

### **SIGNING IN CLIENTS:**

When a client is brought in, by someone other than Heartland/ALP staff, the person dropping them off at the facility must sign the client into the log book upon arrival. Required information must include the name of the person dropping off the client, time of arrival, date, and the client's name.

### **SIGNING OUT CLIENTS**

When a client is being picked up, by someone other than Heartland/ALP staff, the person picking them up from the facility must sign the client out of the log book before departure. Required information must include the name of the person picking up the client, time of departure, date, and the client's name. See additional conditions below:

**If the person who has come to pick up a client is not a known person who usually picks up the client staff must:**

- 1. Verify that person's picture ID to confirm their identity.**
- 2. Ask other verification questions such as:**
  - a. Client Birthdate
  - b. Client's parent/guardian name
  - c. Client's address
  - d. Other client specific questions
- 3. Verify if this was a pre-planned pick up.**
  - a. **If the pick up was not pre-planned by a guardian or residential staff, Administration must call to verify that the person is authorized to pick up the individual before the client may leave the facility.**