

Community Engagement Plan

D.O.Y. Services Incorporated prides itself in increasing community involvement and communication regarding our services for our youth and their families. We understand that there may be times that situations occur in the community that may require personal communication. We believe that personal communication is the best protocol to handle question(s) and concern(s). This can be useful for increasing community awareness and determining best practices. At D.O.Y. Services Inc., we encourage community members to communicate with the agency in the following ways:

☐ Directly with the group home Program Director, Brittany Lowe, via phone or email:

D.O.Y. Services Inc.
395 East Broad Street, Suite B-30, Columbus, Ohio 43215
Office: 614.232.9500
Email: brittany@doyservicesinc.org

☐ Contact the Chief Executive Officer, Terry Smith, via the following phone number or email:

D.O.Y. Services Inc.
395 East Broad Street, Suite B-30, Columbus, Ohio 43215
Office: 614.232.9500
Email: terrysmith@doyservicesinc.org

For an overview of the services we provide at D.O.Y., our website address is as follows:

<http://www.doyservicesinc.org>

Please fill out the form on back which will be faxed into D.O.Y. Administrative staff. As a follow-up, we will get back to you within 2 business days. Please relay your name and contact information to enable us to follow-up effectively. We encourage addressing matters directly to the main office.

D.O.Y. Services Incorporated was founded in May 2006 and is certified by the **Ohio Department of Job and Family Services** and **Ohio Department of Developmental Disabilities** to provide group home and independent living arrangements to individuals in the state of Ohio.

The group homes we manage are listed below with the aligned phone number:

Addison House
1238 Addison Drive
Reynoldsburg, Ohio 43068
Phone: 614.856.3873

Retton House
6595 Retton Road
Reynoldsburg, Ohio 43068
Phone: 614.694.0694

Pickering House
1794 Pickering Drive
Reynoldsburg, Ohio 43068
Phone: 614.232.9500

To: D.O.Y. staff – fax this to the office immediately after information is relayed by the community member. * [D.O.Y. fax 614.232.9552] * If information needs to be addressed immediately, contact Brittany Lowe via her cell.

Community Engagement Form

Date: _____

Community Person Name: _____

Community Person Phone Number: _____

The information I would like to relay or have addressed is as follows:

Thank you for relaying this information and we will get back to you within 2 business days to follow-up. We appreciate your feedback and are always looking for ways we can improve our service to our clients and to the community. Please feel free to contact us directly as listed below:

D.O.Y. Services Inc., 395 East Broad Street Suite B-30, Columbus, Ohio 43215

Office Phone: 614.232.9500

A copy of the community engagement plan will be available to any individual upon request and a copy will be sent to all required parties per OAC 5101:2-9-37.

Brittany S. Lowe
Brittany S. Lowe
D.O.Y. Services Inc. Program Director
Email: brittany@doyservicesinc.org

Terry Smith
Terry Smith
D.O.Y. Services Inc. Chief Executive Officer
Email: terrysmith@doyservicesinc.org

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In the event that feedback/input is requested to our staff at one of the above listed group homes, a two-page form (or 1 page using front and back) will be given to the community member (same pages as above page 1 and page 2). This form will include D.O.Y.

Administrator's phone number and email address and facilitate the community member to write on the form exactly what their concern, complaint, or positive feedback entails. The form (once filled out by the community member) will be sent to the Program Director or C.E.O. within 24 hours. The Program Director or Chief Executive Officer will follow – up with the community member within 2 business days from the day the form was written.

To ensure that D.O.Y. staff are trained on the Community Engagement Plan:

The transfer of the learning component of this policy for staff will be done via training and discussion session for all current staff and documented on training sign in sheet. Once completed, this will be marked as such on staff personnel file. For future staff, the community engagement training shall be completed during “new staff orientation” and marked once completed on D.O.Y.'s HR computer system via each individual's personnel file.

D.O.Y. shall ensure current staff are trained on the Community Engagement Plan no later than thirty days after plan is effective.