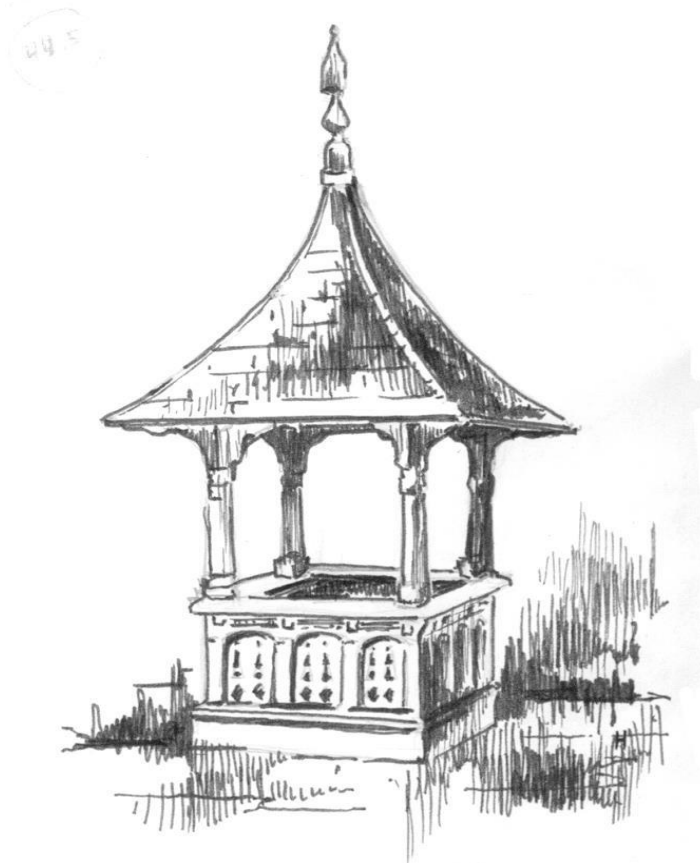


# THE CHILDREN'S HOME OF KINGSTON

## Family Handbook



...what you need to know while your child is at  
The Children's Home of Kingston

26 Grove Street  
Kingston, New York 12401

(845) 331-1448

## **TABLE OF CONTENTS**

- I. Introduction – Letter to Parents and Guardians**
- II. People Who Can Help**
- III. What We Believe**
- IV. Your Rights and Responsibilities**
- V. Visitation**
- VI. Working as a Team to Help You and Your Child**
- VII. Structure and Behavioral Management**
- VIII. Religious and Faith Issues**
- IX. Medical Care**
- X. Education**
- XI. Other Issues – Allowance, Clothing, and Pets**
- XII. Complaints/Grievance Procedures**

The Children's Home of Kingston was founded in 1876.

Over the years our programs have evolved, however our commitment to work with youth and their families remains the same.

Our goal is to help those children return to their homes and communities. Together we can address the issues that brought you and your child to The Children's Home of Kingston and help resolve barriers in the way of a successful family life for all of you.

We want to help your child learn new skills and new ways of relating to the world to ensure success. Our approach is both **Youth Driven** and **Family Centered**.

Please join your child and all of us here at The Children's Home of Kingston on the journey towards restoring your family to wholeness and your child to more effective and healthy ways of being in the world and community.





**THE CHILDREN'S HOME OF KINGSTON  
26 GROVE STREET  
KINGSTON, NY 12401**

Date \_\_\_\_\_

Dear Parents or Family Members:

As you know, your child has been placed at The Children's Home of Kingston. We want to welcome you and your child to our campus and tell you that we are looking forward to a very positive working relationship with you and your child. We also want to make sure that you are aware of your role as the parent or family member of a child placed at a treatment center such as ours.

When youth are placed in residential treatment, some parents, caregivers, and families believe that they no longer have significant rights and responsibilities with regard to their child. Nothing could be further from the truth. By New York State law, parents or caregivers of youth in residential placement retain major rights and responsibilities. Most importantly, it is your job to plan for your child's future. The Children's Home of Kingston strongly believes that it is very important that parents exercise their parental rights and meet their responsibilities to the fullest. With this belief, we stand ready to provide support, guidance, direction or other assistance necessary to help parents understand and fulfill their roles as parents and caregivers and fully know their rights and responsibilities.

We also want to help you identify and build on what is working well in your family and within your child and assist you in making plans for the successful discharge of your child back to your home and community. We are, first and foremost, here to help you and your child accomplish the very important goals that you and your child want and need to work on while he lives with us at The Children's Home of Kingston.

Please read the enclosed information very carefully. It is extremely important. If you have any questions, please contact your assigned clinician.

The campus supervisor can be reached at (845) 331-1448, extension 1101, after 4 p.m. during the week and all day Saturday and Sunday.

## **PEOPLE WHO CAN HELP**



**These are some of the people who are here to help you and your child have a successful placement here at The Children's Home of Kingston. They may all be reached by calling (845) 331-1448.**

**Mackenzie Anson LCSW-r, Director of Clinical Services, extension 1181**

**Robert Myers, Director of Residential Services, extension 1140**

**Dr. Olanike Audu, Director of Educational Services/Principal, extension 1119**

**Feel free to contact any of these people with your unanswered questions or concerns. Please see the last page of this handbook for a complete description of the complaint and/or grievance process.**

## WHAT WE BELIEVE

Your child has been placed at The Children's Home of Kingston and it is important for you to know what we believe about children and families.

1. We believe that, in almost every case, people can change their behaviors and learn new skills.
2. We believe that, while all families have things in common, every family and child is unique and deserves our individual attention and planning.



3. We believe that the family is the best place for a child to grow up and we work with the child and family to return the child to his family as soon as it is appropriate. Keeping Families together is about keeping them whole and supported and assisting them in creating better futures.

4. We believe in the greater good of individuals, and focus on the child's and families positive attributes.

## YOUR RIGHTS AND RESPONSIBILITIES

### Treatment Planning

It is your responsibility to participate in the treatment planning process for your child. We hope that you will be involved in your child's life here at The Children's Home of Kingston from day one.

You will be invited to Treatment Planning Conferences which are meetings that include you, your child, your Department of Social Services or school district representative, your child's clinician, your child's Cottage Manager, one of his teachers and anyone else who has a major role in helping you and your child reach the goals that you have identified. At these meetings, we will discuss what you think needs to happen before your child can return home and how we at The Children's Home of Kingston can help your family achieve those goals.

The first Treatment Conference will take place approximately 30 days after your child's first day of placement. Treatment Conferences will then be scheduled every three months to monitor the progress you and your child are making towards discharge. Please remember that, except in rare cases, the primary goal is for youth to return to their homes and we will make every effort to keep that first in everyone's thoughts.

**Finally, it is important for parents and guardians to remember that in order to achieve overarching goals, everyone must do their part and work together as a team. If you are asked to attend family therapy sessions, please make every attempt to attend those sessions. If you are unable to attend a session, please call your child's clinician and let him/her know. If we have to cancel or reschedule an appointment, we will give you as much notice as possible.**

## **Planning for the future**

The most important thing for you to know is that placement in a residential facility is temporary, a time during which you and your child are expected to set goals and work together with our team, to resolve the issues or situations which caused your child to need to come to The Children's Home of Kingston.

We believe that most parents or caregivers will make the commitment to have their child returned to their home or to the home of another relative. For our families that have their child placed here through Department of Social Services, this means that you will maintain regular visitation with your child, participate in the treatment planning for your child and actively work toward solving the problems that prevent your child from coming home to you. It is strongly encouraged for parents and guardians to participate in parent and/or family counseling sessions. If parents fail to meet these responsibilities, serious consequences can be imposed by the Local Department of Social Services. Our main goal is to make all attempts to assist in maintaining and preserving family connections and rebuild relationships.



### **Confidentiality**

It is the policy of The Children's Home of Kingston to protect the confidentiality of all youth and their families. At no time during or after placement will any information obtained by the agency be released to any individual outside the agency, except as required by law or judicial action, without the specific written informed consent of the person served and, in the case of a minor child, the parent or legal guardian.

The Children's Home of Kingston is committed to the protection of personal information regarding persons served and their families. Every member of the staff is expected to respect the confidentiality of information about the youth and their families, and to act accordingly.

1. No information about persons served by the agency shall be released to any individual outside the agency, except as required by law or judicial action, without the written consent of the client and, in the case of a minor child, the parent or legal guardian.
2. All consents to release information must be in writing and must include: (1) the specific information to be released, (2) the time period for which the consent remains in effect, (3) the identity of the person or organization that the information is to be released to and (4) the purpose of releasing the information.
3. When the person served is a minor child, both the child and the parent or legal guardian must provide informed consent.

## **FAMILY ENGAGEMENT: VISITATION AND STAYING IN TOUCH WITH YOUR CHILD**

### **The Visiting Policy for youth placed through the Department of Social Services:**

The Visiting Policy of The Children's Home of Kingston meets the requirements of the New York State Office of Children and Family Services. These regulations state that the person identified as the primary permanency resource (the person the youth is going to live with after discharge) should have contact with the youth at least twice a month. Contact does not necessarily mean "home visit" and a visit can take place on campus or as day visits in the community. Youth are not guaranteed weekly home visits and there are times when the youth's

treatment team may suggest that it would not be safe for the youth to leave the campus on a given weekend. Home visits may also be changed by the local Department of Social Services that placed your child in care, and may be subject to change per case worker. If that happens, you are welcome to visit your child on campus.

Home assessments may be required for youth placed by their local DSS prior to home visits taking place. In many cases, the placing DSS office will conduct the home assessment. The need for completion of a home assessment will be made on a case- by- case basis.

**The Following Applies to all youth placed in residence:**

During the first 30 days of placement, the clinician and the family will begin to develop a visiting plan. The clinician and residential manager may assist in developing the best plan to meet the needs of the youth and their family. We strongly encourage families to plan visits with their child often. We realize there may be some challenges along the way and we will work with each family individually to develop a plan that will ensure successful home visits. Home visits are an opportunity for youth to practice their new skills, ultimately leading to permanency and a successful return home.

There are times when visits are extended due to holidays and school vacations, there may be some limitations to this based on if your child has been placed at the agency through DSS or the Justice System .

It is also important to know that if your child tests positive for drugs or alcohol, we may recommend to suspend home visits until a test result is negative, but ultimately the decision is up to the parent/guardian. If your child has engaged in behaviors that are not appropriate or are against agency rules and regulations, we may also recommend that a home visit is rescheduled or postponed, but once again, parents/guardians will make the final decision in these cases.

In an effort to work cooperatively to help your child, we ask that families report any and all problems or incidents that take place during home visits to your child's clinician so they can be addressed accordingly. It is equally important to hear what went well during each home visit. This information can be used in goal planning towards a youth's discharge. Please be aware that you are welcome to visit your child on campus if he is not allowed to come home, but please make advance arrangements through the clinical department for any visits to campus. Additionally, if travel is a problem for you, tell your child's clinician well before the planned visit and the agency will assist to the best of its ability.

Once a definite discharge date is finalized, through either a court hearing or a CSE meeting, discharge planning can begin. If there are problems during this transition time, please tell your child's clinician.

Home visits may not be cancelled, shortened, or postponed as a means of a consequence for a youth's behavior displayed at The Children's Home of Kingston or at home by any staff member. As stated before, home visits may be modified at the request of the guardian/parent if your child presents a danger to himself, others or property, or if there are other safety concerns.

Please contact your child's clinician to confirm that you are available to have your child for his scheduled visit at least three days prior to the visit. It is important that you contact your child's clinician before each weekend visit to let us know that you are able to have your child home for the weekend.

The Nursing Department needs time to pack medication and the Cottage Managers need time to secure staff for transportation. The sooner a youth knows they are going home, the less anxiety they will have and more



likely, they can continue on focusing on doing well. If we do not hear from you in a timely manner, we may not be able to send your child home if the agency is transporting. If you, as the parent/guardian, have your own transportation you can arrange to pick up and drop off your child as well.

The Children's Home of Kingston may provide transportation for your child (or use public transportation) to a point as close to your home as possible. We will work closely with each family to best meet their needs. It is also your responsibility to see that your child makes the needed transportation connections in order to get back to The Children's Home of Kingston on time. Current details about transportation scheduling will be communicated through the residential department. We will make all attempts to assist with facilitating transportation as possible.

If for some reason (hazardous weather conditions, severe illness) you are not able to get your child back on time from a home visit, it is your responsibility to notify us immediately. A Campus Supervisor is available on weekends and after 1 p.m. on weekdays for such emergencies. Please call the Campus Supervisor at (845) 389-1461 let us know of the situation.

### **Telephone Calls**

In most cases, youth are allowed to call home or receive calls daily, unless determined differently by their DSS worker or parent/guardian. In cases where parents do not live together, the number of calls may also be increased. Of course guardians/parents may request a decrease or increase in phone calls on a short term basis depending on how they feel the youth is progressing in the program.

## **WORKING AS A TEAM TO HELP YOU AND YOUR CHILD**

### **THE HOME ASSESSMENT**

Home assessments will be conducted on a case-by-case basis and as requested by DSS.

### **Parent and/or Family Counseling**

Your child's clinician will work with you and your child in an attempt to solve the problems which may prevent your child from coming home to you, or those issues that resulted in your child's removal from your home. The overall goal is to enhance family communication and work on the parent/child relationship. Family counseling will be provided along with individual counseling for the youth. Your child's clinician is here to be a support not only for your child but for the family as well.

In general, the goals of these counseling sessions are:

- To help you (the parent) understand why your child is exhibiting problem behavior
- To help you learn how to respond more effectively to the problems your child presents, and to understand and do something about the causes of your child's behavior.
- To improve your relationship with your child and other family members or other people who are close to your family.
- To change family behavior patterns which may contribute to your child's problems and behavior.

Usually parent or family counseling sessions are provided by the clinicians and ideally in person. Occasionally, long distances do not allow this, and then arrangements for sessions can be made for phone sessions and

teleconference sessions. Onsite family Support Groups/Sessions will be offered periodically throughout the year as it becomes identified as a need by parents, this is separate from ongoing Family Therapy.

### ***After Care Services***

Aftercare services are those services needed or desired by the individual/family. Our agency supplies after care services as long as the youth and family will not receive duplicate services from another service provider. The social worker is involved in planning/arranging for possible services to bridge the gap of services for the family as they enter the transition home phase. The social worker takes the initiative to:

1. Explore suitable resources, connect the family to resources they will need to help them be successful
2. Connect with resources put in place and share pertinent information (after HIPPA Consent have been obtained) to smooth the transition for the child and family
3. Send written referrals on behalf of and with permission of the youth/his or her family
4. Ensures that the youth/family have a list of important contact information in case of a crisis or in need of resources

Once the discharge plan is in effect, the social worker remains available at family request for crisis intervention, case management services, family sessions and assistance with other community providers, for up to 6 months after the youth's discharge. The assigned social worker will complete 2 Home Visits with the child and family within the first 30 days after discharge to ensure that the family has been able to access services necessary for them to be successful, and to provide a family session to explore how the transition home has been. For months 2-6, the assigned social worker will complete one home visit a month with the youth/family to ensure the proper resources are in place and are working well. They are also there to provide family sessions at those times if desired by the family. Aftercare services have been in place to meet the Family First Act guidelines

### ***THE PROTECTION OF PEOPLE WITH SPECIAL NEEDS ACT***

Vulnerable Persons Central Register (VPCR) Hotline Number: TOLL FREE: **1-855-373-2122**  
**TTY: 1-855-373-2123**

As mandated reporters, it is required by state law that staff members contact the **NYS Justice Center at 1 (855) 373-2122** to report any suspected abuse or neglect perpetrated by agency staff. Incidents must be reported immediately upon discovery. However, to prevent harm, there may be a delay no longer than 24 hours.

Child Maltreatment/Neglect is a child whose physical, mental or emotional condition has been impaired or is at imminent danger of becoming impaired. Demeaning or degrading a child has also been defined by the Family Court as child maltreatment. Please note that "rough housing" and "horse playing" with our clients is not permitted.

Chapter 501 of the Laws of 2012: "Protection of People with Special Needs Act", effective 6/30/13, established the [Justice Center](#) for the Protection of People with Special Needs. The [Justice Center](#) operates a centralized, statewide toll-free hotline and incident reporting system that receives and tracks allegations of abuse and neglect 24 hours a day, 7-days a week. Reports are made by service providers and others who are "mandated reporters" as well as by any individual who witnesses or suspects the abuse or neglect of a person with special needs. The [Justice Center](#) will be responsible for investigations of allegations of serious abuse and neglect of vulnerable persons in State-operated and licensed facilities, including residential schools under the State

Education Department's (SED) oversight; overseeing implementation of the procedures of State oversight agencies for tracking, investigating and monitoring corrective actions of allegations of abuse, neglect and significant incidents; maintaining a register of individuals who have committed serious acts of abuse (Staff Exclusion List); and establishing codes of conduct of ethical standards to which all individuals who have regular contact with people with special needs would be held accountable. Additional information regarding Chapter 501 and the [Justice Center](http://www.governor.ny.gov/Justice4SpecialNeeds/home) is available at <http://www.governor.ny.gov/Justice4SpecialNeeds/home>.

A copy of the full text of the law can be viewed at

<http://www.governor.ny.gov/assets/justice4specialneeds/LBDCinfo.htm>

In the event the agency is notified of a current report, the Administration will implement a safety plan. After Hours, The Campus Supervisor will contact the Manager-on-Call to develop a safety plan. The Manager on call may notify the Administrator on call for assistance and to share the safety plan. The following business day the Administration will review the safety plan to ensure the safety of those involved.

All staff sign the code of conduct developed by the Justice Center (pursuant to article 20 of the Executive Law) which governs the conduct of staff with respect to the safety, dignity and welfare of students attending in-state residential schools.

We want you to know that all reports of inappropriate behavior by staff or other residents are investigated immediately. If an investigation reveals that inappropriate behavior that constitutes child abuse, neglect, or other incident as defined by the [Justice Center](http://www.governor.ny.gov/Justice4SpecialNeeds/home) may have occurred, the agency will call the [Justice Center](http://www.governor.ny.gov/Justice4SpecialNeeds/home) to begin a formal investigation. You will be notified as soon as possible if your child is involved in any incidents that require Justice Center involvement.

If staff believe there is reasonable cause to suspect a Reportable Incident has involved a vulnerable person, they are required to make a report to the VPCR immediately upon discovery. Reasonable Cause means that, based on observations, training and experience, the staff has a suspicion that a vulnerable person has been subjected to abuse or neglect. Significant incidents that may place a vulnerable person at risk of harm must also be reported. Reasonable cause can be as simple as doubting the explanation given for a Vulnerable Person's injury.

Our staff, as Mandated Reporters, are also legally required to call the Statewide Central Register of Child Abuse and Maltreatment (SCR) if they have reasonable cause to suspect abuse or maltreatment of children in family and foster homes. Suspicion of child abuse or neglect in a day care setting, foster family boarding homes, or within a family home must continue to be reported to the SCR at: Child Abuse Reports 1-800-635-1522

## **STRUCTURE AND BEHAVIORAL MANAGEMENT**

All youth need a set of age and developmentally appropriate rules and expectations. At The Children's Home of Kingston, we have developed a system of limits and behavioral consequences. It is important that you understand how that system works so that you can support it with your child when he visits or contacts you.

Rules, limits, and expectations are effective when there are consequences for behavior. A consequence is may be considered after a negative behavior, which is meant to cause the youth to refrain from that negative

behavior. We strive to also focus attention to positive behaviors that the youth engages in and we show that through positive reinforcement.

It is important for you to know that corporal punishment (hitting, striking, spanking, etc.) is not allowed. When it becomes necessary for a staff member to become involved physically with a youth, he or she must use approved methods of restraint. Our agency utilizes techniques through a New York State approved program called Therapeutic Crisis Intervention (TCI). If it becomes necessary to restrain (hold) your child to protect him or to protect others, an approved restraint method will be used. You will be notified when your child is restrained as soon as it is reasonably possible. If your child must be restrained, he will be seen by a nurse immediately after the restraint to make sure that he is not injured in any way.

It is important for you to know that behavior management at The Children's Home of Kingston are always carried out by adults and never by other youth. After negative behavior has been exhibited, the youth will work with his treatment team to modify his behavior.

### ***The Reward System***

CHK rewards program will assist in motivating our youth to increase their performance in treatment and daily independent living skills. CHK rewards system will provide incentives to motivate our youth in becoming more interested in healthy activities. It also provides our youth with a sense of purpose and accountability as they are recognized for their daily responsibilities and accomplishments no matter how small. CHK rewards program can be individually modified by the treatment team depending on youth's needs and expected milestones as they transition within the program.

Note: If an incident occurs in the residential setting after 5 pm and/or on weekends, the campus supervisor will make this decision regarding the rewards system. The treatment team will meet on the next business day to further assess the situation.

The following incidents are examples of behaviors that would result in no reward points given:

- Assault or fight with injury (client involved in an assault or fight resulting in injury to client, staff or other)
- Flight off campus (AWOC)
- Serious verbal threat to self/others
- Drug or alcohol use/ possession on campus
- Fire setting
- Sexualized behavior
- Continuous refusal of services (therapy, nursing, schooling, etc.)

The following are guidelines for addressing negative behavior:

- Youth must be within eyesight of staff.
- No work privileges of any kind.
- No off-campus activities of any kind.
- Parents/guardians have the right to restrict home visits during this time if they should feel necessary.
- Resident to review issues that led to their campus status with cottage manager, residential director, and/or clinician so as to avoid such in the future by developing alternative coping strategies.

## RELIGIOUS AND FAITH BASED BELIEFS

You, as parents, have the right to have your wishes followed regarding your child's religious training. You have the right to have your child attend religious services of your choice. As parents, you also have the right to refuse to allow your child to participate in religious activities.



When supervision can be arranged, youth are also allowed to attend churches in the local area. If you wish, you may arrange to come and take your child to the house of worship of your choosing. The Children's Home of Kingston tries to meet your expectations regarding your child's religious and faith practices. In return, we need you to tell us what those expectations are and work with us to accomplish them.

## MEDICAL CARE

The Children's Home of Kingston has a medical and a nurse will see your child if he is ill or is nurses make decisions about whether or not a youth further medical attention.



services department on campus complaining of feeling badly. The is excused from school or needs

If your child is injured, we will first secure the best possible care for him and then make every effort to contact you and your county or school district worker. Most injuries require only a visit to one of our nurses, but any serious injury may result in a visit to the local Urgent Care Center, Primary Care Doctor or Emergency Room if needed. We normally use Health Alliance Hospital in Kingston.

Medical care during emergencies is one of the important reasons we need you to keep the agency updated on how to contact you. It may be frustrating for your child if we are unable to locate you. Please know that you have the right to approve surgery or any serious medical treatment. However, our first commitment is to your child's health and well-being, and if we cannot reach you, we will follow the medical advice provided by our local medical providers. Parents/guardians have the right to take their child to their current medical providers if they wish, guardians do not have to accept our medical providers if they so choose.

It is important that you provide us with your child's medical history and immunization record. Previous serious injuries and health problems are important for us to know and we hope that you will share them with us. It is crucial that you inform us about any drug, food, or other serious allergies. Guardians of CSE placed residents are responsible to coordinate and bring their children for yearly medical maintenance such as yearly physicals, annual eye exams, and routine dental visits. If a guardian is unable to do so they must inform nursing staff that they are in need of assistance.

## EDUCATION



Your child's education is important to all of us. He will attend the Grove Street Academy, which is a special education school that is located on campus. Classes are small and he will have the chance to receive individual and small group attention. We hope that youth will be able to attain their grade level while at GSA and we make every attempt to give them the resources they need.

We expect you to be involved in your child's schooling the same as if he were living in your home. You will be invited to CSE meetings if applicable and to other activities where you will be able to see your child's educational progress. If you have not been involved in your child's education before this, working with Grove Street Academy can help you learn ways to work with your local school district when your child returns home.

It is important that you gain skills relating to advocating for your child's education and well-being and we can help.



## OTHER ISSUES—ALLOWANCE, CLOTHING, & PETS

### Access to Money

- a. We ask that parents/guardians do not provide more than \$10.00 to their child at any point of time. If your child returns to campus with more than \$10.00, staff will secure the money from him and place it in a safe place until it can be placed in an account or returned to you. Guardians can have money added to the students PEX account (resident assigned card for purchases) once it is set up. It can be done from their bank account directly to the students PEX account.
- b. If a parent wants to send cash with the student to be added to their PEX card, that can also be done with communication, so staff are aware of the incoming funds. If a Guardian sends funds with the student and the agency is not aware, CHK is not responsible to replace the funds.

### Clothing and Other Items

Parents/Guardians are encouraged to provide their child with the appropriate clothing while they are with our agency. We just ask that the clothing is appropriate (no curse words or provocative pictures). We also ask the amount of clothing is kept to a sensible amount (ie, 5 pairs of shoes instead of 15 pairs of shoes). For DSS or Court Placed residents, the agency will work with your County appointed case worker to identify the agency's need to provide clothing.

In order to protect your child's valuables, we recommend that your child not bring jewelry, expensive toys, or other valuable items to campus, including electronic devices that hold significant value. If you choose to allow

your child to have these items please note that if they are damaged, lost or stolen, **The Children's Home of Kingston is not responsible for replacement of the item. The Children's Home of Kingston cannot guarantee the safety of any personal property.**

### Pets

The Children's Home of Kingston does not allow residents to have pets of any kind.

### Resident Employment Opportunities

Residents that are of working age may be eligible to obtain employment off campus, but this is **not guaranteed**. A resident would need to show ability in following all program rules including attending school regularly and passing assigned classes. Youth must be in residence for 3 months if placed by DSS or 6 months if placed by CSE before there is an opportunity for employment.

### **CONTRABAND (WHAT IS NOT ALLOWED)**

**The following items are not allowed on campus at any time. Please do not allow your child to return to campus with any of these items in his possession.**

- ⊗ Cigarettes
- ⊗ VAPE devices/cartridges
- ⊗ Loose tobacco and rolling papers
- ⊗ Lighters
- ⊗ Matches
- ⊗ Guns
- ⊗ Knives
- ⊗ Gang-related items such as bandannas
- ⊗ Drugs
- ⊗ Alcohol
- ⊗ Shaving razor
- ⊗ Any homemade weapon
- ⊗ Tattooing equipment

The Children's Home of Kingston has a Zero Tolerance Policy in regards to all of the above mentioned items. Residents are allowed to have cellphones and utilize them at certain times during the day (see Cellphone policy for Residents), and are to turn them into staff at designated times. Any resident utilizing their phone in an inappropriate manner (taking photos/video of staff or residents without permission, watching pornography), will be no longer allowed to possess their phone on campus.

The Children's Home of Kingston is a smoke-free agency. Regardless of age or parental consent, your child will not be allowed to smoke while a resident. Please do not ask us to allow your child to smoke. It is illegal and a health hazard for other residents. If you purchase cigarettes for your child and allow him to return with them in his possession, they will be confiscated and destroyed. If your child currently smokes, we will assist him in finding ways to quit if he wishes to do so. Smoking on campus is not tolerated. Please help us help your child begin healthy habits while he is here.



## **COMPLAINTS - GRIEVANCE PROCEDURES**

Children and parents have the right to make complaints about The Children's Home of Kingston, its staff, or its services. Conflicts and issues that may come up in the course of placement will be resolved in a way that preserves the youth's and parents' rights and helps you and your child.

If you have a problem that cannot be resolved by you or your child and a direct care staff, contact the staff member's supervisor. The supervisor will make every effort to resolve the problem if possible, and respond to you or your child within 5 working days. If your child or you as parents are still not satisfied, you have the right to contact the Director of Residential Services. They may be reached by calling the main number at CHK. The Director of Residential Services will review all aspects of the complaint and let your child or you know of his decision within 5 working days of the matter coming to his attention.

If you or your child are still not satisfied, you or he may bring the concerns to the Executive Director, who will review the complaint and all actions taken up to this point and make a decision within three working days. Should you or your child still be unsatisfied with the agency's response to the complaint, you may contact your referring Department of Social Services or the School District which has placed your child at The Children's Home of Kingston.

We want you to know that our commitment to you is to work together for the fair resolution of all matters. What we need from you is quick and direct communication regarding all issues that are concerning you or your child in our care. Your child's clinician can assist you with this grievance or complaint process if you are unclear about how to proceed.

Again, welcome to The Children's Home of Kingston. Let us know how we can assist with guiding you and your child to a fulfilling and happy life!



**The Children's Home of Kingston**

**I, am the parent of**

\_\_\_\_\_ and have received a copy of the Children's  
Home of Kingston's Family Handbook.

**I have had the opportunity to review it and understand the expectations.**

**If I have any questions, I understand that I may ask the Cottage Manager, the Clinician, the Campus  
Supervisor, or the Director of Residential Operations.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**Witnessed by:** \_\_\_\_\_