

Memorandum

To: All Employees and Public
From: Connie Borucki, Vice President, Human Resources & Q/PI
Re: Agency Safety or Quality of Care Concerns

In the ongoing effort to live our mission as an organization dedicated to excellence and innovation in the care, education, treatment, and advocacy of troubled youth and their families, Allendale Association takes seriously the concerns of not only the consumers, but the staff. Any information is used to strengthen and improve the quality of care in all facets of the agency. Your voice is an important and necessary tool in the attainment of our mission. We hope, and encourage, the ongoing communication of any issues regarding safety or quality of care concerns at the agency. These concerns should be directed to the appropriate Vice President and/or the Vice President of Human Resources. If the concern involves a Vice President, such reports should be made to the President. When the concern involves the President, such reports should be made to the Chairperson of the Board of Trustees.

In addition to being licensed/approved by the Illinois DCFS, Wisconsin DHFS, Illinois DHS, Lake Co. Health Department, Illinois State Fire Marshall and ISBE, Allendale Association is also accredited by The Joint Commission, Council on Accreditation of Services for Families & Children (COA), North Central Association of Colleges & Schools (NCA-CASI), and the American Psychological Association – Doctoral Internship Program. All these programs require high levels of standards of care for their accredited/approved organizations and Allendale proudly meets these standards.

Please note that if at any time a staff is concerned about agency safety or quality of care issues *and feels these issues have not been responded to and addressed appropriately internally*, these agencies (except ISBE and NCA-CASI, where complaints are handled individually by the school) are available to address concerns. They will address all complaints that relate to **quality of care** issues within the scope of their accreditation standards. These include issues such as *patient/client rights, care of patients, safety, infection control, medication use and security*. These agencies will *not* address, however, individual billing issues and payment disputes. Also, they do not have jurisdiction in labor relation issues or the individual clinical management of a patient.

*****Please note: Allendale Association will not take any disciplinary action against an employee for reporting safety or quality of care concerns to any of these organizations.***