

Family Life Center, Inc.
301 Pine Street
Hogansville, Georgia 30230

Good Neighbor Plan

Submitted to: City Council of Hogansville, Georgia
Submitted by: Dr. Jimmy D. McCamey, Jr., President/CEO/Founder

I. Mission

Family Life Center, Inc. mission is to provide quality services, creative interventions and form partnerships to work in collaboration with clients and their families to promote positive mental health, growth and human development.

II. Vision

The vision for Family Life Center, Inc. is to apply best practice approaches to working with children, adolescents and families who are in need of out of home placement. It is our vision that the aforementioned youth and his/her family system learn new ways of living as a family. All children served in our RBWO program will return to loving and willing family members, move into post secondary education and/or vocational training, enter the armed forces or work force and become healthy productive citizens.

III. Clientele

The Family Life Center, Inc. is a private residential treatment program that provides Room, Board and Watchful Oversight (RBWO) services to youth ages 12 to 18. Clinical, support and administrative staff combine over 100 years of clinical experience in mental health settings to include psychiatric hospitalization, residential treatment, outpatient clinics and in-home intensive treatment services.

IV. Purpose-Goal of Good Neighbor Protocol

The good neighbor policy is designed to ensure compliance for quality of care for clients at FAMILY LIFE CENTER, INC. as well as accountability for all employees of the agency. More importantly, this policy is designed to nurture good will by developing a healthy relationship with citizens of Hogansville through positive media coverage, community services events and activities and responsible supervision of youth in our care. This policy is designed to foster good will by integration youth under our care into community activities through public school, church,

cultural events, local parks and recreation, etc. This procedure is also designed to foster good will with owner of Family Life Center, Inc. encourage staff on duty to work with community leaders, citizens and law authorities as well as local business as social networks through purchasing supplies and goods from local business.

Additionally, as part of the good neighbor plan, the goal of Family Life Center. is to seek to employ as many qualified citizens of Hogansville, Georgia to show good will and social responsibility for the community in which we are conducting the business of transforming lives of youth, adults and families in Georgia. Though small in comparison to other much large organizations and industrial companies, it is estimated that over a five year period, more than 80 employees will be added to the work force in the city of Hogansville, which will allow the corporate headquarters for Family Life Center to be housed at 301 pine Street in Hogansville, Georgia well as RBWO units, cafeteria for Senior Citizens and certified school program for youth, young adults and others who wish to obtain their high school diploma or GED. In addition to adding youth for 24 hour supervision, FAMILY LIFE CENTER, INC. will also afford the community needed mental health services for local children, adolescents and adults in the city of Hogansville, Georgia.

V. Management of Critical Incident/Accident (s)

The agency president is responsible for reviewing and investigating all critical incidents that occur at FAMILY LIFE CENTER, INC. . The president provides supervision for upper management staff, thus providing fair and accurate evaluation of any critical incidents that may occur throughout the agency. The president has the authority to review, investigate or make recommendation for all critical incidents that may include but not limited to confidentiality, records release, personnel policy infractions, abuse, theft, etc.

All critical incidents which involves outside support such as police, fire, and other emergency personnel is reported to the Office of Residential Child Care (ORCC), within 24 hours of the incident. Although FAMILY LIFE CENTER, INC. conducts internal investigations, all critical incidents are reviewed by ORCC and the placing agency (Department of Family and Children-DFCS or Department of Juvenile Justice-DJJ) of any youth who are involved in a critical incident

It is the policy of FAMILY LIFE CENTER, INC. that all incidents and/or accidents, regardless of nature, be reported promptly and accurately through a written incident/accident report. All employees are responsible for promptly and accurately reporting to their immediate supervisor any incident/accident (known or suspected), and for completing an Incident/Accident Report Form and Behavior Management Report, when appropriate.

Definitions

A. Accident

1. A happening that is not expected, foreseen or intended
2. Departs from accepted protocol that might result in harm or grave consequences to clients.
3. An unforeseen event that occurs without anyone's fault or negligence.

B. Incident

1. Out of the ordinary
2. An unpleasant and unintended happening, sometimes resulting from negligence that results in injury, loss, damage, etc.
3. Any potential or threatened liability issue.

C. Serious Incident

1. Allegations of sexual assault or sexual exploitation
2. Seclusion or restraints resulting in injury
3. Incident requiring treatment for a fracture
4. Allegations of abuse, neglect and or exploitation
5. Incident requiring hospitalization
6. Suicide attempts
7. Homicide attempts
8. Unexpected absence or absence without leave
9. Allegations of abuse, neglect and or exploitation
10. Communicable disease outbreak
11. Vehicle accidents
12. Theft of property
13. Damage to property allegedly by consumer (not minor damage)
14. Bombs, fires, or explosions.
15. Natural disasters (tornadoes, hurricanes, floods, etc.)
16. Other high visibility serious incident

D. Minor Incident

1. Accident or injury which is handled on site.
2. An occurrence not reported under the Serious/Unusual incident policy

II. Procedure:

A. When a Serious Incident occurs, injury requiring hospitalization or other high visibility serious incident occurs, the program Director or designee should call:

1. 911 (if it is an urgent need)

2. law enforcement
3. guardian or next of kin
4. attending physician
5. President/CEO or designee
6. Appropriate contact person at the referring and licensing agency.

B. If law enforcement is involved, the President/CEO or designee must ensure staff cooperation.

C. Incident/Accident Reports shall be completed promptly (immediately after the incident/accident) and accurately for all known or suspected incidents/accidents.

1. Staff who observes the incident/accident shall complete the Incident/Accident Report and Behavior Management Report promptly.
2. Staff shall complete the form (s) before departing their shift and such occurrence must be reported to ORCC, DFCS, and or DJJ within 24 hours of the occurrence.
3. If the staff/client is involved in the incident/accident, the employee is responsible for documenting in the daily progress notes the relevant information
4. The incident/accident and Behavior Management Report Forms do not substitute for Interdisciplinary Progress Reporting. The I/A Report Forms shall be completed correctly and in detail.
5. In the event that injuries resulted from the incident/accident, a copy of the medical records indicating treatment shall be attached to the I/A Report Form.
6. If basic first aid was rendered, this shall be indicated on the I/A Report Form.
7. If the police/fire department is involved the incident/accident, a copy of their written report shall be attached to the I/A Report Form.
8. The immediate supervisor should review the I/A Report Form and Behavior Management Report Form and provide relevant comments, sign and date.
9. The immediate supervisor is responsible for forwarding the I/A Report Form/Behavior Management Report Form, and supporting documentation to his/her supervisor.

D. Required reporting to Outside Agencies

1. All serious incidents shall be verbally reported to the Office of Child Care Services and the appropriate placing agency within 24 hours.
2. All serious incidents shall be reported in writing within 24 hours to ORCC and the appropriate placing agency.

E. Reviews of Serious Incidents

1. The immediate supervisor shall review all incident/accidents and ensure that the appropriate individuals are notified (i.e., placing agency, parent, ORS, etc.)
2. The immediate supervisor shall forward information from the I/A Report Form to the President/CEO or designee and to the Interdisciplinary Treatment Team.
3. The immediate supervisor shall complete a monthly summary of incidents/accidents to be reviewed by the President/CEO. Data from the summary shall be shared with the supervisors and analyzed in order to determine patterns (such as time-frames, frequency, level of severity, or risk, etc.) and responses and to be used in the organization's quality assurance and improvement.

F. Investigations of Serious Incidents

1. When serious incidents are reported, the President/CEO (and/or officials of the placing agency) shall decide if an investigation is warranted. This shall be predicated upon the degree of seriousness of the incident.
2. If an investigation is warranted, the President/CEO or designee shall conduct the official agency investigation.
3. The President/CEO or designee shall take written statements from all staff that were present or on duty at the time of the incident.
4. The President/CEO or designee shall document confidential information in the investigation only if and when it is necessary to document facts that are relevant and material to reaching a conclusion.
5. The President/CEO or designee shall gather and report evidence.
6. If criminal conduct is founded, this information shall be reported to ORS, DFCS/DJJ and local authorities.

G. Investigators of Serious Incidents

1. The President/CEO shall be the primary investigator of serious incidents or his designee.
2. Designees shall have at least five years experience in the childcare field.
3. Designees must be free of conflicts of interest.

H. Format of the Investigative Report

1. The investigative report shall include:
 - a. Statement of the facts or concerns contained in the initial serious incident report.
 - b. Brief list of MHDDAD services that the consumer is receiving.
 - c. List of documents and physical evidence reviewed which shall include at a minimum:
 - i. Death certificate, if application
 - ii. Relevant clinical records of all consumers involved.
 - iii. Available reports or investigations by the police or other persons or entities.
 - iv. Relevant personnel records of all staff involved, as applicable.
 - v. Relevant policies and procedures.
 - e. Photographs, if necessary, properly labeled.
 - f. Chronology of events derived from all evidence.
 - g. Evaluation of the facts in light of the requirements of applicable laws, regulations, policies, protocols, etc.
 - h. Conclusion regarding the facts.
2. Guidelines on talking with consumers, their family and representatives.

Accountability: Every supervisor and the President/CEO are responsible for ensuring that these policies and procedures are maintained in his/her Residential Treatment Unit. The clinical services committee has accountability for policy administration. Any recommended changes to this policy, therefore, must be submitted for consideration by the clinical coordinator.

VI. Maintenance Procedure

- a. **Grounds and Upkeep-** All grounds are to be kept in clean presentable manner at all times and free from trash, debris, abandon vehicles, and or dumped material. The agency maintains city purchased trash pickup weekly. During designated months and times throughout the year, the lawn, hedges, flowers and to be maintained a minimum of twice a month and as needed.

Note: Please see appendix for copy of actual maintenance request form used by agency employees and management of staff. In additional to this form, the residential managers track all unit maintenance isseus monthly and provide a monthly report on such issues. Please refer to residential manger report page 9 of this document.

Management Staff /Contact Information

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