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## CONSCIOUSNESS RAISING (A/K/A GRIEVANCE) POLICIES AND PROCEDURES 2019 Updated February 2022 Updated January 2023

Conflicts and differences between guests must be resolved peacefully, but may include assistance from the staff, the Clinical Directors, Clinical Deputy Directors, the Director and/or the Executive Director. *Please remember the golden rules of our house – treat others gently, with respect and consideration, just as you would wish to be treated.* Address each person by their preferred name and pronoun (e.g., "she" "he" or "they"). Share your concerns and differences with others in a res\_ectful manner. Remember, we have zero tolerance for abuse or violence of any kind peacefully. No threats, profanity, slurs, gossip or harassment are allowed peacefully. No threats, profanity, slurs, gossip or harassment are allowed counselors or staff and/or the Clinical Directors intervene, please contact your Counselor, Resource Coordinator or other staff and/or the Clinical Directors to advise us of your concerns. We encourage thoughtful and considerate discourse in the course of conflict resolution.

invites you to submit your feedback, questions, complaints or concerns ("grievance") for consideration and resolution, in writing, to the Clinical Directors, who will do an investigation and follow up with you as to the outcome reached and/or action taken, as needed. Please be assured that submission of a grievance will not result in retaliation or barriers to service.

If you are not satisfied with the outcome of the "grievance" process described above, ou ma appeal the decision to the Clinical Deputy Director, Director or Executive Director Your appeal should be in writing, in your own words, submitted to Director of Clinical Programs, who will coordinate with the Director and/or Executive Director. The Director and one or more of the Clinical Directors or Assistant Clinical Directors may meet with you to address your appeal, questions, complaints or concerns. The Associate General Counsel, Director, or Executive Director may do additional investigations of those matters and related issues as part of responding to your feedback. Where deemed reasonable and feasible by the Executive Director or Director, the results of the evaluations and consciousness raising feedback, questions, concerns and complaints may be incorporated into specific actions taken to resolve issues or future operations, policies and procedures. Please remember, for confidentiality reasons, we cannot discuss with you the specific actions taken in regard to another guest or employees to comply with applicable law.

In addition to the formal procedures above, the Director, Deputy Director, Clinical Directors and Assistant Directors are committed to maintaining an "open door" policy permitting regular opportunities for guest feedback, input and questions, as well as the resolution of complaints and concerns. Advance appointments can be scheduled through your Resource Coordinator or Counselor.

Additionally, the Clinical Directors, Deputy Director, Director and/or Executive Director hold quarterly "house meetings" at which guests are provided updates on the activities and given an opportunity to provide additional feedback, questions, concerns, and complaints for consideration and resolution by the Clinical Directors, Deputy Director, Director, Executive Director and staff. Please attend and provide input! We value your input and thank you for your consciousness raising! I have read and consent to these policies and procedures:

Signature:

\_\_\_\_\_ Date: \_\_\_\_\_

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