

Gracehaven Community Engagement Plan

Gracehaven prides itself in increasing community involvement and communication regarding our services for our youth and their families. We understand that there may be times when situations occur in the community that may require personal communications. We believe that personal communication is the best means to handle a concern/question/matter as they are the person closest to the situation.

Gracehaven encourages community members to communicate with the agency in the following ways:

- Directly with the group home in the community via phone or email:

Address:

5000 Arlington Centre Blvd. 9B
Columbus, OH 43202

Email: grouphome@gracehaven.me

Website: www.gracehaven.me

Phone: (614) 665-0665

- Visiting our website at **www.gracehaven.me** and contacting any other member of the management team, as appropriate to your question/ matter.

Once you have contacted Gracehaven with a concern/question/matter, you will receive a response within 7 business days.

Concerns/matters not resolved to your satisfaction may be directed to the Program Director via phone or email:

Jennifer Taber, Program Director

614-665-0665 ext. 6624 or jtaber@gracehaven.me

Concerns/matters directed to the Program Director will be responded to within 3 business days.

Gracehaven staff is fully trained on this policy and its execution during their employee orientation.