

Northeast Contemporary Services, Inc.
Maltreatment of Vulnerable Adults
Mandated Reporting and Internal Review Policy

I. Policy

It is the policy of this DHS licensed provider (program) to protect the adults served by this program 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

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 an internal report.

1. You may make an external report to the Minnesota Adult Abuse Reporting Center (MAARC) by phone (844-880-1574) or by reporting through their webpage at www.mn.gov/dhs/reportadultabuse/
2. You may make an internal report to the Executive Director.
 - a. If this person is involved in the alleged or suspected maltreatment, you must report to the Chair of the Board of Directors.

C. Internal report

1. When an internal report is received, the Executive Director is responsible for deciding if a report to the MAARC is required.
 - a. If that person is involved in the suspected maltreatment, the Chair of the Board of Directors will assume responsibility for deciding if the report must be forwarded to the MAARC.
2. The report to the MAARC must be made 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 MAARC. 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 MAARC, you may still make an external report to the MAARC. It must also inform you that you are protected against retaliation by the program if you make a good-faith report to the MAARC.

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 program has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the program 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 be completed within 30 days and 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 program 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 the Executive Director.

If this individual is involved in the alleged or suspected maltreatment, the internal review will be completed by the Chair of the Board of Directors.

H. Documentation of the internal review

The program must document completion of the internal review and provide documentation of the review to the Department of Human Services (DHS) immediately upon the commissioner's request.

I. Corrective action plan

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

J. Orientation for persons receiving services

1. The program 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 MAARC. A person's legal representative must be notified of the orientation.

2. The program shall provide this orientation for each new person within 24 hours of admission or, for persons who would benefit from a later orientation, the orientation may take place within 72 hours.

K. Staff training

The program 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 program's Program Abuse Prevention Plan (PAPP), and all internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services.

The program 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.

For further information, visit www.mn.gov/adult-protection.

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

Legal Authority: MS §§§§§ [626.557](#); [626.5572](#); [245A.65](#); [245A.04](#), subd. 14; [245D.09](#), subd. 4 (5)