



Elcam Community Center
189 West Creek Road
Saint Marys, PA 15857
Phone 814-781-7101
Fax 814-834-1560

Grievance Policy

If a Center participant feels that he/she has been mistreated or personally offended by the verbal and/ nonverbal actions of Center Staff or of another Center participant, the Center participant is encouraged to take the following actions:

1. Notify the Director/Program Specialist of the Elcam Community Center about the situation (in writing or through verbal communication)
2. Meet with the Director/Program Specialist of the Elcam Community Center and all participants involved to discuss the situation
(The Director/Program Specialist of the Elcam Community Center makes a decision about what action(s) are to be taken before the end of the meeting and also notifies the Supports Coordinator or the Contact Person for the Center participant about the situation and the proposed action(s), if necessary)
(The Director/Program Specialist of the Elcam Community Center speaks with the Executive Director of Elcam, Inc. about the situation and what action(s) were taken following the meeting, if necessary)
3. Meet with the Director/Program Specialist of the Elcam Community Center following the proposed actions, if desired