

Building Trust & Partnership Through Communication

Our Commitment

At Imagine!, we believe listening helps us learn, improve, and better support people and families.

We welcome:

- ▶ Questions
- ▶ Ideas and suggestions
- ▶ Kudos and appreciation
- ▶ Different points of view
- ▶ Concerns and complaints
- ▶ Stories and celebrations
- ▶ Hopes for the future
- ▶ Ideas for doing things differently



We are committed to treating people with dignity, respect, curiosity, and care.

How You Can Share Feedback

You can share feedback:

- ▶ With staff or leadership
- ▶ During meetings or services
- ▶ Through surveys or forms
- ▶ On our website
- ▶ By phone, email, or other communication methods

We commit to helping people find accessible ways to communicate and receive support when needed.



(720) 274-2244

info@imaginecolorado.org
www.imaginecolorado.org

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What You Can Expect From Us

When feedback is shared, we will strive to:

- ▶ Listen respectfully
- ▶ Respond and engage
- ▶ Take concerns seriously
- ▶ Seek understanding
- ▶ Communicate honestly
- ▶ Protect confidentiality when needed
- ▶ Work toward solutions whenever possible
- ▶ Learn and improve from feedback
- ▶ Celebrate successes and positive experiences

What We Ask of One Another

We ask everyone to:

- ▶ Speak respectfully
- ▶ Share concerns directly when possible
- ▶ Focus on the issue, not the person
- ▶ Allow room for conversation and learning
- ▶ Be open to different perspectives
- ▶ Share appreciation and positive experiences too

We do not allow retaliation against people who share feedback or concerns in good faith.

Immediate Reporting

Some concerns must be reported right away, including:

- | | |
|----------------|---------------------|
| ▶ Abuse | ▶ Discrimination |
| ▶ Neglect | ▶ Retaliation |
| ▶ Exploitation | ▶ Safety concerns |
| ▶ Mistreatment | ▶ Rights violations |

Need to Report a Concern?

If you receive services from Imagine!, notify an Imagine! employee by calling: **720-544-6905** or emailing **feedback@imaginecolorado.org**

To report directly to Child or Adult Protective Services, call **1-844-CO-4-KIDS (1-844-264-5437)**.

For emergencies or immediate danger, **call 911**.

For mental health emergencies, **call or text 988** or visit **988Colorado.com**

