

EASTERN LOS ANGELES REGIONAL CENTER (ELARC)

ZERO TOLERANCE POLICY

1. Purpose

Eastern Los Angeles Regional Center (ELARC) is committed to ensuring the safety, dignity, and well-being of consumers and their families. This Zero Tolerance Policy is established to prohibit any form of abuse, neglect, exploitation, or mistreatment of individuals receiving services from ELARC and its providers.

2. Scope

This policy applies to all ELARC employees, service providers, contractors, volunteers, and any individuals or entities involved in the provision of services to ELARC consumers and their families.

3. Prohibited Conduct

ELARC maintains a strict zero-tolerance stance against:

- Physical, verbal, emotional, or sexual abuse.
- Neglect, abandonment, or failure to provide necessary care.
- Financial exploitation, fraud, or unauthorized use of consumer resources.
- Any form of discrimination, harassment, or intimidation.
- Violations of consumer rights as defined by applicable state and federal laws.

4. Reporting Obligations

All employees, service providers, and mandated reporters must immediately report any suspected or observed abuse, neglect, or mistreatment. Reports can be made through the following channels:

- **ELARC Abuse Hotline:** (916) 654-1958
- **Local Law Enforcement:** Call 911 in cases of emergency.
- **Adult Protective Services (APS)/Child Protective Services (CPS)** as applicable.
- **ELARC Compliance Office:** [Compliance Office](#)

Failure to report known or suspected abuse may result in disciplinary action, legal consequences, or termination of services.

5. Investigation and Enforcement

ELARC will promptly investigate all reports of misconduct. Individuals found to have engaged in prohibited conduct will face appropriate disciplinary actions, which may include termination of employment or contract, legal action, and referral to law enforcement authorities.

6. Non-Retaliation Policy

ELARC strictly prohibits retaliation against individuals who report concerns in good faith. Anyone experiencing retaliation should report it immediately to ELARC's Compliance Office.

7. Training and Compliance

All ELARC employees, providers, and contractors are required to complete mandatory training on abuse prevention, consumer rights, and reporting responsibilities. Compliance with this policy is a condition of continued employment and service provision.

8. Commitment to Consumer Safety

ELARC is dedicated to fostering a safe and respectful environment for consumers and their families. This Zero Tolerance Policy reinforces our unwavering commitment to protecting those we serve.

For additional information or questions regarding this policy, please contact ELARC's [Compliance Office](#)