

# MISTREATMENT, ABUSE, NEGLECT AND EXPLOITATION

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## PROCEDURE

ACTIONS	Provider	Individual Receiving Services	Residential Program Director	Program Manager	Comments
<b>All suspected acts of abuse, mistreatment, neglect or exploitation.....</b>	X	X	X	X	
1. Intervene and obtain medical attention if needed.	X	X	X	X	
2. Take pictures if there are physical injuries	X		X	X	
3. Call Police: <ul style="list-style-type: none"> <li>➤ Individual receiving services wants to call police</li> <li>➤ Serious physical injury (assault) has occurred</li> <li>➤ Potential sexual assault including rape</li> </ul>	X	X If able	X	X	
4. Suspicion of sexual abuse: <ul style="list-style-type: none"> <li>➤ Do <u>not</u> allow individual to bathe or change clothes</li> </ul>	X	X	X	X	
5. Remove person accused of alleged act from any contact with the individual receiving services until NMCS, Inc. and MSS have mutually acceptable resolution				X	
6. Provide appropriate victim supports	X		X	X	
7. <b>Reporting:</b> Report immediately to MSS on-call staff on emergency pager.	X	X			

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8. Record Information: <ul style="list-style-type: none"> <li>➤ Describing alleged abuse, mistreatment, neglect or exploitation;</li> <li>➤ Listing caller and his/her location during business hours;</li> <li>➤ Describing immediate actions taken to ensure safety and appropriate care</li> </ul>	X		X	X	
9. Write incident report (see procedure)	X			X	
10. Contact North Metro Community Services Resource Coordination at 303.252.7199			X	X On call staff	
11. MSS will ensure prompt reporting to authorities including local Police and Department of Social Services, Adult Protective Services Crisis Hotline Unit, if applicable.			X	X	
12. Contact MSS Director as soon as possible, but within 24 hours of report				X	
13. Contact guardian or authorized representative within 24 hours of report			X	X	
14. MSS will ensure prompt action to protect the safety of the person/persons receiving services as determined necessary by the agency or Community Center Board. Actions may include, but are not limited to removing the person from his/her residential or day program setting and/or removing or replacing the staff, if applicable.					
15. Deliver written report to MSS program manager within 24 hours of verbal report, or on the next working day if incident occurred on a weekend	X				

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16. Deliver written report to NMCS Residential Coordinator within 24 hours of verbal report, or on the next working day if incident occurred on a weekend			X	X	
17. Complete Incident Follow-up			X		
18. Review investigation report and maintain communications with NMCS			X		
19. Send Investigation Report to NMCS review and follow-up			X		
20. Contact local police if MSS assessment indicates evidence of serious physical assault/abuse and police have not yet been contacted			X		
21. <b>Follow-up:</b> Obtain copy of NMCS investigative report, if applicable			X		
22. Ensure alleged incident and investigative report(s) are reviewed by the Human Rights Committee (HRC)			X		
23. Complete all recommendations from investigative reports and HRC			X	X	
24. Take appropriate personnel measures during the investigation and in response to the findings			X	X	
25. Communicate final findings and recommendations with the alleged victim, guardian or authorized representative, if applicable			X	X	
26. Ensure follow-up on Critical Issues Report takes place			X		
27. Maintain a file of all written materials resulting from allegations			X		