

## **14. Elder Abuse & Victims of Abuse, Neglect, or Financial Exploitation**

When ITN Health America LLC has reasonable suspicion that a Client has been the victim of abuse, neglect, or financial exploitation, it will do the following:

1. In the case of an individual who is 60 years of age or older, an individual who has been found to be disabled or one who otherwise qualifies as an "eligible adult" under the Adult Protective Services Act, ITN Health America LLC shall notify the elder abuse provider agency designated by the Department on Aging or an Area Agency on Aging for the area in which the client resides. ITN Health America LLC shall document this report and maintain documentation on the premises for 12 months after the date...
2. In the case of an alleged victim under the age of 18, ITN Health America LLC shall notify the Department of Children and Family Services through the Child Abuse Hotline. ITN Health America LLC shall document this report and maintain documentation on the premises for 12 months after the date of the report.
3. If the abuse or neglect is alleged to be a result of actions by an employee of ITN Health America LLC providing in-home, home health, or home nursing services, ITN Health America LLC shall immediately remove the alleged perpetrator from direct contact with clients and investigate the allegation.
4. If the Client contacts the home services placement agency regarding an allegation of abuse or neglect by the placed worker, ITN Health America LLC shall comply with the home services agency reporting requirements. If the Client contacts the home nursing placement agency regarding an allegation of abuse or neglect by the placed worker, ITN Health America LLC shall comply with the home nursing agency reporting requirements.

In cases of allegations of abuse or neglect by an employee, ITN Health America LLC shall conduct an investigation and develop a written report of the findings of the investigation within 14 days after the initial report. ITN Health America LLC shall send the written report of the investigation to the Department of Public Health within 24 hours after completion of the investigation and shall maintain a copy of the report on ITN Health America LLC premises for 12 months after the date of the report.

A placement agency shall provide the Client, at the time of the placement of the worker, and the placed worker with contact information for the Department on Aging and the Department of Children and Family Services to report abuse, neglect or financial exploitation and a list of situations for which the client or placed worker shall contact local law enforcement.

The written report of the investigation conducted pursuant to this Section shall contain at least the following:

1. Dates, times and description of alleged abuse, neglect or financial exploitation;
2. Description of injury or abuse to Client;
3. Any actions taken by ITN Health America LLC;
4. A list of individuals and agencies interviewed or notified by ITN Health America LLC;
5. A description of the action to be taken by ITN Health America to prevent the abuse, neglect or financial exploitation from occurring in the future; and statements of any witnesses.

ITN Health America LLC employees and volunteers shall report abuse, neglect or financial exploitation of a client to ITN Health America LLC management and to the appropriate elder abuse provider agency or the Department on Aging.

ITN Health America LLC shall immediately contact local law enforcement authorities (e.g., telephoning 911 where available) in the following situations:

1. Physical abuse involving physical injury inflicted on a patient or client by a staff member;
2. Sexual abuse of a Client by a staff member;
3. When a crime has been committed in the Client's home by a person other than the Client;
4. When a Client's death has occurred other than by disease processes; or
5. When an allegation of physical abuse, sexual abuse or crime has been reported, or when death (other than by disease or natural causes) has occurred to a Client.

In the event law enforcement is notified for one of the situations detailed above, ITN Health America LLC will ensure the safety of Clients in such situations and will seek advice concerning the preservation of a potential crime scene.