

February 13, 1984

FOR YOUR INFORMATION

The following should be used as a guideline for any questions you may have. If the information you are seeking is not covered here, use the Chain of Command, which would be Trainee, and they will refer you to the proper person. If an emergency arises, use your list of dime therapy numbers.

CALL A TRAINEE

- * If you have a question pertaining to your child's progress, health, etc.
- * A question about a rule
- * To set up a sibling interview (after your child has been in the program for 14 days)
- * To request permission for a relative or friend to attend an Open Meeting (this also depends on your child's phase in the program)
- * If you need permission to be late or miss an Open Meeting or parent rap

CALL SENIOR STAFF

- * To request permission for day travel
- * If you are specifically told to ask for one particular senior staff member

CALL EXECUTIVE STAFF

- * If you are specifically told to ask for one particular executive

CALL THE INTAKE COORDINATOR

- * If you know someone who needs further information about the program
- * To add parents of a prospective client or professional people to the guest list to attend Open Meeting.
- * To have relatives or friends, who have been approved by staff, to be placed on the guest list for Open Meeting
- * To set up an appointment for an intake or pre-intake

CALL THE BOOKKEEPER

- * Any questions pertaining to program fees, food fees, payments, credits, your account or insurance.