



Dear New Member,

Welcome to the Oak House, it is our pleasure to have you join us. Our purpose is to provide a safe, non-judgmental and comfortable atmosphere. We do this through peer run activities including meetings, mentoring relationships, vocational, skill building classes, and soft skill building, interest groups, trips, and interaction with other members. We also have Peer Support services available, as well as open recovery meetings. Oak House provides the opportunity for you to meet and develop friendships and support networks, while having a good time. We hope you will feel comfortable here and become an active member of the Oak House.

Sincerely,

Kristen Gerwin, Executive Director

Oak House Member Information

Date _____

Name _____

Phone _____

Address _____

City _____ State _____ Zip _____

Email Address _____

Birthday _____

Main Source of Transportation _____



I here by give my permission to Oak House and Oak House Volunteers to use my phone number and address for the purpose of Oak House correspondence and activities only.

Name/Date

DATE _____

FULL NAME _____

ADDRESS _____

CITY, STATE, ZIP CODE _____

DATE OF BIRTH _____

RACE **AFRICAN AMERICAN** _____ **ASIAN** _____ **CAUCASIAN** _____ **HISPANIC** _____

SOCIAL SECURITY # _____

PHONE # _____

CELL PHONE # _____

GUARDIAN _____

**PRIMARY PHYSICIAN - name,
phone #** _____

MEDICATIONS _____

ALLERGIES _____

OTHER IMPORTANT INFO _____

FIRST EMERGENCY CONTACT

FULL NAME _____

ADDRESS _____

CITY, STATE, ZIP CODE _____

RELATIONSHIP _____

PHONE # _____

CELL PHONE # _____

SECOND EMERGENCY CONTACT or GUARDIAN

FULL NAME _____

ADDRESS _____

CITY, STATE, ZIP CODE _____

RELATIONSHIP _____

PHONE # _____

CELL PHONE # _____

OAK HOUSE MEMBER AGREEMENT

The Oak House Executive Director reserves the right to determine if a person qualifies for membership to the Oak House. Membership will be considered on an individual basis. Conviction of certain felonies may preclude membership at Oak House.

No disrespect, in words or actions, will be tolerated towards any Oak House staff, member, visitor, volunteer or guest.

No profane, abusive, offensive, or threatening language including sexual harassment (innuendo) will be tolerated at Oak House or an Oak House sponsored activity. This includes any type of confrontation and/or harassment (verbal and/or physical) of members or staff.

No unwanted physical contact will be tolerated at Oak House, or an Oak House sponsored activity. (ex: unwanted touches, shoving, punching, kicking, spitting, pinching, hair pulling, etc.)

The Oak House is a smoke-free environment, there is a designated area provided for smoking. Please use the ashtrays that are provided for your cigarette butts, NOT THE GROUND.

Respect the property of others; do not borrow anything such as money or cigarettes. No soliciting is permitted at the Oak House. Doing these things may lead to the suspension of clubhouse privileges.

Theft of any kind is not tolerated. It *may* result in immediate expulsion from the Oak House with possible termination of membership, *after review*.

In general, only members of Oak House are eligible to go on trips. The final decision on eligibility is at the discretion of the Oak House Director / Program Coordinator. Please keep your commitment to the Oak House when you have signed up for trips or activities. Be on time: Give notice ahead if you are not going to attend the activity or trip so other members may take your place.

Anyone coming to the Oak House under the influence of alcohol or drugs will be asked to leave immediately and may lead to suspension of privileges or revocation of membership. Oak House is a place of recovery.

Please sign in when you come into the Oak House.

If a group is in session or a meeting is taking place, please respect their privacy. No loud talking or disruptions. Do not open doors or interrupt the meeting unless absolutely necessary.

Confidentiality is essential, what is said here needs to stay here.

No one under 18 years of age is allowed to be a member of Oak House. Children are permitted to attend special functions and family oriented events.

Appropriate dress will be worn. No midriff tops, short-shorts, clothing with offensive sayings, slogans, or inappropriate holes should be worn. Members need to practice good personal hygiene. If it appears that you are not taking care of yourself staff will discuss this with you in private.

Members should not push their thoughts or opinions on other members. Respect other people's right to their own thoughts and opinions.

Staff must approve telephone use by members on agency phones.

No glass dishes such as plates, cups or glasses are to be taken outside, due to possible breakage. You may transfer food and drinks to paper products to go outside.

All members are responsible for maintaining the cleanliness of the Oak House and helping in and around the clubhouse when needed. Please clean-up your own messes.

Kitchen space usage is limited. Please do not help yourself to anything in or out of the refrigerator, storage room or kitchen unless you ask staff first.

Eating or drinking is not permitted when using the computers. Anyone found accessing pornographic or other inappropriate internet sites (violent) will have their computers privileges revoked. Everyone must adhere to the computer rules

No tobacco usage, eating, or drinking beverages (other than water) when traveling in the Oak House van.

No firearms, weapons or other dangerous ordnance will be allowed anywhere on the premises. The exception being small pocketknives or Swiss Army knives.

Consequences for policy violations are as follows:

1st offense = verbal warning

2nd offense = written letter

3rd offense = 1 month suspension

Violation of the same policy more than 3 times will result in termination of Oak House membership, as determined by the Executive Director.

I HAVE READ, UNDERSTAND AND AGREE TO ALL RULES AND CONSEQUENCES LISTED ABOVE.

Member Signature

Date

I HAVE READ AND UNDERSTAND ALL RULES AND CONSEQUENCES LISTED ABOVE, BUT AM DECLINING TO SIGN THIS AGREEMENT AT THIS TIME.

Member Signature

Date

Witness Signature

Date

Please note: Any current member who does not have an Oak House Member Policy form signed within the year in their file will be asked to sign one. If a new/potential member refuses to complete the paperwork, or declines to sign the member policies, this individual will not be granted membership into Oak House. Existing members who refuse to update all member paperwork including signing a new Membership Agreement form, will forfeit their Oak House membership. Any current member that holds a committee or Board of Directors position and does not have current signed membership paperwork completed agreeing to abide by all policies, will be sent to the Executive Committee for review.

If a member representative/ Advocate / Guardian helped the member to complete this form, please provide your information below.

Name _____ Relationship to Member _____

Address _____

Phone Number _____

Signature of Grievant(s)

Date

When completed, email this form to Boardchair@oakhouse-pc.org attention Board of Directors.

OAK HOUSE MEMBER GRIEVANCE PROCEDURE

1. Members are encouraged to present grievances or complaints with full assurance that such presentation will in no way prejudice his/her standing or status with Oak House. Members have the opportunity to file a grievance at any time from the date the grievance occurred. Filing a grievance within a “reasonable period of time” is encouraged and recommended. Any Oak House staff member can provide the name of the agency’s Member Rights Officer and the information needed to file a grievance. The Member Rights and the Grievance Procedures are also posted at the Oak House.

The Member Rights Officer’s responsibilities to the member (griever) and/or representative is to:

1. Review and explain the entire grievance process at the initial filing of the grievance.
 2. Assist in filing a grievance if needed
 3. Investigate the grievance and act in the capacity of an impartial decision maker.
2. The Member Rights Officer is Kristen Gerwin, the Executive Director of the Oak House, whose main office is at 62 Grande Lake Drive, Port Clinton, Ottawa County, Ohio 43452 (419) 734-4417, and who is generally available Monday through Friday, 9:00 a.m. to 4:00 p.m. except for legal holidays and when on vacation. If the grievance to be filed involves the designated Member Rights Officer or if the designated Member Rights Officer is unavailable, the grievance should be filed with the Chairperson of the Oak House Board. The Member Rights Advocate at Oak House is Kevin Mount, Peer Support Program Coordinator. Kevin is available to help a member file a grievance if assistance is needed. Kevin may help a member complete any part of the grievance process.
3. The grievance should be in writing and addressed to the Member Rights Officer unless said Officer is involved and should include:
 1. Date the grievance is filed with the agency.
 2. Member’s name and parents/legal guardian’s name, address, and telephone, if applicable.
 3. Date the alleged member rights violation occurred, parties involved, and specific circumstances of the alleged violation.
 4. Member’s representative with name, address, and telephone, if applicable.
 5. The signature of the grievant/s.

The written complaint upon receipt by the agency shall be dated and immediately forwarded to the Member Rights Officer. The Member Rights Officer will contact the member and/or representative within three (3) business days from the time the grievance is filed. The grievance may also be filed verbally with the Member Rights Officer. The verbal grievance will be organized into a written grievance by the Member Rights Officer and a copy will be forwarded to the member and/or representative.

4. The member and/or representative also has the option of initiating a complaint with the Oak House Board of Directors. The option is also open during or after utilizing the agency’s member rights grievance procedure.

**OAK HOUSE
MEMBER GRIEVANCE PROCEDURE - Continued**

5. After receipt of the member grievance, the Member Rights Officer or Oak House Board of Directors if sent directly to the Chairperson of the Oak House Board of Directors at Port Clinton Ohio 43452 will begin to investigate the grievance within three (3) calendar days. The Member Rights Officer or Oak House Board of Directors will talk with staff, the member, and any other parties if specified in the grievance. The member's or legal guardian's permission will be requested for the release of any information. Written notification and explanation of the resolution will be provided along with time limits for the recommendations, if applicable, to the member or representative, if other than the member and with the member's written permission, within ten (10) calendar days of the filing of the grievance.
6. If the grievance does not achieve resolution through the written recommendations of the Member Rights Officer, the member and/or representative may file a grievance with the Board of Directors through the Board Chairperson by filing a written grievance within three (3) calendar days following the receipt of the recommendations by the agency's Member Rights Officer. The completed grievance form should be emailed to the Board Chairperson at Boardchair@oakhouse-pc.org. The Member Rights Advocate is able to assist an individual in any part of the grievance process.
7. The Board of Directors through the Board's Chair will hear any grievances regarding the recommendations for resolution of the complaint as presented by the agency's Member Rights Officer or a grievance sent via email from an individual within three (3) calendar days of the receipt of the written grievance request. A day and time for a meeting will be set and participants will be able to present status of the recommendations of the resolution and any other relevant written information shall be utilized by the Board in making its decision. Written notification of the Boards recommendations shall be sent to the member and/or representative. The Board of Directors recommendations and decisions on the grievance shall be final.

Client Rights and Grievances

In Ohio's mental health system, concerns or complaints are addressed through the grievance process. Grievance is an important right for people receiving mental health services. This process supports recovery and assures people are heard. It also empowers individuals receiving services to become self-advocates and provide input to make the system better for everyone.

A grievance can be filed by the individual receiving the services, by an agency on behalf of the individual or by any other person involved. Concerns or complaints may be addressed either informally or formally.

OhioMHAS encourages a first attempt to resolve all complaints and grievances be made at the lowest and most direct possible level, in the environment where the situation occurred.

The program will make a resolution decision on the grievance within twenty business days of receipt of the grievance. Any extenuating circumstances indicating that this time period will need to be extended must be documented in the grievance file and written notification given to the client.

Clients have the option to file a grievance with outside organizations, that include, but are not limited to the following:

- (a) Seneca, Ottawa, Sandusky, and Wyandot Counties Mental Health and Addiction Services Board.
1200 N. OH-53, Tiffin, OH 44883
419-448-0640
- (b) Ohio Department of Mental Health and Addiction Services
30 E Broad Street Columbus, OH 43215
614-466-2596
- (c) Disability Rights Ohio
200 S Civic Center Drive #300 Columbus, OH 43215
800-282-9181
- (c) U.S. Department of Health and Human Service, Civil Rights Regional Office in Chicago
233 N. Michigan Avenue Suite 240, Chicago, IL. 60601
1-877-696-6775

Informally Resolving Grievances

People receiving public mental health services have the right to informally discuss their concerns and complaints. Explaining the situation to a staff member or a client rights officer often resolves the issue.

Formally Resolving Grievances

People receiving public mental health services also have the right to have their concerns and complaints heard formally through the written grievance process. In addition, they have the right to oral and written instructions for filing a grievance. Every mental health provider must have a person whose job it is to help file grievances. According to Ohio law, service providers must post the grievance procedure in a place where it is easily seen and make copies available to clients when requested.

Acknowledgment of Grievance Filed

Every grievance filed will be acknowledged with a written receipt given to the individual filing the grievance. The written acknowledgment shall be provided within three business days from the receipt of the grievance. The written acknowledgment shall include but is not limited to, the following information:

- (a) Date grievance was received
- (b) Summary of the grievance
- (c) Overview of the grievance investigation process

- (d) Timetable for the completion of the investigation and notification of resolution
- (e) Treatment provider contact name, address, and telephone number

Maintaining Records of Grievances Filed

All records for grievances filed by clients of Oak House will be saved on site for a minimum of two years from the date of resolution. The records will include at a minimum, the following information:

- (f) Copy of the grievance
- (g) Documentation reflecting the process used and the resolution/remedy of the grievance
- (h) Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty business days.

Designation of a Client Advocate

A designated client advocate who is available to assist a client in the filing of a grievance is available for any person who requires assistance in filing a grievance. The following person can serve as a client advocate and can be contacted by the following information:

Kevin Mount, Peer Support Program Coordinator for Seneca, Ottawa, Sandusky, and Wyandot Counties

Address: 62 Grande Lake Dr. Port Clinton, Ohio 43452

Hours of Availability: Monday through Friday 9:00 a.m. – 4:00 p.m.

Cell Number: 419-706-3001

Appealing a Decision

The decision about a grievance is called a resolution. If someone is not satisfied with the decision or answer, he or she can appeal. An appeal is a request for a review of the answer.

To appeal an **agency's** answer to your grievance, [contact your county's Mental Health Board online](#) or call 614-224-1111.

2. Ask for the client rights officer (CRO) at the mental health board.
3. Tell the CRO that you want to file an appeal on the agency's answer to your grievance.
4. If you are not satisfied with their response, you can appeal their decision to the Ohio Department of Mental Health & Addiction Services (OhioMHAS) using the instructions below.

To appeal a **hospital or mental health board's** answer to your grievance, [contact OhioMHAS's Community Supports and Clients Rights Office via e-mail \(CAP\)](#) or call (877) 275-6364 (family and consumers only), (614) 466-7228 (all others), TTY (888) 636-4889.

1. Ask to speak with the Office of Community Supports and Clients Rights.
2. Tell them you want to file an appeal on the hospital's or county mental health board's answer to your grievance.

Assistance

If you need assistance at any time during the grievance or appeal process, contact one of the agencies listed below. For agencies with no TTY/TDD number listed, call the Ohio Relay Service TTY at 711 or 800-750-0750.

Disability Rights Ohio

800-282-9181 / TTY 800-858-3542

Community Client Rights Advocates by County

OhioMHAS Consumer Advocacy and Protection Specialist

877-275-6364 (family and consumer only) 614-466-7228 (all others) TTY 888-636-4889

There are client rights stated below that are not applicable to Oak House.

(1) "Client advocate" means the individual designated by a provider with responsibility for assuring compliance with the client rights and grievance procedure rule as implemented within each provider or board, and shall have the same meaning as client rights officer or client rights specialist.

(2) "Grievance" means a written complaint initiated either verbally or in writing by a client or by any other person or provider on behalf of a client regarding denial or abuse of any client's rights.

(3) "Reasonable" means a standard for what is fair and appropriate under usual and ordinary circumstances.

(C) Each provider shall have the following:

(1) Written client rights policy that lists all of the client rights identified in this rule;

(2) Written client grievance procedure;

(3) Policy for maintaining for at least two years from resolution, records of client grievances that include, at a minimum, the following:

(a) Copy of the grievance;

(b) Documentation reflecting process used and resolution/remedy of the grievance; and,

(c) Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty-one calendar days.

(D) Posting of client rights

(1) The client rights policy and grievance procedure shall be posted in each location in which services are provided, unless the certified agency location is not under the control of the provider, i.e. a shared location such as a school, jail, etc. and it is not feasible for the provider to do so.

(2) The client rights policy and grievance procedure shall be posted in a conspicuous location that is accessible to persons served, their family or significant others and the public.

(3) When a location is not under the control of the provider and it is not feasible for the provider to post the client rights policy and grievance procedure, the provider shall assure that copies are available at the location for each person that may request a written copy.

(E) Except for clients receiving forensic evaluation service as defined in rule [5122-29-07](#) of the Administrative Code from a certified forensic center, or attending a driver intervention program as defined in rule 5122-29-12 of the Administrative Code, **each client has all of the following rights:**

- (1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy.**
- (2) The right to reasonable protection from physical, sexual or emotional abuse, neglect, and inhumane treatment.**
- (3) The right to receive services in the least restrictive, feasible environment.**
- (4) The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others.**
- (5) The right to be informed and the right to refuse any unusual or hazardous treatment procedures.**
- (6) The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it.**
- (7) The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas.**
- (8) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.**
- (9) The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary.**
- (10) The right to be informed of the reason for denial of a service.**
- (11) The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;**
- (12) The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;**
- (13) The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.**
- (14) The right to know the cost of services.**
- (15) The right to be verbally informed of all client rights, and to receive a written copy upon request.**
- (16) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.**

(17) The right to file a grievance.

(18) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested.

(19) The right to be informed of one's own condition; and,

(20) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

(F) Client rights - forensic evaluations.

Each client receiving a forensic evaluation service from a certified forensic center has these rights:

(1) The right to be treated with consideration and respect for personal dignity.

(2) The right to be evaluated in a physical environment affording as much privacy as feasible.

(3) The right to service in a humane setting which is the least restrictive feasible if such setting is under the control of the forensic center.

(4) The right to be informed of the purpose and procedures of the evaluation service.

(5) The right to consent to or refuse the forensic evaluation services and to be informed of the probable consequences of refusal.

(6) The right to freedom from unnecessary restraint or seclusion if such restraint or seclusion is within the control of the forensic center.

(7) The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recordings, televisions, movies, or photographs, or other audio and visual technology, unless ordered by the court, in which case the client must be informed of such technique. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms.

(8) The right not to be discriminated against in the provision of service on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.

(9) The right to be fully informed of all rights.

(10) The right to exercise any and all rights without reprisal in any form.

(11) The right to file a grievance; and,

(12) The right to have oral and written instructions for filing a grievance including an explanation that the filing of a grievance is exclusively an administrative proceeding within the mental health system and will not affect or delay the outcome of the criminal charges.

(G) Client rights - driver intervention programs:

Each client participating in a driver intervention program has these rights:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy.**
- (2) The right to reasonable protection from physical, sexual or emotional abuse and inhumane treatment.**
- (3) The right to give informed consent to or to refuse any service.**
- (4) The right to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others.**
- (5) The right to be informed and the right to refuse any unusual or hazardous procedures.**
- (6) The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas.**
- (7) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.**
- (8) The right to have access to one's own client record.**
- (9) The right to be informed of the reason for terminating participation in a service.**
- (10) The right to be informed of the reason for denial of a service.**
- (11) The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.**
- (12) The right to know the cost of services.**
- (13) The right to be verbally informed of all client rights, and to receive a written copy upon request.**
- (14) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.**
- (15) The right to file a grievance.**
- (16) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested.**
- (17) The right to be informed of one's own condition; and,**

(18) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

(H) Provision of client rights

(1) The provider shall explain and maintain documentation in the ICR of explanation of rights to each person served prior to or when beginning assessment or treatment services.

(2) In a crisis or emergency situation, or when the client does not present for services in person such as through a hotline; the provider may verbally advise the client of at least the immediately pertinent rights only, such as the right to consent to or to refuse the offered treatment and the consequences of that agreement or refusal. Full verbal explanation of the client rights policy shall be provided at the first subsequent meeting.

(3) Clients or recipients of information and referral service, consultation service, mental health education service, and prevention service as described in Chapter 5122-29 of the Administrative Code may have a copy and explanation of the client rights policy upon request.

(4) Explanations of rights shall be in a manner appropriate for the person's understanding.

(I) All staff shall be required to follow the client rights policy and client grievance procedure. There shall be documentation in each employee's personnel file, including contract staff, volunteers and student interns that each staff member has received a copy of the client rights policy and the client grievance procedure and has agreed to abide by them.

(J) The client grievance procedure shall have provisions for at least the following:

(1) Statement to whom the client is to give the grievance;

(2) Designation of a client advocate who will be available to assist a client in filing of a grievance, the client advocate shall have their name, title, location, hours of availability, and telephone number included with the posting of client rights as required by paragraph (D) of this rule;

(3) Requirement that the grievance must be put into writing; the grievance may be made verbally and the client advocate shall be responsible for preparing a written text of the grievance;

(4) Requirement that the written grievance must be dated and signed by the client, the individual filing the grievance on behalf of the client, or have an attestation by the client advocate that the written grievance is a true and accurate representation of the client's grievance;

(5) Requirement that the grievance include, if available, the date, approximate time, description of the incident and names of individuals involved in the incident or situation being grieved;

(6) Statement that the program will make a resolution decision on the grievance within twenty business days of receipt of the grievance. Any extenuating circumstances indicating that this time period will need to be extended must be documented in the grievance file and written notification given to the client;

(7) Statement that a client has the option to file a grievance with outside organizations, that include, but are not limited to, the following, with the mailing address and telephone numbers for each stated:

(8) Statement that the program will make a resolution decision on the grievance within twenty business days of receipt of the grievance.

(a) Applicable board of alcohol, drug addiction, and mental health services;

(b) Ohio department of mental health and addiction services;

(c) Disability rights Ohio; or,

(d) U.S. department of health and human services, civil rights regional office in Chicago.

(8) Requirement that a written acknowledgment of receipt of the grievance be provided to each grievant. Such acknowledgment shall be provided within three business days from receipt of the grievance. The written acknowledgment shall include, but not be limited to, the following:

(a) Date grievance was received;

(b) Summary of grievance;

(c) Overview of grievance investigation process;

(d) Timetable for completion of investigation and notification of resolution; and,

(e) Treatment provider contact name, address and telephone number.

Replaces: 5122-26-18

Effective:					4/1/2016
Five	Year	Review	(FYR)	Dates:	04/01/2021
Promulgated			Under:		119.03
Statutory			Authority:		5119.36
Rule			Amplifies:		5119.36
Prior effective dates: 5/10/79, 1/1/91, 3/1/12					

OAK HOUSE RELEASES

PERMISSION TO TRANSPORT AND RELEASE OF RESPONSIBILITY

I understand that I may receive transportation in a vehicle owned by the Oak House or operated by the Oak House, an employee of the Oak House or by a person retained by the Oak House. If an accident occurs under the above circumstances, by my signature below, I hereby waive all and any liability claims against the driver and/or Oak House which I may have arising from such accident.

If this agreement is refused and not signed, I understand that no Oak House staff member or driver retained by the Oak House will be permitted to transport me and I will be responsible for my own transportation to services, programs or trips.

I hereby agree to this agreement as evidence by my signature below.

_____	_____
Signature of participant	Date
_____	_____
Signature of Guardian if Applicable	Date
_____	_____
Witness	Date

I hereby refuse my consent to this "Permission to Transport and Release of Responsibility Agreement." I understand that I will need to provide my own transportation if I wish to participate in services, programs or trips.

_____	Date	_____
Signature of participant or Guardian		
_____		_____
Signature of Guardian if Applicable		Date
_____		_____
Witness	Date	

OAK HOUSE PHOTO RELEASE

I, _____, understand that as a member of Oak House I may be photographed during normal Oak House activities and that these photographs may be used for promotional materials.

Signature of participant

Date

Signature of Guardian if Applicable

Date

Witness

Date

OAK HOUSE, INC.

WAIVER, RELEASE AND HOLD HARMLESS AGREEMENT

I, the undersigned, hereby acknowledge my receipt to participate in any of the following activities: cooking, exercising, cleaning, participating in crafts or hobbies/games or participating in recreational activities, including the transportation to and from said activity.

In consideration of the permission and privilege allowed me hereunder, I release and hold Oak House, instructors/agents and representatives, including without limitation, harmless from any and all losses, claims, actions or proceedings of every kind of character which may be presented or initiated to recover money, property or damages for any injuries to persons, or injurious results, or any damages to property suffered during the conduct of the above described activity and arising directly or indirectly from any activity by me as a participant.

In accepting the permission and privilege to participate under the "Waiver, Release and Hold Harmless Agreement", I understand that this extends to and applies to any personal injuries, injurious results, damages or losses, which, I, myself, my estate, executor, heirs and assigns may suffer or incur. I agree not to file suit or initiate any claim or procedure in respect to any personal injuries, property damages or losses I may experience or sustain arising directly or indirectly out of my activities hereunder.

I freely assume all risks, hazards and losses, which may befall me in connection with my exercise of the permission and privilege allowed me hereunder. I acknowledge that I have fully inspected and am adequately informed of all pertinent facts relating to participating in any one of the activities.

Executed this _____ day of _____, 20_____.

Signature of participant

Date

Signature of Guardian if Applicable

Date

Witness

Date

Oak House

Social Media Policy

Purpose and Scope

At Oak House, we know that online social platforms are constantly transforming the way we interact. We also recognize the importance of the Internet in shaping the public view of Oak House. Oak House is committed to supporting your right to interact responsibly and knowledgeably on the Internet through blogging and interaction in social media. We want our members to share and learn from others in order to build a valuable online community. Above all, Oak House must protect the agency interests including privacy of the members.

Any Oak House affiliate's activity on social media reflects on Oak House and can impact the Oak House Environment. Members, employees, and board members are bound by this policy and will not be exempt from this policy just because it occurred on a personal account.

The following guidelines will help you make respectful and appropriate decisions when interacting with members, agencies, etc. on the Internet.

Related Policies and Consequence of Violations

Each Oak House member, staff, or board member, is expected to adhere to this policy on social media, including but not limited to Twitter, LinkedIn, Instagram, Facebook, WeChat, YouTube, Flickr, Twitch, blogs, wikis, or any other tool or service that allows interactions over the internet.

If a post would violate an Oak House policy in another forum, it will also violate it on social media. Any member who violates this or other Oak House policies may be subject to disciplinary action up to and including termination of membership and/or employment in accordance with the local laws.

Oak House reserves the right to direct its members and/or employees to avoid certain subjects and remove inappropriate comments and posts when interacting on any official Oak House social media page, including the website. Oak House business should never be discussed or conducted on the member's group Social Media page or messenger feature. Remember social media, even in a closed group, is never completely private.

As always, follow the rules of the social media sites you use.

Oak House Social Media Principles

- **Be Nice, Have Fun and Connect**

Consistent with our Code of Conduct, every Oak House member, employee, and board member must be respectful to others when conducting business on behalf of Oak House or when they identify or could be identified as an Oak House member, employee, or representative. Remember, even when you are on a personal account, your social media activity could be seen by other members, members of the community, or funders.

While we value member and employee privacy and a diversity of perspectives, **Oak House has zero tolerance for racism, bigotry, misogyny, express or implied threats of harassment or physical harm, or hate speech.** "Hate speech" includes any speech – or endorsement or promotion of speech – that is derogatory toward a group of people based on a protected

classification. This can include race, ethnicity, nationality, religion, sexuality, caste, gender or disability. For example, speech that dehumanizes, ridicules, or condones or promotes violence against a protected class of people is hate speech.

How you say something can matter as much as what you say. You should not **bully, harass or threaten violence** against anyone on or outside of social media. If you find yourself in a disagreement on social media, use a respectful tone or disengage.

- **Protect Information**

Members, employees, and any representative of Oak House is also prohibited from sharing any member's personally identifiable information on external social media sites. As a rule, you should never post personal information about someone else on social media without their permission. This could cause damage to that person, to your reputation and relationships, and to Oak House, and could even result in lawsuits.

- **Be Responsible**

Make sure you're engaging in social media conversations the right way. Always remember that anything posted in social media can go viral or be screenshotted, reshared or reposted as there is very little privacy protection for anything shared on social media, no matter what your privacy settings may be.

If you mistakenly post something on a social media platform, it will be hard to delete completely. So be sure you're only posting content you would feel comfortable showing up in the Executive Director's inbox or the front page of a major news site.

Everything you post online can be traced back to you, so be sure what you post is appropriate before you post it. Your post might be shared with others and archived even if you delete it later. Even if you put something in your bio about your content being just your own, that might not stop someone else online from complaining about your activity and noting that you are affiliated with Oak House.

Refrain from publishing anything that could reflect negatively on Oak House's reputation or otherwise embarrass the organization. This would include posts about drugs or alcohol abuse, profanity, off color or sexual humor, and other inappropriate conduct. Do not use ethnic slurs, personal insults, obscenity or engage in any conduct that would not otherwise be acceptable at Oak House. **Always show respect for topics that may be considered objectionable or inflammatory.**

Above all, remember to honor the privacy rights of the staff and other members.

- **Follow the Law and the Code of Conduct**

Respect the law, including those laws governing defamation, discrimination, harassment, copyright and fair use. You are also personally responsible for complying with any terms of the social media platform you are using. These terms differ across platforms, and can include detailed community standards. You should familiarize yourself with the terms and standards for each platform you use.

Member signature

Date

OAK HOUSE STATEMENT OF ACCEPTANCE

I have received a copy of the Oak House policies, rules, and member rights and grievance procedures. I have had the opportunity to ask questions and / or ask for explanations of these policies and procedures. I understand that by signing below I am acknowledging that I have read this information and will abide by the rules and procedures.

Signature

Date

Witness Signature Staff

Date