



# Family Service Rochester

## MALTREATMENT OF VULNERABLE ADULTS REPORTING POLICY

Effective Date:

Revision Date:

### **I. Policy**

It is the policy of Family Service Rochester to protect the adults served by this Agency who are vulnerable to maltreatment and to require the reporting of suspected maltreatment of vulnerable adults.

### **II. Procedures**

#### **A. Who Should Report Suspected Maltreatment of a Vulnerable Adult**

All employees, volunteers and interns are considered mandated reporters by this agency. As a mandated reporter, if you know or suspect that a vulnerable adult has been maltreated, you must report it immediately. Immediately means as soon as possible, but no longer than 24 hours from the time initial knowledge that the incident occurred has been received.

#### **B. Where to Report - You can make an external or internal report.**

1. You may make an internal report to your direct supervisor.
2. You may make an external report to the Common Entry Point at Olmsted County Adult Protective Services (507) 328-6400.
3. If the direct supervisor is involved in the alleged or suspected maltreatment, you must report to the Executive Director at (507) 287-2010.

#### **C. Internal Report**

1. When an internal report is received, Director of Child Welfare and Adult Services is responsible for deciding if a report to the Common Entry Point is required. If that person is involved in the suspected maltreatment, the Executive Director will assume responsibility for deciding if the report must be forwarded to the Common Entry Point.
2. The report to the Common Entry Point must be as soon as possible, but no longer than 24 hours from the time initial knowledge that the incident occurred has been received.
3. If you have reported internally, you must receive, within two working days, a written notice that tells you whether or not your report has been forwarded to the Common Entry Point. The written notice must be given to you in a manner that protects your confidentiality as a reporter. It shall inform you that if you are not satisfied with the action taken by the facility on whether to report the incident to the common entry point, you may still make an external report to the Common Entry Point. It must also inform you that you are protected against retaliation by the program if you make a good faith report to the Common Entry Point.

## **D. What to Report**

1. Definitions of maltreatment of vulnerable adults are contained in Minnesota Statutes, section [626.5572](#). Current definitions are attached to this policy.
2. An external or internal report should contain enough information to identify the vulnerable adult, the caregiver, the nature and extent of the suspected maltreatment, any evidence of previous maltreatment, the name and address of the reporter, the time, date, and location of the incident, and any other information that the reporter believes might be helpful in investigating the suspected maltreatment.

## **E. Failure to Report**

A mandated reporter who negligently or intentionally fails to report suspected maltreatment of a vulnerable adult is liable for damages caused by the failure to report.

## **F. Internal Review**

1. When the Agency has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the Agency must complete an internal review and take corrective action, if necessary, to protect the health and safety of vulnerable adults.
2. The internal review must include an evaluation of whether:
  - a. related policies and procedures were followed;
  - b. the policies and procedures were adequate;
  - c. there is a need for additional staff training;
  - d. the reported event is similar to past events with the vulnerable adults or the services involved; and
  - e. there is a need for corrective action by the Agency to protect the health and safety of vulnerable adults.

## **G. Primary and Secondary Person or Position to Ensure Internal Reviews are Completed**

The internal review will be completed by Director of child Welfare and Adult services

If this individual is involved in the alleged or suspected maltreatment, internal review will be completed by Executive Director, Brad Lohrbach.

## **H. Documentation of the Internal Review**

The Agency must document completion of the internal review and provide documentation of the review to the DHS upon the commissioner's request.

## **I. Corrective Action Plan**

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

## **J. Orientation for Persons Receiving Services**

The agency shall provide an orientation to the internal and external reporting procedures to all persons receiving services. The orientation shall include the telephone number for the license holder's common entry point as defined in section [626.5572, subdivision 5](#). If applicable, the person's legal representative must be notified of the orientation. The program shall provide this orientation for each new person within 24 hours of

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admission, or for persons who would benefit more from a later orientation, the orientation may take place within 72 hours.

**K. Staff Training**

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

The Agency 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 SHALL BE POSTED IN A PROMINENT LOCATION, AND BE MADE AVAILABLE UPON REQUEST.**

Policy reviewed and authorized by:

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Print Name & Title

Signature

Date of last policy review: \_\_\_\_\_

Date of last policy revision: \_\_\_\_\_