use of preceptor, other agency personnel they will be working with
- Supervision Schedule