
PRAESIDIUM ACCREDITATION[®]

Guidebook for Consumer Serving Organizations

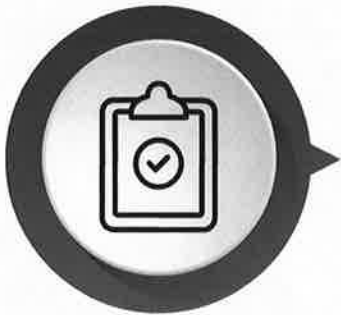
Our mission is to help you protect those in your care from abuse and help you preserve trust in your organization.

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The Praesidium Accreditation Process

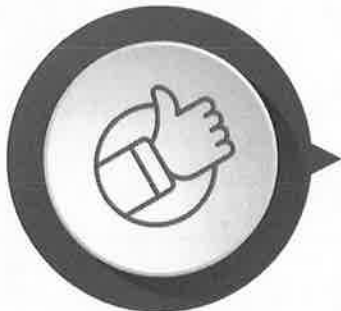
Praesidium's mission is to help you protect those in your care from abuse and to help preserve trust in your organization. Praesidium Accreditation is a standardized, consistent, and objective process that allows organizations to publicly demonstrate their commitment to abuse prevention. Praesidium's team of experts will be there every step of the way as your organization moves through the Accreditation process. Praesidium believes every organization should have the opportunity to become accredited and is committed to preventing abuse and protecting organizations.



01 | PHASE ONE: **Implementation**

- Application
- Self-Assessment
- Site Visit Preparation

During this phase, an organization will implement Praesidium Accreditation Standards with the assistance of Praesidium Experts. After submitting an application, an organization will complete a self-assessment and access resources, begin to work on corrective action and, submit materials to Praesidium for review as they prepare for a site visit.



02 | PHASE TWO: **VERIFICATION**

- Site Visit
- Report
- Corrective Action

During Phase II, Praesidium Experts will verify the implementation of the Accreditation Standards with a site visit. Following the site visit, Praesidium will share its findings to highlight any Standards that were not fully implemented and the steps an organization needs to take for corrective action.



03 | PHASE THREE: **ACCREDITATION**

- Accreditation
- Maintaining Accreditation

Once Praesidium Standards are fully implemented, the organization will be accredited. During the Accreditation period the organization is required to maintain implementation of the Praesidium Accreditation Standards. Praesidium Experts will be available through the entire accreditation process to ensure your organization has the support it needs.

The **Accreditation Guidebook** is designed to assist you during each phase of the Accreditation process. Each section includes an overview of the phase, accompanying resources or handouts, tips, and a checklist. If you have any questions, please contact your *Praesidium Accreditation Specialist*.

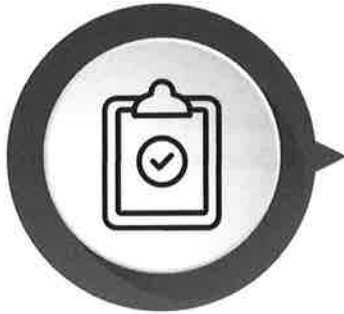
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PHASE 1

Phase 1: Implementation



- Month 1** • Application
- Months 2-3** • Self-Assessment
- Months 4-7** • Site Visit Preparation

OVERVIEW

During this phase, an organization implements Praesidium Accreditation Standards with the assistance of Praesidium experts.

Once the application is approved and a contract has been signed between the organization and Praesidium, you will receive the *Praesidium Accreditation Self-Assessment*[®], the *Praesidium Accreditation Standards Implementation Guide*[®], and sample resources to assist with implementation. You are expected to complete the self-assessment within 60 days.

Once complete, you will send the self-assessment back to your *Accreditation Specialist*. You will receive a corrective action plan along with a dashboard to monitor your progress. With assistance from your *Praesidium Consultant* and sample resources, you will complete corrective action for standards that are identified as not fully implemented in the self-assessment.

After corrective action is complete, you will send the documents listed in the Materials to Send to Praesidium section of this guide to your *Accreditation Specialist*. You are expected to complete corrective action and send materials within 120 days of completing the self-assessment.

The site visit(s) will be scheduled once your *Accreditation Specialist* reviews the materials and has verified off-site corrective action is complete.

Once the site visit(s) have been scheduled, you will continue to:

- Prepare documents for onsite review listed in the Materials to Prepare for the Onsite Visit section of this guide.
- Prepare employees and volunteers for interviews, observations, and inspections using the information outlined in the Tips for Phase 1 section of this guide.
- Send surveys to employees, volunteers, parents/guardians (as appropriate), and consumers (as appropriate).

Phase 1: Materials to Send to Praesidium

POLICIES

- Policy for zero tolerance for abuse (Standard 1)
- Policy for prohibiting the abuse or mistreatment of one consumer by another (Standard 1)
- Policy for Policy for appropriate and inappropriate interactions with consumers (Standard 2), including:
 - Physical contact
 - Verbal interactions
 - One-on-one interactions
 - Electronic communications
- Policy stating legal and ethical duty to report suspected abuse (Standard 3)

SCREENING AND SELECTION

- Screening protocol for employees and high-access volunteers (Standards 4, 5)
- Standardized application for employees and high-access volunteers (Standard 4)
- Interview questions for employees and high-access volunteers (Standard 4)
- Reference check questions for employees and high-access volunteers (professional and personal) (Standard 4)

TRAINING

- Training plan for employees and high access volunteers for:
 - Foundational abuse prevention (Standard 6)
 - Ongoing abuse prevention (Standard 6)
 - Responding to boundary violations and allegations of abuse (Standard 6)
 - Monitoring and supervising consumers and high-risk activities (Standard 6)
- Training plan for supervisors for:
 - Effective supervision practices related to abuse risk management (Standard 7)
 - Responding to boundary violations or allegations of abuse (Standard 7)

MONITORING AND SUPERVISION

- Procedures for monitoring and supervising employees and volunteers (Standard 8), including:
 - Job descriptions and sample performance evaluations
- Procedures for monitoring and supervising consumers (Standard 9)
- Procedures for monitoring and supervising high-risk activities (Standard 10), including:
 - One-on-one interactions
 - Off-site activities
 - Mentoring program (if applicable)
 - Aquatics program (if applicable)
 - Youth sports program (if applicable)

MONITORING AND SUPERVISION - Continued

- Overnight and residential activities (if applicable)
- Resident and overnight camps (if applicable)
- Bathrooms
- Locker rooms and changing areas (if applicable)
- Diapering, toileting, and personal care assistance (if applicable)
- Playground and recreational activities (if applicable)
- Quiet time and naptime (if applicable)
- Procedures for monitoring and supervising program areas and facilities (Standard 11)

INTERNAL FEEDBACK SYSTEMS

- Process for employees and volunteers to report concerns, complaints, or grievances (Standard 12)
- Process for parents/guardians to report concerns, complaints, or grievances (if applicable) (Standard 12)
- Process for consumers to report concerns, complaints, or grievances (if applicable) (Standard 12)
- Process for responding to concerns, complaints, or grievances by (Standard 13)
- Consumer surveys (if applicable) (Standard 14)

CONSUMER PARTICIPATION

- Consumer handbook or policies (Standards 1, 15)
- Materials distributed to consumers regarding abuse prevention and policies (if applicable) (Standard 15)
- Materials distributed to parents/guardians regarding abuse prevention and policies (if applicable) (Standard 16)

RESPONDING

- Procedure for responding to red-flag or inappropriate behaviors and/or policy violations (Standard 17)
- Procedure for responding to allegations or incidents of abuse (Standard 18)
- Procedure for responding to consumer-to-consumer sexual activity (Standard 19)

ADMINISTRATIVE PRACTICES

- Code of Conduct for third party organizations (Standard 22)
- Screening requirements for third party organizations (Standard 22)
- Training curricula, if applicable (Standard 22)
- Responding requirements for third-party organizations (Standard 22)
- Process for identifying low-access and high-access volunteers (Standard 23)
- Screening protocols for low-access volunteers (Standard 23)
- Standardized application for low-access volunteers (Standard 23)

Phase 1: Materials to Prepare for the Onsite Visit

POLICIES

- Policy acknowledgements by employees and volunteers (Standards 1,3)

SCREENING AND SELECTION

- A sample of employee and high-access volunteer screening records (Standard 4)

TRAINING

- Training completion records for employees and high-access volunteers (Standards 6, 7)

INTERNAL FEEDBACK SYSTEMS

- A sample of files pertaining to boundary or policy violations and/or incidents of abuse (Standards 13, 17, 19), which include:
 - Concern, complaint, or grievance reports
 - Investigation
 - Response to complaint or incident, including any safety plans for consumers that may have been implemented
- Mechanisms to collect, compile, and analyze data from the following (Standard 14):
 - Employee surveys
 - Volunteer surveys
 - Parent/guardian surveys if applicable
 - Complaint or incident data

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ADMINISTRATIVE PRACTICES

- A sample of third-party organization files (Standard 22), which include:
 - Signed Codes of Conduct, if applicable
 - Screening materials, if applicable
- A sample of low-access volunteer files (Standard 23), which include:
 - Screening records
 - Training completion records

Phase 1: Sample Site Visit Schedule

Day 1

| Time | <i>Praesidium Representative 1</i> | <i>Praesidium Representative 2</i> |
|--------------|--|------------------------------------|
| Morning | Meeting with leadership and tours | |
| <i>Lunch</i> | | |
| Afternoon | File review and observations/inspections | Interviews |

Day 2

| Time | <i>Praesidium Representative 1</i> | <i>Praesidium Representative 2</i> |
|--------------|------------------------------------|------------------------------------|
| Morning | Interviews | |
| <i>Lunch</i> | | |
| Afternoon | Interviews | |

Day 3

| Time | <i>Praesidium Representative 1</i> | <i>Praesidium Representative 2</i> |
|---------|------------------------------------|------------------------------------|
| Morning | Follow Ups | |

***This is a sample schedule. Please note a minimum of 2 Praesidium Representatives will be present for the site visit. The number of Praesidium Representatives and days on site will vary based on size and locations of the organization. ***

Tips for Phase 1

- Enlist the expertise of your *Accreditation Specialist* for assistance with tools, preparation, and overall process.
- Enlist the expertise of your *Praesidium Consultant* and the *Praesidium Resources* for assistance with implementation and corrective action.
- Keep track of implementation progress in the *Self-Assessment Tool*.
- When preparing materials for the onsite visit, ensure a sample of 5-15 files from the last 1-3 years.
- Prepare employees and volunteers for interviews, observations, inspections, and surveys by sharing this sample message:

“We are committed to maintaining a safe and secure environment for our consumers, employees, and volunteers. As part of the commitment, we are excited to announce we are pursuing Praesidium Accreditation. Praesidium is a leader in abuse risk management and has worked with over 4,000 organizations globally for 30 years. Praesidium Accreditation is a standardized, consistent, and objective process that allows organizations to publicly demonstrate their commitment to abuse prevention. Praesidium Standards cover eight organizational operations to ensure organizations have a sustainable framework for abuse prevention. During the Accreditation process, Praesidium experts will review various documents relating to the Standards, meet with leadership and a sample of employees and volunteers, and conduct observations and facility inspections.

Interviews will typically last approximately 30 minutes and provide individuals an opportunity to share their firsthand experiences in the organization. These interviews heighten organizational awareness about abuse risk management and identify strengths and potential exposures. The interviews are not meant to be a “test” of knowledge of procedures but are meant to serve as a tool for Praesidium experts to learn more about how abuse and misconduct prevention efforts impact and are experienced by employees and volunteers.

Praesidium also conducts an anonymous survey of employees and volunteers to gather additional feedback. Please submit your survey responses within 14 days.

Once Praesidium experts have gathered and analyzed their findings, they will issue the Praesidium Report which will identify any standards our organization needs to address. Once all Standards have been implemented, our organization will be Accredited for a three-year period.

We appreciate all of your efforts in assisting us in the Accreditation process. If you have any questions, please speak with supervisor or visit the [Praesidium Accreditation Website](#) for more information.”

- Prepare consumers (if applicable) and parents/guardians (if applicable) for surveys by sharing this sample message with the survey link:

“We are committed to maintaining a safe and secure environment for our consumers, employees, and volunteers. As part of the commitment, we are excited to announce we are pursuing Praesidium Accreditation. Praesidium is a leader in abuse risk management and has worked with over 4,000 organizations globally for 30 years. Praesidium Accreditation is a standardized, consistent, and objective process that allows organizations to publicly demonstrate their commitment to abuse prevention. During the Accreditation process, Praesidium conducts an anonymous survey of [parents/guardians] OR [consumers] to gather additional feedback. Please submit your survey responses within 14 days.

We appreciate all of your efforts in assisting us in the Accreditation process. If you have any questions, please speak with supervisor or visit the Praesidium Accreditation Website for more information.”

- When preparing the schedule:
 - Your *Praesidium Accreditation Specialist* will help you determine who needs to be interviewed.
 - Allow 1 hour for leadership administrator interviews
 - Allow 30 minutes for all other interviews
 - Allow time for leadership introductions, tours, file review, observations/inspections, and an exit interview with leadership.

Phase 1: Checklist

APPLICATION

MONTH 1

- Submit the *Application*.
- Complete discovery call with your *Praesidium Accreditation Specialist*.
- Return signed contract with application and accreditation fees within 30 days of receipt.

SELF-ASSESSMENT

MONTHS 2-3

- Complete the *Self-Assessment*.
- Submit *Self-Assessment* to *Praesidium Accreditation Specialist* within 60 days of receipt.

SITE VISIT PREPARATION

MONTHS 4-7

- Implement Standards identified as not fully met as noted in *Self-Assessment*.
- Submit updated *Self-Assessment Tool* to *Praesidium Accreditation Specialist*.
 - Submit materials outlined in Materials to Send to Praesidium to your *Praesidium Accreditation Specialist* within 120 days of completing the *Self-Assessment*.
- Schedule site visit(s) with your *Praesidium Accreditation Specialist*.
- Continue Preparation for the site visit(s) by reviewing:
 - Materials to Prepare for the Onsite Visit*
 - Tips for Phase 1*

PHASE 2

Phase 2: Verification



- Months 8-9** • Site Visit
- Month 10** • Report
- Months 11-12** • Corrective Action

OVERVIEW

During this phase, Praesidium representatives will complete a site visit and verify implementation of Accreditation Standards.

Site visits may be conducted by a combination of Praesidium Accreditation Specialists and Accreditation Reviewers. Accreditation Specialists are Praesidium employees who work with an organization from start to finish during the Accreditation process. Accreditation Reviewers are trained contractors who may be employed in other consumer-serving organizations and are *Certified Praesidium Guardians*. Accreditation Specialists and Accreditation Reviewers will conduct interviews with leadership, employees, and volunteers, review records, conduct architectural inspections, and conduct program observations to evaluate and verify the implementation of the Praesidium Standards.

Within 30 days of the site visit, Praesidium will deliver a Praesidium Report. The report will contain the Praesidium Standards and the extent to which the organization has implemented each standard. The report will also include items the organization needs to work on in corrective action in order to achieve Accreditation. If the reviewers find that a standard has not been met, the report will contain a requirement for how to meet this standard.

Using the Praesidium Report, you will engage in corrective action to implement Standards identified as deficient or unmet during the site visit with the continued assistance of your *Praesidium Consultant* and resources.

Once you have completed corrective action, you will send your *Praesidium Accreditation Specialist* materials for review within 60 days of receiving the Praesidium Report.

Tips for Phase 2

- Continue working with your *Praesidium Accreditation Specialist* to coordinate logistics before and during the site visit.
- Enlist the expertise of your *Praesidium Consultant* and the *Praesidium Resources* for assistance with corrective action.
- As you work through corrective action, you will need to implement all critical components and a predetermined number of non-critical components to boost your score to 95%—Enlist the expertise of your *Praesidium Consultant* for assistance with determining the non-critical components you implement.

Phase 2: Checklist

SITE VISIT

MONTHS 8-9

- Have Praesidium Accreditation Specialist visit your site(s) to conduct:
 - Interviews with leadership, employees and volunteers
 - Observations of programming
 - Architectural or facility inspections
 - File review

REPORT

MONTH 10

- Review the *Praesidium Report*

CORRECTIVE ACTION

MONTHS 11-12

- Implement Standards identified as not fully met as noted in the *Praesidium Report*
- Submit updated materials to Praesidium Accreditation Specialist for review by Accreditation Committee

PHASE 3

Phase 3: Accreditation



Ongoing

- Accreditation
- Maintaining Accreditation

OVERVIEW

Once the *Praesidium Accreditation Specialist* has verified that the organization has completed corrective action, the *Accreditation Decision-Making Committee* will make a final accreditation decision. The Accreditation will be valid three (3) year period.

Once the organization has been Accredited, it is expected to maintain implementation of the Praesidium Standards. On the anniversary of the Accreditation, you will complete an *Annual Assessment Summary* form and an annual phone call with a *Praesidium Accreditation Specialist*.

Tips for Phase 3

- Promote and celebrate your accreditation! Let your stakeholders know what accreditation signifies: your organization meets the highest standards in abuse prevention.
 - Use the *Accreditation Marketing Pack* you receive to update your website, email signatures, and to send out a press release.
- Continue Notify your *Praesidium Accreditation Specialist* of any significant events outlined in the *Accreditation Policy and Procedure Manual* during the Accreditation period.
- Contact your *Praesidium Accreditation Specialist* if you have any questions during the Accreditation period.

Phase 3: Checklist

ACCREDITATION

MONTH 12

- Proudly share with the public that your organization is Praesidium Accredited
 - Add the Praesidium Accreditation logo to your organization's website and email signatures
 - Send out a press release announcing your organization's achievement

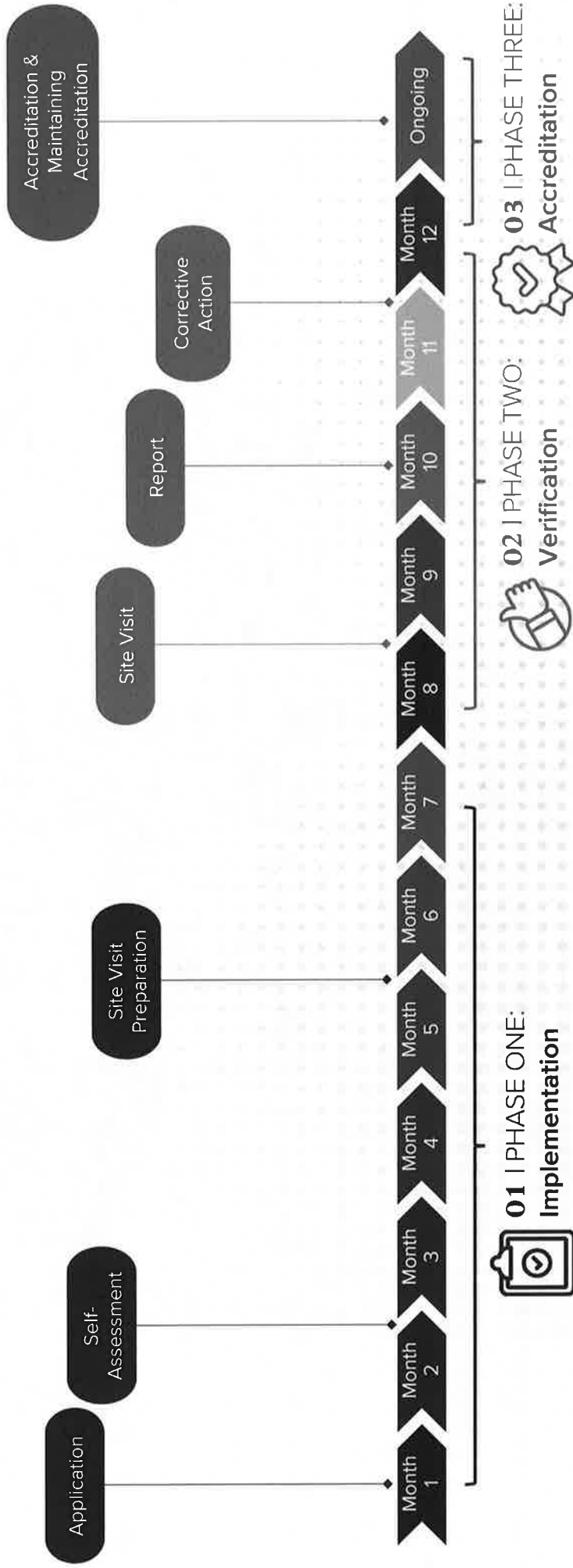
MAINTAINING ACCREDITATION

ONGOING

- Complete an Annual Assessment on the anniversary of your Accreditation

The Praesidium Accreditation® Process

The Praesidium Accreditation® Process takes place over a period of 12+ months. Should you have any questions pertaining to the process or the steps along the way, please reach out the Praesidium Accreditation team at: Accreditation@PraesidiumInc.com



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Revised July 2020