

KAIRS

The moment when change is possible

Momentum

Residential Treatment Home (RTH)



Youth Handbook

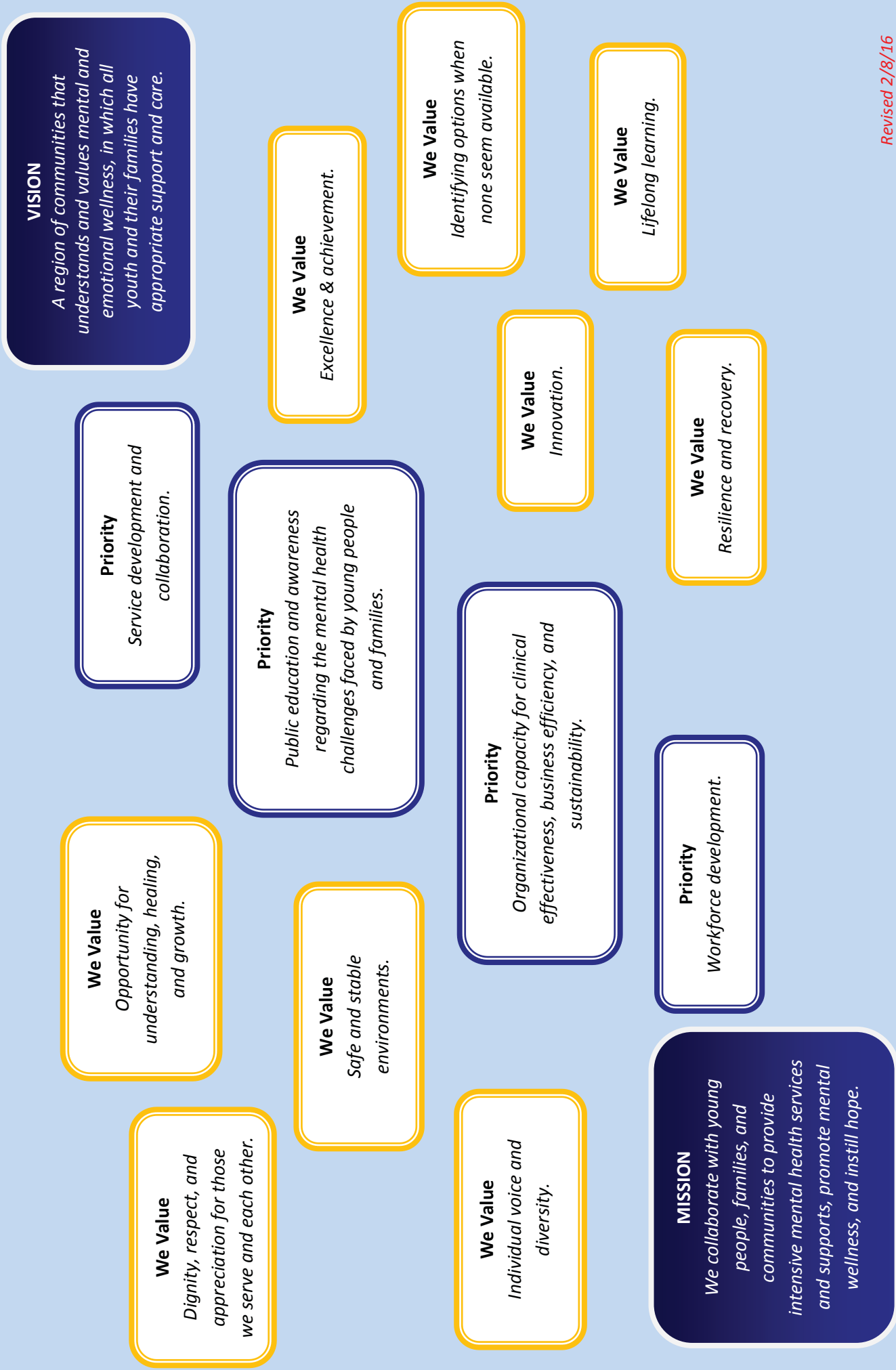
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Kairos

Mission, Vision, Values, & Strategic Priorities



Momentum Vision

We aspire to provide sanctuary while supporting the individual's pursuit of independence.

Momentum Mission

Together we create a foundation of hope for people to reach personal goals and maintain success in the world.



Welcome to Momentum

“A Home Built for Growth”

Momentum Residential Treatment Home (RTH)

Momentum is one of three of Kairos’ co-ed Residential Treatment Homes (RTH) for young adults located in Grants Pass, Oregon. The treatment home is a non-secure, voluntary, unlocked program that is staffed 24 hours a day 365 days a year. Momentum is designed to provide housing, therapy, services, and supports to 5 young adults ages 17.5 to 24 with mental and behavioral health disorders with the goal of reducing symptoms, gaining skills, increasing independence, and successfully making the transition into independent living or a lower level of care.

Young adults at Momentum are provided keys to their own bedroom, locker, and pantry cupboard. There is a safe in the bedrooms that can be locked using a code created by youth/young adults. Community areas of the home are shared among youth/young adults and staff that includes a living room, recreation room, kitchen, dining room, laundry room, restrooms, shed, and outdoor areas.

Admission Criteria

- Be an Oregon resident.
- Be between the ages of 17.5 and 24.
- Have written documentation of a mental or behavioral disorder.
- Does not require continuous nursing.
- Can safely reside in the program.
- Have a desire to participate in treatment, skill building, and community integration.
- Be able to evacuate the building unaided in the event of an emergency.

Disqualifying Criteria

- Have a physical or medical disorder requiring extensive medical care.
- Engage in high risk fire-setting behavior.
- Evidence of active sex offending behavior.
- Substance abuse or disordered eating treatment is the primary need.
- Treatment needs and/or behaviors appear to be beyond the scope of program expertise or care.
- Require 1:1 supervision.



Program Expectations

1. Maintain a safe, clean and sober, violence-free living environment.
2. Participate in the upkeep of the home by:
 - Cleaning up messes made in community areas (dishes, belongings, etc).
 - Cleaning assigned community areas of the home.
 - Maintaining standards for Health, Safety, and Fire regulations in bedrooms.
3. Participate in treatment including:
 - Individual therapy sessions.
 - Being available at Momentum for an average of 3-4 hours of skills training daily.
 - Attending Community Meeting and Youth Advisory Council (YAC).
 - Attending monthly Care Team Meetings (CTM).
 - Participating in services, tasks, and activities focused on meeting treatment goals and the identified discharge plan.
4. Participate in life enhancing activities including:
 - Practicing Independent living skills (e.g. budgeting, cooking, grocery shopping, using public transportation, etc.).
 - Gaining and maintaining employment and/or volunteering.
 - Working towards a High School Diploma, General Education Diploma (GED), taking college classes, or learning a trade.
 - Community exploration and integration.
 - Accessing and utilizing resources.
 - Taking driver's education.

Momentum Clinical Model

The program utilizes a foundational trauma informed approach with treatment modalities that are evidence-based and recovery orientated used to provide individualized care to each young adult. Momentum does not use punishments to respond to challenging behavior. Challenging behavior is viewed as an expression of need with the focus on identifying the need and finding more effective methods of expressing and meeting that need. Momentum strives to maintain a non-coercive environment. Restrictions are utilized on an individual basis to maintain safety rather than to motivate or gain compliance. Momentum staff work collaboratively with young adults and their teams to identify and address their specific needs and strengths in treatment.



Services at Momentum

Mental Health Assessment

Comprehensive Assessment of youth/young adult including the collection and evaluation of data through referral documents, interview, and observation. The assessment concludes with documentation of a diagnosis and written service plan.

Mental Health Service Development

Activities to develop, evaluate, and update a youth/young adult's treatment plan to reflect current needs, strengths, and goals.

Skills Training

Assistance in developing life skills and learning to manage diagnosis and corresponding symptoms.

Individual Psychotherapy

Individual, face-to-face session facilitated by the therapist focused on treating their diagnoses and corresponding symptoms.

Behavior Counseling

Individual, face-to-face or phone sessions facilitated by the therapist with the youth/young adult focused on improving a behavior.

Group Therapy

Sessions with more than one youth/young adult at a time facilitated by the therapist focused on treating their diagnoses and corresponding symptoms.

Family Therapy

Sessions facilitated by the therapist with the family aimed at improving the interaction between the youth/young adult and the family. The youth/young adult may or may not be present for sessions.

Medication Management

Monthly sessions with a Licensed Medical Professional (LPC) to prescribe, monitor, and manage psychiatric medications geared to treat symptoms related to diagnoses.

Peer Support

Interactions with an individual with lived experience with mental health for the purpose of advocacy and support.

Personal Care

Daily assistance in meeting basic needs including but not limited to supervision, transportation, housekeeping, dispensing medications, etc.

Environment Intervention

Therapist provides clinical input, feedback, interventions, and recommendations to outside agencies, employers, or institutions (school) on the youth/young adult's behalf to achieve change within those environments.

*** Medical, dental, and vision needs are to be met by outpatient providers in the community.**

*** Momentum does not use restraint or seclusion**

Momentum Staff

Staff at Momentum are here to provide you multiple opportunities to learn, heal, and recover.

Program Manager/Therapist

The Program Manager is a Licensed Professional Counselor who will provide individual, group and family therapy, as well as, oversee the operations of the program.

Assistant Program Manager

The Assistant Program Manager assists the Program Manager in administrative duties and tasks, as well as, oversees daily operations, program activities, and provides support and assistance to staff and youth/young adults.

Skills Coach Supervisor

The Skills Coach Supervisor supervises assigned staff and is available throughout the day to oversee daily operations, program activities, and provide support and assistance to staff and young adults.

Skills Coaches

Skills Coaches are available daily to provide multiple opportunities to learn new skills, heal, increase independence, and work on individual treatment goals.

Peer Support Specialist

A Peer Support Specialist is someone who has lived experience in the mental health system and now uses that experience to help youth advocate for themselves and achieve independence and wellness. They are able to share relatable lived experiences with youth.

Medical Assistant

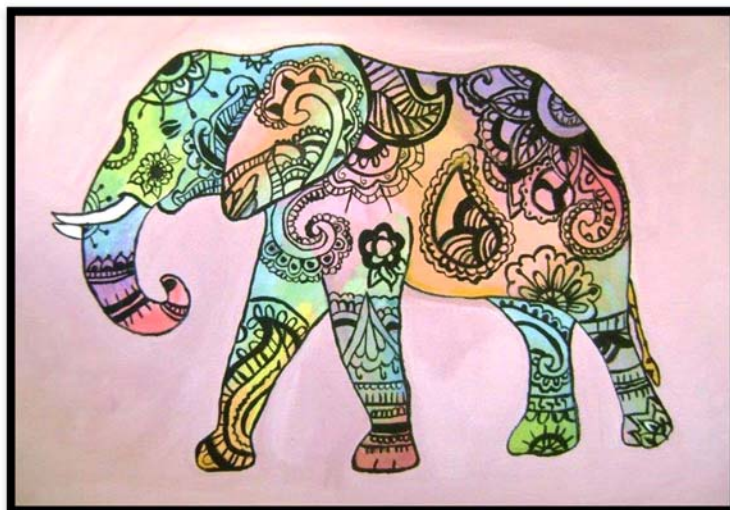
The Medical Assistant works closely with you to assist you with your medical and medication needs.

Office Manager

The Office Manager directs the flow of visitors at Momentum. They collect and maintain required documentation for admission and ongoing placement at Momentum.

Psychiatric Provider

The Psychiatric Provider meets with you once a month to prescribe, monitor, and manage psychiatric medication.



Youth & Young Adult Meetings at Momentum

Community Meeting

Community Meeting is a group led by the Program Manager focused on bringing youth/young adults and staff together to collaborate in identifying program/house concerns/ideas and brainstorming solutions to improve the therapeutic environment, daily living structures and routines, and treatment delivery.

Care Team Meeting (CTM)

Care Team Meetings (CTM) are monthly meetings driven by youth/young adults and co-facilitated by the therapist focused on reviewing and updating youth/young adults' strengths, needs, and goals in treatment. The meeting may involve family, natural supports, outside providers, and staff at Momentum.

Youth Advisory Council (YAC)

Youth Advisory Council is a group that is led by the peer support at Momentum. This is a time where the youth at Momentum can bring forth any concerns they have about the program or rules and advocate for change. With the help of the peer support youth can write a proposal to be given to management advocating the change they want to see.



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Created: 3/5/2018

Updated: 7/8/2019

Residential Treatment Home (RTH) House Rules

Early discharge/termination of residency: Violation of Residential Treatment Home (RTH) House Rules may result in early discharge or termination of residency.

Safety: Kairos programs strive to create a trauma informed environment. Vandalism, theft, bullying/humiliating, harassment, threatening, physical violence, and property destruction, of the house, contents, or grounds is not allowed.

Weapons/Contraband: Firearms and matches are prohibited. Other items that may be used as a tool or for self-defense in the community (pocket knives, pepper spray, etc) are prohibited unless approved in resident's individual treatment plan and kept in designated areas and distributed by staff.

Sharps: Sharp objects (e.g. razor, scissors, etc) that have the capacity to cause bodily harm to self or others that requires medical attention will be kept in designated areas and distributed by staff.

Alcohol/Drug Use: Kairos residential treatment homes are substance free environments. Alcohol, street drugs, pharmaceutical drugs not prescribed, and corresponding paraphernalia are not allowed to be used or to be held in an individual's possession at any time while in treatment at Kairos. Medical marijuana is not allowed. Residents will not provide access of substances or alcohol to other residents. Residents will be referred to substance use treatment when the need is assessed. Substance use treatment must be a secondary treatment need.

Person and Room Searches: Residents who are suspected of having contraband in their possession or on their person, other dangerous items that could be used as weapons against staff or other residents, or items prohibited in the program, will be searched in accordance with the Residential Treatment Home (RTH) Person and Room Search Procedure.

Smoking: Residents must be of legal age to store and use items associated with smoking, vaping, or nicotine use (e.g. lighters) unless contraindicated as outlined in their plan. All items associated with smoking, vaping, tobacco or nicotine use are to be stored and used in designated areas per Kairos Smoking Procedure.

Guest Policies: To respect the health, safety, and well-being of each resident, guests are asked to visit outside of night time quiet hours between the hours of 7:00 am and 10:00pm. Residents will inform staff and other residents of guests prior to them entering the milieu. Guests will sign in/out on the confidentiality sheet located at the front desk. Guests are expected to follow the same rules as residents; therefore, any violation of a rule could result with the guest being asked to leave. Guests are expected to be awake at all times while visiting at the program. When residents have a legal guardian, guests are required to be approved by their guardian.

Night time quiet hours: Quiet hours are between 10:00 pm-7:00 am.

Food preparation and mealtimes: All residents need to obtain a food handlers card and follow state regulations in regards to food safety and hygiene to prepare food in the kitchen. Food ingredients are provided by the Residential Treatment Home (RTH). Planning and preparing of meals is the

responsibility of each resident at the time that works for their schedule - staff assistance is available if needed for planning and preparation of any meal.

Telephone: Telephones are accessible to residents at all times. Use of phones during scheduled therapeutic groups is strongly discouraged.

Media content: Media content that is negatively impacting staff or residents can be watched and/or played on resident's own devices outside of community areas.

Privacy: Residents are not allowed to take video and/or pictures displaying identifying content on any device within the home without written consent.

Medication: All medication, including over-the-counter medication, supplements, vitamins, and herbs used for medicinal purposes must be prescribed and/or approved by a Licensed Medical Professional. They will be stored in the locked medication cabinet in the staff office and dispensed per Licensed Medical Professional orders. Residents who are approved to self-administer will follow the Self-Administration of Medication Procedure.

Motor Vehicles: Company vehicles are only to be operated by staff. Residents may drive their own personal vehicle provided they meet the requirements in the Residential Treatment Home (RTH) Resident Personal Vehicle Procedure and have signed the Residential Treatment Home (RTH) Resident Personal Vehicle Agreement.

Valuables: Valuables including money are the responsibility of the resident. Kairos does not accept the responsibility for replacing or providing financial restitution for lost, stolen, or damaged personal belongings or money.

Fire Drills and Emergency Procedures: Upon admission, residents will be given a safety orientation and instructions for exiting the home in the event of an emergency. Fire drills are held periodically in accordance with Department of Human Services and Joint Commission standards and participation is required.

Bedrooms: Residents may cover no more than 50% of their bedroom walls with chosen decor. Items hanging or stacked must be at least 18" from the ceiling to allow fire sprinklers to reach all areas of the room. Residents will maintain a clear path to their bedroom window and keep their window track and seal in front of the window opening clear. Residents' mattresses must have mattress covers on them at all times. Residents may only use a surge protected extension cord. Residents must follow all state and federal regulations regarding prohibited items (space heaters, electric blankets, candles). Health, safety, and sanitation requirements will be monitored by room inspections.

Personal Dress: Revealing clothing and clothing depicting violence, drugs, alcohol, profanity, derogatory images/words, or the exploitation of people are prohibited. Footwear or socks are required outside of residents' rooms.

Community activities: Recreational activities are scheduled on a regular basis. Residents are expected to communicate their plan including departure and return time when they are participating in independent community time.

Personal Belongings at Momentum

All items are searched for contraband and inventoried at admission. Some items may be restricted based on safety and guardianship approval. Items used or stored in community areas of the home are expected to be shared with others. Momentum is not responsible for lost, stolen, or damaged property.

Items provided if needed

- Bedding including mattress cover, linens, blankets, and pillow
- Towels and washcloths
- Shampoo and soap

Items for your room

- Clothing, footwear
- Art materials- e.g. coloring pencils, journal
- Room essentials- e.g. bedding, pillows, stuffed animals, radio, room décor, lamps
- Books, magazines
- CDs, DVDs
- Electronics- e.g. TV, radio, game systems
- Jewelry/accessories
- Paperwork and documents- e.g. birth certificate,
- Hygiene products
- Hair dryers, straightener, and curling irons
- Make-up and nail polish
- Aerosol sprays- e.g. hair spray, bug spray, sunscreen

Items to be locked in individual personal sharps containers

- All tobacco, nicotine and smoking related items including vapes and e-cigarettes when there is a risk assessed
- Lighters, matches when there is a risk assessed
- Shaving razors
- Pencil sharpener
- Scissors
- Tools with sharp edges

Items to keep locked in the medication cabinet

- Prescribed medication
- Over the counter medication
- Nutritional supplements
- Aerosols sprays when there is risk assessed

Items not to bring to Momentum

- Room décor depicting violent, sexual, or morbid images
- Items you feel are too expensive, valuable, or irreplaceable
- Items that cannot fit comfortably or safely in your room or assigned storage cupboard
- Lighter fluid
- Weapons- e.g. guns, swords, brass knuckles

Mail

- Mail may be sent directly to Momentum for youth/young adults. Boxes, padded envelopes, or bulky envelopes will be opened by the youth/young adult with staff present to ensure the item(s) are added to the youth's inventory list. If contraband is discovered, staff will follow procedures for incident reporting.¹²

Frequently Asked Questions and Answers

What type of people live at Momentum?

All the youth/young adults residing at Momentum have mental health diagnoses with corresponding symptoms that may be displayed in their behavior.

Can I have a cell phone?

Yes. If you are under custody or legal guardianship you will need permission from your guardian.

Can I have electronics (e.g. ipod, tablet, laptop, etc.)?

Yes. If you are under custody or legal guardianship you will need permission from your legal guardian.

Can I have my own TV in my room?

Yes, you can keep your electronics in your room.

Are there computers I can use at Momentum?

Yes, there are two computers available for youth/young adults' use. The computers do have some blocked sites. If you are under custody or legal guardianship you will need permission to use the Momentum computers.

Can I use social media?

Yes, there are two computers that are available for use at Momentum and you can check any social media as long as they are not blocked by the computer.

Is there wifi?

No. Momentum does not provide access to wifi.

Can I have/watch rated R movies?

Momentum will not provide access to rated R movies. You may have and watch rated R movies as long as it does not negatively impact other residence or staff. You will be asked to watch it on your own devices, with headphones, or in your room if the content is negatively impacting others.

Is there a program curfew?

There is no program curfew. Minors are expected to follow laws in regards to curfew which is currently 11 PM to 6 AM. Individuals under guardianship will need permission to be out of the program. We also ask that you sign out on the resident sign out sheet and communicate with staff an estimated time back you plan to return. If a resident does not return back or make contact with staff by their estimated time of return, staff will follow the Away Without Permission (AWOP) protocol which may involve outside intervention (non-emergency police) to "Attempt to locate" and complete a wellness check.

Is there a bedtime or a time I have to be in my room?

There is a quiet time at 10 PM that we ask everyone to engage in quiet activities and conversations. There is not a specific time you have to go to your bedroom. You are expected to go to bed at a time that allows you to get enough sleep to participate in your treatment and life enhancing activities.

Is there a time I have to wake up?

There is no time you have to wake up. We ask you get up in time to take your medications and participate in scheduled appointments and activities.

Is transportation provided?

Staff can assist in transportation when available. Youth/young adults are encouraged to practice using public transportation and to take the steps to obtain a driver's license in preparation to live independently.

Can I have a car and drive?

Yes, you can if you have signed and met the expectations outlined in the Residential Treatment Home (RTH) Resident Personal Vehicle Agreement.

Can I visit my friends and family?

If you are under custody or legal guardianship you will need permission from your guardian regarding visits outside of the program referred to as a Leave Of Absence (LOA). Otherwise, you can visit friends and family for day and overnight visits, however, cannot spend more than seven nights out of the program monthly.

How long can I stay at Momentum?

Each person is different so a person's stay will depend on them and their personal treatment. If you are committed to treatment and respect the house rules you can stay as long as you need until the last day of age 24.

Can I have pets?

Pets will be considered based on a clinical necessity and require approval of the Program Manager. Applicable veterinarian, vaccination, and training requirements will need to be completed prior to any pet being brought into the program.

Can I have visitors?

If you are under custody or legal guardianship you will all visitors will need to be approved by your guardian. You may have people visit you at Momentum. We ask you inform other youth/young adults of visitors to give them the option to remove themselves from community areas for privacy. We ask you have visitors during the recommended visiting hours of 7 am to 10 pm. Visitors are expected to follow the same house rules and can be asked to leave if they do not.

Can I have a job?

Yes, you may have a job while completing your treatment at Momentum.



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CLIENT AND FAMILY RIGHTS YAT RESIDENTIAL TREATMENT HOMES

As a client of KAIROS you have certain rights that we protect and support. These rights are listed for you here. As a parent of a client, all the applicable rights apply to you as well. If you ever feel that these rights are not being recognized, please let us know.

1. Choose from services and supports that are consistent with the assessment and service plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual, and that provide for the greatest degree of independence;
2. Be treated with dignity and respect;
3. Have access to peer delivered services;
4. Participate in the development of a written service plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and receive a copy of the written service plan;
5. Have all services explained, including expected outcomes and possible risks;
6. Confidentiality and the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45CFR Part 205.50;
7. Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
 - (A) Under age 18 and lawfully married;
 - (B) Age 16 or older and legally emancipated by the court; or
 - (C) Age 14 or older for outpatient services only. For purposes of informed consent, outpatient service does not include service provided in residential programs or in day or partial hospitalization programs.
8. Inspect their service record in accordance with ORS 179.505;
9. Refuse participation in experimentation;
10. Receive medication specific to the individual's diagnosed clinical needs, including medications used to treat opioid dependence;
11. Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety;
12. Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;
13. Have religious freedom;

14. Be free from seclusion and restraint except as set forth in OAR 309-022-0175;
15. Be informed at the start of services and periodically thereafter of the rights guaranteed by this rule;
16. Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative assist with understanding any information presented;
17. Have family and guardian involvement in service planning and delivery;
18. Have an opportunity to make a declaration for mental health treatment, when legally an adult;
19. File grievances, including appealing decisions resulting from the grievance;
20. Exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules;
21. Exercise all rights set forth in ORS 426.385 if the individual is committed to the Authority; and
22. Exercise all rights described in this rule without any form of reprisal or punishment.
23. The provider shall give to the individual and, if appropriate, the guardian a document that describes the applicable individual 's rights as follows:
 - (A) Information given to the individual shall be in written form or, upon request, in an alternative format or language appropriate to the individual 'need;
 - (B) The rights and how to exercise them shall be explained to the individual, and if applicable the guardian; and
 - (C) Individual rights shall be posted in writing in a common area.

In addition to the rights set forth in section (1) of this rule, every individual receiving adult residential services has the right to:

1) Each individual shall be assured the same civil and human rights accorded to other citizens. These rights shall be assured unless expressly limited by a court in the case of an individual who has been adjudicated incompetent and not restored to legal capacity. The rights described in paragraphs (2) and (3) of this section are in addition to and do not limit all other statutory and constitutional rights that are afforded to all citizens including, but not limited to, the right to vote, marry, have or not have children, own and dispose property, enter into contracts and execute documents.

(2) A provider shall actively work to support and ensure each individual's rights described in this rule are not limited or infringed upon by the provider except where expressly allowed under these rules.

(3) The provider shall ensure that individuals receiving mental health services have the rights set forth in ORS 430.210:

(4) An individual also has a right to the following:

(a) Adequate food, shelter, and clothing;

(b) A reasonable accommodation if, due to their disability, the housing and services are not sufficiently accessible;

(c) Confidential communication including receiving and opening personal mail, private visits with family members and other guests, and access to a telephone with privacy for making and receiving telephone calls;

(d) Express sexuality in a socially appropriate and consensual manner;

(e) Access to community resources including recreation, religious services, agency services, employment, and day programs unless such access is legally restricted;

(f) Be free from seclusion and restraint except as outlined in OAR 309-035-0205.

(g) To review the program's policies and procedures; and

(h) Not participate in research without informed voluntary written consent.

(5) An individual also has the following HCBS rights:

(a) Live under a legally enforceable residency agreement in compliance with protections substantially equivalent to landlord-tenant laws as described in this rule;

(b) Have visitors of the individual's choosing at any time and the freedom to visit with guests within the common areas of the setting and the individual's unit;

(c) The freedom and support to control the individual's own schedule and activities including but not limited to accessing the community without restriction;

(d) Have a lockable door in the individual's unit that may be locked by the individual, and only appropriate program staff have a key to access the unit;

(e) A choice of roommates when sharing a unit;

(f) Furnish and decorate the individual's unit according to the Residency Agreement;

(g) The freedom and support to have access to food at any time;

(h) Privacy in the individual's unit; and

(i) Section (5) of this rule are effective July 1, 2016, and OAR 309-035-0115(17).

(6) An SRTF is not required to maintain the qualities or obligations identified in section (5) (b), (c), (d), (e) and (h). The provider is not required to seek an individually-based limitation to comply with these rules.

(7) A provider is not required to comply with section (5) (a) of this rule when providing an individual with crisis-respite services. The provider is not required to seek an individually-based limitation for such an individual to comply with these rules.

(8) For the purpose of this section, these terms have the following meanings:

(a) “Fresh air” means the inflow of air from outside the facility where the individual is receiving services. “Fresh air” may be accessed through an open window or similar method as well as through access to the outdoors;

(b) “Outdoors” means an area with fresh air that is not completely enclosed overhead. “Outdoors” may include a courtyard or similar area;

(c) If an individual requests access to fresh air and the outdoors or the individual's treating health care provider determines that fresh air or the outdoors would be beneficial to the individual, the program in which the individual is receiving services shall provide daily access to fresh air and the outdoors unless this access would create a significant risk of harm to the individual or others;

(d) The determination whether a significant risk of harm to the individual or others exists shall be made by the individual's treating health care provider. The treating health care provider may find that a significant risk of harm to the individual or others exists if:

(A) The individual's circumstances and condition indicate an unreasonable risk of harm to the individual or others that cannot be reasonably accommodated within existing programming should the individual be allowed access to fresh air and the outdoors; or

(B) The program's existing physical setting or existing staffing prevent the provision of access to fresh air and the outdoors in a manner that maintains the safety of the individual or others.

(e) If a provider determines that its existing physical setting prevents the provision of access to fresh air and the outdoors in a safe manner, the provider shall make a good faith effort at the time of any significant renovation to the physical setting that involves renovation of the unit or relocation of where individuals are treated to include changes to the physical setting or location that allows access to fresh air and the outdoors, so long as such changes do not add an unreasonable amount to the cost of the renovation.

(9) The program shall have and implement written policies and procedures that protect individuals' rights and encourage and assist individuals to understand and exercise their rights. The program shall post a listing of individual rights under these rules in a place readily accessible to all individuals and visitors.

In addition, please note that the Foster Care Ombudsman represents all youth in DHS care, and can provide information about your rights and serve as an avenue for addressing issues and concerns that you may have during your stay in foster care. The Foster Care Ombudsman is Darin Mancuso, and he can be reached at 503-945-5897; darin.mancuso@state.or.us.

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GRIEVANCE PROCEDURE

If you as a consumer of Kairos services have a concern about a program policy or decision or about something that has happened or not happened, we want you to let us know. We'll try to work things out. Listed here for your information are the steps available to you to express your concerns or complaints.

1. Talk to any staff member. Most things can be worked out at this level.
2. Involve your Individual and Family team.
3. Request to talk to the Program Manager.
4. Ask for assistance from a Peer Support Specialist.
5. Request to speak to the Residential Director or the Community Services Director who will arrange a meeting with you as soon as possible. You can choose to have other people attend also.
6. Ask to speak with the Senior Director of Clinical Services.
7. If after you have completed steps 1-7, you still feel that your concerns are not being addressed, you may request to talk with our Executive Director (Follow steps 8 – 14). He or she will look into the matter and try to resolve it.

Steps 8 – 14

8. Put your complaint in writing to the Executive Director. He will investigate, consult with other program staff, contact you directly, and respond to you in writing within five (5) days after receiving your complaint, and will include information on how to appeal his or her decision.
9. If you feel that your rights may be violated during the five (5) days in which you are awaiting a response from the Executive Director, you may request an expedited review. The Executive Director will review and respond in writing to your grievance within 48 hours, and will include information on how to appeal his or her decision.
10. Appeal the Executive Director's decision. You may appeal the Executive Director's decision within ten (10) days of receiving his or her decision. You may appeal in writing to either our Board of Directors or to the Director of the local County Mental Health Provider, Options of Southern Oregon. You will receive a written decision within ten (10) days of filing your appeal.
11. Appeal to other agencies. If you are involved with DHS, OYA, your County Mental Health Program and/or your Coordinated Care Organization, you may state your complaint to them.
12. If you are still unhappy with the decision of the appeal, you may request an outside review of the problem by the Assistant Director of the Health Services Division of the Oregon Health Authority in writing within ten (10) days of notification of the status of your appeal by the Director of the local County Mental Health Provider, Options of Southern Oregon. The decision of the Assistant Director will be final. The Assistant Director may be contacted by calling 503-945-5763; or sending a letter to the Oregon Health Authority, Health Services Division, 500 Summer Street NE, E-86; Salem, Oregon 97301-1118.
13. Contact Disability Rights Oregon, a nonprofit legal organization that supports client and family rights. The phone number is 1-800-452-1694.
14. Contact The Joint Commission, the body which accredits Kairos as a Behavioral Health Care organization, at 1-800-994-6610.

In addition, please note that the Foster Care Ombudsman represents all youth in DHS care, and can provide information about their rights and serve as an avenue for addressing issues and concerns that youth may have during their stay in foster care. The Foster Care Ombudsman can be reached at 1-855-840-6036.

If you have questions about any of these steps, please let us know, and we'll try to help you. Kairos is committed to working with you as **partners** in the treatment process. It is important to us that you feel listened to and treated fairly. This Grievance Procedure is in place to make sure you are able to contact people who will respond to your concerns seriously. Hopefully, you won't ever have to use it!