



PARENTAL AGREEMENT CONTINUED

PHOTO RELEASE

(initial)

I hereby give permission to all programs of La Causa Inc. to use photographs of my child(ren) for display at the Center, pamphlets, newspaper articles, newsletters, agency displays, thank you notes to volunteers/donors, or support materials for grants and fundraising. My permission is given voluntarily and without compensation.

GRIEVANCE PROCEDURE

(initial)

The Crisis Nursery is always open to all parents and guardians to visit, participate and to be involved in their children's stay at the Center at any time. The staff of the Crisis Nursery is well trained to work with parents/guardians through La Causa programs, community supports and referrals as needed.

At times, even with high quality services provided, a parent/guardian will not be satisfied with the program offerings, staff or related Crisis Nursery activities. In the case of a concern or grievance, a parent/guardian may:

- Speak to the Center Supervisor and/or submit in writing the concern or grievance.
- If the concern or grievance relates to the Center Supervisor, a parent/guardian would speak and/or submit in writing the concern or grievance to La Causa Administration/President/CEO.
- As a final course of action, the grievance and any findings will be given to the President/CEO for review, investigation and discussion. The President/CEO will determine the final outcome of the grievance to end the process.
- All concerns and grievances will be initially addressed within 48 hours. Additional time may be needed to complete the concern and/or grievance process.
- Upon completion, the parent/guardian will be notified in writing of the outcome of the grievance.

Written concerns should be submitted to:

La Causa, Inc.
PO Box 04188
Milwaukee, WI 53204-0188

The Crisis Nursery staff will communicate with the parent/guardian often regarding their child and his/her experiences while being cared for and nurtured at the Center. Please feel free to talk to your child's caregiver or the Center Supervisor about your observations at any time. La Causa Crisis Nursery staff encourages you to be involved in your child's life experiences.

MEDICAL EMERGENCY

(initial)

I hereby authorize La Causa Crisis Nursery to provide transportation and seek medical care for my child(ren). Transportation may be provided for any required medical treatment, counseling, educational program, or field trip planned for Crisis Nursery residents. I understand that La Causa will attempt to contact me before seeking emergency medical treatment. I further authorize La Causa Crisis Nursery to administer nonprescription medications (Tylenol, decongestant, etc.) to my child(ren) as needed or when s/he has a fever over 100 degrees Fahrenheit. In such case Crisis Nursery staff will attempt to contact me and document any medication administered.