



**Policy Prohibiting the Abuse or Mistreatment of Individuals**

Chesterwye Center has **zero tolerance** for abuse and will not tolerate the mistreatment or abuse of individuals in its programs. Any mistreatment or abuse by an employee will result in disciplinary action, up to and including termination of employment. Further, this organization will fully cooperate with law enforcement throughout the investigation and resolution of mistreatment or abuse incidents.

**Policy Prohibiting the Abuse or Mistreatment of One Individual by Another Individual**

Chesterwye Center has **zero tolerance** for abuse, mistreatment, or sexual activity among individuals within the organization. This organization is committed to providing all individuals with a safe environment and will not tolerate the mistreatment or abuse of one individual by another individual. Conduct by individuals that rises to the level of abuse, mistreatment, or sexual activity will result in intervention action, up to and including, dismissal from the program.

In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take the necessary steps to eliminate such behavior.

**Policy Defining Appropriate and Inappropriate Physical Contact**

Chesterwye Center’s physical contact policy promotes a positive, nurturing environment while protecting individuals, employees, and volunteers. Our organization encourages appropriate physical contact with individuals and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by employees towards individuals will result in disciplinary action, up to and including termination.

The organization’s policies for appropriate and inappropriate physical interactions include but are not limited to:

| <i>Appropriate Physical Interactions</i>   | <i>Inappropriate Physical Interactions</i>  |
|--|---|
| Contact initiated by the individuals such as: <ul style="list-style-type: none"> <li>• Side hugs</li> <li>• Shoulder-to-shoulder or “temple” hugs</li> <li>• Pats on the shoulder or back</li> </ul> | <ul style="list-style-type: none"> <li>• Full-frontal hugs</li> <li>• Kisses</li> <li>• Showing affection in isolated areas or while one-on-one</li> <li>• Lap sitting</li> <li>• Wrestling</li> <li>• Piggyback rides</li> <li>• Tickling</li> </ul> |

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Handshakes</li> <li>• High-fives and hand slapping</li> <li>• Pats on the head when culturally appropriate</li> <li>• Touching hands, shoulders, and arms</li> <li>• Arms around shoulders</li> <li>• Holding hands (with the individual consent in escorting situations)</li> </ul> | <ul style="list-style-type: none"> <li>• Allowing a individual to cling to an employee’s or volunteer’s leg</li> <li>• Allowing individuals, older than kindergarten, to sit on an employee or volunteer’s lap</li> <li>• Any type of massage given by or to a individual outside of accepted and documented medical treatment</li> <li>• Any form of affection that is unwanted by the individual or the employee or volunteer</li> <li>• Touching bottom, chest, or genital areas that is outside authorized and documented personal care assistance</li> </ul> |
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**Policy Defining Appropriate and Inappropriate Verbal Interactions**

Employees are prohibited from speaking to individuals in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.

Employees must not initiate sexually oriented conversations with individuals. Employees are not permitted to discuss their own sexual activities with individuals.

Our organization’s policies for appropriate and inappropriate verbal interactions include but are not limited to:

| <i>Appropriate Verbal Interactions</i>  | <i>Inappropriate Verbal Interactions</i>  |
|---|---|
| <ul style="list-style-type: none"> <li>• Positive reinforcement</li> <li>• Appropriate jokes</li> <li>• Encouragement</li> <li>• Praise</li> <li>• Strength-based conversations</li> <li>• Self-disclosure as a supervised therapeutic tool by licensed clinicians, medical professionals, and pastoral counseling</li> </ul> | <ul style="list-style-type: none"> <li>• Name-calling</li> <li>• Discussing sexual encounters or in any way involving individuals in the personal problems or issues of employees and volunteers</li> <li>• Secrets</li> <li>• Cursing</li> <li>• Off-color or sexual jokes</li> <li>• Shaming, belittling</li> <li>• Oversharing personal history</li> <li>• Derogatory remarks</li> <li>• Harsh language that may frighten, threaten or humiliate individuals</li> <li>• Derogatory remarks about the individual or their family</li> </ul> |

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|--|--|
|  | <ul style="list-style-type: none"> <li>• Compliments relating to physique or body development</li> </ul> |
|--|--|

### Policy for Managing One-on-One Interactions Between Employees and Individuals

Working one-on-one with an individual should only occur during programming under authorized circumstances. The purpose of this policy is to ensure the organization clearly communicates expectations for employees and gives examples of appropriate behavior when authorized one-on-one support is needed. In those situations where one-on-one interactions is a must, employees should observe the following guidelines to limit the risk of abuse or false allegations of abuse:

- Avoid physical interactions and/or affection during one-on-one. If physical interactions occur, ensure appropriate physical and verbal interactions align with this organization’s established policies and are limited to the task at hand. Immediately share the nature and extent of physical interactions that occurred during the one-on-one interaction with your supervisor after the interaction has ended.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
- Ensure one-on-one interactions are documented. Keep documentation of these supports (such as in iCare Manager, shared calendar, case notes, behavioral data, incident reports, etc.) and share with your supervisor.
- Document and **immediately** report any unusual incidents, including physical interactions, disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted or that made you uncomfortable.

### Electronic Communication and Social Media Policy

Chesterwye Center strongly encourages employees to refrain from electronic communication and/or social media use with individuals. However, if these interactions are part of programming or otherwise unavoidable, this organization offers the following guidelines:

1. All employees, volunteers, individuals, and family members/guardians are to sign a Social Media Code of Conduct that includes guidelines about appropriate and inappropriate communication with individuals. Program administrators will review this Code of Conduct with individuals upon admission to the program.
- Prohibit comments that are, or could be construed by any observer to be, harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.
  - Prohibit sexually oriented conversations or discussions about sexual activities.
  - Prohibit private messages between employees, volunteers, and consumers.
  - Prohibit posting inappropriate pictures or inappropriate comments on pictures.



- c. The organization informs guardians (if applicable) of any such prohibited posts or online behavior.
- d. Encourage employees and volunteers to have “private” profiles so that individuals do not have access to their private information. Common settings to check are:
- Which information on certain platforms is always available to the public (e.g., name or username, bio, profile photos, associated networks)
  - Who can send the user a friend or follow request, search for them by email address or phone number, and send them direct messages?
  - Who can tag the user in photos or posts and potentially give away location or personal information?

### **Electronic Communication and Social Media Code of Conduct**

Electronic Communication and social media present the potential for inappropriate behavior, increased access to vulnerable consumers, and privacy violations. Employees, volunteers, and consumers participating in this organization’s programs, events, and activities shall adhere to the following Social Media Code of Conduct:

1. Do not engage in behavior or comments that are, or could be construed by any observer to be, harsh, abusive, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.
2. Do not engage in personal attacks, sexually oriented conversations, or discussions about sexual activity.
3. Be a positive role model by exhibiting professionalism in all interactions; portray an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
4. Only program-related messaging may be communicated electronically between employees and volunteers of the organization and consumers, and parents/guardians. Such communication should generally occur during standard business hours and using approved emails or communication platforms.
5. Employees and volunteers are prohibited from sending private messages to consumers and/or replying to private messages from a consumer. If a consumer attempt to privately communicate with an employee or volunteer electronically, their supervisor must be notified immediately.
6. Personal social networking profiles and/or blogs of employees and volunteers shall be private and not shared with consumers. Employees and volunteers with profiles on social networking sites shall not request to be “friends” with or follow consumers or approve friend or follow requests from individuals.
7. Employees and volunteers may not engage in electronic communication or social media contact with other family members or friends of consumers except parents/guardians.
8. Never reveal sensitive or confidential information, including identifiable details or photos of a consumer without written consent Chesterwye Center.



9. Employees and volunteers may not post or share on their personal social media accounts any photographs or videos of consumers participating in the organization's programs.
10. Employees and volunteers may not post or share inappropriate photos or comments on photos of individuals.
11. Do not make pornography in any form available to individuals participating in the organization's programs, events, and activities or assist consumers in any way in gaining access to pornography.
12. Employees and volunteers may not create web pages on behalf of the organization unless they have prior approval to do so and may not misrepresent their work with the organization or the organization itself.
13. Employees and volunteers engaging in social media and online communication become a public figure associated with the organization and are responsible to help protect the organization and its individuals. Always act in a professional and constructive manner and use sound judgement before posting or sharing content.
14. Rather than personally defend the organization's reputation, employees and volunteers should notify their supervisor or an administrator of a negative comment or online representation or if any member of the media contacts them about any matter related to the organization.
15. Employees and volunteers must adhere to uniform standards of electronic communication and social media use as outlined in any applicable organizational policies and procedures.
16. This Code of Conduct and associated policies and procedures shall be provided to parents/guardians of individuals. It shall also be available at request.
17. Individuals and Parents/guardians may request in writing that a consumer not be contacted through any form of electronic communication or social media by an employee or volunteer of the organization.

### **Acknowledgment of Electronic Communication and Social Media Code of Conduct**

I have received a copy, read, and voluntarily agree to comply with this organization's Electronic Communication and Social Media Code of Conduct. I understand that failure to comply with these policies may result in my removal from this organization.

*(Please Print)*

Name: \_\_\_\_\_

Program or Department: \_\_\_\_\_

**Signature:** \_\_\_\_\_

Date: \_\_\_\_\_

## Gift-Giving and Gift Acceptance Policy

### Gifts to Consumers

This organization strongly discourages employees from exchanging gifts with individuals. However, gifts to individuals may be given under the following circumstances:

1. Gift requests must be submitted to a supervisor and/or a designated administrator prior to being purchased;
2. The supervisor and/or designated administrator will determine a cost limit regarding how much can be spent on the gift; and,
3. Parents/guardians of the consumers must be notified about the gift item and why the consumers are receiving the gift.
4. Employees and volunteers are prohibited from giving gifts to individuals except when the gift is authorized by a supervisor or designated administrator and given to all c individuals (i.e., celebration of special events/holidays or group recognition).
5. Require employees to communicate that the gift is given on behalf of the organization not the individual employee or volunteer.

### Gifts from Individuals

Sometimes, it may be difficult to refuse gifts from individuals or their families. In many cultures, people give gifts to reflect their appreciation for people or services. In order to be respectful of individuals and their families, the organization makes reasonable allowances for acts of gratitude involving small gifts of appreciation from individuals and/or their families that have a monetary value not exceeding **\$20**. Employees and volunteers must disclose all such gifts to their immediate supervisor and/or a designated administrator. **Under no circumstances can money be accepted from individuals or their families as a gift.**

This gift acceptance policy is included within materials given to parents/guardians and individuals; however, if a parent or individual approaches an employee or volunteer with a gift that exceeds **\$20**, the employee should politely decline the gift and refer to this particular policy. The employee can also encourage the parent or individual to speak with an immediate supervisor and/or a designated administrator if they have any questions.

Artwork and letters of appreciation written by individuals for employees can be accepted by employees and volunteers make the administrator staff aware.



## **Policy Governing Mandatory Reporting Requirements for Employees**

Employees must be trained to know and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Employees will:

1. be familiar with the symptoms of abuse and neglect, including physical, sexual, verbal, and emotional abuse;
2. know and follow organization policies and procedures that protect against abuse;
3. Report suspected abuse or neglect to the appropriate authorities as required by the state of Maryland mandated reporter laws; and follow up to ensure that appropriate action has been taken.

Employees will read and sign the Code of Conduct documenting employee's understanding of the legal and ethical duty to report suspected mistreatment or abuse.

## **Policy Requiring Cooperation with Investigations**

Chesterwye Center will take every allegation of abuse or misconduct seriously and will fully cooperate with authorities to investigate all cases of alleged abuse or misconduct. Employees and volunteers shall cooperate with any external investigation by outside authorities or internal investigation conducted by the organization or persons given investigative authority by the organization.

Cooperation with investigations includes, but is not limited to:

- Promptly acknowledging and responding to requests for information;
- Making oneself available for meetings with investigating staff;
- Providing full, accurate, and truthful information;
- Keeping confidential information learned or transmitted during the investigation, unless directed by legal authorities, and preserving relevant information and documents.
- An employee or volunteer's failure to cooperate with an investigation will result in disciplinary action up to and including termination of employment or dismissal from the organization.

## **Code of Conduct for Employees**

- Our employees will exhibit the highest ethical best practices and personal integrity.
- Our employees will provide a professional work environment that is free from physical, psychological, written, or verbal intimidation or harassment.



- Our employees will not physically, sexually, or emotionally abuse or neglect an individual.
- Our employees will share concerns about suspicious or inappropriate behavior with their supervisor or administrator.
- Our employees will report any suspected abuse or neglect of an individual to their direct supervisor and/ or the Director of Quality Enhancement.
- Our employees will accept their personal responsibility to protect individuals from all forms of abuse.

### **Code of Conduct with Individuals**

1. The organization provides our individuals with the highest quality services available. We are committed to creating an environment for individuals that is safe, nurturing, empowering, and that promotes growth and success.

Abuse of any kind will not be tolerated, and confirmed abuse will result in immediate dismissal from Chesterwye Center. The organization will fully cooperate with authorities if allegations of abuse are made that require an investigation.

The Conduct with Consumers outlines specific expectations of employees and volunteers as we strive to accomplish our mission together.

1. Individuals will be always treated with respect.
2. Individuals will be treated fairly regardless of race, sex, sexual orientation, age, gender, or religious preference.
3. Employees will adhere to appropriate boundaries governing physical affection as outlined by the organization.
4. Employees will avoid physical affection with individuals that cannot be observed by others.
5. Employees will adhere to appropriate and inappropriate verbal interactions as outlined by our organization.
6. Employees will not stare at or comment on individuals bodies.
7. Employees will not date or become romantically involved with individuals.
8. Employees and volunteers will not use or be under the influence of alcohol or illegal drugs in the presence of individuals.
9. Employees will not have sexually oriented materials, including printed or online pornography, on our organization's property.
10. Employees and volunteers will not keep secrets with individuals and will only give gifts in accordance with organizational policies.
11. Employees will comply with our organization's policies regarding interactions with individuals outside of our programs.
12. Employees will adhere to organizational policies regarding electronic communication and social media with individuals.



13. Employees will adhere to organizational policies regarding working one-on-one with individuals in a private setting.
14. Employees will not abuse individuals in anyway including (but not limited to) the following:
  - a. *Physical abuse*: hitting, spanking, shaking, slapping, unnecessary restraints
  - b. *Verbal abuse*: degrading, threatening, cursing
  - c. *Sexual abuse*: inappropriate touch, exposing oneself, sexually oriented conversations
  - d. *Mental abuse*: shaming, humiliation, cruelty
  - e. *Neglect*: withholding food, water, shelter
15. The organization will not tolerate the mistreatment or abuse of one individual by another individual. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all individuals and employees. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:
  1. *Physical bullying*: when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
  2. *Verbal bullying*: when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
  3. *Nonverbal or relational bullying*: when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
  4. *Cyberbullying*: the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs).
    - a. Cyberbullying can involve:
      1. Sending mean, vulgar, or threatening messages or images;
      2. Posting sensitive, private information about another person;
      3. Pretending to be someone else in order to make that person look bad;
      4. Intentionally excluding someone from an online group.
  5. *Hazing*: an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.



6. *Sexualized bullying*: when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

16. Employees and volunteers will report concerns or complaints about other employees, or individuals to a supervisor who can be reached at (410) 827-7048 or the Director of Quality Enhancement at (410) 827-7048 ext. 326. If this person isn't available, reach out to the CEO, Michael Yates, at (410) 827-7048 or [myates@chesterwye.com](mailto:myates@chesterwye.com).

17. Employees and volunteers will report allegations or incidents of abuse to the Director of Quality Enhancement immediately.

18. Employees and volunteers may not have engaged in or been accused or convicted of individual abuse, indecency with a consumer, or injury to an individual.

### **Acknowledgment**

I attended an orientation that describes and explains the reviewed policies for the protection of minors adopted by the organization January 31, 2025, I understand and voluntarily agree to abide by these policies.

*Please Print*

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Department Program: \_\_\_\_\_

Signature: \_\_\_\_\_

### **Background Checks for Employees**

**Confidence Multi-State Criminal & Sex Offender Database w/Alias**—A Multi-State Criminal and Sex Offender Database is a proprietary tool that contains millions of court, incarceration, sex offender, terrorist watch list, and fraud database records compiled from across the country that will be searched for your applicant's name. A Social Security Number (SSN) Trace is included



in this service, and all aliases discovered using this tool will also be processed through the database.

**Office of Inspector General (OIG):** background check on an individual, which includes searching the "List of Excluded Individuals and Entities (LEIE)" database, a government list that identifies people or companies barred from participating in federal healthcare programs like Medicare and Medicaid; essentially, it's a way to verify if someone has been excluded from working in the healthcare industry due to past misconduct.

**Driver's License Checks.** Driver's license checks may reveal poor driving records and other criminal activity. Individuals with poor driving records may create added liability for the institute should an injury occur while they are driving for a work-related event.

**Employment/Education Verification.** These checks evaluate whether an applicant/employee received the degree and/or held the jobs identified during the hiring process.

### **Policy Requiring Sex-Offender Registry Screening for Employees**

Chesterwye Center will complete a National Sex Offender Registry check on all employees upon hire, re-hire, return from seasonal absence or furlough longer than six months, and prior to working with individuals. The applicant must be screened through the National Sex Offender Registry. Chesterwye will rerun every employee's full background checks every five years.

### **Policy Requiring Training of All Employees**

Chesterwye Center requires that employees are trained on the following foundational abuse prevention topics prior to having access to individuals:

- Chesterwye Center policies are related to preventing and responding to abuse;
- How to maintain appropriate boundaries with individuals;
- Definitions of abuse;
- Types of offenders;
- How offenders operate
- How to manage high-risk activities
- How to prevent false allegations;
- How to recognize and respond to suspicious or inappropriate behaviors and policy violations; and
- How to recognize and respond to suspicions or allegations of abuse.

All employees will receive this training upon hire or prior to having access to consumers.

The organization keeps documentation of training records for all employees.



## **Content Points for Responding to Red Flag Behaviors and Incidents of Abuse**

### **Responding to Suspicious or Inappropriate Behaviors**

Creating a safe environment goes a long way toward preventing all types of abuse and responding to suspicious or inappropriate behaviors is an organization's first line of defense against abuse. Suspicious or inappropriate behaviors can include policy violations, boundary violations, and red flag behaviors that mimic the way an offender typically interacts with individuals.

Training will include information on how to respond to suspicious or inappropriate behaviors within an organization, including:

- How to recognize red flags and boundary violations;
- High-risk circumstances for boundary violations;
- Steps for how employees and volunteers should respond to boundary violations, suspicious or inappropriate interactions, or policy violations; and
- How to prevent false allegations

### **Responding to Allegations or Incidents of Abuse**

Training will include information on how to respond to allegations or incidents of abuse within an organization, including:

- Why reporting suspected abuse or neglect is critical
- Who is a mandated reporter of suspected abuse and neglect
- What types of conduct must be reported
- The responsibilities of a mandated reporter
- How to respond if a consumer discloses abuse or neglect

## **Identification Policy**

### **Visitors**

When a visitor arrives at the facility without an authorized identification badge, he or she will be received by a staff who will offer assistance. The staff shall verify a visitor's identity by inspection of a form of photograph identification, when applicable. The staff will request that the individual sign in, issue the person a "Visitor" identification badge, and notify the department or office that the visitor has arrived. The "Visitor" shall wait at the front desk area for a representative to escort the visitor to the department or office. A department or office representative must escort the visitor back to the front desk to return the badge prior to the



visitor's departure. Visitors are required to wear a temporary "Visitor" identification badge at all times while in the building.

### **Guidelines for Supervising Overnight and Residential Settings**

Overnight in residential settings can present unique risks to consumers and employees and volunteers. Overnight and residential settings often involve changing clothes; consumers of different ages interacting in a more intimate atmosphere than regular program activities; more unstructured, and increased opportunities for a consumer to avoid supervision and for employees and volunteers to be distracted.

- Employees are required to be awake during the hold shift and complete the awake-overnight supervision of the individuals procedures as required by Chesterwye Center.
- Awake overnight must check on each individual supported at least once every hour during the overnight shift, unless instructed by your supervisor to adjust the frequency of checks. This is recorded in the iCare Manager system.
- The Program Director or Supervisor must document and approve all overnight activities in writing.
- Managers are expected to observe overnight activities regularly and randomly on a scheduled and periodic basis.

### **Procedures for Employee to Allegations or Incidents of Abuse**

In addition to reporting to OHCQ, employees are required to report any suspected or known abuse of individuals perpetrated by employees directly to leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Reports of suspected or known abuse may be made confidentially to the following:

1. Immediate supervisor (Program Manager)
2. Directors/ Director of Quality Enhancement
3. Administrators (CEO)

Additional guidelines for employee and volunteer response to incidents or allegations of abuse:

- If you witness abuse, safely interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing that he or she was correct to tell you.
- Protect the alleged victim from intimidation, retribution, or further abuse to the extent possible. If this behavior is happening, report the behavior immediately to your supervisor.
- **Immediately** report the allegation or incident to the proper organization authorities (based on mandatory reporting requirements) and the designated authority.



- **Immediately** document the incident, disclosure, or any circumstances causing your suspicion of abuse according to incident reporting and documentation requirements. State only the facts.
- It is not your job to investigate the incident, but it is your job to report the incident to your supervisor in a timely manner.
- Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority.

## **Procedure for Supervisors and Administrators Responding to Allegations or Incidents of Abuse**

Guidelines for supervisors and administrators responding to allegations or incidents of abuse:

- First, determine if the individual is still in danger, and if so, take immediate steps to prevent any further harm.
- Support the individual with seeking medical treatment if advised by the Nurse Case Manager or individual if needed.
- **Immediately** upon discovery of the allegation, the staff against whom the allegation is made will be removed from any contact with the resident and the appointing authority will determine if staff will be placed on administrative leave.
- If receiving a report from an employee, be sure to verify they have followed mandated reporting requirements or will follow immediately after making the internal report.
  1. Report to any applicable external licensing or governing bodies.
  2. A completed Incident Report will be submitted within one business day after the alleged incident to the PCIS2 system by the QE Investigator, or designee, as per the Developmental Disability Administration's Policy on Reportable Incidents and Investigations (PORII).
  3. Investigation of allegations or suspicions of verbal/physical abuse and neglect.
  4. The QE Investigator, or designee, will conduct an internal investigation of the incident. An "Agency Investigation Report" ("AIR") will be submitted by the QE Investigator, or designee, within 10 business days of the date of the alleged incident (or the date of discovery, whichever is later) to the PCIS2 system as per the PORII.
  5. The Human Resources Director will be notified in case any policy or practice issues are involved in the process.
  6. Criminal investigations will be initially reviewed and handled by the MDH Police. Criminal charges may be sought depending on the outcome of the investigation.
  7. If the allegations of abuse/neglect are substantiated, discipline specific credentialing bodies will be notified, as applicable.



- Gather as much information about the allegation as you can. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur, etc.
- Accurately record everything you learn in as much detail as you can. Remember your notes may be read by others. Stick to the facts.
- Contact the appropriate local authorities as indicated by your mandatory reporting procedures. Make sure you get a case number and the name and contact information of the person with whom you speak at the reporting agency.
- Suspend the accused employee until the investigation is completed.
- Ensure that the individual families/guardians are notified (when applicable).