**Site Visit Infractions**

- The Committee notes any Standards of Care infractions during site visits and submits them to shelter management.

Note: HSA and HSA program manager is immediately notified for all incidents of violence, fraud, and/or assault that take place during a site visit.

- Sites have 48 hours to acknowledge receipt of the infractions.
- Sites investigate infractions and are required to send a formal response to the Committee along with its findings and corrective actions 7 days after they are submitted to the site.

- When the Committee receives site’s response, Committee staff will review site’s response and check for completion of corrective actions.

  - If Committee staff are satisfied with the site’s response, the process stops here.
  - If Committee staff are not satisfied with the site’s response, the infractions will be investigated by Committee staff.

Committee staff will conduct an investigation at the site and determine whether or not the site has addressed the infractions.

- If the site has addressed the infractions, the site is now in compliance.
- If the site has not addressed the infractions, the site is not in compliance.

Committee staff will compile their findings in an Investigation Report (which includes any recommendations for corrective actions) which will be sent to site management, HSA, and HSA program manager.