

# MALTREATMENT MANAGEMENT WORKSHOP

## REGISTRATION FEES:

**LeadingAge Minnesota Members**  
**\$345 per person**

**Prospective Members**  
**\$485 per person**

**REGISTER HERE**

*Registration fee includes Wednesday lunch and afternoon break, and morning refreshments on both days.*

## PURPOSE:

All settings/services licensed by the Minnesota Departments of Health or Human Services are required to report instances of maltreatment of residents including care centers, assisted living, hospice, adult day services, and home and community-based services. In addition, any federally certified skilled nursing facilities have additional federal reporting requirements. This workshop will be highly interactive and will take a maltreatment case from the initial report of potential maltreatment to staff through the interdisciplinary team review and care plan/individualized abuse prevention plan creation.

**WEDNESDAY, DEC. 10**

9 a.m. – 4:30 p.m.

**THURSDAY, DEC. 11**

7:45 a.m. – Noon

**MINNESOTA**

**HUMANITIES CENTER**

987 Ivy Ave E, St. Paul, MN 55106

## LEARNING OBJECTIVES:

- Review maltreatment regulations and requirements.
- Develop/revise your maltreatment policy to cover education, reporting, and the investigation process.
- Examine what information needs to go into a maltreatment report, and when and how to make a report.
- Write a practice report during a sample report writing exercise.
- Describe the maltreatment investigation process.
- Apply the investigation process in small groups using a case study by conducting mock interviews, completing a timeline, root cause analysis, and finalizing a maltreatment report.

# SCHEDULE OF EVENTS

## Wednesday, Dec. 10

9 – 9:30 a.m. Registration and Continental Breakfast  
9:30 a.m. – 4:30 p.m. Program (includes lunch and breaks)

### Maltreatment Review

- How did we get here?
- Types of Maltreatment
- Reporting
- **Exercise: Is this situation reportable?**

### Maltreatment Investigations

- Components of an Investigation
- Investigation and Reporting Timeline
- Keeping Residents Safe
- **Exercise: Write an initial report.**

### Interviews

- Determining Interviewees
- Interview Techniques
- **Exercise: Interview practice.**

### Survey

- What do surveyors want to see?
- Talking with Surveyors about Maltreatment Investigations
- Common Citations

### Notifications

- Initial Notifications
- What can/should you tell others?

## Thursday, Dec. 11

7:45 – 8 a.m. Check-in and Continental Breakfast  
8 a.m. – Noon Program (includes morning break)

### Documentation

- Writing the Investigation Summary
- Final Documents
- Investigation Documentation
- **Exercise: Final investigation summary.**

### Maltreatment Policies

- Education
- Reporting
- Investigation/Process

### Crisis Communications

- Plan
- Audience

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## CEUs

This workshop has been designed to meet the CEU approval criteria for the Minnesota Board of Executives for Long Term Services and Supports (MN-BELTSS) and the Minnesota Board of Nursing. Participants may also request a general certificate of attendance. CEUs are earned only for the individual registered.

**ELIGIBLE FOR  
9 CLOCK HOURS**

## SUGGESTED AUDIENCE

Directors of nursing, nurse managers, direct care nurses, administrators, social workers, and leadership team members.

## PRESENTERS

Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, EverCare Aging Services Consulting, St. Paul; and Robert Rodè, Attorney/Partner, Rodè & Coffin, LLC, St. Paul

## HANDOUTS

Participants will receive links to electronic handouts before the conference and are encouraged to print them in advance or download to view on a laptop or tablet. Printed materials will be provided onsite for individual and group exercises only.

## CUT-OFF/CANCELLATION

Registration cut-off date/cancellation deadline is 5 p.m. on Wednesday, Dec. 3, 2025. Cancellations must be made in writing and are subject to a \$25 processing fee. No refunds will be provided for no-shows. LeadingAge Minnesota reserves the right to cancel this workshop.

## ACCOMMODATIONS

LeadingAge Minnesota has a corporate rate with the [Delta Hotel Minneapolis Northeast](#). The room rate will be the lesser of these two rates: \$149 or 20% off standard rate (rates are set based on hotel availability). Fees are subject to local and MN taxes. Individual reservations can be made using this [booking link](#). Individuals may also find accommodations on their own in St. Paul.

**ONLINE  
BOOKING  
LINK**

## FOR FURTHER INFORMATION

Olivia Scott, Events and Education Coordinator, at [oscott@LeadingAgeMN.org](mailto:oscott@LeadingAgeMN.org) or 651.603.3559 for assistance or if your registration has not been confirmed.