

## CLIENT ABUSE POLICY

Helping Other People's Enrichment, Inc. personnel and foster parents are required to conduct themselves towards clients in such a manner that clients will be free from any form of physical abuse, neglect, exploitation or unnecessary restraint, and from any other acts that are non-therapeutic and counter to client treatment plans. Helping Other People's Enrichment, Inc. personnel and foster parents are required to honor the spirit and intent as well as follow the Department of Mental Health, Mental Retardation and Substance Abuse Services and The Department of Social Services rules and regulations to assure the rights of clients in community programs.

This policy is designed to prevent abuse, neglect and exploitation as defined in Section 63.1-203 of the Code of Virginia.

Examples of abuse or mistreatment include the following:

1. Physical assault such as hitting, kicking, scratching, pinching, choking, pushing, or any non-therapeutic physical contact.
2. Infliction of any mental pain or distress that is non-therapeutic and inconsistent with the client's treatment plan resulting from ridicule, coercion, threats or intimidation, whether physical or verbal.
3. Neglect in care, which is the failure to provide treatment, care, goods, or services necessary to the health, safety, or welfare of the client.
4. Condoning or permitting the abuse of a client by other clients, family members, or staff.
5. Intensive confrontation, unless consistent with a client's treatment plan.
6. Statements or actions, which would humiliate, demean or exploit a client.
7. Other similar acts or omissions, provided that such acts or omissions are either intentional or reckless and directly result in discernable injury or suffering to the client.

Any personnel or foster parents having knowledge of abuse or mistreatment of a client or having reasonable cause to believe the same is taking place or has taken place must immediately report to the Executive Director. This verbal report shall be made immediately. Within 24 hours, the employee or foster parent must provide a written report to the Executive Director. The Executive Director will immediately notify the appropriate Department of Social Services.

Failure to report such incidents of abuse or mistreatment is cause for disciplinary action.

Upon receiving a report of client abuse or mistreatment, the client must be removed to prevent contact with the identified employee, foster parent, or family member, pending investigation. This may require a temporary reassignment of staff or that the child be placed temporarily in another foster home. The Executive will make a decision, which is the best interest of the child. This is in order to provide security

and protection for both client and (employee/foster parent/family member) until the investigation is resolved.  
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Section 63.1-203, Code of Virginia requires that alleged abuse, neglect, or exploitation of clients be reported to the local social service agency. In such cases, the Executive Director will inform the local department of social services and the human rights advocate of the DMHMRSAS. Helping Other People's Enrichment, Inc. shall work with the social services and the advocate to develop a mutually agreeable procedure for investigating a complaint, which has been made, and for sharing information gathered in the investigation. If such a report is substantiated by the investigation, the employee(s) responsible shall be immediately separated from employment and/or the foster home shall be immediately terminated.

Separation from employment or foster home closure because of client abuse requires the signatory approval of the Executive Director. The terminated employee or foster home has the right of grievance through the grievance policy.

While investigation is ongoing, written materials relating to the report and investigation of client abuse are maintained in a client abuse investigation file, which is confidential. Access to this file is restricted to the Executive Director.

If a report of abuse is not substantiated, written materials and a determination of non-substantiation are sealed and maintained in the client abuse investigation file and labeled as "Report and Investigation of Client Abuse - NON-SUBSTANTIATED". The month and the year are noted on the envelope. No record of the client abuse report investigation or determination is placed in the employee personnel file and/or foster parent(s) file.

When substantiation of client abuse results in termination, copies of the report, investigation, determination and notice to the employee and/or foster parent are placed in the employee personnel file and/or foster parent file.

My signature below signifies that I have read and fully understand Helping Other People's Enrichment, Inc. Client Abuse Policy.

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(Signature)

(Date)

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(Witness Signature)

(Date)