

**STATE OF CONNECTICUT
DEPARTMENT OF DEVELOPEMENTAL SERVICES**

Procedure No.: I.F.PR.002
Subject: Notification Of Families Of Allegations
of Abuse And Neglect
Section: Human Rights and Legal Responsibilities

Issue Date: August 15, 2007
Effective Date: Upon Release
Revised: October 23, 2007

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 notification of families.

B. Applicability

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

C. Definitions

Redactions: the edits made to an investigation report so that the pertinent findings may be disclosed to the guardian or designated family member without compromising the investigative process or disclosing other confidential information.

D. Implementation

1. When an allegation of abuse or neglect is made involving an individual as described under Section B, the regional Abuse/Neglect Liaison will immediately inform the case manager of the allegation and that an investigation has been assigned.
2. The case manager shall ensure prompt contact the guardian and if appropriate designated family member of the allegation and document this in the individual's master record. If the family member cannot be reached by telephone that day, the case manager will send written notification. If the Guardian and/or designated family member are the alleged perpetrator, this notification will not occur.
3. As part of the above notification, the guardian or designated family member should be informed that they contact the Abuse/Neglect Liaison at any time during the course of the investigation to determine its status and that the case manager will inform them upon completion of the investigation and will ensure the summary of findings is shared.
4. Upon completion of the investigation and acceptance of the report and findings by the Regional Director, the Abuse/Neglect Liaison will send a copy of the summary of findings and recommendations to the case manager. The Abuse/Neglect Liaison will maintain a separate file of the completed investigation. In cases which OPA has completed the investigation, and the family/guardian would like additional information, the case manager will defer to OPA
5. Within five (5) working days of receiving the summary of findings and recommendations, the Case Manager will ensure contact of the guardian and/or designated family member to inform him or her of the findings. The Case Manager will note the date of the contact in the individual's master record. If the guardian and/or designated family member are the alleged perpetrator, the family/guardian will be referred to OPA for information.

6. If the Case Manager requires additional information, he/she may contact the Abuse/Neglect Liaison to review the completed investigation report.
7. The Quality Improvement Division will periodically monitor family notifications of allegations and findings to ensure compliance.
8. If the guardian or designated family member wishes to review the investigation report, the following will occur:
 - a. The case manager will notify the family member/ guardian their request needs to be in writing to the Regional Director, and will document the request in the individual's master record,
 - b. Once the request is received the Abuse and Neglect Liaison will forward a copy of the completed investigation report and all attachments to the Division of Legal and Government affairs for review and redaction of the investigation,
 - c. Once completed the Division of Legal and Government affairs will forward the redacted investigation to the Regional Director, and the Abuse and Neglect Liaison,
 - d. The Assistant Regional Director or designee will be assigned by the Regional Director to meet with the guardian or family member to review and discuss the redacted investigation report,
 - e. A copy of the redacted investigation report will be given to the Guardian and/or family member. If the family choose not to meet, the redacted report will be sent to the family /guardian member by the assigned designee.
 - f. Documentation of this meeting will be maintained in the individual's master record.
 - g. The Abuse/Neglect Liaison will maintain a copy of the redacted investigation report and correspondence in the abuse/ neglect files.
 - h. For investigations completed by the Office of Protection and Advocacy, the requesting party must work through OPA to receive a copy of the investigation.
9. OPA Death Investigations:
 - a. Upon receipt of the Investigation Report, and due to the serious nature of the investigation, the Regional Director or Designee shall contact the guardian or designated family member to inform them that the Department has received the OPA Investigation Report. The Regional Director or Designee shall explain that the investigation was completed by OPA, as mandated by statute, but that DDS wishes to make them aware of the general outcome(s) of the investigation.
 - b. The Regional Director or Designee shall state, in general, the outcome of the investigation, i.e. abuse or neglect was or was not substantiated, the recommendations (if any) contained in the report, and DDS's response to the recommendations.
 - c. If the guardian or designated family member has further questions about the investigation, or requests to see a copy of the OPA report, the Regional Director or Designee should explain that because it is an investigation completed by OPA, he or she should contact, the Director of the OPA Abuse Investigation Division.

- d. DDS Legal and Government Affairs will notify OPA and DDS Regional Directors if any cases are subject to pending litigation, which may impact upon the sharing of information by either agency.

E. References

[Policy No. I.F.PO.001 Abuse and Neglect](#)

[Procedure No. I.F.PR.001 Abuse/Neglect Prevention, Notification, Resolution and Follow-Up](#)