



POLICY and PROCEDURE: CLIENT PROTECTIONS

It is the policy of this facility to maintain all safety precautions and measures for our clients, their families, our staff and all visitors to the home. We welcome visitors to our home and encourage interaction with our clients.

To maintain the safety and security of our clients, we request all visitors to sign our "Guest Book". Staff shall request all visitors to sign this Guest Book as a record of visitations. Should any visitor refuse/forget to sign our Guest Book, any staff member may enter the name of the individual (s) into the book along with the name of the individual client that is visited.

The facility will not tolerate corporal punishment, humiliation, verbal, physical or mental abuse, which has been defined as "The willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish (42 CFR Part 488.301).

The facility has adopted the **seven key components** of client protection:

1. Preventing – The facility shall implement abuse prevention policies and procedures; review and organize itself in such a manner that all children are free from threat to their health and safety.
2. Screening - The facility shall review and screen all potential employees and prohibit the employment of individuals with a conviction or prior employment history of client abuse, neglect, or mistreatment. The facility utilizes a 'New Employee Checklist' for purposes of assuring a complete employment history and criminal clearance.
3. Identifying - The facility shall review and identify patterns or isolated incidents of unexplained functional regression, or other evidence of physical, verbal, sexual or psychological abuse or punishment, which pose a serious or immediate threat to any child.

4. Training – The facility shall ensure all staff will be able to define what constitutes abuse/ punishment and actively promote respect for all clients; and the facility shall assure that staff have received training, both upon hiring and on an ongoing basis, which shall result in the competencies needed to do their job. A viewing of the California Department of Justice video: “YOUR LEGAL DUTY” shall be included in this mandatory training.
5. Protecting - The facility shall prevent the possibility of any further potential abuse while any investigation is in progress. This includes removal of alleged perpetrator from the premises.
6. Investigating - The facility shall investigate all injuries of unknown origin and all allegations of mistreatment, neglect, or abuse. The aspects of all investigations shall include the following:
 - a) Who?
 - b) What?
 - c) When?
 - d) Where?
 - e) Why?
 - f) How?
7. Reporting / Responding – All staff of the facility participating in the review, investigation of any reported violation shall assure the results of all investigations are reported to the administrator or designated representative or to other officials in accordance with **State law** within twenty-four hours of the incident. The Administrator or designated representative of the facility shall assure appropriate corrective action is taken should the alleged violation is verified.

The reporting requirements of the facility, as defined by the California Code of Regulations, Title 17, Sections 54327 and Title 22, Section 73924 require reporting to the following entities. The facility shall report any allegation of mistreatment, abuse or neglect to:

- a) The California Department of Public Health, _____ District Office;
- b) The California Department of Developmental Services; and
- c) The _____ Regional Center.