

Investigation Training for Administrators

Responding to Allegations of Abuse,
Neglect, Mistreatment, Exploitation,
and Injuries of Unknown Origin

Training Objectives

- Understand the definitions of abuse, neglect, mistreatment, and exploitation
- Recognize responsibilities for prompt and thorough investigations
- Learn a systematic approach for investigating allegations and injuries
- Develop best practices for documentation, reporting, and follow-up

Definitions to Know

- Abuse: Willful infliction of injury or harm
- Neglect: Failure to provide care or services resulting in harm
- Mistreatment: Improper or inappropriate treatment
- Exploitation: Use of a person for personal gain
- Injury of Unknown Origin: Harm without clear explanation or witness

When to Investigate

- Any allegation or suspicion of abuse, neglect, mistreatment, or exploitation
- Any injury, especially when the cause is unknown or questionable
- When patterns or concerns arise, even without a formal complaint

Immediate Actions

- Ensure safety of the person involved
- Separate alleged victim and perpetrator, if needed
- Notify regulatory authorities and family/guardian as required
- Initiate investigation promptly—ideally within 24 hours

Steps of a Thorough Investigation

- 1. Secure and preserve evidence (photos, logs, objects)
- 2. Interview alleged victim, witnesses, and staff
- 3. Review documentation, medical records, and logs
- 4. Assess timelines, supervision, and protocols in place
- 5. Determine if incident is substantiated, unsubstantiated, or inconclusive

Documentation Best Practices

- Use objective, factual language
- Include date, time, and all parties involved
- Avoid assumptions or conclusions until findings are complete
- Keep all records confidential and secure

Injury of Unknown Origin

- Investigate any unexplained bruises, cuts, or marks
- Review environment, supervision, and recent activities
- Interview staff across all shifts
- Notify appropriate parties and monitor closely for patterns

Reporting Requirements

- Comply with state and federal reporting timelines
- Report to Adult Protective Services, licensing, and other entities as needed
- Document who was notified, when, and how
- Follow internal reporting protocol

Root Cause & Corrective Actions

- Identify systemic or staff-level breakdowns
- Implement corrective action plans with timelines
- Retrain staff when needed
- Monitor follow-up to ensure prevention

Administrator Responsibilities

- Set a tone of accountability and transparency
- Support staff in identifying and reporting concerns
- Ensure timely investigations and resolution
- Maintain compliance and documentation for audits

Thank You

- Your leadership protects those we serve.