

Protection from Abuse, Neglect, Mistreatment, and Exploitation

It is the policy of Sunbridge Home Health Care to provide quality supports in the area of protection from abuse, neglect, mistreatment, and exploitation. The ultimate goal of the agency is to define, prohibit, and prevent abuse, neglect, mistreatment, and exploitation through the following:

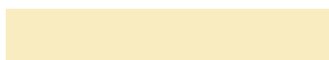
- *Implement a Community Incident Prevention and Management System (IPMS) as required by the Department of Mental Health (DMH), Division of Developmental Disabilities (DDD) to protect individuals served from harm and improve the organization's responsiveness to incidents for purposes of prevention of harm and risk management.
- *Notify the DDD of all reportable incidents and take action in accordance with the Community IPMS.
- *Provide individuals with understandable information about their right to be free from abuse, neglect, mistreatment, including the unauthorized use of restraints, and exploitation.
- *Provide a complaint process that is understandable and easy to use.
- *Support individuals to report allegations of abuse, neglect, mistreatment, including the unauthorized use of restraints, and exploitation.
- *Manage allegations reported by employees or others, including individuals supported by the organization consistently and in the same manner.
- *Ensure individuals who cause injury or harm to themselves, or others receive supports to replace those behaviors consistent with the Alabama Department of Mental Health, Division of Developmental Disabilities Behavioral Services Procedural Guidelines (DDD-PBS-01-05).
- *Take immediate action when there are allegations of abuse, neglect, mistreatment, including the unauthorized use of restraints, and exploitation or other reportable incidents, and ensure individuals are protected.
- *Assist individuals who have been subjected to abuse, neglect, mistreatment, including the unauthorized use of restraints, or exploitation to access supports to address the effects of the abuse even if:
 - The abuse occurred before the entered into the organization's system of services
 - The perpetrator is another individual who receives supports.
- *Incidents resulting in injury where both the perpetrator and the victim receives services will be investigated or clinically reviewed to determine:
 - If the occurrence of such an incident may have been the result of neglect and/or if additional supports are needed for the individuals involved.
- *Follow reporting requirements for allegations or suspected incidents of physical, verbal, sexual or psychological abuse, mistreatment, neglect, or exploitation regardless of age.

- *Follow minimum protocols as specified in DMH/OO Community IPMS guidelines for reporting, investigation, and follow-up processes.
- *Report incidents and injuries in accordance with all applicable laws and DMH/DD requirements, including the Community IPMS.
- *Notify an individual's responsible relative/guardian immediately in the event of a medical emergency or death.
- *Perform objective, prompt, and thorough investigations of each allegation of abuse, neglect, mistreatment, and exploitation, and of each injury, particularly injuries of unknown origin.
- *Provide documentation of investigations in accordance with timelines established by the Community IPMS guidelines.
- *Perform thorough, appropriate, and prompt responses to substantiated cases of abuse, neglect, mistreatment, and exploitation and associated issues identified in the investigation.
- *Document the internal investigation/review and follow up action of all allegations of abuse, neglect, mistreatment, including the unauthorized use of restraints, or exploitation.
- *Investigation outcomes and implement recommended actions in accordance with the Community IPMS Guidelines.
- *Complete an initial and comprehensive mortality review.
- *Training for support staff on how to prevent, detect, and report allegations of abuse, neglect, mistreatment, and exploitation.
- *Orientation training conducted for all staff on what constitutes abuse, neglect, mistreatment, and exploitation. This includes prevention, detection and reporting requirements as specified in internal agency procedures, Community IPMS Guidelines, and any other applicable federal or state requirements.

Employee's Signature:



Date:



Trainer's Signature:



Date:

