

**CareMate Home Health Care, Inc.**  
2236 Marshall Avenue  
St. Paul, MN 55104

**Maltreatment of Vulnerable Adults and Minors Investigation Policy**

**Policy**

CareMate Home Health Care, Inc. (CHHCI) policy is to ensure the safety and protection of vulnerable adults and minors who, because of physical or mental disability or dependency on institutional services, are particularly vulnerable to maltreatment. CHHCI will ensure a safe environment for vulnerable adults and minors. CHHCI will promptly report suspected maltreatment of vulnerable adults and minors to the Minnesota Adult Abuse Reporting Center (MAARC) and will also investigate all claims that are reported. Maltreatment includes but is not limited to financial exploitation, theft, physical, sexual or mental abuse or any form of neglect.

**Procedure**

1. All professional and nonprofessional caregivers of CHHCI are mandated reporters of maltreatment of vulnerable adults and minors.
2. If a mandated reporter has reason to believe that a vulnerable adult or minor is being or has been maltreated, or has knowledge that a vulnerable adult has sustained a physical injury which is not reasonably explained shall immediately report the information to the Compliance Officer (CO), who is the designated mandated reporter for CHHCI.
  - A. If the caregiver witnesses sexual abuse, physical assault or fear of imminent harm to the vulnerable adult, they must call 911 immediately. After the vulnerable adult or minor is out of harms way, then they must report to the Compliance Officer.
3. The CO shall report to MAARC without delay of the time the report was made to CHHCI. If the maltreatment is physical or sexual abuse, theft or financial exploitation, then the client, family or Responsible Party must report the maltreatment to the local police department for investigation.
4. The CO will either complete an online report to <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6303-ENG> or make a verbal report to MAARC at 1-844-880-1574, who will then further pursue the report. The report includes the following information.
  - A. The Reporter / Information Source page captures information regarding the mandated reporter.

- B. The Vulnerable Adult (VA) page captures information regarding the VA.
  - C. The Alleged Perpetrator (AP) / Allegations page captures information regarding the alleged perpetrator (AP) and the maltreatment allegation(s).
  - D. The Maltreatment Allegation Detail page is used to capture details regarding the alleged maltreatment towards the VA.
  - E. The Impact and Effects page captures the impact the maltreatment has had or is suspected to have on the VA. Details regarding the safety impact to the vulnerable adult must be addressed on the Impacts / Effects on VA page for each positive selection to the Assessment for Emergency Protection section of the Safety page.
  - F. The Safety page is used to capture action(s) already taken to protect the VA and to assess whether Emergency Protective Services are needed. The Assessment for Emergency Protection section is used for the mandated reporter to provide information about conditions which may require response by county social services within 24 hours of the report submission. Any positive selection under this section will result in immediate notification to a county agency to assess for emergency adult protective services.
5. After reporting to MAARC, the CO shall also investigate the case. When investigating, the CO shall conduct the following activities and document on the Grievance Log:
- A. Interview the alleged victim. Document the grievance and the start date of the investigation.
  - B. Interview the reporter and others who may have relevant information.
  - C. Interview the alleged perpetrator. Notify the alleged perpetrator that you are removing them from this assignment pending the investigation.
  - D. Review pertinent documentation of the alleged incident. Consult with professionals and appropriate authorities if necessary.
  - E. Resolve the grievance and report to the grievant the resolution that is completed. Document the date the resolution is completed and if the grievance is substantiated or unsubstantiated.
  - F. If grievance is substantiated, then CO will complete the proper discipline with the alleged perpetrator which may include termination.

- G. If grievance is unsubstantiated, provide in-service and counseling to the alleged perpetrator.
- H. Report to the Quality Improvement Team any quality improvement changes due to the grievance.
- I. CO will update the Administrator and Director of Nursing on the investigation.
- J. CO will maintain the records of all Maltreatment of Vulnerable Adult and Minors investigations.