

Intake and Registration

People that want to use IOE services have to go through the intake process.

What is intake?

Intake is the place information about people wanting to use IOE services is kept.

Anyone can make a referral to IOE services, either on the phone or on the IOE website

The type of information collected at intake is:

- The person's name
- Date of birth
- Address
- Country they are born in
- Disability diagnosis
- What program is of interest
- Family situation – single parent family, aged parents

Using the information collected the intake coordinator will be able to tell if the person is eligible for services and if they are a high or low priority.

There are a lot of people who want to use IOE services. This means that sometimes people stay on the intake waiting list for a long time until space becomes free.

When space becomes free people on the intake waiting list are registered for service

What is registration?

Registration is when a staff member meets with a family and tells them about IOE services.

At the meeting information is collected to make a support information document.

The support information document helps staff and volunteers look after the person using services.

Sometimes people are registered for services but still have to wait on a program waiting list. This is because there are more people than there are spaces.

IOE calls this an active program waiting list. This means if someone can not go on an activity someone on the waiting list will be offered their space.

Refusing Services

IOE can refuse people service if there is fear it will be dangerous for the person or IOE staff and volunteers.