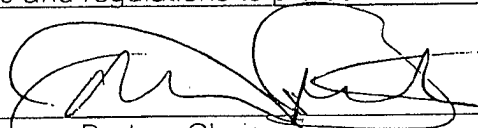


ARTICLE I. STANDARD TERMS AND CONDITIONS

17. Zero Tolerance Policy

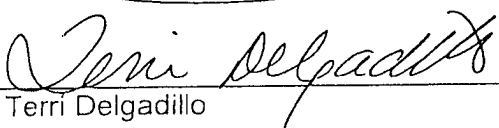
- a. Contractor shall develop and post on its Internet Website by October 1, 2013, a Zero Tolerance Policy regarding consumer abuse and neglect. Contractor shall annually notify all its employees, and notify vendors and long-term health care facilities serving consumers of its Zero Tolerance Policy. The Zero Tolerance Policy shall specify:
- 1) That all Contractor, vendor and long-term health care facility staff serving consumers are required to report, pursuant to Welf. & Inst. Code Section 15630, to the appropriate entities any incident or allegation of suspected abuse or neglect.
 - 2) The entities for reporting suspected abuse or neglect.
 - 3) That upon becoming aware of a reportable incident or allegation of abuse or neglect of a consumer, pursuant to Welf. & Inst. Code Section 15630, Contractor and the associated vendor or long-term health care facility shall take immediate action to ensure the health and safety of the involved consumer and all other consumers receiving services from the Contractor, associated vendor or long-term health care facility.
 - 4) That the Contractor, its vendors and long-term health care facilities serving consumers shall ensure its respective employees are fully informed upon hire and annually thereafter regarding the Contractor's Zero Tolerance Policy and mandatory abuse and neglect reporting laws. Each employee must be knowledgeable of their responsibility to protect consumers from abuse and neglect, the signs of abuse and neglect, the process for reporting suspected abuse or neglect, and the consequences of failing to follow the law and enforce the Zero Tolerance Policy.
- b. The Contractor's Zero Tolerance Policy shall be incorporated into any new or revised contract, vendorization or other agreement for consumer services. Existing vendors and long-term health care facilities serving consumers shall be informed of Contractor's Zero Tolerance Policy; the Contractor's expectation of compliance with its policy; and, the Contractor will utilize all remedies available to it in statute and regulations to protect the health and safety of consumers.

APPROVED:



James Burton, Chair
ARSA Contract Negotiating Committee

6/5/13
Date



Terri Delgadillo
Director
Department of Developmental Services

6/5/13
Date