

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: H. Ontario Works	Effective Date: July 1, 2009
Topic: 2. Application	Replaces: November 2004
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POLICY

- The Intake Worker in the Espanola office takes and initial application and sends a meeting request to the appropriate Case Manager. The **Case Manager must contact applicant within 48 hours. The applicant must be seen by 5th working day** from date of referral.

- **Case Manager calls applicant within 48 hours from referral date**, to book an appointment. During this call, if the Case Manager so chooses, the Application can be completed by phone to minimize actual interview time. However, the Case Manager may choose to complete the application at the point of interview. If the application is filled out over the phone, the Application for Assistance and Consent to Disclose and Verify Information may be printed, and an appointment scheduled to review and sign documents.
 1. To provide OW information package to client during initial appointment
 2. Case Manager to book client for monthly EIS session including: WHMIS, First Aid/CPR, Smart Serve, Chainsaw course or True Colours.

- **No Shows for Scheduled Office Visit:** No contact from applicant within 24 hours of scheduled appointment, applicant to be made ineligible.

- **PA & Rights & Responsibilities & Inter-Departmental Consent Form:** Must be completed with the Form 1.

- **DBD:** should be completed within 2 months.

- **Emergency Walk-in Applicants and Telephone Referrals:** Will be allocated to the Case Manager based on the demographics of the client's residence.

SICK DAYS AND VACATION TIME

- **If Case Manager off sick:** The Case Manager is required to call into the head office in Espanola indicating the possible length of time they will be off sick. They will request the Intake Worker to cancel their

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appointments listed in their Outlook Calendar for the stated duration of time.

- An Intake Worker will then cancel the Case Manager's appointments for that day(s).
- A co-worker will assume that Case Manager's NEW clients, depending upon the period of time they are off.
- **If Case Manager is on holidays:** Depending upon the length of time they are off, a co-worker will assume that Case Manager's NEW clients.