

MALTREATMENT OF VULNERABLE ADULTS MANDATED REPORTING POLICY

It is the policy of Home at Heart Care, Inc. (“Home at Heart”) to protect the adults served by Home at Heart who are vulnerable to maltreatment and to require the reporting of suspected maltreatment of vulnerable adults.

Who Should Report Suspected Maltreatment of a Vulnerable Adult:

If you are a mandated reporter, and you know or suspect maltreatment of a vulnerable adult, you must report it immediately (within 24 hours).

Where to Report:

- Call the Minnesota Adult Abuse Reporting Center (MAARC) at 844-880-1574.
- Or, report internally to your immediate supervisor. If this person is involved in the alleged or suspected maltreatment, you must report to Bruce A. Emmel.

Internal Report:

- When an internal report is received, Bruce A. Emmel is responsible for deciding if the report must be forwarded to the Minnesota Adult Abuse Reporting Center (MAARC).
- If that person is involved in the suspected maltreatment, Troy McQuown will assume responsibility for deciding if the report must be forwarded to the MAARC. The report must be forwarded within 24 hours.
- If you have reported internally, you should receive, within two (2) working days, a written notice that tells you whether or not your report has been forwarded to MAARC. You should receive this notice in a manner that protects your identity. It will inform you that, if you are not satisfied with Home at Heart’s decision on whether or not to report externally, you may still contact the reporting center and be protected against retaliation.

What to Report:

- Definitions of maltreatment of vulnerable adults are contained in Minnesota Statutes, Section 626.5572, attached to this Policy at Appendix I.
- 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.

Internal Review:

- When Home at Heart has reason to know that an internal or external report of alleged or suspected maltreatment has been made, Home at Heart must complete an internal review within thirty (30) calendar days.
- The internal review must include an evaluation of whether:
 - (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 Home at Heart 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 Bruce A. Emmel. If this individual is involved in the alleged or suspected maltreatment, Troy McQuown will be responsible for completing the internal review.

Documentation of Internal Review:

Home at Heart must document completion of the internal review and make internal reviews accessible to the commissioner of the Minnesota Department of Human Services immediately upon the commissioner's request.

Corrective Action Plan:

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

Staff Training:

Home at Heart will ensure that each new mandated reporter receives an orientation within seventy-two (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 specified under Minnesota Statutes, Sections 626.557 and 626.5572, the requirements of Minnesota Statutes, Section 245A.65, Home at Heart's program abuse prevention plan, and all internal Home at Heart policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services. Home at Heart must document the provision of the above-required 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 MUST BE POSTED IN A PROMINENT LOCATION AND BE MADE AVAILABLE UPON REQUEST.

APPENDIX 1

MINNESOTA STATUTES, SECTION 626.5572

<https://www.revisor.mn.gov/statutes/cite/626.5572>