

POLICY MANUAL

Subject: Community Meetings

Effective Date: 01/91

Initiated By: Randy Lea
QA Coordinator
Mike Todd
Clinical Director

Approved By: James Moore
Executive Director

Review Dates: 03/10 Committee

Revision Dates: 11/93 CSF; 2/97 CSF;
10/99 CSF; 01/03 CSF

POLICY:

Adult Residential patients at Cumberland Heights have a forum to discuss and receive feedback about concerns, community issues, and patient needs. Meetings are held weekly and are facilitated by the Program Director or designee.

PROCEDURE:

1. Community meetings are scheduled as a part of the regular patient schedule.
2. At each meeting, feedback is given to patients on issues which were raised the previous week and any action taken or pending.
3. Patients are encouraged to not only present concerns, but to process solutions when possible, as well as to address positive aspects of the community as well.
4. The facilitator communicates issues concerning other departments/services to the appropriate manager.