



Investigation Best Practices

Policy

A Better Life Experience, Inc. is committed to the implementation of best practices for any and all investigations concerning its employees, contractors, or persons in services.

ABLE feels all individuals associated with A Better Life Experience, Inc. should be granted a fair and unbiased investigation.

- ABLE may request to see the credentials or training documentation confirming the qualifications of the investigator(s). Any ABLE employee conducting investigations will have undergone training specific to serious incident investigations.
- ABLE desires a conflict-free investigation. Previous employees, previous contractors, relatives, or anyone else having prior or present interest in ABLE may be considered an investigator with potential bias. ABLE reserves the right to request an unbiased investigator due to a perceived conflict of interest. Any ABLE employee conducting an investigation will disclose any form of conflict of interest prior to the investigation.
- Investigations should be conducted in good faith staying true to the original intent of the investigative matter.
- Investigations launched based on false allegations which cannot be confirmed, will be dismissed and not held against any employee, contractor or person in service. Any employee, contractor or person in service found to knowingly make false reports or allegations may be disciplined up to termination.
- ABLE employees, contractors and persons in services are expected to follow all company policies and procedures; i.e. COVID Policy & Procedures; any investigative action or result of an investigation, which contradicts said policy and procedures, will not be held against said employee, contractor or person in service.
- ABLE reserves the right to request copies or recordings or any other investigative material(s) involving ABLE employees, contractors or persons in service to ensure the accuracy of investigative findings. Any third-party investigator may request access to ABLE's investigative findings as deemed appropriate in a written request to ABLE's President.
- ABLE reserves the right to inquire about the status of any investigation.
- ABLE reserves the right to appeal or elevate to arbitration any investigative effort in the event the aforementioned criterion is in question.

Procedure

- A. In the event an outside agency wishes to question an ABLE employee, contractor, or person in service, ABLE reserves the right to provide support to the individual in question, not to impede or influence investigative efforts:
 1. The investigator must initiate contact with the appropriate Director or President of ABLE before conducting the investigation.

2. ABLE reserves the right to refuse to perform any form of investigation contrary to policy and procedure, or any and all written or implied directives to employees, contractors or persons in service.
 3. The investigator must describe the reason for the investigation and what is being investigated. ABLE will honor the need for confidentiality to prevent undue influence or interference to ensure a fair and unbiased investigation.
 4. The investigator must submit a list of employees or persons in service they wish to interview. If the ABLE employee involved in the investigation is requested to submit a list of employees or persons in service, said employee must first alert the appropriate administrative contact: i.e. Residential Director, Senior Director or President, who will disclose the information.
 5. ABLE personnel will work with investigative efforts not to disclose private or confidential information to said persons to prevent bias or unintentional interference.
 6. Investigative interviews should not interfere or prevent employees or contractors in safely supporting persons in services in time-sensitive work tasks nor interfere or prevent services provided by ABLE to persons in service. Example: interviewing DSPs while driving on route/interviewing PRS during a community outing.
 7. The person being interviewed may request a witness, unrelated to the investigation, during the interview. This may include the use of interactive technology, a guardian, an advocate, or use a recording device as an alternative to a live witness to the interview. Persons interviewed reserve the right to take notes during or after the interview. Notes should be written or typed including date, time, along with names of persons present during the interview. The author of the notes should sign in pen proving authenticity of the notes. Notes sent using company email with ABLE contact information will also suffice as verification.
 8. The use of a recording device must be disclosed to all individuals prior to the interview.
 9. All individuals interviewed will be deemed innocent until proven guilty, treated with dignity and respect. They shall be granted privacy and their interviews deemed confidential.
- B. After the conclusion of the investigation, ABLE may request investigative findings. Acknowledging the consequences of investigative findings may trigger the implementation of existing policy and procedures ensuring the safety and well-beings of all individuals associated with ABLE.