



Report suspected abuse, neglect, self-neglect or financial exploitation of vulnerable adults

CALL THE MINNESOTA ADULT ABUSE REPORTING CENTER: 1-844-880-1574

Maltreatment could include:

- **ABUSE:** Including physical, emotional and sexual abuse; use of restraints; and/or involuntary seclusion or punishment
- **NEGLECT:** Failure by a caregiver to fulfill a caretaking obligation
- **SELF-NEGLECT:** Failure by a vulnerable adult to adequately provide for their own health and safety, including having enough food, shelter, clothing, health care and/or supervision
- **FINANCIAL EXPLOITATION:** Unauthorized use of a vulnerable adult's funds or property, including theft or withholding of money or property and/or use of money or property not for the vulnerable adult's benefit

MALTREATMENT COULD HAPPEN... Anywhere, by Anyone

- Abuse, neglect and financial exploitation of a vulnerable adult could occur anywhere – from one's own home to a nursing home; from an assisted living facility to an adult day program. Abusers include spouses, children, staff and caregivers. A vulnerable adult who is no longer able to care for themselves could also be in danger of "self-neglect."

Vulnerable Adults in Minnesota NEED YOUR HELP

A vulnerable adult is anyone over age 18 who:

- **COULD HAVE** a physical, mental or emotional need that makes it hard for them to care for themselves without assistance
- **COULD BE** in a hospital, nursing home, transitional care unit, assisted living, housing with services, board and care, foster care or other licensed care facility
- **COULD RECEIVE** services such as home care, day services, licensed services, or other personal care

Maltreatment of vulnerable adults is a real and serious issue in Minnesota. It's under-reported because people don't know what to look for, don't know how to help, or just don't want to get involved.

**You doing something
COULD BE all the difference.
THAT'S THE POWER OF COULD**

**Call: 1-844-880-1574
or visit: mn.gov/dhs/adult-protection**

MALTREATMENT OF VULNERABLE ADULTS MANDATED REPORTING

If you are a mandated reporter, and you know or suspect maltreatment of a vulnerable adult, you must report it immediately (within 24 hours).

Where to report

- Call the Minnesota Adult Abuse Reporting Center (MAARC) at 844-880-1574.
- Or, report internally to _____. If the individual listed above is involved in the alleged or suspected maltreatment, report to _____.

Internal report

- When an internal report is received, _____ is responsible for deciding if the report must be forwarded to the Minnesota Adult Abuse Reporting Center (MAARC).
- If that person is involved in the suspected maltreatment, _____ will assume responsibility for deciding if the report must be forwarded to MAARC. The report must be forwarded within 24 hours.
- If you have reported internally, you should receive, within two working days, a written notice that tells you whether or not your report has been forwarded to MAARC. You should receive this notice in a manner that protects your identity. It will inform you that, if you are not satisfied with the facility's decision on whether or not to report externally, you may still contact the reporting center and be protected against retaliation.

Internal review

- When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days.
- The internal review must include an evaluation of whether:
 - (i) related policies and procedures were followed;
 - (ii) the policies and procedures were adequate;
 - (iii) there is a need for additional staff training;
 - (iv) the reported event is similar to past events with the vulnerable adults or the services involved; and
 - (v) there is a need for corrective action by the license holder to protect the health and safety of vulnerable adults.

Primary and secondary person or position to review

The internal review will be completed by _____. If this individual is involved in the alleged or suspected maltreatment, _____ will be responsible for completing the internal review.

Documentation of internal review

The facility must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective action plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any.

Staff training

The license holder shall ensure that each new mandated reporter receives an orientation within 72 hours of first providing direct contact services to a vulnerable adult and annually thereafter. The orientation and annual review shall inform the mandated reporters of the reporting requirements and definitions specified under Minnesota Statutes, sections 626.557 and 626.5572, the requirements of Minnesota Statutes, section 245A.65, the license holder's program abuse prevention plan, and all internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services. The license holder must document the provision of this training, monitor implementation by staff, and ensure the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

For further information, visit www.mn.gov/adult-protection .

THIS REPORTING POLICY MUST BE POSTED IN A PROMINENT LOCATION, AND BE MADE AVAILABLE UPON REQUEST.