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Revised 06/13/2018

Program Abuse Prevention Plan

I-78-H

Program:	ProAct Zumbrota
Address:	224 So. Main St.
	Zumbrota, MN 55992
Date plan developed:	01/13/2014

This document is a description of the Program Abuse Prevention Plan for the Zumbrota Adult Day Care Program Site, effective January 1, 2018

**Maltreatment of Minors/Vulnerable Adult Maltreatment
Policy/Procedure**

For reporting incidents of Vulnerable Minor or Adult Maltreatment can be found in the

I-78D Policy and Procedures Manual (Eagan/Red Wing/Zumbrota/Hudson)

TABLE OF CONTENTS

ADC PROGRAM ABUSE PREVENTION PLAN PAGES 3-4

ASSESSMENT OF THE POPULATION PAGE 4

SUMMARY PAGE 5

ASSESSMENT OF THE PHYSICAL PLANT PAGE 6

ASSESSMENT OF THE ENVIRONMENT PAGE 7

STAFF SUPERVISION/ RATIO REQUIREMENTS PAGE 7

PLAN REVIEW

PLAN DISTRIBUTION

PLAN ORIENTATION FOR PERSONS SERVED

PLAN DISTRIBUTION

MANDATED REPORTERS PAGE 8

FORM: CONFIDENTIAL REPORTING PAGE 9

POPULATION ASSESSMENT PAGES 10-12

PHYSICAL PLANT ASSESSMENT PAGES 13-14

ENVIRONMENTAL ASSESSMENT PAGES 14-15

Adult Day Care – Program Abuse Prevention Plan

The persons served by Adult Day Care are considered to be Vulnerable Minors and Adults as defined by the Rule 223 standards and by Minnesota Rules, under section 626.556 (maltreatment of minors) and 626.557 (vulnerable adults) and are susceptible to maltreatment. It is the policy of the ADC program to:

- A. Report maltreatment of minors or vulnerable adults
- B. Provide a Program Abuse Prevention Plan
- C. Provide an Individual Abuse Prevention Plan for each person served.
- D. Provide training and information about the Maltreatment of Minors/Vulnerable Adult

Act to each person served or to their legal representatives.

ProAct, Inc. ADC program staff members will use a checklist to ensure safety in the primary program area or any building areas for all participants at transport times.

As needed, and in a timely fashion, the director, programs & services and appropriate staff members will complete periodic reviews of all incident reports at this site. Annually, those incident reports will be analyzed for trends, actions needed and/or staff training needed.

The Adult Day Care program at Zumbrota will serve up to 6 individuals. The existing building has adequate room set aside as the primary program space to accommodate the ADC program.

Adult Day Care Site: individuals who are at risk for becoming upset by activity, change or noise, or who are having difficult periods, may be moved to a quiet corner to listen to music or to use other methods to relax depending on individual program plans. Cases of repeated incidents involving the same individual(s) are referred to the site manager for further analysis and discussion with the individual teams. Other accommodations may be made depending on the needs of the individual.

The kitchen, bathrooms, and front room will be spaces accessible to ADC participants as needed. Safety procedures will be reviewed with staff members at time of hire and annually thereafter.

In all programs, a report of suspected maltreatment shall be reported and investigated. The reporter shall follow the procedure outlined, in policy and procedures manual (I-78PP). This report is then dealt with as per the Maltreatment of Minors/Vulnerable Adults Act procedures (When appropriate, verbal report to MAARC with documentation in ProAct, Inc. records using the R-107).

The program maltreatment prevention plan, and the individual abuse prevention plans, are developed to protect persons served, train staff members, and orient team members to the prevention of self-abuse, financial exploitation, physical abuse, neglect, serious illness/injury, fires, elopement, suicide attempts, humiliation, retaliation and persistent emotional or psychological abuse of persons served, as well as to train all persons on the rights and responsibilities of persons served and mandated reporters as they pertain to the common entry point reporting system.

Annually, there is a review of incidents, accidents, and medication errors. If there are any, the procedure for internal investigation, documentation, and follow-up, including retraining or other actions, takes place.

An Adult Day Care Assessment/Abuse Prevention Plan is written for each person. This plan is based on an assessment of vulnerability and combined with the facility plan. The assessment will include information regarding any history of previous abuse by/to the person. The Individual Plan is reviewed quarterly along with any incident reports which have been filed or any changes which have occurred in the person's life which would indicate a change in the plan is needed. Each new person is assessed as to

his/her vulnerability and an Individual Plan is written. Thereafter, an assessment of vulnerability and new plan are done at the time of the Annual Review for the person.

Program staff participate in training for dealing with difficult behaviors and medical emergencies, with individual plans, and to learn positive reinforcement techniques. ProAct, Inc., as individual needs arise, will use consultants. Assessment documents are used to assist staff in understanding a variety of behaviors presented by persons served.

New staff members are oriented to the revised Maltreatment of Minors/Vulnerable Adults Act, to reporting procedures and to the ProAct, Inc. Vulnerable Minors and Adults/Maltreatment Prevention Policy and Procedures Manual (I-78PP) or the General Policy & Procedure Manual. The site manager along with the IDT, develop the Individual Abuse Prevention Plans and train other staff working with persons served. Specialized training/staff assistance is provided to persons served in the areas of communication, visual skills, behavior management, activities of daily living, safety, motor development, social skills, and transportation. This list is not totally inclusive, since training/staff assistance is provided to any person on an individual basis or in small groups, as areas of vulnerability arise or when it appears that specialized instruction is indicated. The manner in which instruction is provided depends on the person's best mode of learning; training is provided individually and in small groups on procedures to follow, reporting, and appropriate methods of self-protection, when the person is able to benefit from such instruction.

Otherwise, staff will be trained to be sensitive to, and aware of individual needs. The consulting Goodhue County Public Health Nurse, Vicki Iocco, provides supervision of staff and consults on individuals in program at the ADC site. The personal physician for each person served is consulted as needed either by the PHN or a ProAct ADC staff member. Each person will be screened for tuberculosis and as needed, referrals would be made to the appropriate persons for further action.

Should some of the persons served in the ADC program have needs for occupational therapy, with team approval, arrangements would be made. Physical therapy is provided quarterly to ensure that basic good health practices are followed. All therapies are either provided on-site or arranged for at ProAct locations to approved persons when prescribed by a physician. Otherwise, activities arranged by ProAct, Inc.'s Adult Day Care staff members are available as desired by IDT request. Sensory integration or therapy follow-through techniques are implemented with individuals who appear to benefit from such techniques or when prescribed by a health professional.

ASSESSMENT OF THE POPULATION

Program staff participate in a minimum of 30 hours of extensive orientation & training upon hire as well as annual retraining of a minimum of eight hours. In addition, there are ongoing sessions for dealing with problem behaviors, as well as appropriate and effective reinforcement techniques. The program has access to a nurse consultant and behavior training expertise as well as staff to assist with personal care. Identified program participants' needs are addressed in their individual program plans as well as in their abuse prevention plans. The three individuals being served by this program appear to be compatible and appear to enjoy activities, outings and time spent in proximity or doing activities together. Each has individual preferences and choices according to their individual plans. None have overriding medical or mental health issues that would prevent their participation as desired. The staff members involved in the provision of services have been trained on their individual plans, abuse prevention plans, medical, social and other needs. Nutrition, general health and exercise/flexibility of movement are monitored and good practices encouraged.

The current participants are part-time. Individually and together, with support from the staff member, choices and decisions are made as to activities, schedules, preferences on a given day, and planning for future activities. Should individual participants choose not to participate in an activity, or express a desire to spend time by themselves, this is respected and other plans are made.

ZUMBROTA ADC SITE

ProAct-Zumbrota ADC program serves men and women aged 18 and older. Intellectual capabilities may range widely from very able to limited depending on the nature of the disability. Physical functioning and abilities may range from mild physical disabilities to needing assistance with most activities of daily living. A wide range of disabilities of persons served may include seizure conditions, non-ambulation, visual and hearing deficits, sensory-motor problems which affect coordination, movement, communications and ability to understand one's surroundings. Behaviors may include aggression-verbal or physical, wandering/walking away, agitation with changes in routine, stealing, non-compliance with program activities or medical routines, and various attention-getting and disruptive behaviors.

Program staff will be trained in dealing with specific needs of individual persons served; this includes training on individual diets and fluid management, any necessary medical procedures such as administration of medications, and training on recommended methods of dealing with inappropriate behaviors. It may involve setting up a schedule for toileting and/or changing needs, and training staff members in the proper handling of related problems, such as skin care and odor control. A lift is used to assist individuals needing personal care, which increases safety and decreases lifting for staff. Prior to any community integration activities, there is also a review of individual needs and how they will be handled, and of emergency procedures that may apply. As further needs are identified, additional staff training will be provided.

Specific staff persons are assigned to be responsible for specific persons being served. The exterior doors are also monitored with an alarm system that warns staff that someone is entering or leaving the building. Staff members have been trained that alarms must always be activated and doors are not to be propped open.

If persons served are vulnerable to self-abuse, or have a history of being abused, their individual plans discuss ways of dealing with this problem. Staff is trained to change activities, redirect, use cueing techniques, and/or analyze the situation to find other ways to assist the person.

IN SUMMARY

The Zumbrota Adult Day Care program serves five persons and has openings for one person. Their individual plans will address specific ways to protect each one from harm or injury.

Persons being served at the Zumbrota ADC program could at times become aggressive to others (although this has not happened) and may be vulnerable to abuse from others. Both the program abuse prevention plan and the individual abuse prevention plans detail methods for preventing and/or coping with such behaviors at this site. Staff members are trained to use intervention strategies for behavior management as needed, according to individual plans, before they begin to work with persons served, annually, and as needed. ProAct, Inc. offers Crisis Prevention Institute (CPI) training to staff members.

Staffing is provided according to the needs addressed in the Individual Plan for each participant. The Zumbrota Clinic is only a few minutes away for medical emergencies. The Goodhue County Public Health Nurse consultant visits as arranged, is on-call, provides overall supervision, assists with problem-solving, and reviews policies. The President and Director, Programs & Services visit as needed to deal with staff, services, and training issues. The

Site Manager and/or other Zumbrota ADC staff attend trainings, meetings and participate in other functions at ProAct.

ASSESSMENT OF THE PHYSICAL PLANT

ZUMBROTA ADC PROGRAM

The ProAct-Zumbrota ADC program is located in a large room, the area to the right of the front entry, on the corner of Main Street and Second Street in downtown Zumbrota. As appropriate and desired by persons served, other areas of the building may be used for programming activities, meals, or training with or without individuals served by other programs. The building meets all fire and safety requirements. The front door is fully accessible by operating a push button. All doors are wired as a part of the burglar alarm system so that a warning sound is emitted when there is entry or exit. There are two fully accessible bathrooms, and one that is not wheelchair accessible. The primary Adult Day Care bathroom, directly outside the program area, has a buzzer to signal for assistance.

ZUMBROTA DTH & SATELLITE PROGRAMS

Persons served in the DTH satellite or the Zumbrota DTH program utilize a large activity/therapy area with vinyl flooring, counter and storage space to the left of the front entry.. The vault behind the activity/therapy area will continue to be used for record and equipment storage. The next room is used for a therapy area, a sick room, and for a rest area. There is a quiet room/sensory area. The community room in the back (left) of the building is multipurpose and used for meals, cooking activities and other activities. The sun room to the right of the community room is used as offices. Persons not able to independently exit in case of emergency or fire are assisted by staff. Any person subject to wandering will be supervised at all times by staff.

Breaks and program time are supervised by staff. Staff members in the Adult Day Care and other programs use the following safety procedures:

- Doors are not propped open or locked at any time. Door alarms must be working at all times.
- All areas must always be supervised when persons served are present in that area.
- Maintain appropriate supervision as well as listening attentively and checking doors when doorbells are activated.
- Appropriate placement of persons served into chairs, recliners, beds, etc. to prevent falls with those who are unstable. If seatbelts are used, a plan for use must be written into the IPP. Report all problems immediately to the Site Manager.
- Persons (in wheelchairs or ambulatory) needing assistance shall not be placed near outside doors, stairs, etc. without continuous supervision.
- Each staff will be assigned to each building area to insure appropriate supervision throughout the building at all times.
- During staff vacations, absences, illnesses, the Site Manager will schedule accordingly so there is adequate coverage.
- Staff members have been trained on using checklist for building areas and for individual attendance, especially prior to afternoon departure.
- Rooms housing mechanical equipment, cleaning supplies, and tools are kept locked at all times. Staff members have been trained on locking the mechanical room.
- The building is air conditioned and the heating system assures that heat is evenly distributed throughout the building when needed.

ASSESSMENT OF THE ENVIRONMENT

ZUMBROTA LOCATION

There is a parking stall for people with disabilities in front of the building and an overhang on the building so that persons served are protected from the weather and entry to the building is facilitated. There is more parking adjacent to the side door on 2nd Street. Zumbrota is a small town but has a moderately busy main street. Restaurants, shopping and other services are available on the main street. ProAct-Zumbrota ADC has an elopement policy which would be implemented as needed. Persons in program receive training to assist them in being independent and safe within their environment. Whenever areas of potential hazard to staff members or persons served are identified, appropriate action will be taken to correct the problem. If more time is required, the hazard will be secured to prevent access by a vulnerable adult. All areas that are potentially hazardous to persons served have been secured in such a fashion as to remove the hazard. The basement door is kept locked at all times and is posted with an orange warning sign "Authorized Personnel Only", as are the mechanical room, the supply room, and the electrical room. All areas difficult to supervise are "off limits" to persons served.

Staff Supervision/Ratio Requirements

Services are staffed to allow for adequate supervision of all involved persons served and to meet the individual's staff ratio as determined by the following criteria:

- A. Staff to person served ratio of 1:5 is defined as persons who are not capable of taking appropriate action for self-preservation under emergency conditions.
- B. Staff to person served ratio of 1:1 for persons with a higher level of challenging behaviors.
- C. Staff to person served ratio of 1:8 is defined as persons who are capable of taking appropriate action for self-preservation under emergency conditions.

Adult Day Care Program services offered consist of the following:

- A. Socialization Activities such as group projects and recreational activities
 - Cultivation of personal interests such as arts, crafts and music
 - Activities designed to increase knowledge and awareness of the environment and to enhance language, memory and conceptual skills.
 - Vocational services - facility and community based (as appropriate)
 - Community integration/independent living skills
- B. Community Integration/Independent Living Skills
 - Self-care training
 - Community orientation training
 - Mobility training
 - Social and communication skills training
 - Safety practices training
 - Structured Exercise (under the supervision of a physical therapist)
 - Activities of daily living, including nutrition education/monitoring.
- C. Specialized therapies/consultation
 - Recreation Therapy
 - Occupational therapy/consultation

PLAN REVIEW

The Vulnerable Minor and Adult/Maltreatment Prevention Plan is reviewed annually by the Director, Programs & Services and the Board of Directors. Reports of abuse, neglect, exploitation or changes in the population, physical plant, or environment or trends gleaned from incident reports will be used to make any revisions to the plan.

PLAN ORIENTATION FOR PERSONS SERVED

Each person served or his/her representative will be oriented to the ADC Minor or Adult/Maltreatment Prevention Plan at the time of admission to the program and will be reviewed annually.

PLAN DISTRIBUTION

A copy of the plan will be posted in the ADC service area and a copy will be available to the applicant or representative at the time of admission, annual review, and upon request at anytime. The date of last review will be indicated on the Designated Coordinator review.

MANDATED REPORTERS

- All employees are mandated to report a suspected or observed maltreatment of a minor or a vulnerable adult as soon as possible (within 24 hours) or within 24 hours of the receipt of knowledge.
- Such reports shall be promptly investigated by the Director, Programs & Services, Sally Ogren, who has primary responsibility, or by the President, Steven Ditschler, who has secondary responsibility and reported to MAARC at 844-880-1574, or by completing the online reporting form: <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6303-ENG>.
- The secondary person, Steven Ditschler, must be involved to receive reports and forward them to the common entry point and to ensure that internal reviews are completed when there is reason to believe that the primary person, Sally Ogren, was involved in the alleged or suspected maltreatment.
- Or--every employee has the right to report all suspected maltreatment of a vulnerable minor or adult directly to MAARC by calling 844-880-1574 or by completing the online reporting form: <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6303-ENG>
- Specific instructions for reporting should be followed as in our Vulnerable Minor or Adult/Maltreatment Policy and Procedure Manual. (I-78-Policy/Procedures)
- Form R-107 should be used to immediately describe the incident in detail. Form A-30 should be used in lieu of R-107 if there was an injury requiring treatment or that may require treatment. The R-132 Vulnerable Adult/Maltreatment Report Form will be used by ProAct, Inc. to notify the status of a suspected maltreatment report, and will be provided to the reporter within two working days in a manner that protects confidentiality.

CONFIDENTIAL

STATUS OF REPORT OF SUSPECTED MALTREATMENT

TO: _____ (mandated reporter)

FROM: _____

Legal Authority: Minn. Stat. § 245A.65, subd. 2

On _____, at _____ a report of suspected maltreatment was received from
(date) (time)

you. This report was (was not) forwarded to _____ on _____
(common entry point) (date)

for further evaluation and investigation of the suspected maltreatment.

If you are not satisfied with the action taken by this agency, you may choose to contact the

_____ directly.
(common entry point)

AS REQUIRED BY MINNESOTA STATUTES, SECTION 626.557, YOU ARE HEREBY NOTIFIED THAT THIS FACILITY MAY NOT PROHIBIT A MANDATED REPORTER FROM CHOOSING TO REPORT AN INCIDENT TO AN EXTERNAL AGENCY. THIS FACILITY MAY NOT TAKE RETALIATORY ACTION AGAINST ANY MANDATED REPORTER WHO REPORTS AN INCIDENT TO THE COMMON ENTRY POINT IN GOOD FAITH. (Minnesota Statutes, sections 626.557, subdivision 4a, paragraphs (c) and (d)).

NOTE: THIS FORM MUST BE PROCESSED WITHIN 24 HOURS.

New 1/98
Revised 6/99, 7/01, 03/02, 03/03, 01/04
Board Approved: 04/02, 05/04

POPULATION ASSESSMENT:

1. Age range of persons receiving services:
Adult Day Care –One female and three males aged approximately 50 to 70 are being served currently in the program.
2. How will the program reduce the potential of abuse and/or harm to people related to the age of people receiving services?
The persons served are treated as individuals and age is one factor to be taken into consideration. Staff members are trained on relevant factors and the appropriate type and amount of help to offer as needed. A person could need some help exercising judgment in certain situations, or appropriate interactions with others, or managing behaviors. The Vulnerable Adult assessment can detail specific areas in which staff members need to be trained.
3. Gender of persons receiving services:
It is anticipated that our population will be mixed, but currently there is one female and three male participants.
4. How will the program reduce the potential of abuse and/or harm to people related to the gender of people receiving services? There have been no reports of abuse, injury or other incident.
Staff members are trained to understand that privacy and confidentiality are required to protect persons served. This applies to gender and sexuality as well. Information on individuals who are changing gender or who have certain preferences is protected by the case managers and is not shared as per HIPPA rules. Advocacy services are available and external referrals will be made upon request or as needed. Staff members are trained to be objective and neutral with gender and other issues and to respect the rights and dignity of all persons served. Individuals served who exhibit tendencies to disrespect others' preferences will be counseled and offered information to broaden one's perspective on such issues.
5. Describe the potential range of mental functioning of persons receiving services
Intellectual /cognitive disabilities: mild, moderate disability to well above average. Mental illness: anxiety, depression, paranoia. Traumatic brain injury, developmentally disabled, Hemiparesis, Haily Haily disease and intermittent explosive disorder.
6. How will the program reduce the potential of abuse and/or harm to people related to the mental functioning of people receiving services?
ProAct provides specialized services for people with multiple disabilities that could include mental illness, brain injury, intellectual disability and/or physical disability – for the participant who has been referred for the ADC program. Staff members have extensive training and work closely with participants, and as needed, consultants. An individualized program would be developed for each referral.
7. Describe the range of physical and emotional health of people receiving services:
The Zumbrota ADC program will serve a group of people with potentially multiple disabilities (physical and/or emotional).
Physical functioning and abilities may range from normal physical condition to significant dependence on others for activities of daily living. Disabilities of persons served may range from visual impairments, mental illness, hearing deficits, epilepsy, non-ambulation, and sensory/motor problems which affect coordination, movement, communications, and ability to understand one's surroundings, and other conditions.
8. How will the program reduce the potential of abuse and/or harm to people related to the physical and emotional health of people receiving services?
Through contracted services, assessments followed by therapy services are provided when ordered by a physician or required by program rules. Staff members are trained on information related to physical and emotional health and oriented as needed on specific information related to each person's needs, initially and as needs change or annually thereafter. New information on related subjects is integrated into staff training on a regular basis. Specific staff training is provided for individuals with specialized

needs such as food management, individuals with obsessive/compulsive disorder, blindness, individuals in wheelchairs. Their individual plans describe specific ways to protect each one from harm or injury.

9. Describe the range of adaptive/maladaptive behavior(s) of people receiving services:
Included in this population are individuals who are upset by changes in environment, routine, coworkers, schedules, rituals, group activity routines or schedules, medication, home, or roommate changes or disruptions, self-abuse, aggressive behavior toward co-workers, staff, or both; and power struggle or control issues that result in inappropriate behavior affecting others. Behaviors observed may include wandering, attention getting and non-compliance with program activities.
10. How will the program reduce the potential of abuse and/or harm to people related to the adaptive/maladaptive behavior(s) of the people receiving services?
Staff members are trained to use intervention strategies for behavior management as needed, according to individual plans, before they begin to work with persons served, annually, and as needed. ProAct offers Crisis Prevention Institute (CPI) training to staff members. Individual program plans are designed with supports to help increase adaptive behavior and decrease maladaptive behavior, and provide consistency through staff training among all staff working with the person served.
11. Describe the need for specialized programs of care for people receiving services:
Each person who participates in programming has individual needs, desires, goals and objectives related to health, general happiness and well-being, physical issues/needs requiring trained staff to appropriately assist with personal cares, lifting/transferring, medication monitoring or management, mental health management, wound care, behavior management, leisure activities, interpersonal and community interaction, and volunteer or craft pursuits.
12. How will the program reduce the potential of abuse and/or harm to people related to the need for specialized programs of care for people receiving services?
Staff orientation and training is provided initially, annually and as needs change for Individuals requiring specialized programs of care. In some situations, a nurse or family member may teach programs of care or monitor procedures so that the person served receives the care as designed and so that it meets the needs of the person. Communication among the person served and team members could enhance the process so that specialized services are delivered in the most comfortable and efficient manner possible for the person.
13. Describe the need for specific staff training to meet individual service needs:

Staff members need to be trained not only on the knowledge needed to understand a range of disability conditions and behavior management techniques, but on the specific and individual needs of the persons they are working with, in order to properly assist with daily needs, activities, goals and objectives. Because many persons served have multiple disabilities, an understanding of the interaction between physical disabilities and mental health or cognitive issues is important for appropriate care and assistance for the whole person.
14. How will the program reduce the potential of abuse and/or harm to people related to the need for specific staff training designed to meet individual service needs?
The site manager supervises and communicates with direct service staff members when it comes to implementing programs and services. DSP's and job coaches are trained on a need to know basis with specific training designed to meet individual service needs. The individual plan and related goals and objectives are included in the training provided to staff members so that they understand and are able to assist persons served in their daily schedules and activities, which may include exercise, medication,

work, community activities, volunteering, and/or personal care, meals, transportation or other needs. The program maltreatment prevention plan, and the individual abuse prevention plans, are developed to protect persons served, train staff members, and orient team members to the prevention of self abuse, financial exploitation, physical abuse, neglect, serious illness/injury, fires, elopement, suicide attempts, humiliation, retaliation and persistent emotional or psychological abuse of persons served, as well as to train all persons on the rights and responsibilities of persons served and mandated reporters as they pertain to the common entry point reporting system. Staff members are trained in Crisis Prevention Institute techniques for defusing behavior that may become abusive.

15. Describe any knowledge of previous abuse that is relevant to minimizing the risk of abuse to people receiving services:
There are up to 22 persons in the building receiving other types of services who are vulnerable to self-abuse, or have a history of being abused. Their individual plans discuss ways of dealing with this problem. If a person with a history of sexual offenses is accepted for services, it is essential that staff members carefully follow the plan for services so as to minimize risk of harm to others. Each person served who has a history of being abused or abusing others needs to be carefully monitored and to have a clear plan of action for dealing with situations that may arise. The staff members receive orientation and training to general principles as well as specific individualized plans of care for persons served who have histories of abuse.
16. How will the program reduce the potential of abuse and/or harm to people related to the knowledge of previous abuse?
Research and experience have shown that individuals who have been abused frequently continue to display maladaptive behavior and may be fearful, anxious, disruptive and/or abusive to others. They may become aggressive in response to upsetting situations, the behavior of others, certain personalities, or staff who approach them in certain ways. Training is provided to staff members so that consistency among staff members and predictable responses based on a team-generated plan will generally help to provide a secure environment. Staff training will be provided so that any incidents that could occur are dealt with according to the individual plan and so that individuals who have been abused are adequately protected from further abuse. A report of suspected maltreatment shall be reported and investigated. The reporter shall follow the procedure outlined, in policy and procedures Manual (I-78PP). This report is then dealt with as per the Maltreatment of Minors/Vulnerable Adults Act procedures (When appropriate, verbal report to the Common Entry Point with documentation in ProAct, Inc. records using the R-107).

PHYSICAL PLANT ASSESSMENT:

1. Describe the condition and design of the facility as it relates to safety for the people receiving services:

ZUMBROTA: The ProAct-Zumbrota site is located on the corner of Main Street and Second Street in downtown Zumbrota. The building meets all fire and safety requirements. The front door is fully accessible by operating a push button. All doors are wired as a part of the burglar alarm system so that a warning sound is emitted when there is entry or exit. There are two fully accessible bathrooms, and one that is not wheelchair accessible.

There is a large activity/therapy area with vinyl flooring, counter and storage space to the left of the front entry. To the right of the front entry is the Adult Day Care program. The vault behind the activity/therapy area will continue to be used for record and equipment storage. The next room is used for a therapy area, a sick room, and for a rest area. There is a quiet room/sensory area. The multipurpose room in the back (left) of the building is used for meals, cooking activities and other activities. The sun room to the right of this room is used as an office area. Housekeeping duties such as vacuuming, cleaning windows and bathrooms, emptying garbage, etc. are also options.

Persons not able to independently exit in case of emergency or fire are assisted by staff. Any person subject to wandering will be supervised at all times by staff.

Breaks and pre-work time are supervised by staff. Staff members continue to use the following safety procedures:

- Doors are not propped open or locked at any time. Door alarms must be working at all times.
- All areas must always be supervised when persons served are present in that area.
- Maintain appropriate supervision as well as listening attentively and checking doors when doorbells are activated.
- Appropriate placement of persons served into chairs, recliners, beds, etc. to prevent falls with those who are unstable. If seatbelts are used, a plan for use must be written into the IPP. Report all problems immediately to the Site Manager.
- Persons (in wheelchairs or ambulatory) needing assistance shall not be placed near outside doors, stairs, etc. without continuous supervision.
- Each staff will be assigned to each building area to insure appropriate supervision throughout the building at all times.
- During staff vacations, absences, illnesses, the Site Manager will schedule accordingly so there is adequate coverage.
- Staff members have been trained on using checklist for building areas and for individual attendance, especially prior to afternoon departure.
- Rooms housing mechanical equipment, cleaning supplies, and tools are kept locked at all times. Staff members have been trained on locking the mechanical room.
- The building is air conditioned and the heating system assures that heat is evenly distributed throughout the building when needed.
- Community work sites will be developed as opportunities arise for persons served. Work sites are assessed for safety and availability of necessary accommodations by ProAct-Zumbrota staff members. Each person is then oriented to the site and supervision/training is provided accordingly.
- Work sites and assignments would be subject to change based on individual needs and responses to that environment.

2. How will the program reduce the potential of abuse and/or harm to people related to the condition and design of the facility in terms of safety for people receiving services?
There is an active safety committee that reviews all aspects of building and environmental safety, including accidents, transportation issues, weather conditions, barriers, emergency preparations and needs. Being CARF accredited, there is an extensive set of health & safety standards that must be met. Because the facility is divided into sections and rooms, staff members are assigned so that all areas of the building are covered. Any areas of the building that are off limits are posted and or secured in such a way (locked) that they are not accessible.
3. Describe any areas of the facility that are difficult to supervise:
Locked areas: basement, mechanical room, electrical room, and the supply room.
4. How will the program reduce the potential of abuse and/or harm to people related to the areas of the facility that are difficult to supervise?
Whenever areas of potential hazard to staff members or persons served are identified, appropriate action will be taken to correct the problem. The basement door is kept locked at all times and is posted with an orange warning sign "Authorized Personnel Only", as are the mechanical room, the supply room, and the electrical room. All areas difficult to supervise are "off limits" to persons served.

ENVIRONMENTAL ASSESSMENT:

1. Describe the location of the facility including information about the neighborhood and community that the facility is located:
There is a parking stall for people with disabilities in front of the building and an overhang on the building so that persons served are protected from the weather and entry to the building is facilitated. There is more parking adjacent to the side door on 2nd Street. Zumbrota is a small town but has a moderately busy main street. Persons in program are always accompanied and supervised closely, and appropriate action is taken to ensure their safety. ProAct-Zumbrota has an elopement policy which would be implemented as needed.
2. How will the program reduce the potential of abuse and/or harm to people related to the location of the facility, including factors about the neighborhood and community?
ProAct has an elopement policy to keep individuals served safe. When a person elopes, a search is immediately begun. Unless individual protocols state otherwise, the police are called after an allotted time period to aid in the search. Should an individual walk out the door/up the street, staff members will go after them and walk them back to the facility, explaining that safety is our first concern and that is why we have rules about not leaving the building unless with a staff member. Our neighbors are acquainted with us and are extremely safety conscious, having been educated about the needs and abilities of individuals with disabilities that we serve.
3. Describe the type of grounds and terrain that surround the facility:
The facility is in the downtown area, surrounded by streets, other businesses, and parking lots. The Hiawathaland bus serves this area. Highway 58 is the main street directly in front of the building and is moderately busy with traffic.
4. How will the program reduce the potential of abuse and/or harm to people related to the type of grounds and terrain that surround the facility?
Significant efforts take place to keep the ProAct parking lot and sidewalks clear of snow and ice or other hazards in inclement weather. There is a bell signal on the doors to alert staff when doors are opened for any reason. When a new person to be served begins services, the person is oriented to all aspects of

the facility, including the rules about staying in the building, going outside in nice weather only when accompanied by a staff person, or if able to go outside independently for breaks, then the person is trained to respect the boundaries of the property, and also safety rules. If the history of an individual includes possible elopement, then a plan is developed to keep that person safe.

5. Describe the type of internal programming provided at the program:
Person-centered programming of an appropriate type is provided at the facility/community depending on the individual plans, ratios, the type of activities available, the individual schedules of participants, the skill levels, whether individuals prefer community activities, whether medication monitoring or management is needed, transportation schedules, and other factors, including behavior issues. Flexible programming related to classes, abilities, interests, and other factors such as type of funding/rules shape internal programming.
6. How will the program reduce the potential of abuse and/or harm to people through the type of internal programming provided at the program?
Individual plans and funding rules guide the programming for each person. The potential for abuse or harm is reduced by having a suitable level of supervision available, by Vulnerable Adult assessment information which is provided to staff members as training to keep individuals safe, by doing assessments which help staff program appropriately for a person's needs, and by monitoring interactions and functioning to keep people safe.
7. Describe the program's staffing pattern:
There is one full-time and one trained substitute staff member available to staff the ADC program. The other programs provided in this facility/community are set up to appropriately staff services depending on the ratios prescribed in the individual plans; and areas of the building are also organized in such a fashion that individuals served are grouped so that they will be served by appropriately trained staff persons who are available in appropriate numbers to provide services. With Adult Day Care services, that program would be staffed according to the needs of the individuals receiving services.
8. How will the program reduce the potential of abuse and/or harm to people through the program's staffing pattern?
A greater number of trained staff members are assigned to serve individuals with the highest level of need. Within that framework, there are certain individuals sensitive to noise, activity, certain other individuals, and they will have a different staffing pattern both for protection and for positive support. In the program rooms, in community activities, persons served are given choices, because that helps to prevent stressful situations of unhappy people. Staff members are also cross trained to be able to assist and/or fill in as needed to provide flexibility to the programs. Regular, ongoing training on disabilities prepares staff members to remain competent and to develop expertise on individual needs