



POLICY NOTIFICATION

Time-Out Policy:

Time-outs are used when a client shows inappropriate behaviors that he/she is unwilling to work out. If separation is beneficial, the child will be directed to an unlocked, safe area observable by staff until the ability to regain control and join the group is demonstrated.

Physical Restraint Policy:

Physical restraints may be used to control a client who is risking harm to self, or others. The restraint is implemented only when less restrictive measures are found ineffective. A hold terminates when the threat of harm discontinues. A child's parents and caseworker are notified after a hold.

Grievance Procedure:

It is Harbor Shelter's intention to provide standards guaranteeing the rights, safety and dignity of our clients. At any time, an interested party, child, parent or legal representative may file a formal complaint regarding aspects of a client's care while at Harbor Shelter.

To file a written grievance, the interested person may request a Grievance Form from the shelter staff. Assistance will be available if there are any questions pertaining to the form. Upon return of the petition, the Program Director and Therapeutic Director will complete a review. A written response will be made within 5 days explaining actions taken in response to the grievance.

The license holder and staff will not attempt to influence a resident's statement about the facility in the grievance document or during an investigation resulting from the grievance.

The initial grievance may be appealed to the shelter advisory board or to the placing agency.

A resident who reports a grievance will not be subject to adverse action by the shelter staff or license holder, as a result of filing the grievance.

Documentation of the grievance, along with the investigation findings and resulting actions will be kept on file at the facility for two licensing periods.

Signature of Parent/Legal Guardian: _____ Date: _____