

ADMINISTRATIVE POLICY

1 Overview

1.1 It is the policy of OPTIONS that abuse, mistreatment and neglect will not be tolerated and that all possible and reasonable actions will be taken for prevention. The Chief Executive Officer (CEO) will be responsible for the oversight and implementation of these Policies and Procedures. The CEO will be responsible for initiating and directing any necessary investigations. Program Managers will have the responsibility for bringing incidents or allegations to the attention of the CEO or COO and will assist in the investigations. The COO, in conjunction with the nurse consultant and the program managers, will take steps to assure the safety and well being of any alleged victim. All allegations of abuse or any suspicious incidents will be reported to an appropriate agency per regulatory mandate and investigated as possible abuse/neglect. The alleged abuser will be restricted from having contact with the alleged victim until the investigation is completed. Any employee accused of abuse will be suspended immediately without pay pending the outcome of an investigation. If the employee is exonerated, any pay lost will be restored. The COO will maintain any and all records of any investigations and they will be analyzed for possible trends/patterns. Anyone bringing forth a complaint or report of suspected abuse/neglect will be protected from any retaliation and their anonymity protected as much as possible.

2 Definition of Abuse

2.1 The maltreatment or mishandling of a program participant which would endanger the physical or emotional well-being of the individual through the action or inaction on the part of anyone including an employee, volunteer, consultant, visitor, or other person, whether or not the individual is or appears to be injured or harmed.

3 Training

3.1 During New Employee Orientation (NEO) and training, to be completed within 90 days of employment, the following topics will be covered:

3.1.1 Laws regarding complaints, abuse, mistreatment and neglect will be covered in the employee's first day of new employee orientation (NEO). This will include OPTIONS' policies and procedures, as well as what constitutes abuse; how to recognize it and how to report it.

3.1.2 Regulations and what regulatory agencies look for will be reviewed on an ongoing basis during in services.

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- 3.1.3 The expectation of OPTIONS is non-tolerance regarding abuse. Mistreatment and neglect will be reviewed in New Employee Orientation (NEO) and during PRO-ACT Crisis Training.
- 3.1.4 What constitutes a complaint, abuse, mistreatment and neglect (definitions) will be reviewed during the first day of orientation.
- 3.1.5 Investigation process. How abuse, mistreatment and neglect are ruled out. These topics will be part of the ongoing in service program.

4 Reporting and Procedure for Internal Investigation

4.1 Suspected Abuse, Mistreatment or Neglect Reporting see Policy No. 200.5.2. Note, no reprisal will be taken against a person filing an incident report.

4.2 Complaint Reporting

When a supported person of OPTIONS has a grievance/complaint regarding: an OPTIONS policy, house rule; another supported person; an employee; an incident; or if an issue regarding the operation of programs operated by OPTIONS, the OPTIONS Grievance procedure will be used.

5 Risk Management/Safety Measures

The following actions will be taken in order to maintain a safe environment for supported persons:

- 5.1 All employees will have reference checks performed and fingerprints submitted for criminal clearance at time of employment.
- 5.2 supported persons physical condition will be observed on a frequent basis.
- 5.3 Data regarding supported persons will be used to identify those clients persons at personal risk and situational risks (e.g.:large crowds, alone, etc.).
- 5.4 There will be immediate response to all injuries and documentation to provide explanation for any injuries.
- 5.5 All abuse, mistreatment, neglect and complaint data will be incorporated into the Quality Assurance Program.

6 Data Collection

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- 6.1 Only standard OPTIONS forms will be used for reports, allegations and complaints.
- 6.2 Review of all incident reports will be completed by the program director and will be reviewed by the Human Rights Committee on a Quarterly basis.
- 6.3 Data will be utilized to ascertain if there are any patterns or trends.

7 Monitoring

- 7.1 All complaints/allegations /suspicions of abuse, mistreatment and neglect will be reviewed by the COO and quarterly by the Human Rights Committee.
- 7.2 Actions taken regarding allegations/complaints will be documented and compiled by the COO.
- 7.3 During all reviews indicators for improvement will be identified by the reviewing entity.
- 7.4 supported persons will be randomly observed by program managers in various settings to compare observations of any unusual markings/behavior with reported and documented incidents and condition.

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