



Reporting in CHRIS: Abuse, Neglect, Exploitation & Human Rights Complaints

Office of Human Rights Training Series

Learning Objectives

01

Develop understanding of how to appropriately enter a complaint in CHRIS.

02

Identify and distinguish different types of complaints.

03

Identify reportable and non-reportable human rights complaints.

Agenda

CHRIS Demo (allegation)

Complaint Activity

CHRIS Demo (complaint)

Reportable vs Non-reportable

Q&A

Reporting in CHRIS Training Handout

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2023

Relevant Regulatory Information		
Human Rights Complaint Process	12VAC35-115-175 (C)(1)	<ol style="list-style-type: none"> 1. Complaints that do not involve abuse or neglect must be reported to the department (i.e., in CHRIS) as soon as possible, but no later than the next business day. 2. Complaints involving allegations of abuse or neglect must be reported to the department, in CHRIS, within 24 hours of receipt of the complaint [12VAC35-115-175 (F)(3)].
	12VAC35-115-175 (C)(2)	<ol style="list-style-type: none"> 1. The individual must be contacted regarding the complaint within 24 hours. 2. If the individual has an authorized representative (AR), that person must also be contacted within 24 hours regarding the complaint [12VAC35-115-175 (F)(3)].
	12VAC35-115-175 (C)(3)	<ol style="list-style-type: none"> 1. An impartial investigation must begin as soon as possible, but no later than the next business day. 2. Those investigating abuse, neglect, or exploitation must be trained to do so and must not be involved in the complaint [12VAC35-115-175 (F)(4)]. <p><i>Special Note: Given that investigations must be impartial, it is important that each organization have internal policies and procedures for conducting investigations. Below are a couple of questions to consider:</i></p> <ul style="list-style-type: none"> • <i>What is the process for reassigning investigators when the assigned investigator is involved in the complaint under investigation?</i> • <i>What is the process for assigning an investigator when the director or owner is the accused staff person?</i> <ul style="list-style-type: none"> ○ <i>Because the investigation must be impartial, it needs to be considered how impartial the investigation will be if an employee is responsible for investigating their manager, supervisor, director, owner.</i>

Entering Allegations





Complaint Activity #1

Complaint #1

On 4/12/23, Individual Bryant (17) reported to Employees James, Thomas, & Wayne, that Individuals Adam (16) and Brandon (17) groped his chest without his consent on 4/5/23.

Complaint Activity #2

Complaint #2

On 3/6/23 @ 11:00 a.m., Individual Terry reported an incident that occurred on 2/28/23 around lunch time. It was reported that Employee Don slapped Terry's arm away from him in response to Terry punching Don. It was also reported that Employee Dawn laughed and said to Terry, "That's what you get for being so evil!"

Complaint #3

Individual Jason's father and legal guardian arrived at the group home on 3/1/23 and found Jason rolled on his side with his head stuck between the mattress and side bed rail and with his foot and hand stuck through the rails on the bed. Jason's father reported the incident to the group home early the next day about 7:00 a.m.

Complaint #4

Mrs. Simpson reported the following allegation to the owner at 4:30 p.m. on 3/3/23: Bart Simpson's (16) Intensive In-home counselor (Employee #1) missed several sessions and paid Bart \$50 for each missed session. Also, the counselor engaged Bart in a sexual relationship.

Complaint #5

Sam complained of foot and leg pain to his group home on 3/6/23 at 8:15 p.m. Employees Nancy and Reginald assisted Sam and found his compression sock adhered to a large wound on his left leg. Sam's feet had skin breakdown and were discolored.

Entering Complaints





Reportable or Not: Carlos

Carlos became agitated during transportation. Carlton became upset with Carlos. Carlos then punched Carlton. After stopping the van, Employee Frank used approved behavior management techniques to de-escalate incident.

Reportable or Not: Randy & Mike

While an outing with his Therapeutic Day Treatment program, Individuals Randy and Michael got into a fight. Staff Brain, responsible for supervising Randy and Michael continued to redirect both individuals' behavior throughout the day. When the fight began, Brain was assisting another Individual with an activity. Brian, along with two other Staff (Rachel and Stacey), immediately intervened using verbal de-escalation, along with Brian, who had to use an approved hands-on hold to restrain Randy. Mike was unable to calm down and ran off. Staff were unable to find Mike even though Staff Stacey ran after him.

Reportable or Not: Jason & Ramon

Jason and Ramon engaged in a verbal altercation. Employee Earnest used a wrist grab to guide Jason away. Jason attempted to get free of the wrist hold but couldn't. Jason complained that Earnest injured his wrist.

Reportable or Not: Lamont

Lamont disclosed to his counselor that he was attracted to him which is why he wouldn't report the counselor for what Lamont felt was subpar service. The counselor, concerned that he already had two complaints against him, indulged Lamont's attraction to him with the understanding that Lamont would not report him.

Reportable or Not: Chantel

Chantel refused to comply with Employee Kenny's requests to eat dinner. Kenny told Chantel to leave the table and go to her bedroom until told to rejoin the group. Employee Sandra stood outside of Chantel's bedroom for 15 min before allowing her to leave the room.

Q&A