



Program:	MRCI - Chaska	
Address:	103 Peavey Rd.	
	Chaska, MN 55318	
Date plan developed:	7/2014	Revised Date: 7/2019

EACH PROGRAM MUST ENSURE THAT:

- A. People receiving services are provided with an orientation to the program abuse prevention plan. This orientation must be within 24 hours of admission or within 72 hours for individuals who would benefit from a later orientation.
- B. The license holder's governing body or the governing body's delegated representative shall review the plan at least annually using the assessment factors in the plan and any substantiated maltreatment findings that occurred since the last review period. The governing body or the governing body's delegated representative shall revise the plan, if necessary, to reflect the review results.
- C. A copy of the program abuse prevention plan must be posted in a prominent place in the facility and be available, upon request, to mandated reporters, people receiving services, and legal representatives.
- D. If the assessment indicates that the vulnerable adult does not need specific risk reduction measures in addition to those identified in the program abuse prevention plan, the individual abuse prevention plan must document this determination.
- E. In addition to the program abuse prevention plan, an individual abuse prevention plan must be developed for each new person receiving services. A review of the individual abuse prevention plan must be done as part of the review of the program plan. The persons receiving services must participate in the development of the individual abuse prevention plan to the best of their abilities. All abuse prevention plans must be reviewed at least annually by the interdisciplinary team.

POPULATION ASSESSMENT:

- 1. Age range of persons receiving services:

MRCI Chaska supports individuals between the ages of 18 and 80.

- 2. What specific measures has the program taken to minimize the risk of abuse to people as related to the age of people receiving services?

Staff are on the premises at all times when individuals are present. As requested (e.g. by an employee of the site) and/or as needed (e.g. by the Individual Service Plan/CSSP Addendum of an individual client), staff will receive special training related to the aging process, aging related conditions, and discrimination. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

- 3. Gender of persons receiving services:

MRCI Chaska supports both men and women.

- 4. What specific measures has the program taken to minimize the risk of abuse to people related to the gender of people receiving services?

MRCI Chaska has separate male/female restrooms. All individuals are offered boundary training as needed per their individual vulnerabilities/behaviors. If two individuals are in a relationship, they are encouraged to maintain professional boundaries throughout their day at MRCI. Staff are on the premises at all times when individuals are present. As requested (e.g. by the Individual Service Plan/CSSP Addendum of an individual client), staff will receive special training related to gender related conditions and discrimination. All staff are trained annually in Maltreatment of Vulnerable

Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

5. Describe the range of mental functioning of persons the program plans to serve:

Individuals at MRCI Chaska have a diagnosis of developmental disability (based on the psychological report) or a related condition as identified in MN Statute 9525.1500 Subpart 27 including cerebral palsy, epilepsy, autism, or other conditions which relate in the impairment of general intellectual functioning that is likely to continue indefinitely, provides substantial functional limitations in 3 or more major life activity areas, or has been approved by the commissioner. MRCI Chaska supports individuals with a wide range of cognitive functioning, from mild to profound developmental disability.

6. What specific measures has the program taken to minimize the risk of abuse to people as related to the mental functioning of people receiving services?

MRCI Chaska offers a variety of programs. Individuals with more significant cognitive or physical deficits and who choose not to work are offered support in one of our smaller program areas, where work is not a high priority. Individuals who have slightly less cognitive deficits and who choose to work are supported in the production area or in the community at job sites or independent placement sites. Of course, any individual can participate in the program of their choosing, however in most situations, individuals tend to naturally choose an area in which they would be working with peers of similar interests and functioning level. All regular staff are trained annually on each person's support plan (e.g. CSSP Addendum, Self-Management Assessment, and Individual Abuse Prevention Plan), which includes information on how to work with each individual to best meet their needs. Specialized training is provided to the persons receiving services in the areas of communication, visual impairment, behavior management, activities of daily living, safety, motor development, social skills, and transportation. Training is provided on an individual basis when more detailed or specialized instruction is indicated, or as areas of vulnerability arises or recurs, and with observed skills assessment if so directed within the individual's Service Plan. Instruction is provided in small groups or on a one-to-one basis depending on the individual's abilities to learn and their compatibility with others. We firmly believe that by training clientele in self-advocacy, rights and responsibilities, that their ability to participate in their own safety management is improved. Staff are on the premises at all times when individuals are present. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

7. Describe the range of physical and emotional health of persons the program plans to serve:

MRCI Chaska supports individuals with a mixture of physical and emotional health needs. Chaska has evolved a "specialty service" to provide services to people who have significant physical challenges, including the needs to use canes, walkers, and/or wheelchairs. Some clientele are not healthy physically, and/or are unstable medically and/or mobility-wise, and/or may present with emotional challenges. These clients may be on various programming initiatives (exercise, wise food choices, smoking cessation, etc.) that MRCI may, or may not, track and/or provide active programming for. Some of the more common physical and/or emotional diagnoses supported at MRCI Chaska include, but are not limited to: schizophrenia, bipolar disorder, anxiety, depression, mood disorder, personality disorder, delirium, psychosis, adjustment disorder, pica disorder, prader willi syndrome, OCD, fragile X syndrome, ADHD, arthritis, gait abnormality, vitamin deficiency, hypertension, hydrocephalus, brain injury, bladder instability, periodontitis, hyper/hypo-thyroidism, hearing loss, skin conditions, insomnia, constipation, ataxia, high cholesterol, vision loss, seizure disorder, eating disorder, cerebral palsy, diabetes, and more.

8. What specific measure has the program taken to minimize the risk of abuse to people as related to the physical and emotional health of people receiving services served?

All regular staff are trained annually on each person's support plan (e.g. CSSP Addendum, Self-Management Assessment, and Individual Abuse Prevention Plan), which includes information on how to work with each individual to best meet their physical and emotional needs. All staff who work directly with an individual who requires additional staff training will receive that training from either a nurse (for medical training) or a trained staff or professional (for behavioral/mental health training). Staff at MRCI Chaska receive specific training regarding seizures, G-tubes, stomas, catheters, colostomy bags, oxygen, lifts, standers, and adaptive equipment as needed. All staff working in a licensed program are trained on positive supports. Specialized training is provided to the persons receiving services in the areas of communication, mental health, behavior management, activities of daily living, safety, motor development and social skills. This list is not totally inclusive, since training is provided on an individual basis when more detailed or specialized instruction is indicated, or as areas of vulnerability arises or recurs. Instruction is provided in small groups or on a one-to-one basis depending on the individual's abilities to learn and their compatibility with others. We firmly believe that by training clientele in self-advocacy, rights and responsibilities, that their ability to participate in their own safety management is improved. Staff are on the premises at all times when individuals are present. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

9. Describe the range of adaptive/maladaptive behavior(s) of persons the program plans to serve:

MRCI Chaska supports individuals with a wide range of behaviors. Some of the more common behaviors displayed by individuals served include, but are not limited to: physical aggression, verbal aggression, property destruction, self-injurious behaviors, urinating in public, disrobing, elopement, perseveration, lying, and more.

10. How will the program reduce the potential of abuse and/or harm to people related to the adaptive/maladaptive behavior(s) of the people receiving services served?

All regular staff are trained annually on each person's support plan (e.g. CSSP Addendum, Self-Management Assessment, and Individual Abuse Prevention Plan), which includes information on how to work with each individual to best meet their needs. All staff working in a licensed program are trained in positive supports. Specialized training is provided to the staff providing services and to the persons receiving services in the areas of expressive and receptive communication (in an effort to teach clientele how to express needs that can be more efficiently met), mental health, behavior management, safety, social skills. This list is not totally inclusive, since training is provided on an individual basis when more detailed or specialized instruction is indicated, or as areas of vulnerability arises or recurs. Staff training has a strong focus on de-escalation instruction and focusses on situational interventions that are proper for the specific client and behavioral circumstances, and is provided in small groups and/ or on a one-to-one basis, depending on the staff person's style of learning and their compatibility with others. Staff are on the premises at all times when individuals are present. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

11. Describe the need for specialized programs of care for persons the program plans to serve:

Every client and their team determine the degree of specialized programs required to meet the needs of the individual. As mentioned above in the physical/emotional and behavior sections, MRCI Chaska supports individuals with some significant medical and behavioral needs, requiring individualized programs and protocols.

12. What specific measures has the program taken to minimize the risk of abuse to people as related to the need for specialized programs of care for people receiving services?

MRCI Chaska has specific programming and vocational options that are tailored to meet the individual needs of those served. All regular staff are trained annually on each person's support plan

(e.g. CSSP Addendum, Self-Management Assessment, and Individual Abuse Prevention Plan), which includes information on specialized programs. All staff who work directly with an individual who requires additional staff training will receive that training from either a nurse (for medical training) or a trained staff or professional (for behavioral/mental health training). As requested (e.g. by an employee of that site) and/or needed (e.g. by the Individual Service Plan/CSSP Addendum of an individual client), the staff providing services at any MRCI Site will receive special training related to meeting the needs of persons with specialized programs. Staff at MRCI Chaska receive specific training regarding seizures, G-tubes, stomas, catheters, colostomy bags, oxygen, lifts, standers, and adaptive equipment as needed. All staff working in a licensed program are trained on positive supports. Specialized training is provided to the persons receiving services in the areas of communication, mental health, behavior management, activities of daily living, safety, motor development and social skills. This list is not totally inclusive, since training is provided on an individual basis when more detailed or specialized instruction is indicated, or as areas of vulnerability arises or recurs. Instruction is provided in small groups or on a one-to-one basis depending on the individual's abilities to learn and their compatibility with others. We firmly believe that by training clientele in self-advocacy, rights and responsibilities, that their ability to participate in their own safety management is improved. Staff are on the premises at all times when individuals are present. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

13. Describe the need for specific staff training to meet individual service needs:

As mentioned above, MRCI Chaska is responsible for providing specific staff training to meet individual medical and behavioral needs for individuals served. This includes, but is not limited to: seizures, G-tubes, stomas, catheters, colostomy bags, oxygen, lifts, standers, adaptive equipment, and individualized positive behavior supports.

14. What specific measures has the program taken to minimize the risk of abuse to people as related to the need for specific staff training designed to meet individual service needs?

All regular staff are trained annually on each person's support plan (e.g. CSSP Addendum, Self-Management Assessment, and Individual Abuse Prevention Plan), which includes information on how to work with each individual to best meet their needs. All staff who work directly with an individual who requires additional staff training will receive that training from either a nurse (for medical training) or a trained staff or professional (for behavioral/mental health training). As requested (e.g. by an employee of that site) and/or needed (e.g. by the Individual Service Plan/CSSP Addendum of an individual client), the staff providing services at any MRCI Site will receive special training related to meeting the needs of persons with specific programs and/or protocols. Staff are on the premises at all times when individuals are present. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

15. Describe any knowledge of previous abuse that is relevant to minimizing the risk of abuse to people receiving services: (Any substantiated maltreatment findings that occurred since the last review, June 2016-June 2017)

There have been no substantiated maltreatment findings that occurred at MRCI-Chaska from June 2018 -_June_2019.

16. What specific measures/has the program taken to minimize the risk of abuse to people as related to the knowledge of previous abuse? (Any revisions made to reflect review results.)

Our staff at MRCI Chaska participate in the construction of an Individual Abuse Prevention Plan for every client enrolled in the licensed program. Staff use this Plan as a primary teaching tool for awareness of individual vulnerabilities to abuse/neglect as well as outlining action plans to minimize

that abuse/neglect. MRCI retains all records that we have "on file" related to abuse/neglect, and includes those events and records as a part of the individual client's file. It is MRCI's intention that staff are oriented to relevant, client specific, records as a part of their initial and ongoing training. Some previous abuse and/or neglect might not be known by MRCI, and some may be so "historic" that it is no longer a part of the individual clients IAPP/CSSP-Addendum. Staff are on the premises at all times when individuals are present. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

PHYSICAL PLANT ASSESSMENT:

1. Describe the condition and design of the facility as it relates to safety for the people receiving services:

The MRCI Chaska building is roughly 30 years old. The building was used as a retail storeroom, then a high school prior to MRCI leasing the space. The space was re-modeled to meet the needs of MRCI and the individuals served. The halls are wide to allow for handicapped accessible traffic flow. There are railings lining the walls in the main hallway to offer assistance to individuals for safe ambulation and there are handicapped accessible restrooms available for clients. Sloped ramps have been installed at both of the front entrances; however the staff and loading dock entrance have non-accessible stairs, which causes a safety concern in emergency situations. Due to moisture under the floors, the tile has bubbled up in the hallways, while in others areas, the floor has chipped, causing small divots and peeling epoxy. This is a safety concern for the individuals who may have mobility vulnerabilities or who may pick up and eat inedible objects. Toxic substances and potentially dangerous machinery are used at Chaska MRCI. The site has a Fire Alarm, and is sprinkled.

2. What specific measures has the program taken to minimize the risk of abuse to people as related to the condition and design of the facility in terms of safety for people receiving services?

MRCI Chaska updates their site accessibility plan at least annually. The slope of the rear entrances make a ramp near impossible to install. Staff and clients participate in regular emergency drills. In the event of an emergency, staff will physically assist individuals out of the building as needed. Staff and clients have trained on safe and orderly evacuation out all exits. If a person uses a wheelchair, staff may remove the person from the chair and carry them down the stairs to safety. There is a Fire Hydrant within about 150 feet of the MRCI front entrance and another about 10 feet outside the staff entrance. If there is an event that requires the total evacuation, and the site cannot be safely reentered, staff will follow the plan outlined in the "Natural and unnatural disaster emergency procedures". The bubbles in the tiled floor are not considered to be a tripping hazard at this point because they are very small in size and no one has actually fallen due to the bubbles, but this is re-evaluated annually and will remain in the accessibility plan. The epoxy chipping is a safety concern because Chaska MRCI does support individuals who will eat inedible objects. The flooring epoxy was replaced in 2016, however the new epoxy has started to chip due to the moisture in the floor. Staff are on the premises at all times when individuals are present. Staff are encouraged to report any facility concerns to the building maintenance specialist or a supervisor. All toxic substances are stored behind locked doors and staff are always present when toxic substances are being used. All staff and clients who use potentially dangerous machinery are properly trained prior to use. This includes but is not limited to: the heat tunnel, auto taper, pallet wrapper, conveyor, and tape gun.

3. Describe any areas of the facility that are difficult to supervise:

The bathrooms, warehouse, and smoking areas are difficult to supervise as we do not have staff present in these areas throughout the day. The cafeteria and hallways are difficult to supervise during specific times throughout the day as staff are not present during non-break times.

4. What specific measures has the program taken to minimize the risk of abuse to people as related to the areas of the facility that are difficult to supervise?

Staff are on the premises at all times when individuals are present. Every program area in the building has a designated walkie talkie. Staff are trained to use the walkie talkies to communicate to one another about issues as they come up including the whereabouts of individuals who have left their area. All regular staff are trained annually on each person's support plan (e.g. CSSP Addendum, Self-Management Assessment, and Individual Abuse Prevention Plan), so they know each individual's vulnerabilities and know how to intervene. Many individuals supported at Chaska MRCI have specific plans in place with limited alone time. If one of these people does not return to their area within that limited time frame, staff will go check on them. Warehouse doors are typically closed during client work times as the warehouse area is for staff only, however if they are open, there are "not a choice" signs on the door reminding clients that they should not enter. Individuals who use the smoking area must have designated alone time in the community as staff will not always be available to accompany them outside. Staff will provide these individuals with training on safe utilization of the space. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

ENVIRONMENTAL ASSESSMENT:

1. Describe the location of the facility including information about the neighborhood and community that the facility is located:

MRCI Chaska occupies approximately 22,000 square feet in the north half of a 50,000 square foot, one story former high school building in an industrial park. The parking lot traverses around the entire complex. Busses load and unload clientele to and from the two front entrances. Traffic on Peavey Rd can be very high, the bulk of traffic being industrial park related business, with fairly frequent semi-truck traffic. As the MRCI site is near (about 100 feet) from the road, and car and truck traffic on that street can be very high, this site's placement in the community is considered somewhat dangerous, and has been determined to pose significantly risk for clients to endanger themselves if they fail to use safe street crossing skills or to those who have a history of elopement. MRCI Chaska staff and clients rarely cross Peavey on foot for programmatic purposes. To the west, over a very steep berm, lies MN Hwy 41, a very busy thoroughfare. There are other manufacturer buildings to the north and to the south of MRCI's building. Out the north side door is the smoking section and the loading dock. Only clients that have demonstrated proper safety skills are allowed to access this area.

2. What specific measures has the program taken to minimize the risk of abuse to people as related to the location of the facility, including factors about the neighborhood and community?

MRCI Chaska has an emergency plan that all staff are trained on (according to their required need to understand and implement). Clients receive an informal hybrid version training of this plan to fully orient each person to the greatest degree, according to their cognitive ability. All of this training is designed to minimize the potential of harm to people providing and receiving services, as that relates to the location of the site. All clientele are accompanied by staff when outside of the building, unless otherwise specified in their individual MRCI support plan. All staff are trained in First Aid, most are trained in CPR and AED, and a select few staff are members of the Chaska Emergency Response Team. The emergency response team has advanced training to intervene in emergency situations.

3. Describe the type of grounds and terrain that surround the facility:

MRCI Chaska is located in an industrial park. The terrain is relatively flat with a thick berm and a steep hill to the west. There are sloped, handicapped accessible entrances at both front doors, with a sidewalk connecting the two entrances. There are stairs leading to the staff entrance and the loading dock entrance. The building is surrounded by a parking lot. The parking lot has multiple pot holes, which could be a danger for individuals who may have difficulty on uneven terrain. There is a small planted garden in front of the main entrance and there are bushes and trees lining the north side of the building between the main entrance and the staff entrance.

4. What specific measures has the program taken to minimize the risk of abuse to people as related to the type of grounds and terrain that surround the facility?

Staff maintain the walkways to be free from ice and debris. Also, staff at MRCI Chaska participate in the construction of a support plan (e.g. Individual Abuse Prevention Plan, a Self-Management Assessment, and a CSSP Addendum) for every client enrolled in the licensed program. Staff use this as a primary teaching tool for awareness of individual vulnerabilities to abuse/neglect, functional limitations, and action plans to minimize risks.

5. Describe the type of internal programming provided at the program:

MRCI Chaska provides a wide range of programs for individuals served. Programs include both work and non-work programs tailored to meet the individual's interests and long-term goals. Our non-work focused programs encourage individuals to participate in training related to self-care, communication, access to the community, self-advocacy, etc. Our work focused programs encourage training in employment etiquette, soft skills, job readiness, etc. The mission is to create innovative and genuine opportunities to support their full community participation.

6. What specific measures has the program taken to minimize the risk of abuse to people through the type of internal programming provided at the program?

All regular staff are trained annually on each person's support plan (e.g. CSSP Addendum, Self-Management Assessment, and Individual Abuse Prevention Plan), which includes information on specialized programs, interests, and preferences. Staff are trained to encourage the highest level of independence for the individuals served. All staff are trained in First Aid, most are trained in CPR and AED, and a select few staff are members of the Chaska Emergency Response Team. The emergency response team has advanced training to intervene in emergency situations. Staff are on the premises at all times when individuals are present. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.

7. Describe the program's staffing pattern:

MRCI provides the level of direct service support staff, supervision, assistance, and training necessary to ensure the health, safety, and protection of rights of each person, using the parameters set by the DWRS system, 245D, and in accordance with the individual's MRCI support plan. In general, this means that we staff at no less than a 1:10 ratio for people enrolled in our DTH and Pre-Vocational programs. MRCI Chaska has a general ratio of 1:4 in MRCI Chaska does staff for lower ratios as needed per the individual's support plan and as approved by the county of financial responsibility. Service Need ratios are typically provided for proper supervision and training as determined by the clients "Team" and these ratios are established for training, skill enhancement, program efficacy and maintenance of appropriate staffing for individual client safety and adaptive skill building.

8. What specific measures has the program taken to minimize the risk of abuse to people through the program's staffing pattern?

Providing the staffing patterns indicated on an individual basis by the DWRS and the "team" adequately provides for proper supervision and supports for training. This staff ratio provides for the skill enhancement, program efficacy and for safety and adaptive skill building. We also firmly believe that by training clientele in self-advocacy, rights and responsibilities, that their ability to participate in their own safety management is improved. MRCI-Chaska takes our responsibility to insulate our clientele from abuse, neglect and maltreatment very seriously. All staff are trained annually in Maltreatment of Vulnerable Adults Act. Any MRCI staff having knowledge of an incident of suspected maltreatment of a vulnerable adult will make a report either internally or externally, following all procedures outlined in the MRCI VA policy.



Duane Olenius, MRCI Board President

Aug. 5, 2019
Date

The review of the plan used the assessment factors in the plan and any substantiated maltreatment findings that occurred since the last review. If necessary, the plan was revised to reflect the review results.

Legal Authority: Minn. Stat. § 245A.65, subd. 2