

Foster/adoptive parents, with the approval of Refuge House, may teach or supervise children and young adults in learning to drive. Documented approval must be included in the child's or young adult's record. Only the foster/adoptive parent responsible for instruction and the child/young adult learning to drive may present in the vehicle.

Refuge House requires that foster/adoptive parents only transport a child/young adult inside the vehicle. The back of a pickup truck is not considered 'inside the vehicle.' Children and young adults must never be transported in the back of a pickup truck, on the side runners, the hood or trunk of a vehicle.

References

§749.3101, §749.3103, §749.3105, §749.3107, §749.3111, Contract Term 16

FOSTER PARENT AGREEMENT

Refuge House will sign a written agreement with each foster/adoptive home at the time of verification. Each foster/adoptive home will have a copy of the Foster Parent Agreement and the agreement will be documented in the foster/adoptive parent record.

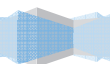
GRIEVANCE AND APPEAL PROCESS

Refuge House recognizes the importance of reviewing the grievances brought to us from our foster/adoptive applicants, foster/adoptive parents, employees, caregivers, Managing Conservators, residents, or other persons and makes every attempt to improve our processes and quality of service by evaluating each grievance on a case by case basis. This includes filing a complaint, presenting a grievance, or other information relating to the misuse of emergency behavior intervention at the agency or foster home. To this end, Refuge House has a written Grievance and Appeal Process as a mechanism by which our foster/adoptive parents and or other persons may bring their concerns to Refuge House through an established procedure utilizing a chain of command. Refuge House provides information to foster/adoptive parents, employees, clients, or other persons regarding how to activate this process through the Caregiver Handbook, the Foster Parent Agreement, Roles, Rights and Responsibilities, and the Grievance Process and Appeal form.

ROLES AND RESPONSIBILITIES OF REFUGE HOUSE

When an issue arises from a foster/adoptive parent or caregiver regarding a Refuge House decision, Refuge House recognizes the following chain of command to achieve resolution to the issue:

- 1) Refuge House Case Manager will make every attempt to resolve the issue with the foster/adoptive parent(s) or caregiver(s) immediately.
- 2) If a satisfactory resolution has not been achieved, the Refuge House Case Manager Supervisor will attempt to gather the information from individuals directly involved and will attempt to resolve the presenting issue.



- 3) If a satisfactory resolution has not been achieved, the Refuge House Case Manager Supervisor will prepare the Grievance Communication Form and forward to the Administrator. This step may require further communication from parties involved in the grievance. The Administrator will provide a written response, which will be communicated verbally and in writing within 10 working days of receipt of the concern. The response will include specific reasons or policies substantiating the decision.
- 4) If a satisfactory solution still has not been achieved, the individual may send a copy of the written appeal to the Executive Director/CEO. The Executive Director/CEO will respond within 10 working days verbally and in writing, citing specific reason and/or policy substantiating the decision.

ROLES AND RESPONSIBILITIES OF FOSTER/ADOPTIVE FAMILIES

When a foster/adoptive parent or caregiver has a grievance regarding a Refuge House decision, the foster/adoptive parent(s) or caregiver(s) should act according to the following procedure:

- Address the issue with the Refuge House case manager verbally in an attempt to find an immediate resolution.
- If the concern persists, the individual should request a contact the Refuge House Case Manager Supervisor in order to facilitate a speedy resolution.
- If the Refuge House Case Manager Supervisor does not satisfactorily address the issue, the foster/adoptive parent(s) or caregiver(s) may request a review by the Administrator. This step will involve the Case Manager Supervisor completing the Grievance Communication Form in order to provide complete information to the Administrator. The Administrator will communicate with the foster/adoptive parent(s) or caregiver(s) verbally and in writing regarding the decision within 10 days.
- If the grievance remains, the written concern will be forwarded to the Executive Director/CEO. The individual will receive a written response from the Executive Director/CEO within 10 days. Any action taken by the Executive Director/CEO is considered to be final.

References

§749.421, §749.423, §749.425

VERIFICATION

When verifying a Refuge House foster/adoptive home, the Refuge House Foster Home Developer (FHD) will complete the following steps:

- 1) Complete and document the requirements for RCCL Minimum Standard §749.2447 in the Foster/Adoptive Home Screening;
- 2) Complete and document all required interviews with foster/adoptive applicants and other household members as specified in RCCL Minimum Standards §749.2449;
- 3) Obtain the following:
 - a) Floor plan of the home showing dimensions and purposes of all rooms the home and identifying indoor areas for children's use;
 - b) Digital photos of the outside areas showing buildings, driveways, fences, storage areas, gardens, recreation areas, pools, ponds, or other bodies of water;
 - c) Verify an approved fire inspection;



...a home is in the heart of every child.

Grievance and Appeal Process

Refuge House recognizes the importance of reviewing the grievances brought to us from our foster/adoptive applicants, foster/adoptive parents, employees, caregivers, Managing Conservators, residents, or other persons and makes every attempt to improve our processes and quality of service by evaluating each grievance on a case by case basis. This includes filing a complaint, presenting a grievance, or other information relating to the misuse of emergency behavior intervention at the agency or foster home. To this end, Refuge House has a written Grievance and Appeal Process as a mechanism by which our foster/adoptive parents and or other persons may bring their concerns to Refuge House through an established procedure utilizing a chain of command. Refuge House provides information to foster/adoptive parents, employees, clients, or other persons regarding how to activate this process through the Caregiver Handbook, the Foster Parent Agreement, Roles, Rights and Responsibilities, and the Grievance Process and Appeal form.

ROLES AND RESPONSIBILITIES OF REFUGE HOUSE

When an issue arises from a foster/adoptive parent or caregiver regarding a Refuge House decision or Refuge House employee/contractor, Refuge House recognizes the following chain of command to achieve resolution to the issue:

- 1) Refuge House Case Manager will make every attempt to immediately resolve the issue with the person making the complaint.
- 2) If a satisfactory resolution has not been achieved, the Refuge House Case Manager Supervisor will attempt to gather the information from individuals directly involved and will attempt to resolve the presenting issue.
- 3) If a satisfactory resolution has not been achieved, the Refuge House Case Manager Supervisor will prepare the Grievance Communication Form and forward to the Administrator. This step may require further communication from parties involved in the grievance. The Administrator will provide a written response, which will be communicated verbally and in writing within 10 working days of receipt of the concern. The response will include specific reasons or policies substantiating the decision.
- 4) If a satisfactory solution still has not been achieved, the individual may send a copy of the written appeal to the Executive Director/CEO. The Executive Director/CEO will respond within 10 working days verbally and in writing, citing specific reason and/or policy substantiating the decision.

ROLES AND RESPONSIBILITIES OF THE ADULT CLIENT¹ MAKING A COMPLAINT

When a complainant has a grievance regarding a Refuge House decision or a Refuge House employee/contractor, the complainant should act according to the following procedure:

- Address the issue with the Refuge House case manager verbally in an attempt to find an immediate resolution.
- If the concern persists, the individual should request contact with the Refuge House Case Manager Supervisor in order to facilitate a speedy resolution.

¹ Adult Client is the Managing Conservator or whoever is legal responsible for the child we are placing, foster parent applicants, foster parents, adoptive applicants, and adoptive parents prior to consummation of the adoption.



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- If the Refuge House Case Manager Supervisor does not satisfactorily address the issue, the individual may request a review by the Administrator. This step will involve the Case Manager Supervisor completing the Grievance Communication Form in order to provide complete information to the Administrator. The Administrator will communicate with the individual verbally and in writing regarding the decision within 10 days.
- If the grievance remains, the written concern will be forwarded to the Executive Director/CEO. The individual will receive a written response from the Executive Director/CEO within 10 days. Any action taken by the Executive Director/CEO is the final step Refuge House will take.

Please note, there are other entities where it is appropriate to file complaints, such as the board or state agency that professionally licenses individuals Refuge House may employ or contract with. Complaints regarding licensed Refuge House staff/contractors may be made verbally or in writing to the following:

For Licensed Social Workers or Licensed Professional Counselors contact:

Complaints Management and Investigative Section

P.O. Box 141369

Austin, Texas 78714-1369

1-800-942-5540

For Medical Doctors/Physician's Assistants:

Texas Medical Board

Investigations Department, MC-263

P.O. Box 2018 Austin, TX 78768-2018

1-800-201-9353

Refuge House Staff Signature

Date

Adult Client Signature

Date

Adult Client Signature

Date

GRIEVANCES

ROLES AND RESPONSIBILITIES OF REFUGE HOUSE

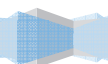
When an issue arises from a foster/adoptive parent regarding a Refuge House decision, Refuge House recognizes the following chain of command to achieve resolution to the issue:

- Refuge House Case Manager will make every attempt to resolve the issue with the foster/adoptive parent(s) immediately.
- If a satisfactory resolution has not been achieved, the Case Manager Supervisor will attempt to gather the information from individuals directly involved and will attempt to resolve the presenting issue.
- If a satisfactory resolution has not been achieved, the Case Manager Supervisor will prepare the Grievance Communication form and forward to the Administrator. This step may require further communication from parties involved in the grievance. The Administrator will provide a written response, which will be communicated verbally and in writing within 10 working days of receipt of the concern. The response will include specific reasons or policies substantiating the decision.
- If a satisfactory solution still has not been achieved, the individual may send a copy of the written appeal to the Executive Director/CEO. The Executive Director/CEO will respond within 10 working days verbally and in writing, citing specific reason and/or policy substantiating the decision.

ROLES AND RESPONSIBILITIES OF FOSTER/ADOPTIVE FAMILIES

When a foster/adoptive parent has a grievance regarding a Refuge House decision, the foster/adoptive parent should act according to the following procedure:

- Address the issue with the Case Manager verbally in an attempt to find an immediate resolution.
- If the concern persists, the individual should request a contact the Case Manager Supervisor in order to facilitate a speedy resolution.
- If the Supervisor does not satisfactorily address the issue, the foster/adoptive parent(s) may request a review by the Administrator. This step will involve the Supervisor completing the Grievance Communication Form in order to provide complete information to the Administrator. The Administrator will communicate with the foster/adoptive parent(s) verbally and in writing regarding the decision within 10 days.
- If the grievance remains, the written concern will be forwarded to the Executive Director/CEO. The individual will receive a written response from the Executive Director/CEO within 10 days. Any action taken by the Executive Director/CEO is considered to be final.



How do I make a complaint?

A complaint is an informal and/or verbal concern expressed to a your foster parent or another worker, including your case manager or other appropriate individual in an attempt to let them know something is wrong. Refuge House wants you to let people know when you feel your rights have been violated or someone isn't taking care of something the right way. You can make a complaint to any employee at Refuge House, however start with your Foster Parent or Case Manager first, unless they are the ones you are complaining about, in which case you may contact your Treatment Director. If telling someone and "talking through" doesn't help to get the problem fixed, then you can file a grievance (as defined below).

How do I file a grievance?

A grievance is a formal tool you can use to make sure someone at Refuge House investigates your issue thoroughly. ***Any time a complaint or grievance involves an act of abuse or neglect that was not previously reported, you must contact your Case Manager or the On-call Worker Immediately.***

A grievance must be made in writing to the Quality Development Director either by mail or by submitting the grievance in .pdf format via email to quality@refugehouse.org. If you need help with this, then your foster parent or Case Manager, or another adult you trust can help you. A grievance must contain the following information:

- The name of the complainant.
- Pertinent details of the grievance, including dates, procedures, and the name of any individuals if relevant.
- Contact information, preferably telephone number, for follow-up and notification.
- A signature and date of the complainant.

Within what timeframe must the Refuge House respond?

Within fifteen business days of receipt of a grievance, the Quality Development Director or assignee shall ensure that any legitimate grievance is investigated thoroughly. Within 5 days after completion of the investigation, the complainant shall receive a written response from the Quality Development Director or assignee.

What is the next step if I am not satisfied with the outcome?

If a complainant is not satisfied with the response to a grievance, the complainant may request an appeal to be forwarded to the CEO of the company. The CEO has 10 days to conduct an Executive Review of a grievance under appeal. A written response of the appeal will be provided to the complainant within 5 days of the completion of the Executive Review. If a grievance is unresolved and the complainant requests an Executive Review, the response from the Executive Review is considered the final determination.