

## **THE COUNSELING SOURCE, INC. POLICY AND PROCEDURE**

**TITLE:** Client Rights: Staff Abuse/Neglect

**PURPOSE:** To provide mental health services in a safe, nurturing and supportive environment free from abuse or neglect.

**POLICY:** The Counseling Source, Inc., will accept, investigate and appropriately resolve any reports made regarding staff neglect and abuse of persons served.

**PROCEDURE:** All persons served shall be free from physical, verbal, mental, emotional, and fiduciary abuse and neglect or humiliation, retaliation. All persons served will be treated at all times with courtesy, respect, and full recognition of dignity and individuality. All agency staff are responsible for reporting to the administration any known or suspected abuse or neglect involving persons served.

In cases of reported abuse or neglect, the following procedures will be followed:

1. The Executive Director will immediately initiate an investigation of the reported situation. This investigation will include interview of all parties involved and documentation of the results of the interviews.
2. The staff member against who allegations of abuse or neglect are being made will be suspended pending the outcome of the investigation.
3. The alleged victim of the abuse or neglect will be notified of the procedures for investigation and of the outcome of the investigation. In those cases where the persons served has a guardian, these notifications will be made to the guardian.
4. The investigations will be conducted in a timely manner and generally completed within one week of the report of abuse or neglect. Results of the investigation and action taken will be documented in writing.
5. Should the investigation indicate that the staff member is guilty of abuse or neglect, his/her employment will be terminated immediately and reports made to appropriate law enforcement agencies and certification or licensure boards. Should the staff member not be found guilty of abuse or neglect, then that staff member will be reinstated and any necessary corrective action will be taken.
6. All alleged abuse or neglect of clients by staff will be reported to OhioMHAS within 24 hours and the results of the investigation of the allegations will also be reported to OhioMHAS when the investigation is completed.
7. Any alleged abuse of clients by staff will be reported to authorities as required by applicable local, state or federal laws (such as child abuse and elder abuse). This also applies to situations in which potential abuse or neglect of persons served, which allegedly occurs outside of this agency, come to the attention of agency staff.

**REFERENCED STANDARDS AND REGULATIONS:** ODMH OAC 5122-26-18; CARF Behavioral Health Standards Manual

EFFECTIVE DATE: 4/28/2005

REVIEWED: February 2018

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