

ANCHORAGE CHILDREN'S HOME

*An Anchor for Today's Children..
Strengthening Tomorrow's*



A GUIDE FOR PARENTS AND GUARDIANS



Address: 2121 Lisenby Ave. Panama City, FL 32405

Office Hours: 8:30am to 5:00pm Monday through Friday

Daytime Office Number: (850) 763-7102

24 Hour Hotline: (850) 784-1020 **Hide House:** 24/7 Emergency Shelter

www.anchoragechildrenshome.org

Parent/Legal Guardian Handbook

We want to thank you for allowing our agency the opportunity to serve and work with your family. We strive to provide quality services in order to best meet the needs of your family.

Who is Anchorage Children's Home: We are a non-profit organization, founded on Christian principles and beliefs, which serves, protects and strengthens children, families and community.

Our Goal Is To Promote:

Hope	Responsibility	Leadership	Caring	Equality
Humility	Respect	Integrity	Self-discipline.	

How Do Services Start And What Can I Expect: Anchorage provides a variety of services over multiple programs which include non-residential supports, case management and counseling as well as residential services which focus on providing emergency support as well as longer term assistance towards independence. When first seeking services from our agency you will be asked to complete a screening, which you may have already done. This screening process allow us to gather information about your situation and then connect your family with the program which will best meet your family's needs. It is likely your family will be served in more than one of our programs depending on your situation and as your family's needs change.

If your child is receiving services through one of our residential programs then they will be receiving ongoing supervision to ensure their needs, safety and wellbeing are being met. Our programs use behavioral management systems, which are also referred to as point or level systems. These point or level systems are used to recognize and promote positive and appropriate behaviors, the following of program rules as well as following staff instructions by your child while receiving services. Your child's behavior will determine their privileges. The focus of the point or level system is not to be punitive but rather be used as a tool to help re-enforce positive behaviors which will help reduce difficulties in the home or in other settings such as school. Our staff focus on verbal interventions and building relationships with our clients in order to effectively address any behavioral concerns. As an agency we do not use any form of physical restraint or restriction; including the use of any type of medications for that purpose. At all times, regardless of behavior, points or level your child is able to call you as their parent/legal guardian, case worker or GAL. While receiving services your child has full access to a Help Form in order to address any concerns they may have about their stay which goes directly to the program's manager; who follows up and address all concerns.

If at any time while receiving services there is an unusual incident you as the parent/legal guardian will be contacted and informed of the situation.

We do not allow bullying, harassment or violence towards our clients; if these concerns arise staff immediately address the concern to ensure the safety and wellbeing of all involved.

What Do I Do If I Have A Concern: As the parent/legal guardian if at any time you have a concern or a problem with the services you are receiving, we ask that you attempt to resolve those differences with your counselor or appropriate program staff. If resolution of your

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concerns has not occurred, you have a right to submit a formal written grievance. This process is meant to be the means by which the issues may be resolved cooperatively in the interest of the youth, your family and program.

The grievance procedure is as follows:

- Step 1:** You address the complaint with the person with whom you have had a complaint in an attempt to resolve the problem.
- Step 2:** If the complaint is not resolved, you will be provided a Client Suggestion/Grievance Form upon request and submit it to the Program Manager/Supervisor. The Program Manager/Supervisor will discuss the issue with you and the staff involved in the complaint within 72 hours of receipt of the written complaint. The response or solution to the complaint is written on the Client Suggestion/Grievance Form or written complaint. If adequately addressed, this is indicated on the form and signed by you.
- Step 3:** If the complaint has not been resolved in Step 2, you can request the Program Manager/Supervisor forward the complaint to the Program Administrator who will respond within 72 hours of receipt of the written complaint.
- Step 4:** Finally, if the complaint is not resolved, you can request in writing that the grievance and all related correspondence be forwarded to the Executive Director for final resolution. The Executive Director will respond to you in writing within 5 working days after receipt of the written complaint.

Confidentiality: In order to effectively work with you it is important that you know some information up front so it does not surprise you later. We keep information confidential, so that only your family or your Community Based Care case manager (when applicable) and staff who have a need to know have access to specific information about your family and the services you receive. Therefore unless required by law, we will not release information without the youth and/or parent/legal guardians written permission. However, there are times when we are required by law to share certain types of information even when you may not want us to.

1. Staff must contact the Florida Abuse Registry any time they suspect that a young person has been abused or neglected, unless the abuse has already been reported and investigated or unless you contact the Registry yourself in the staff member's presence.
3. Staff must contact a local mental health provider and/or law enforcement, including the parent/legal guardian if applicable, if you say that you really intend to hurt yourself or self-destructive behaviors are identified during services. If threats of harm to someone else is disclosed, they also must warn the person as well as law enforcement about the threat.
4. Staff must contact local law enforcement to report any information they have about a young person's gang involvement and/or criminal investigation.
5. Staff must release to the court any information it requests.

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If you believe an employee of Anchorage has abused a child, you can tell the Florida Abuse Hotline at 1-800-96-ABUSE. If you believe an employee has violated your rights during the course of services, you can call the Florida Local Advocacy Council at 1-800-342-0825.