

**RELIABLE COMMUNITY ALTERNATIVES, INC.**  
5416 Veterans Memorial Blvd.  
Suite #315  
Metairie, LA 70003

**Policy Regarding Abuse and Neglect of Consumers**

Reliable Community Alternatives Inc. does not condone or tolerate the abuse and/or neglect of consumers. In incidents of abuse/neglect, the following procedure will be followed:

1. The complaint/allegation of abuse and/or neglect is made.
2. The supervisor will initiate an investigation of complaint as well as report it to the Executive Director immediately. If an allegation of abuse is made against staff assigned to work with the consumer and/or the supervisor, the person(s), will be relieved of duties pending the outcome of the investigation.
3. If it is determined by the Supervisor that the abuse and/or neglect has occurred, the incident will be reported to other appropriate agency(s) and the Executive Director immediately.
4. The supervisor will document all findings and provide a written report to the necessary agencies as well as putting a copy of the report in the consumer's file within 7 days of the initial complaint.
5. Any recommendations made will be followed up on immediately.
6. Consumers have the right to make complaints without fear of retaliation from accused.

**Reporting Alleged Abuse**

All incidents of alleged abuse must be reported immediately to the site supervisor who in turn will report incidents to the Executive Director. All allegations will be reported to Child Protection, BCSS, Case Management, and other appropriate authorities in addition to their resolutions.

If the incident involved legal rights, the individual will be provided with the legal counsel.

I, \_\_\_\_\_ have read the policy for Abuse/Neglect of consumers.

\_\_\_\_\_  
Consumer/Family/Legal Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date