



QA “QUICK TIP”

If one of your residents causes damage to facility property, do not expect the consumer to be financially responsible. Do follow the steps below to avoid a complaint to QA:

- **DOCUMENT:** 1) what was happening prior to the property damage; 2) what did the property destruction entail; and 3) what happened after the property destruction?
- **ASSESS:** What is your responsibility for paying for repairs? Was the behavior triggered by staff? Were there other contributing factors? Does your homeowner's insurance cover the damage?
- **MEET:** A planning team meeting is needed so the SC can evaluate the situation and develop a plan. Before a consumer is asked to contribute to costs, the SC needs to review your documentation and evaluate several factors such as willfulness, capacity to understand consequences; 3) capacity to understand the value of money; 3) availability of funds to contribute an *equitable* amount toward the cost of repair; and, willingness to contribute.
- **REVIEW:** The planning team should also discuss approaches the staff can take to reinforce positive behaviors to reduce the likelihood of reoccurrence.
- **REQUEST:** an IPP Addendum that spells out the plan and details agreements concerning the behavior, including how damages will or will not be shared; etc...

As always, you can contact your QA Liaison for assistance.

