

CLEVELAND CHRISTIAN HOME Residential Policy

Subject: Community Engagement Plan

Effective Date: 8/1/2015

Policy Number: #

Revised: Page: 1

Approved:

Next Review: 9/18

Reference Standard: OAC [5101:2-9-38](#)

Approved: QI Committee

POLICY:

Cleveland Christian Home will utilize the Community Engagement Plan to identify protocols for communicating concerns or other pertinent information directly to the facility from interested community parties. The plan will identify contact information and response timeframes for responding to a community request. This information will also be included on the agency website.

It will also identify staff training guidelines regarding the Community Engagement Plan. This training will also include procedures for responding to incidents involving a child and staff at the facility and neighbors and police.

The agency will send a letter to the local police and fire department identifying operation of a residential facility in their jurisdiction, the reason for the letter and include a copy of the Community Engagement Plan and Medical, Emergency, Disaster and Evacuation Plan. Updates to the Community Engagement Plan and Medical, Emergency, Disaster and Evacuation Plan will be sent to the local police and fire department within 10 days of Ohio Department of Jobs & Family Services recertification.

PLAN

Should a member of the community organization have need to communicate and concerns to the agency, they may contact:

Jim McCafferty, CEO
11401 Lorain Ave
Cleveland, Ohio 44111
216-671-0977

or

Tonya Snell-Swanson, Director of Out-of-Home Services
11401 Lorain Ave
Cleveland, Ohio 44111
216-416-4277

The residential facility and CEO are available twenty-four hours a day, seven days a week including holidays. The agency may also be contacted by email at: residentialsite@cchome.org. The agency website is www.cchome.org. If staff members receive any communication or concerns, they will document the

incident accordingly on the agency critical incident form and provide it to the CEO and the Director of Out-of-Home Services. This information will also be found on the agency website.

For any community request, the CEO or other designee shall contact by the requested method within forty-eight hours of its receipt. For emergency situations such as a resident leaving the facility without permission (AWOL), agency policies will be followed.

Training

Following the implementation of this plan and during orientation and annually for all employees, staff will be trained in the Community Engagement Plan. This includes the Medical, Emergency Disaster & Evacuation Plan for the facility. These trainings will identify detailed procedures for medical emergencies, fire and other disaster situations. All contact information will also be identified. All emergency phones numbers are located on units and at front desk. Protocol for reporting a child leaving the facility without permission will also be reviewed. This includes procedure for documenting the incident and notifying the police and corresponding children services department. Staff will also be trained regarding appropriate interactions and response to community concerns and complaints.