

Policy and Procedure for Mistreatment, Abuse, Neglect, and Exploitation (MANE)
The Right Step, Inc.

The Right Step, Inc. has a **Zero Tolerance Policy** that prohibits the abuse, mistreatment, neglect, or exploitation (MANE) of any of our clients, volunteers, employees, guests, or equines.

"Mistreatment" means an act or omission, which threatens the health, safety, or welfare of a person.

"Abuse" can be *Physical*-hitting, slapping, pushing, kicking, burning, or confining or *Sexual*-sexual activity or touching without consent or understanding.

"Neglect" occurs when a caretaker fails to make sure that the individual in his/her charge has adequate food, clothing, shelter, psychological care, physical care, medical care, or supervision.

"Exploitation" means an illegal or improper action affecting a person or use of the person's resources for another person's profit or advantage.

The Right Step, Inc. monitors to detect instances of mistreatment, abuse, neglect, or exploitation through the review of:

- Occurrence/Incident Reports;
- Verbal or written reports of any unusual or dramatic changes in behavior; and
- Verbal or written reports from clients, volunteer, instructors, advocates, parents/guardians, or caregivers.

All allegations of instances of mistreatment, abuse, neglect, or exploitation should be recorded on an Occurrence/Incident Report within 24 hours of the allegation. Procedures should be followed for an Occurrence/Incident with the addition that:

- if the individual involved is a person with a developmental disability the Program Director will contact the Community Centered Board for the area where the individual involved resides (Douglas/Arapahoe Counties-Developmental Pathways: 303-360-6600, Jefferson County-Developmental Disabilities Resource Center: 303-233-3363, Denver County-Rocky Mountain Human Services: 303-636-5600),
- for any other individuals, the Program Director will contact local law enforcement (Littleton Police Department: 303-794-1551),
- if an equine is involved, the Program Director will contact Arapahoe County Animal Control: 720-874-6750.

All contacts and follow-ups should be documented on an Occurrence/Incident Report and copies kept in the individual's file as well as in the Program Director's file.

The Right Step, Inc. will **not** conduct an investigation into allegations of MANE by individuals outside of the program.

All allegations of MANE involving a person with a developmental disability will be reviewed by the Community Centered Boards' Human Rights Committee as well as by local law enforcement as necessary. Local law enforcement will review all other allegations of MANE involving other individuals. Local animal control will review all allegations involving equines.

If there are allegations of MANE by individuals within the program (employees, volunteers, clients), those individuals will be immediately dismissed from the program and only allowed to return if the allegation is **not** substantiated.

The Right Step, Inc. will consult with the appropriate agencies to ensure the safety of all individuals and to provide the necessary victim supports.

The Right Step, Inc. employees and volunteers will be informed of all applicable state law and agency policies and procedures during training and annually thereafter.

No individual will be coerced, intimidated, threatened, or retaliated against because the individual, in good faith, makes a report of suspected mistreatment, abuse, neglect, or exploitation or assists or participates in any manner in an investigation of such allegations in accordance with Section 8.608.8 D of the Code of Colorado Regulations.

I have read and understand The Right Step Inc.'s Policy and Procedure for Mistreatment, Abuse, Neglect, and Exploitation (MANE).

Signature: _____ Printed Name: _____

Client or Parent/ Legal Guardian/Legally Responsible Person

Printed Name if not self: _____

Circle one: Client Volunteer Employee

Date: _____