

ALASKA PIONEER HOME		P&P No: 02.05
Title: Work Performance & Resident Contact		Approval: D. COTE
Key Words: Work standard, Care concern, Misconduct, Outings, Ethics		
Team: All employees	Effective Date: 8/1/12	Page: 1 of 5

PURPOSE

To assure that employees of the Alaska Pioneer Homes (AKPH) know the expected standards of work performance, and how to address and assist the residents.

POLICY

The AKPH employees understand the work performance standards which are explained during the new employee orientation.

Employee violation of the work standards may result in the issuance of a letter of reprimand, suspension, or dismissal.

AKPH residents have the right to care in a safe setting that provides emotional support and freedom from abuse.

Residents are given the same standard of safety and protection during an outing as they receive in the Home setting.

DEFINITIONS

PROCEDURE

I. Employee Work Standards

- A. The following work standards are followed by all AKPH employees:
 1. Security and safety procedures are maintained.
 2. Identification badges are worn while on AKPH campus.
 3. Presence on the assigned duty post unless authorized to be absent.
 4. Direct, legal orders from the supervisor are followed.
 5. AKPH policies and procedures are followed.
 6. Employment outside the Home is approved by the Commissioner of DHSS.
 7. Sleep may occur during scheduled breaks, but not while on duty.
 8. Alcoholic beverage may not be imbibed or possessed, illegal drugs ingested, or intoxication present.
 9. Weapons are not brought onto AKPH grounds.

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10. Home keys are not lost, given to unauthorized persons or elders, or duplicated.
11. State and personal property is not stolen or removed from the Home.
12. State property is not misused or willfully destroyed.
13. Home equipment, property, and supplies are used for only AKPH business.
14. Information on signage is followed.
15. Entries in state records, elder charts, time sheets, and leave slips are not fraudulent.
16. Elders, visitors, and staff members are treated with respect, and not abused, hit, or harassed.
17. Confidentiality is maintained.
18. Contraband is not given to elders.
19. Elders are not taken to a private home without authorization.
20. Business and personal dealings with elders must be authorized.
21. Unnecessary force is not used on an elder.

- B. Violation of the work standards
1. This policy is part of the orientation process for new employees.
 2. Signing the orientation checklist certifies that the employee understands the work standards.
 3. Violations are reported to the employee's supervisor in a written memorandum.
 4. Violations are investigated immediately.
 5. Disciplinary action is taken if the violation is determined.

II. Staff and Resident Interactions

- A. Providing quality care
1. AKPH top priority is care of the elders who may be considered vulnerable.
 2. Favoritism and other negative relationships are discouraged.
 3. Employees are encouraged to spend off duty recreational time away from the workplace.
 4. Quality improvement and risk management are the responsibilities of everyone working in the Homes.
 5. AKPH employees monitor the care provided and report suspected and actual misconduct involving elders.
 - a. Failure to report misconduct is subject to disciplinary action.
 6. If an employee engages in any of the ten care concerns (below), then severe measures or termination of employment results.
- B. Care concerns compromise elder care and relations, and are prohibited.
1. Physical abuse and excessive roughness toward an elder include:

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- a. Hitting, slapping, kicking, pinching, shoving, or beating.
 - b. Improper or illegal restraint or seclusion of an elder.
 - c. Physical abuse may or may not result in physical injury and pain.
 - d. Physical abuse includes depriving an elder of needed medical services or treatment, or biological necessities.
2. Sexual contact with an elder includes:
 - a. Sexual touching of an elder, with or without the elder's permission.
 3. Verbal or emotional abuse includes:
 - a. Oral or written words that speak badly of, belittle, goad, scoff, disrespect, or condemn the elder.
 - b. Unkind or profane gestures.
 - c. Humiliation, coercion of an elder, threats of punishment, or deprivation of necessities.
 4. Inappropriate contact or relationship with elders, within or outside the Home, is judged inappropriate by the Home. This includes:
 - a. Business or romantic relationships.
 - b. Buying or selling, loaning or borrowing, giving or receiving money.
 - c. Elders are not discharged to a facility for care, treatment, or housing that is owned or operated by an AKPH employee.
 5. Neglecting or endangering an elder.
 6. Failure to provide adequate supervision while the elder is away from their neighborhood or on an outing. This includes:
 - a. Maintaining an inadequate staff to elder ratio while on an outing.
 - b. Failure to intervene when an elder attempts to harm self or others on an outing.
 7. Providing contraband to elders, such as unauthorized controlled substances or dangerous items.
 8. Breach of confidentiality or gossip about an elder.
 9. Record falsification, such as elder records and unusual occurrence reports.
 10. Elder property is damaged, mishandled, or stolen by intent or neglect.
- C. Reporting misconduct toward elders
1. Procedure for AKPH employee to follow who knows information of improper conduct.
 - a. Immediately notify the staff member's supervisor.
 - b. Supervisor takes action to stop the misconduct.
 - c. Supervisor may relieve staff's duties, pending investigation.
 - d. Unusual occurrence report (UOR) describes the misconduct that occurred.
 - e. UOR is submitted to the Home's risk manager within 24 hours of the incident.
 - f. The Home may initiate an investigation when the report is received.

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- g. Staff members are required to cooperate with the investigation.
- h. Staff member is obligated to report mistreatment of an elder to State authorities, as required by law.
 - 1) An employee who witnesses, receives reports, or has cause to believe that an incident of elder abuse, neglect, or assault has occurred prior to admission to AKPH or during AKPH care, must report to the supervisor.
 - 2) The incident is reported to the appropriate law enforcement agencies for investigation.
 - 3) The Long Term Care Ombudsman receives the report within 24 hours.
 - 4) Documentation in the elder's record and the UOR include the date and time of the call, report content, and the person and agency to whom it was reported.

D. Previous relationship with elder

- 1. Staff member that has a relationship with an elder, which existed before the elder's admission to AKPH, must report the relation to the supervisor and the care team.

E. Gifts and gratuities from residents or family members

- 1. Staff members and volunteers are prohibited from soliciting gratuities or gifts from the residents or family members.
- 2. Gifts of appreciation, which residents or family members choose to give, may be accepted in accordance with the State Ethics Act (AS 39.52).
- 3. Residents or family members may express their appreciation to staff through gifts.
- 4. This policy prevents financial exploitation of residents or family members.

III. Resident Outing Involving AKPH Staff**A. Procedures for resident outings.**

- 1. Staff member who escorts a resident or group of residents during off-duty hours off the Home campus:
 - a. Notifies the administrator of the intent at least two days prior to the outing.
- 2. The administrator or designee:
 - a. Screens the staff member for level of responsibility, *and*
 - b. Has staff member complete a volunteer information sheet, *and*
 - c. Makes determination of consent for the outing, at least 24 hours prior to the outing.
- 3. Staff member accompanies residents on the outing.

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- a. If transporting a resident in a personal vehicle, provide proof of auto insurance and make the vehicle available for inspection at least 24 hours prior to the outing.
- b. Sign a log sheet with the destination and nature of the activity.
- c. Name the staff member, the resident, and the expected time of return, at the time of the outing.
- d. Provide working seatbelts while traveling in vehicles, and assure clothing that is safe and appropriate for the outing.

IV. Ethics in the Assisted Living Homes**A. Conflict of interest**

1. All State of Alaska employees are subject to the Alaska Executive Branch Ethics Act regarding conflicts of interest.
2. Each employee receives information regarding ethics at the time of hire.

B. Confidentiality of resident information

1. All residents' personal and medical information is strictly confidential and is not to be discussed by employees outside the work place.
2. Verbal, written, or electronic information regarding residents is not shared with persons unless it is pertinent to the care of the residents and authorized or permitted.

HISTORY OF REVISIONS

New: 1/1/12

Revised: 3/21/12; 7/20/12

Reviewed: 3/21/12

ATTACHMENTS**REFERENCES**

AS 39.52