

As an organization, our top priority is always protecting the health, well-being and safety of the individuals in our care, and we regularly evaluate and update our company protocols and policies to ensure the safest possible environment for our residents and staff. EduCare Community Living Texas is proud to serve more than 6,600 individuals throughout Texas. Our on-the-ground team of 3,800 dedicated staff provide more than seven million hours of direct care services to the state's most medically complex and high-need populations each year. While the work of these caregivers is difficult and often overlooked, they provide an essential service which helps many people live their lives in preferred community settings, as opposed to institutions.

Though we deliver thousands of positive outcomes every day, we are deeply concerned any time an individual we support is compromised or harmed. We strive for conscientious and compassionate care in the services provided, promoting people-first principles at all times.

EduCare follows very stringent, state-regulated hiring practices and has been recognized for the significant training we provide our teams. However, as is the case throughout the health care industry, unexpected and unfortunate incidents do sometimes occur when working with complex populations.

Following the incidents at our Arlington and Pflugerville homes, we conducted thorough internal investigations and cooperated fully with local officials to determine exactly what happened and the proper steps moving forward. Unfortunately, due to HIPAA regulations, we are unable to share the findings of our investigations.

Specifically in Arlington, the staff followed the proper onsite emergency medical protocols for the safe and expedient transportation of those involved. Since the incident, we've implemented an addendum to the functional assessment given to all individuals in our care to determine if an individual requires additional supervision when outdoors.

In Pflugerville, the Direct Service Provider on duty during the incident was terminated per company policy. In accordance with state regulations, the background check conducted prior to this person's hire did not reveal any information that would have prohibited her from employment with us.

EduCare always takes immediate action any time a concerning incident occurs outside of normal service delivery with an individual we support. We have served as a strong and trusted partner to the state and Texas families for more than 30 years, and we will continue to meet the complex and unique needs of the individuals we serve for many years to come.