



## **Community Engagement Plan**

**Providence House, Inc.**

**2050 West 32<sup>nd</sup> Street**

**Cleveland, Ohio 44113**

**Phone: 216-651-5982 • Fax: 216-651-0112**

**[www.provhouse.org](http://www.provhouse.org)**

**[info@provhouse.org](mailto:info@provhouse.org)**

## **Mission Statement 5101:2-9-38**

**Providence House protects at-risk children and supports families through crisis, strengthening communities to end child abuse and neglect.**

### **Providence House Goals:**

1. **We Protect Children** – by providing for their physical, emotional, developmental, and educational needs.
2. **We Support Families** – by connecting them to resources, cultivating nurturing practices, and encouraging responsibility.
3. **We Strengthen Communities** – by advocating for underserved families and demonstrating the lasting impact of prevention.

## **Community Engagement Plan Objectives**

Providence House strives to be a good community partner and neighbor, and encourages community members to communicate directly with the agency regarding concerns about the children in our care, noise level, or campus facilities, including snow removal or other property upkeep. The purpose of the Community Engagement Plan is to provide instructions on how members of the community can communicate concerns or other information to Providence House. This plan also addresses how Providence House will provide information and respond to the community and its concerns.

Board members, staff, volunteers, and clients should utilize the appropriate agency grievance procedure to report issues related to internal concerns.

## **Inquiries from the Community**

Providence House values the input of our community. If a community member wants to make a formal inquiry, they can submit it through the agency's website at [www.provhouse.org](http://www.provhouse.org) through the "Contact Us" tab. If an inquiry is made by a community member directly to Providence House Board members, staff, or volunteers, contact information along with the inquiry will be relayed to the External Relations Manager on the same day. The External Relations Manager will be responsible for creating a written document to acknowledge the inquiry and then forward it to the appropriate staff member for follow up.

Once the inquiry is received, whether through the website or verbally, the External Relations Manager will either answer directly or forward the inquiry to the proper individual so that a response can be communicated within three business days. If the inquiry is urgent and requires an immediate response, the community member will be contacted within twenty-four hours.

### **Contact information for submitting an inquiry:**

Kayla Naticchioni, External Relations Manager

Office: 216-651-5982 ext. 225

Email: [kayla@provhouse.org](mailto:kayla@provhouse.org)

## **Sharing information to the Community**

In situations where Providence House needs to relay information to the community, the External Relations Manager will update Providence House's social media accounts on Facebook, Twitter, Instagram, and the website. If there is an emergency where Providence House needs to alert community members, the CEO and President will contact the media within twenty-four hours of the incident.

Per OAC 5101:2-5-13.1(D)(3), the CEO and President shall contact the media when pertinent information needs to be disseminated to staff, volunteers, and the community under circumstances that email, phone, and internet are not accessible.

### **Contact information for the CEO and President:**

Natalie Leek-Nelson, CEO and President

Office: 216-651-5982 ext. 224

Email: [natalie@provhouse.org](mailto:natalie@provhouse.org)

## **Educating others on the Community Engagement Plan**

Any individual can obtain a copy of this plan by request. This plan is also posted on the website at [www.provhouse.org](http://www.provhouse.org).

The community engagement plan shall be reviewed during the orientation period for Board members, staff, and volunteers. If the plan is modified after the orientation is complete, training will be completed within thirty days.