

**STATE OF CONNECTICUT
DEPARTMENT OF DEVEMENTAL SERVICES**

Procedure No.: I.F.PR.001a
Subject: Special Concerns
Section: Human Rights and Legal Responsibilities

Issue Date: October 23, 2007
Effective Date: Upon Release

A. PURPOSE

The purpose of the procedure is to develop a consistent approach for the implementation of Abuse and Neglect Policy No: I.F.PO.001, as it relates to allegations and investigations regarding special concerns.

B. APPLICABILITY

This procedure shall apply to all individuals who are clients of the department.

C. DEFINITIONS

Abuse: Means the willful infliction by a caregiver, of physical pain or injury or the willful deprivation of services necessary to the physical and mental health and safety of an individual. The term also includes the use of offensive language or act, to provoke or upset an individual or subjects him or her to humiliation or ridicule.

Caregiver: A person who has responsibility for the care of an individual who is a client of the department.

Neglect: Means the failure by a caregiver, through action or inaction, to provide an individual with the services necessary to maintain his or her physical and mental health and safety or a situation in which a person with mental retardation is living alone and unable to provide for him or herself such services.

Willful: means the intentional acts or omissions or the reckless disregard for the safety and consequences of one's acts or omissions.

Special Concerns: Are allegations of abuse or neglect that involve several people or are about a place or location; The allegation cannot be related to an incident occurring involving an individual. Also may relate to a potential problem; or involve programmatic issues.

D. IMPLEMENTATION

1. An incident is considered a special concern as long as it arises from the same set of facts and circumstances for more than one individual. For example, an allegation that all of the people living in a specific home are being denied meals or that employees of a specific site are working in a cold environment where the furnace is out of order would qualify as this type of Special Concern. Incidents of abuse or neglect do not apply to the health and safety of employees.
2. Incidents of Special Concern are reported and investigated using the same process as incidents of abuse or neglect involving individuals. (See Procedure No: I.F. PR. 005, Abuse/Neglect or Special Concerns Allegations for details.)

3. Special Concern Incidents of verbal, psychological, and financial abuse/neglect (not reportable to OPA) are reported directly to the Abuse/Neglect (A/N) Liaison. All incidents of abuse or neglect including those that are special concerns shall be reported immediately to the Abuse appropriate agency listed below. If the identified agency does not accept the case, the allegation will be reported to the Abuse and Neglect Liaison.
 - DCF if the individual is under 18 years of age, or
 - OPA if the individual is between 18-59 years of age, or
 - DSS if the individual is 60 years of age or over, and
 - DPH if a medical facility or provider is licensed by DPH.
4. The Abuse and Neglect Liaison will record the allegation, make a determination if an immediate protective service is required, and forward the special concerns form to the Reporter.
5. The Reporter will complete this form and return to the Abuse and Neglect Liaison within 24 hours. The Liaison will notify the Lead Investigator of the need for an investigation if the Reporter does not return the completed Special Concerns form within 24 hours.
6. Completed special concerns form is received, the allegation is entered into eCAMRIS and the abuse and neglect tracking system. For eCAMRIS tracking of special concerns, the allegation is entered under the identifying RDID# of the program. If the report is about an incident that occurred in the community, the allegation is entered under the RDID# of the residence or day program that was responsible for supervision at the time of the incident.

E. REFERENCES

Policy

[I.F.PO.001 Abuse and Neglect](#)

Procedures

[I.F.PR.001 Abuse and Neglect Prevention, Notification Resolution and Follow-Up](#)

[I.F.PR.005 Abuse/Neglect or Special Concerns Allegations: Intake and Investigations](#)