

Legal Matters

Items Related to Our Agency's Operations

Operation Refuge House, Inc. and Refuge House San Antonio, Inc. are non-profit corporations organized in the State of Texas. Both organizations maintain 501(c)3 status as public charities. Donations to Refuge House, Inc. and Refuge House San Antonio, Inc. are tax-deductible.

Insurance

Refuge House is required by Residential Child Care Licensing and DFPS contracting to carry the following types of insurance: Professional Liability, General Liability and Employee Dishonesty bonding at certain levels. We maintain this insurance on a continuous basis according to the coverage requirements specified by those entities. Since the first policy was implemented in 2004, Refuge House has been insured by the same carriers continuously for each type of policy. Insurance carriers have at least an A- rating. Refuge House optionally carries Directors and Officers insurance covering the Board of Directors. Refuge House does not directly provide medical or dental treatment to our service-recipients. Refuge House does not provide psychological analysis, psychiatric care, or therapy of any kind to the individuals in our care, but may contract with individuals and organizations to provide these services. All service-providers who provide care to our children (including psychologists, psychotherapists, psychiatrists, and other treatment professionals) must provide proof of professional liability in addition to their licensure and credentials. The activities of Direct Care staff who provide services to the families and children in the care of our Agency are covered under the professional and general liability policies of our organization, to the extent that legal action is taken against them for activities undertaken within the nature and scope of their job duties, provided those activities are 1) in accordance with job duties, 2) performed in good faith, and 3) are legal and permissible according to all laws and regulations applicable to the operations of Refuge House. Complaints and Grievances A grievance may be submitted to the Quality Development Director either by US Mail or by submitting the grievance in .pdf format via email to quality@refugehouse.org. If the grievance is against the Quality Development Director, it may be sent to the CEO directly. A grievance must contain the following information:

- The name of the complainant.
- Pertinent details of the grievance, including dates, procedures, and the name of any individuals if relevant.
- Contact information, preferably telephone number, for follow-up and notification.
- A signature and date of the complainant.