

Independent Haven

Internal and External Reporting and Procedures for Clients

Internal Reporting Procedures

If a client is being mistreated by another client they may:

- Ask a staff member to speak with them in private.
- Fill out a Client Internal Grievance Report available in the office and turn it in to a staff member. All clients receive a copy of the Client Internal Grievance Report at Intake, 45-Day Review and Annual meetings. After receiving a Client Internal Grievance Report, Independent Haven's staff will talk with individuals involved and seek resolution to the grievance. Staff may call guardians and case managers. If the nature of the grievance requires, Independent Haven's staff will contact Minnesota Adult Abuse Reporting Center (MAARC).

If a client is being mistreated by an Independent Haven staff person they may:

- Fill out a Client Internal Grievance Report available in the office and turn it in to a staff member. The client may turn the Client Internal Grievance Report in to the staff person's supervisor or give it to a staff person to give to the supervisor.
- After receiving a Client Internal Grievance Report, a supervisor will investigate and seek resolution to the grievance. The supervisor may call the guardian and case manager. If the nature of the grievance requires, Independent Haven's supervisor will contact MAARC.
- Staff will remind the client of their right to contact MAARC, the Office of the Ombudsman and Legal Aid.

External Reporting Procedures

All clients may report to Minnesota Adult Abuse Reporting Center (MAARC), the Office of the Ombudsman and/or Legal Aid if any of the following occur:

- The client has knowledge of maltreatment to themselves by others
- The client has reasonable cause to believe s/he has been maltreated
- The client has knowledge s/he has sustained injuries by others
- The client has knowledge others have been mistreated

A client should alert staff s/he has made a call to MAARC. If the complaint involves Independent Haven's staff the client should alert their guardian, case manager, job coach or someone on their team to get assistance and support. **In accordance with the law, if a client makes a report to MAARC that have the right to be free from retaliation from Independent Haven's staff.**

The person making the report may request initial and/ or a final disposition from the MAARC. This report will be made available within 5 working days provided that this report will not endanger the vulnerable adult or hamper the investigation.

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Independent Haven's Responsibility to Report

Independent Haven has an internal/external reporting policy that is available upon request. This policy is to protect the clients we serve. If Independent Haven staff have witnessed an incident, been part of an incident or a client told them of an incident involving maltreatment of a client, staff must issue an immediate (within 24 hours) written internal incident report to the Site Manager for review. If it the incident involves the Site Manager the report goes directly to the Program Manager. If the incident involves the Program Manager the report goes directly to the Chief Operating Officer. The client's guardian and case manager will be notified.

If required, the Site Manager will report to the MAARC. The Program Manager will notify the guardian and the case manager. Any report may also be made directly to the MAARC at any time by any staff.

An oral report by phone of suspected maltreatment shall be made to the MAARC. MAARC is available 24 hours per day to take calls from reporters of suspected maltreatment. The MAARC will request the following information from the reporter whether it is a client or a staff:

- The time and date of the report
- The name, address and telephone number of the reporter
- The time, date and location of the incident
- The names of all people involved, including but not limited to, perpetrators, alleged victims and witnesses
- Whether there was/is a risk of imminent danger to the alleged victim
- A description of the suspected maltreatment
- The disability, if any, of the alleged victim
- The relationship of the alleged perpetrator to the alleged victim
- Whether Independent Haven policies and procedures were followed
- Whether there is a need for additional staffing
- Whether there is a need for further corrective action needed by Independent Haven to protect the health and safety of vulnerable adults
- Whether this reported event is similar to past events with the vulnerable adult or with other vulnerable adults receiving Independent Haven services

The Chief Operating Officer and Program Manager are responsible for investigating alleged maltreatment and shall cooperate with the Minnesota Department of Human Services in the course of investigation. The Board of Directors is responsible for investigating the alleged maltreatment if the Program Manager or Chief Operating Officer is the alleged perpetrator.

Independent Haven must document and make internal reviews accessible to the Human Services Commissioner upon the commissioner's request.