



Community Engagement Plan

1. Individuals in the community who have concerns or other pertinent information regarding our Group Home can communicate directly with OhioGuidestone by calling 440.234.2006 or sending an e-mail to information@OhioGuidestone.org.
2. The above information describing the ways to contact OhioGuidestone will be provided to those individuals requesting contact information from Group Home staff by the Group Home staff giving them a card with the agency contact information. If an individual would stop at the OhioGuidestone Central Administration Building or the Gahn Administration Building, the receptionist would connect them with the Director of Residential Services, and if not available, then give the individual her number and the card describing ways to connect with OhioGuidestone.
3. Group Home staff and receptionist can inform the individual that once OhioGuidestone receives the concern or pertinent information, OhioGuidestone will respond to the individual within two business days.
4. Group Home staff will notify the Group Home manager of the situation when they have given group home contact information to a community member. The manager will contact the Director of Residential Services and after the Director has contact with the community member she will determine if the Director of Communication should be alerted.
5. When an e-mail is sent to the general e-mail address, the Communication Department will forward the email to the Director of Residential Services during business hours.
6. When a phone call is made to the central phone number during normal business hours, the receptionist will answer and direct the call to the Director of Residential Services. If after hours the caller can leave a message and the receptionist will redirect the call to the Director of Residential Services on the first business day.