



# STATE OF IOWA

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CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

February 5, 2010

## GENERAL LETTER NO. 3-B-9

ISSUED BY: Office of the Administrator of the Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter B, **STATE RESOURCE CENTERS**, page 69, revised.

### Summary

Policy is clarified to assure that an employee alleged to have abused an individual is not permitted to have contact with the individual until the Department of Inspections and Appeals completes its abuse investigation.

### Effective Date

Immediately.

### Material Superseded

This material replaces Employees' Manual, Title 3, Chapter B, page 69, dated November 27, 2009.

### Additional Information

Refer questions about this general letter to the administrator of the Division of Mental Health and Disability Services.

### **Individual Safety**

Resource center written policies and procedures shall assure that:

- ◆ The health and safety needs of an individual involved in an incident shall be an immediate priority.
- ◆ All employees, volunteers, and contractors shall take immediate steps to assure that an individual involved in an incident receives needed appropriate treatment and protection from further harm. Such actions shall include but are not limited to:
  - Providing first aid,
  - Calling for emergency medical services,
  - Removing the individual from an environment that threatens further harm,
  - Removing an aggressor from further contact with the individual,
  - Immediately removing a caretaker from contact with the individual when the caretaker has allegedly abused the individual and maintaining the separation until the Department of Inspections and Appeals investigation has been completed and the abuse determination made, or
  - Any other appropriate action.
- ◆ The supervisor responding to the incident shall document the health and safety needs that the individual had because of the incident and the actions take in response to those identified needs.

### **Elopement**

Resource center written policies and procedures shall assure that:

- ◆ When an employee responsible for the supervision of an individual determines that the individual's location is unknown, either on campus or off campus, the employee shall immediately notify the supervisor and initiate a search for the individual.
- ◆ If the individual is not found within 15 minutes the supervisor shall immediately notify the administrative officer of the day, the doctor on call, and the superintendent or the superintendent's designee.
- ◆ The superintendent or the superintendent's designee shall implement an organized, extended search.