

# CHRISTIAN FAMILY CARE

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<b>POLICY NUMBER:</b>	<b>2.9</b>
<b>APPLICABLE TO:</b>	All Staff, Volunteers, Consultants, and Interns
Policy Topic:	<b>CLIENT MALTREATMENT REPORTING</b>
Purpose:	To ensure the safety of all clients and outline appropriate client/staff actions.
Policy:	All CFC staff, volunteers, and interns are required to <i>immediately</i> report or cause to report their knowledge of, or a reasonable suspicion of, abuse or neglect.

## PROCEDURES:

According to Arizona Revised Statute 13-3620, “Any person who reasonably believes that a minor is or has been the victim of physical injury, abuse, child abuse, a reportable offense or neglect that appears to have been inflicted on the minor by other than accidental means or that is not explained by the available medical history as being accidental in nature or who reasonably believes there has been a denial or deprivation of necessary medical treatment or surgical care or nourishment with the intent to cause or allow the death of an infant who is protected under section 36-2281, shall immediately report or cause reports to be made of this information to a peace officer, to the department of child safety or to a tribal law enforcement or social service agency for any Indian minor who resided on an Indian reservation, except if the report concerns a person who does not have care, custody or control of the minor, the report shall be made to a peace officer only.”

Staff shall follow CFC Administrative Guideline 24 - Incident Report - Programs procedures for further reporting and documentation.

If a staff member witnesses maltreatment or neglect of a client, or is informed of alleged maltreatment or neglect of a client, and does not report the incident, according to Policy 3.12- Duty to Warn/Report and AG-24 - Incident Reports - Programs, the following disciplinary action shall occur:

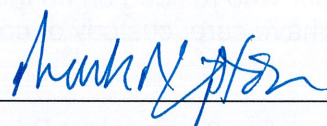
1. The first incident shall result in a first written notice and filed in the staff member's personnel file. The staff member may be put on administrative leave during an investigation or may be given notification of discharge due to the severity of the situation. If, after an investigation, allegations are confirmed, a corrective action plan will be put into place.
2. The second incident shall result in a second written notice, indicating a more severe warning to the staff member (such progressive notices(s) may or may not relate to the same violation.) The staff member will be placed on administrative leave or may be given notification of discharge due to the severity of the situation. If allegations are confirmed the staff member will be terminated.
3. Upon notification that the staff failed to report the maltreatment or neglect, the designated staff will immediately report the child maltreatment to the DCS Hotline.

If a staff member is the alleged perpetrator of maltreatment or neglect of a client, an administrative incident report shall be filed by the staff member's supervisor within 24 hours and the following disciplinary action shall occur.

1. Maltreatment or neglect of a client shall not be tolerated. If such an incident were to occur, the staff member would be put on immediate suspension until a thorough investigation occurs. Once the investigation has taken place, the decision to continue or terminate employment shall be made. If the investigation exposes maltreatment and/or abuse of a client by the staff member, immediate termination shall take place and be reported to the appropriate authorities.
2. Any incident that involves alleged client maltreatment or neglect on the part of a staff member shall be investigated according to the incident report process outlined in Administrative Guideline AG-24.

Also refer to: Policy 1.16 – Professional Practices  
Policy 3.12 – Duty to Warn  
AG-15 – Employee Separation Process  
AG-24 – Incident Reports-Programs  
AG-24 – Incident Reports-Administration

CFC Form 9004 – CFC Incident Report  
CFC Form 9054 – CFC Disciplinary Action Form  
CFC eR Form – Incident Report

PROCEDURAL APPROVAL:  DATE: May 3, 2023

**Signed receipt statement:**

"I have read and agree to abide by this CFC Client Maltreatment Reporting Policy. I understand that violation of any of the above policy and procedure may be grounds for immediate dismissal."

\_\_\_\_\_  
Printed name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date