Prevention and Reporting of Abuse, Neglect, Exploitation and Abandonment

CLIENT AND PERSONNEL POLICY | SAF-001 | 2026.10.31.1 | October 31, 2026

1 | Purpose, scope and responsibility

KCLS prohibits abuse, neglect, exploitation, abandonment and retaliation in its services. This policy applies to the owner, employees, contractors and anyone acting for KCLS. It also guides reporting concerns involving family, caregivers, other providers or household members. It protects all clients; statutory reporting routes depend on the person and setting.

KCLS provides nonmedical concierge help for independent adults. It does not provide personal care, childcare, protective supervision, clinical assessment or transportation of clients. Reporting a concern does not authorize those services or establish a clinical diagnosis.

2 | Recognizing concerns

Abuse includes physical injury, intimidation, humiliating or threatening treatment, unreasonable confinement, and sexual abuse or nonconsensual sexual conduct. Examples of concerns include unexplained injuries, fear of a caregiver, threats, unwanted touching, or a person describing harm. A warning sign is a reason for concern, not proof.

Neglect includes failure to provide essential goods or services needed to avoid harm. Self-neglect concerns may include an inability to obtain food, water, shelter or necessary care. Unmet needs must be considered factually; disability, poverty, clutter or a capable adult declining help does not by itself establish mistreatment.

Exploitation includes improper use or attempted use of money, property, accounts, identity or influence for another person's benefit without informed consent. Watch for coerced gifts, unexplained missing property, pressure over legal documents, or unauthorized transactions.

For this policy, abandonment means deserting a person after assuming an essential assistance or care responsibility without a safe arrangement. This is an operational description, not a separate statutory definition under Chapter 48. Report the underlying suspected abuse, neglect or exploitation through the applicable route.

3 | Prevention and boundaries

Honor consent and dignity. Never threaten, punish, restrain, sexually exploit, borrow from, or use a client for personal gain. Follow existing gift and gratuity rules. Do not accept shopping cash/cards, manage finances, take passwords, become an account beneficiary, or influence wills or powers of attorney. Obtain permission before moving or disposing of property. No unauthorized photographs, recordings or social-media disclosures.

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4 | Act immediately when a concern arises

First protect personal safety. Call 911 for immediate danger, serious injury, violence or a life-threatening emergency; follow dispatcher instructions within training and safe lawful limits. Move to safety where possible. Do not confront a suspected offender or put yourself or the client at additional risk.

Listen calmly, take the concern seriously and record the person's own words. Ask only what is needed to understand immediate safety and make the report. Do not investigate, interrogate, promise secrecy, diagnose, collect evidence unlawfully or delay to obtain proof. Preserve existing relevant records without editing or deleting them.

Each person with a reporting duty must make the required outside report directly. Do not wait for a family member's permission, a client signature, management approval, a complaint response period, a completed form or an internal investigation. A 911 call or report to KCLS does not automatically satisfy the separate protective-services reporting duty.

5 | Texas reporting routes

Community setting: Texas Human Resources Code Section 48.051 requires an immediate report when there is cause to believe an adult age 65 or older, or a qualifying person with a disability, is in a state of abuse, neglect or exploitation. Chapter 48 defines the qualifying disability as one substantially impairing ability to provide adequately for care or protection. Call the Texas Abuse Hotline, 1-800-252-5400, available 24/7. Report available facts; let intake determine jurisdiction and response.

Children: report suspected child abuse or neglect immediately to DFPS at 1-800-252-5400, even though KCLS does not provide childcare. Texas Family Code Section 261.101 also imposes a professional-reporting rule, currently no later than 24 hours, with no delegation. KCLS requires immediate reporting; the outer legal limit is not a waiting period. Follow applicable identification requirements for the report.

Regulated settings/providers: suspected mistreatment in nursing homes, assisted living facilities, or involving HCSSA, HCS, TxHmL, ICF/IID or state-supported living center providers may require reporting to Texas HHS Complaint and Incident Intake, 1-800-458-9858. Other state-regulated facilities may have their own agency. State the setting and alleged provider; request routing guidance without delaying the report. A facility complaint or supervisor notification alone is not the outside report.

Online DFPS reporting at txabusehotline.org is for nonurgent situations only. Never use it for an emergency or a situation requiring investigation within 24 hours. KCLS personnel should telephone to meet this immediate-reporting procedure. If a route cannot be reached or is uncertain, contact the appropriate hotline/authority promptly, document attempts and follow routing instructions; use 911 for immediate danger.

For other adults, protect safety, document facts, and contact law enforcement for suspected crime or threats as appropriate. Do not assume that every adult automatically falls within APS jurisdiction. Follow other applicable reporting laws and the receiving agency's directions.

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6 | Information to report and document

Provide available name, age, address/location and callback information; the person responsible for care if known; the observed condition or conduct; when and where it occurred; the basis for your concern; immediate risks; witnesses; and relevant provider/setting details. Do not delay because some information is unknown.

After immediate safety action and external reporting, complete the Internal Incident Report as soon as practicable, ordinarily during the same workday when safe. Record discovery time, facts and exact statements, actions, agency/number called, report time, intake confirmation or case reference, instructions, attempted contacts and follow-up. Internal deadlines never postpone an external report. Record later additions with their own date/time; do not overwrite the original.

7 | Notification, conflicts and retaliation

Notify the owner after required reporting when safe, unless the owner is implicated or notification could compromise safety or the investigation. When the owner is implicated, report directly to the outside authority and use a secure record method consistent with its instructions. Never require an owner-only complaint route or reveal a report to the alleged offender.

Notify a client or authorized emergency contact only when appropriate, safe and consistent with law and agency instructions. Do not automatically notify a suspected offender or a contact who could endanger the person or evidence. Explain that confidentiality has legal reporting exceptions. Do not seek a release as a prerequisite to a mandatory report.

KCLS prohibits retaliation, intimidation, threats, adverse scheduling, withholding refunds, or service termination because someone made a good-faith report, raised a concern or cooperated with authorities. A concern that is not substantiated is not automatically a false report. Knowingly false reports are prohibited. Safety restrictions must have an independently documented legitimate basis.

8 | Safe service interruption and transitions

Do not accept or continue tasks requiring personal care, childcare or protective supervision. If unexpected dependence or urgent danger becomes apparent, stop unsafe tasks, request emergency/appropriate assistance and contact a safe authorized person when appropriate. Do not simply leave a person in known immediate danger when a safe, reasonable alternative is available. If remaining is unsafe, withdraw and call 911 from safety. Document circumstances, directions and the person's status when departing.

Respect a capable adult's choices; do not detain, restrain or force care. Reporting duties still apply. For nonurgent changing needs, discuss appropriate providers, communicate service limits and transition steps, use existing notice rules and reconcile unused prepaid service fairly. This policy does not promise continuous attendance or supervision, change fees, or waive client rights.

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9 | Records, system use and follow-up

Keep incident and reporting records in a restricted incident file, with paper originals locked and approved digital storage protected. Limit access to people with a legitimate need; verify any official request before lawful disclosure. Retain at least seven years after service ends, longer for legal hold or law. Do not promise absolute confidentiality or anonymous reporting.

Do not put allegations, diagnoses, victim statements or hotline documents in Square invoices, appointment titles, public forms, group chats or general staff feeds. Connecteam may hold the policy and training record. A system incident form may be used only after access is verified as restricted to authorized reviewers. Until verified, use the controlled incident PDF and approved restricted storage; do not use a public form as an abuse intake channel.

Follow agency instructions, preserve records and cooperate lawfully. The owner or an uninvolved authorized reviewer records immediate protective measures, necessary service changes, follow-up and corrective action. Do not delay outside reporting for internal review or label an allegation substantiated without a proper basis. Where the owner is implicated, seek independent professional support without interfering with authorities.

10 | Training, delivery and review

The owner and all personnel review this policy before unsupervised client work and at least annually thereafter, and after material changes. Training covers recognition, emergency response, reporting routes, direct reporting duties, conflicts, boundaries, confidentiality, documentation and nonretaliation. Record actual completion; never prefill a signature or certify training not completed. KCLS may restrict client assignments pending training and address misconduct, up to ending the working relationship, subject to law.

Provide clients the Client Safety and Abuse Reporting Notice and the updated handbook at enrollment, in an accessible format when needed. Log the actual version and delivery date. Existing clients receive the notice promptly through an approved channel. Informational receipt does not require a new waiver or replace the signed agreement. Do not silently amend executed records.

Approved for implementation by owner instruction on October 31, 2026. Owner/administrator: Barrium Clinton. Next scheduled policy review: October 31, 2027, or sooner if law, contacts, services or systems change. This operational approval is not an attorney certification or a completed staff training record.

Authorities and source checks | checked October 31, 2026

Texas Human Resources Code, Chapter 48 (adult definitions and immediate reporting)
https://tcss.legis.texas.gov/resources/HR/htm/HR.48.htm

Texas Family Code, Chapter 261 (child reporting)
https://tcss.legis.texas.gov/resources/FA/htm/FA.261.htm

Texas Abuse Hotline (DFPS reporting and urgency)
https://www.txabusehotline.org/

Texas HHS contact and regulated-provider reporting
https://www.hhs.texas.gov/contact