

Southwestern Oklahoma State University

Tenkiller Adventure Program  
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To: Harold Jergenson, OCCY  
Oversight Specialist

From: Chad Stangl  
TAP Director

Date: April 18, 2011  
Re: OJSO visit December 2010

I have reviewed the findings from the visit of Tenkiller Adventure Program conducted on December 1, 2010. I have prepared the following as a plan of action to address the concerns.

**Area of Concern:**

1. Two grievances from July 2010 had been marked as resolved and signed by the resident and staff, but were not dated.

*Response: The grievance log will be reviewed periodically by T.A.P. administration to ensure that all grievances are signed and dated in accordance with policy.*

2. Two grievances from July 2010 had been marked as resolved, dated, and signed by the resident, but had not been signed by staff

*Response: The grievance log will be reviewed periodically by T.A.P. administration to ensure that all grievances are signed and dated in accordance with policy.*

3. Two grievances from August 2010 were withdrawn by the resident who filed them, but did not contain a staff signature.

*Response: The grievance log will be reviewed periodically by T.A.P. administration to ensure that all grievances are signed and dated in accordance with policy.*

4. All five residents reported witnessing staff using profanity in their presence.

*Response: T.A.P policy prohibits the use of profane language in the presence of residents. This policy will be reviewed at the next staff meeting and a copy of the policy placed in the staff communication log.*

5. Two residents reported that staff used profanity directed toward them.

*Response: T.A.P policy prohibits the use of profane language toward residents. This policy will be reviewed at the next staff meeting and a copy of the policy placed in the staff communication log.*

6. The OJSO noted that the “proposed resolutions” developed and documented by the local grievance coordinator (LGC) on several of the grievance forms did not properly address the residents grievance

*Response: This area of concern has been reviewed with the local grievance coordinator and the issue has since been resolved.*

**Violations:**

1. Four personnel files did not contain documentation that staff had received a written job performance evaluation for the current year.

*Response: All personnel files have been brought up to date including written job performance evaluations. Staff evaluations will occur on an annual basis.*

All corrective actions should be completed by the end of May. If you have any questions please feel free to call.

Thank you,

Chad Stangl  
TAP Director