

MALTREATMENT OF VULNERABLE ADULT POLICY

It is the policy of this DHS licensed provider, Companion Linc, to ensure that our policies and procedures provide clear direction for staff related to the Maltreatment of Vulnerable Adult Act. With this goal in mind, the following is the Maltreatment of Vulnerable Adult Policy for Companion Linc.

As a mandated reporter, if you know or suspect that a vulnerable adult has been maltreated, you must report it immediately.

Where to Report:

- You can report to the Minnesota Adult Abuse Reporting Center (MAARC) by phone at (844)880-1574 or online at mn.gov/dhs/reportadultabuse
- Or you can report internally to the Area Director. If the individual listed above is involved in the alleged or suspected maltreatment, you must report to a Program Manager.

Internal Report

- When an internal report is received, the Area Director is responsible for deciding if the report must be forwarded to the Common Entry Point/Minnesota Adult Abuse Reporting Center. If that person is involved in the suspected maltreatment a Program Manager will assume responsibility for deciding if the report must be forwarded to the Common Entry Point. The report must be forwarded within 24 hours.
- If you have reported internally, you will receive, within two working days, a written notice that tells you whether or not your report has been forwarded to the CEP/MAARC. The notice will be given to you in a manner that protects your identity. It will inform you that, if you are not satisfied with the facility's decision on whether or not to report externally, you may still make the external report to the CEP/MAARC yourself. It will also inform you that you are protected against any retaliation if you decide to make a good faith report to the CEP/MAARC.

Internal Review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of vulnerable adults. The internal review must include an evaluation of whether:

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- (i) related policies and procedures were followed;
- (ii) the policies and procedures were adequate;
- (iii) there is a need for additional staff training;
- (iv) the reported event is similar to past events with the vulnerable adults or the services involved; and
- (v) there is a need for corrective action by the license holder to protect the health and safety of vulnerable adults.

Primary and Secondary Person or Position to Ensure Internal Reviews are Completed

The internal review will be completed by two individuals, including one Program Manager and the Area Director. If one of these individuals is involved in the incident, the Executive Director will serve as the second individual to contribute to the internal review. The Area Director or Executive Director will be responsible for ensuring that internal reviews are completed within 30 calendar days of each incident.

Documentation of the Internal Review

The facility must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective Action Plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any.

Staff Training

The license holder shall ensure that each new mandated reporter receives an orientation within 72 hours of first providing direct contact services to a vulnerable adult and annually

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thereafter. The orientation and annual review shall inform the mandated reporters of the reporting requirements and definitions specified under Minnesota Statutes, sections 626.557 and 626.5572, the requirements of Minnesota Statutes, section 245A.65, the license holder's program abuse prevention plan, and all internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services.

The license holder must document the provision of this training, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

THIS REPORTING POLICY MUST BE POSTED IN A PROMINENT LOCATION, AND BE MADE AVAILABLE UPON REQUEST.

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