

Achieve Services Inc.

Program Abuse Prevention Plan

EACH PROGRAM MUST ENSURE THAT:

- A. People receiving services are provided with an orientation to the program abuse prevention plan. This orientation must be within 24 hours of admission or within 72 hours for individuals who would benefit from a later orientation.
- B. The license holder's governing body or the governing body's delegated representative shall review the plan at least annually using the assessment factors in the plan and any substantiated maltreatment findings that occurred since the last review period. The governing body or the governing body's delegated representative shall revise the plan, if necessary, to reflect the review results.
- C. A copy of the program abuse prevention plan must be posted in a prominent place in the facility and be available, upon request, to mandated reporters, people receiving services, and legal representatives.
- D. If the assessment indicates that the vulnerable adult does not need specific risk reduction measures in addition to those identified in the program abuse prevention plan, the individual abuse prevention plan must document this determination.
- E. In addition to the program abuse prevention plan, an individual abuse prevention plan must be developed for each new person receiving services. A review of the individual abuse prevention plan must be done as part of the review of the program plan. The persons receiving services must participate in the development of the individual abuse prevention plan to the best of their abilities. All abuse prevention plans must be reviewed at least annually by the interdisciplinary team.

POPULATION ASSESSMENT:

1. Age range of persons the program plans to serve: 20 to 80 years old
2. What specific measures has the program taken to minimize the risk of abuse to people as related to the age of people receiving services?

In order to reduce the potential of abuse and/or harm to people related to the age range of people receiving services there remains a staff person on the premises when individuals are present. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent

abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately.

3. Gender of persons the program plans to serve: Achieve serves both males and females.
4. What specific measures has the program taken to minimize the risk of abuse to people as related to the gender of people receiving services?

In order to reduce the potential of abuse and/or harm to people related to the gender of people receiving services there remains a staff person on the premises when individuals are present. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately.

5. Describe the range of mental functioning of persons the program plans to serve:

The individuals that we support have a mixture of mental functioning. We support individuals in the range of profound DD, severe DD, moderate DD, and mild DD.

We also serve participants with traumatic brain injuries, Autism, Aspersers, Down Syndrome, Cognitive Learning Disabilities, Epilepsy, Ataxia, Cerebral Palsy, Pervasive Developmental Disorder, Cognitive Learning Disability, Trisomy 13, Hydrocephalus, Fetal Alcohol Syndrome, ADHD, allergies, Alzheimer's Disease, anxiety, Apert's syndrome, asthma, ataxia, Atypical Anxiety disorder, auto-immune disorders, Bipolar Disorder, Borderline Personality Disorder, cancer, Cardiac issues, Celiac Disease, circulatory problems, Crohn's disease, classic galactosemia, colitis, colostomies, Dandy Walker Syndrome, Dependent Personality, depression, detached retina, Diabetes, Diabetes Insipidus, Diverticulosis, dry eyes, dysphagia, epilepsy, Fetal Alcohol Syndrome, foot deformities, Fragile X, gastric reflux disorder, Glomulonephritis, Harrington Rod implants, hearing loss, high blood pressure, high cholesterol, hypothyroidism, impulse control disorder, Klemke's Paralysis, macular degeneration, melanoma, Metabolic Syndrome, microcephaly, Migraine headaches, Mitrofenoff catheters, neurogenic bladder, obsessive compulsive disorder, Oppositional Defiant Disorder, osteoarthritis, osteoporosis, Paranoid Schizophrenia, Parkinson's Disease, Pervasive Developmental Disorder, Premenstrual Dysphoric Syndrome, Retts Syndrome, rheumatoid arthritis, scoliosis, small muscle fiber disease, spastic quadriplegia, sleep apnea, strokes, Tracheotomy, urinary retention, Vader Syndrome, and Vitamin Deficiency Disorder.

6. What specific measure has the program take to minimize the risk of abuse to people as related to the mental functioning of people receiving services?

Each participant of Achieve Services will have an individual abuse prevention plan, self-management assessment and Coordinated Services and Support Plan (CSSP) addendum. Achieve Services staff will take protective measures as described in the three documents. Achieve staff will be trained on individual participant protocols. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately.

7. Describe the range of physical and emotional health of persons the program plans to serve:

Achieve serves a variety of participants. Some of them have no physical or emotional health issues. Some achieve participants have multiple health issues from ADHD, allergies, Alzheimer's Disease, anxiety, Apert's syndrome, Asperger's, asthma, Trisomy 13, ataxia, Atypical Anxiety disorder, Autism, auto-immune disorders, Bipolar Disorder, Borderline Personality Disorder, cancer, Cardiac issues, Celiac Disease, cerebral palsy, circulatory problems, Crohn's disease, classic galactosemia, colitis, colostomies, Dandy Walker Syndrome, Dependent Personality, depression, detached retina, Diabetes, Diabetes Insipidus, Diverticulosis, dry eyes, dysphagia, epilepsy, Fetal Alcohol Syndrome, foot deformities, Fragile X, gastric reflux disorder, Glomulonephritis, Harrington Rod implants, hearing loss, high blood pressure, high cholesterol, hypothyroidism, impulse control disorder, Klemke's Paralysis, macular degeneration, melanoma, Metabolic Syndrome, microcephaly, Migraine headaches, Mitrofenoff catheters, neurogenic bladder, obsessive compulsive disorder, Oppositional Defiant Disorder, osteoarthritis, osteoporosis, Paranoid Schizophrenia, Parkinson's Disease, Pervasive Developmental Disorder, Premenstrual Dysphoric Syndrome, Retts Syndrome, rheumatoid arthritis, scoliosis, small muscle fiber disease, spastic quadriplegia, sleep apnea, strokes, Tracheotomy, traumatic brain injury, urinary retention, Vader Syndrome, and Vitamin Deficiency Disorder.

8. What specific measure has the program take to minimize the risk of abuse to people as related to the physical and emotional health of people receiving services served?

Each participant of Achieve Services will have an individual abuse prevention plan, self-management assessment and CSSP addendum. Achieve Services staff will take protective measures as described in the three documents. Staff are also trained on person specific protocols – such as insulin, catheter care, seizure care, and

medication administration. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately. Staff are trained in first aid, and if required by the CSSP addendum staff are also trained in CPR.

9. Describe the range of adaptive/maladaptive behavior(s) of persons the program plans to serve:

The range of adaptive and maladaptive behaviors varies widely because Achieve provides services to participants who have no maladaptive behaviors and those who have severe maladaptive behaviors. Other behavior includes verbal and physical aggression, elopement, self-endangering decisions, and failure to perform adequate self-care despite skill level.

10. What specific measures has the program taken to minimize the risk of abuse to people as related to the adaptive/maladaptive behavior(s) of the people receiving services served?

Each participant of the Achieve program will have an individual abuse prevention plan, self-management assessment and CSSP addendum. Achieve Services staff will take protective measures as described in the three documents. Achieve staff will be trained on individual participant protocols. Staff are trained on behavior intervention strategies provide intervention as trained and as specified in the individual abuse prevention plan and CSSP Addendum.

Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately.

11. Describe the need for specialized programs of care for persons the program plans to serve:

Other than the physical and emotional health areas mentioned above, we do not have an assessed need for any specialized program of care.

12. What specific measures has the program taken to minimize the risk of abuse to people as related to the need for specialized programs of care for people receiving services?

As mentioned above, each participant of Achieve Services will have an individual abuse prevention plan, self-management assessment and CSSP addendum. Achieve Services staff will take protective measures as described in the three documents. Staff are also trained on person specific protocols – such as insulin, catheter care, seizure care, ostomy care, behavior protocols and medication administration. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately. Staff are trained in first aid, and if required by the CSSP addendum staff are also trained in CPR.

13. Describe the need for specific staff training to meet individual service needs:

Based upon the assessed areas already mentioned and training staff in the items required by MN Statutes, Chapter 245D, there is not an additional staff training need. Each participant of Achieve Services will have an individual abuse prevention plan, self-management assessment and Coordinated Services and Support Plan (CSSP) addendum. Specific training requirements for each participant are listed in this plan.

14. What specific measures has the program taken to minimize the risk of abuse to people as related to the need for specific staff training designed to meet individual service needs?

Staff persons are trained in the items required by MN Statutes, Chapter 245D, including their staff responsibilities and duties. Staff has been trained on the self-management assessments, Individual abuse prevention plans, and the CSSP addendum for individuals served by Achieve. Staff has been trained on individual protocols – such as insulin, catheter care, seizure care, and medication administration. Staff are trained in first aid, and if required by the CSSP addendum staff are also trained in CPR.

15. Describe any knowledge of previous abuse that is relevant to minimizing the risk of abuse to people receiving services:

We have no knowledge of previous abuse that is relevant to minimizing the risk of abuse to people at Achieve.

16. What specific measures has the program taken to minimize the risk of abuse to people as related to the knowledge of previous abuse?

There is no knowledge of previous abuse.

PHYSICAL PLANT ASSESSMENT:

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

Achieve Services is located in the Blaine Human Services Building of Anoka County at 1201 89th Ave. NE Suite 105, Blaine, MN. Our location on the first floor is completely accessible with two main entrances that are flat and have electronic door openers. Our space takes up approximately 80% of the first floor of our four story building. Achieve has a large production area with windows overlooking the north side of the property including a pond. We have five program areas (designated by the colors red, blue, green, purple and orange). A long east/west hallway transects the building and offers access to all the program areas. We have 11 accessible bathrooms of which 4 are designed for multiple use with privacy stalls. Each program area has a single use bathroom with the exception of area orange. Achieve has a participant lunch room equipped with 4 refrigerators to store participant lunches, tables, chairs and lockers. On the southeast side of the lunchroom is a small kitchen. In this kitchen are a commercial dishwasher, 3 sinks, a refrigerator, a freezer, and storage areas. Hazardous materials such as cleaning fluids are stored in locked areas such as the kitchen, OSHA cabinets, closets, and file cabinets per the individual needs in each area. In the event that individuals served will be using hazardous materials, it will be written in their plan. If other individuals who do not have the skills were to use these materials, they would be trained on proper use first.

2. What specific measures has the program taken to minimize the risk of abuse to people as related to the condition and design of the facility in terms of safety for people receiving services?

Mirrors have been installed in the long hallway opposite the doors from the production area. People leaving the production area can look through the window in the door at the mirrors and see if anyone is there before opening the door. We encourage our staff and participants to open those doors slowly and carefully. People who are ambulating down the hallway are encouraged to stay away from those doors that may open suddenly. Any sharp edges on the lockers have been covered with duct tape to prevent cuts. The door on the northwest corner of the lunchroom has a warning sign indicating there is a step on the sidewalk leading to the parking lot. That step has a stripe of yellow paint on it to alert pedestrians of the need to step up or down. On the concrete apron outside the participant loading area on the west side of the building is another yellow line. We ask participants to stay behind this yellow line so they can be safe as vehicles approach. Inside the west entrance there are large carpets on the ground to help decrease the wetness on the

ground and chances of falling. A door alarm is attached to the exit door of the lunchroom to alert staff if participants are exiting that area unattended. The Achieve main entrance automatic doors are only accessible from the outside from 8-9:30 without a keycard. This prevents unauthorized entrance from this area.

3. Describe any areas of the facility that are difficult to supervise:

Bathrooms and the loading area are areas that can be difficult to supervise.

4. What specific measures has the program taken to minimize the risk of abuse to people as related to the areas of the facility that are difficult to supervise?

Participants who may need closer supervision in the bathroom have that need indicated on their CSSP addendum. Staff are assigned to supervise the loading area and participant lunchroom from 8 to 9 in the morning when some participants are waiting to go to their community based jobs. Staff are assigned to load and unload vehicles as they arrive. If extra help is needed with unloading, a page is sent over the intercom to alert staff of the need for help. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately.

ENVIRONMENTAL ASSESSMENT:

1. Describe the location of the facility including information about the neighborhood and community in which the facility is located:

Achieve is located on 89th Avenue NE in Blaine near the intersection of Highway 10 and Highway 65. The neighborhood is mostly residential. Achieve is on the first floor of a four story building that houses Anoka County offices as well as non-profit organizations and educational programs. The parking lot outside of the Blaine Human Services Building holds approximately 350 cars. Achieve can be accessed through the main lobby by our office door which is unlocked during business hours. Two other doors also access the main lobby but can be opened from the lobby only with a security badge.

2. What specific measures has the program taken to minimize the risk of abuse to people as related to the location of the facility, including factors about the neighborhood and community?

Visitors to Achieve are encouraged to access Achieve through the main lobby of the Blaine Human Services building. Visitors are asked to sign in at the Achieve front desk.

Unless they are here to visit a participant, staff, or access the boiler, telephone room or warehouse, visitors are not allowed to enter Achieve space. Caregivers who pick up participants for appointments are asked to sign their participant in and out at the Achieve front desk. Unknown visitors who approach Achieve from the participant loading area are asked to use the front entrance. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately. A door alarm is attached to the exit door of the lunchroom to alert staff if participants are exiting that area unattended. The Achieve main entrance automatic doors are only accessible from the outside from 8–9:30 without a keycard. This prevents unauthorized entrance from this area.

3. Describe the type of grounds and terrain that surround the facility:

Achieve and the Blaine Human Services Building is surrounded on three sides by a large, paved parking lot. On the north side of the building is a prairie area with a drainage pond in the middle. The north edge of the prairie area is bracketed by a tall wooden highway sound barrier. Residential homes line the west edge of the property. On the southeast corner of the parking lot is an auto body repair shop. City buses and the Traveler transportation enter the parking lot and stop at the front door of the Blaine Human Services building routinely. A pedestrian sidewalk is located on the north side of 89th Avenue. On the northeast side of the building there is a fenced in patio area with tables and chairs available for use in the warmer weather.

4. What specific measures has the program taken to minimize the risk of abuse to people as related to the type of grounds and terrain that surround the facility?

A yellow line marks the safe area on the concrete loading platform where participants can wait safely. The sidewalks are kept clean and safe of debris, snow/ice. Participants access the parking lot and local neighborhoods as dictated in their CSSP addendum. The parking area on the west side of the building is reserved for Achieve vehicles only. Security cameras are placed in the parking lot to discourage theft and vandalism.

5. Describe the type of internal programming provided at the program:

Achieve provides competitive work as well as training in life skill areas to help participants meet their personal goals. Our employment services include community-based jobs as well as work completed for pay in our own in-house workshop. Based on individual needs, participants may receive help and training in

other areas such as communication, social skills, behavioral skills, motor skills, and therapy. Services are provided at our building and at job sites throughout our community.

6. What specific measures has the program taken to minimize the risk of abuse to people through the type of internal programming provided at the program?

Staff persons are trained on meeting each individual's needs, preferences, and to ensure their health and safety. Staff persons assist individuals in being as independent as possible in their activities of daily living. Supervision and staff assistance will be provided as described in each participant's self-management assessment, individual abuse prevention plan, and CSSP addendum. Staff has been trained on the Maltreatment of Minors Act and the Maltreatment of Vulnerable Adults Act and can take steps to prevent abuse and take corrective action. All staff are mandated reporters and would report any maltreatment immediately.

7. Describe the program's staffing pattern:

Someone is at the Achieve front desk from 6:45 a.m. to 4:30 p.m. on business days. Staff are assigned to program areas, the production area, and job sites based on the needs of the participants in those areas.

8. What specific measures has the program taken to minimize the risk of abuse to people through the program's staffing pattern?

If a behavioral incident occurs, more staff will be asked to come to the affected area until the situation has resolved. Staff will offer reassurance and attention to those participants who are following their schedule as well as assist in crisis management. Located by the telephones there is an emergency list of numbers to call, if needed. There is also a staff phone list available at the front desk with numbers for all staff and supervisors.

Approved by the Board of Directors the 11th day of May, 2017, 10th day of May 2018, 9th day of May 2019

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