



REPORTING & REVIEW

Maltreatment of Vulnerable Adults — Reporting Policy

Heart & Hara Home Care LLC · 4504 Lax Lake Rd, Silver Bay, MN 55614 · 218.220.8947

To report suspected maltreatment of a vulnerable adult: call the Minnesota Adult Abuse Reporting Center (MAARC) at **844-880-1574** or report online at mn.gov/dhs/reportadultabuse/. If a person is in immediate danger, call **911** first.

License holder	Heart & Hara Home Care LLC
245D license number	1111883
UMPI	A530407000
Common Entry Point (CEP)	MAARC — 844-880-1574 / mn.gov/dhs/reportadultabuse/

I. Purpose

This policy establishes how Heart & Hara Home Care LLC identifies, reports, and internally reviews suspected or confirmed maltreatment of vulnerable adults, meeting the requirements of MN Statutes, sections 626.557, 626.5572, and 245A.65.

II. Policy

Every staff member has an obligation to protect the adults served by this agency from abuse, neglect, and financial exploitation. All agency staff are mandated reporters. Those who know or suspect that maltreatment has occurred must report — either internally to the agency or directly to the Minnesota Adult Abuse Reporting Center (MAARC) — within 24 hours. The agency will never penalize a staff member for making a good-faith report.

For suspected maltreatment of a minor, staff report under MN Statutes, chapter 260E, to the local county social services agency or law enforcement, within 24 hours.

III. Definitions

Maltreatment. Abuse, neglect, or financial exploitation of a vulnerable adult, as defined in MN Statutes, section 626.5572, subdivision 15.

Abuse. Conduct that is not accidental or therapeutic and that produces or is likely to produce physical pain, injury, or emotional distress; any sexual contact between staff and a person served; and conduct such as assault, use of chemical restraints, or coercion, as defined in MN Statutes, section 626.5572, subdivision 2.

Neglect. A caregiver's failure to provide reasonable and necessary care — including food, clothing, shelter, health care, and supervision — that is not the result of accident or therapeutic conduct, as defined in MN Statutes, section 626.5572, subdivision 17.

Financial Exploitation. Unauthorized use, withholding, or disposal of a vulnerable adult's funds or property; acquisition of control over a vulnerable adult's finances through fraud, harassment, or undue influence; and related conduct defined in MN Statutes, section 626.5572, subdivision 9.

IV. Procedure

Immediate response

- A. Any staff member who witnesses or suspects maltreatment of a person 18 years of age or older must act immediately to ensure the person's safety and the security of their funds and property. If the person is in immediate danger, the staff member must call 911 without delay.

Reporting obligations

- A. Within 24 hours of learning about known or suspected maltreatment, staff must report either internally to the agency or directly to MAARC. Staff may report directly to MAARC at any time — the agency will never require that an internal report be made first.
- B. External reports go to the Minnesota Adult Abuse Reporting Center at 844-880-1574 or mn.gov/dhs/reportadultabuse/.
- C. Internal reports go to the staff member's supervisor or the Owner. The Owner is the primary person responsible for receiving internal reports and forwarding them to MAARC. If there is reason to believe the Owner is implicated in the suspected maltreatment, the Designated Manager serves as the secondary responsible individual.
- D. When an internal report is received, the receiving person shall:
 - 1. Forward the report to MAARC if it constitutes suspected or confirmed maltreatment.
 - 2. Ensure that an Incident and Emergency Report is completed.
 - 3. Notify the case manager within 24 hours of making the external report, disclosing the nature of the situation and the agency that received the report — unless there is reason to believe the case manager is involved in the maltreatment.
 - 4. Send a written Notification to Internal Reporter to the reporting staff member's home address within two working days, protecting confidentiality. The notice must state whether the agency made an external report and must inform the staff member that they retain the right to report to MAARC themselves and will be protected from retaliation for doing so.

Internal review

- A. Whenever the agency becomes aware that an internal or external maltreatment report has been made, it shall conduct an internal review. The Owner bears primary responsibility for completing the review; the Designated Manager serves as secondary if the Owner is implicated.

- B. The review shall be completed within 30 calendar days and shall assess whether applicable policies were followed, whether policies were adequate, whether additional training is needed, whether the reported event resembles past events, and whether corrective action is needed to protect vulnerable adults.
- C. If the review identifies a need for corrective action, the agency shall develop, document, and implement a corrective action plan.
- D. Internal reviews must be made accessible to the commissioner immediately upon request.

Orientation and training

- A. Every person served or their legal representative shall receive orientation to internal and external maltreatment reporting procedures at admission, including the MAARC phone number and website, within 24 hours of admission (or within 72 hours for persons who benefit from a delayed orientation).
- B. Staff shall receive training on this policy and on MN Statutes, sections 245A.65, 626.557, and 626.5572 within 72 hours of first providing direct contact services, and annually thereafter.