

Title: Resident Abuse

Key Words: Types, Procedures, Prevention

Approved: D. COTTE

Team: All employees

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PURPOSE

To describe acceptable conduct of staff members toward residents in the Alaska Pioneer Homes (AKPH) and provide a process for reporting suspected abuse.

POLICY

AKPH residents are treated with warmth, respect, and regard for their well-being.

The AKPH provides employee education to prevent elder abuse.

An AKPH employee who fails to treat a resident properly or fails to provide resident care in a safe, respectful manner, is subject to disciplinary action.

AKPH residents are not subjected to verbal, emotional, sexual, or physical abuse, involuntary seclusion, or economic exploitation.

When elder abuse is suspected, the AKPH proceeds with a standard report and follow-up to comply with statutes and regulations.

Verbal or physical abuse of a resident by an employee is subject to immediate dismissal and reports to occupational licensing or certification organizations.

DEFINITIONS

Abandonment is the desertion of a vulnerable adult by a caregiver.

Abuse is the willful, intentional, non-therapeutic, or reckless infliction of physical pain, injury, or mental distress, including sexual assault.

Exploitation is the improper use of another person or the person's resources for one's own advantage.

Neglect is a caregiver's intentional failure to provide essential care or services needed to maintain the physical and mental health of the vulnerable adult.

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Vulnerable adults include AKPH residents who are unable to meet their own needs or to seek help without assistance, due to physical or mental impairment.

PROCEDURE**I. Resident Abuse****A. AKPH employees' obligation to report suspected abuse:**

1. Any employee who witnesses or has information to suspect that a resident has been abused is required to report the abuse, as directed in this policy.
2. Any employee who fails to report resident abuse is subject to disciplinary action up to and including termination and is subject to applicable penalties under the Alaska law.

B. Types of abuse

1. Verbal abuse includes verbal assaults, threats, insults, and degradation by yelling, speaking, or using sarcasm.
2. Emotional abuse inflicts anguish, pain, or distress through verbal or nonverbal acts.
 - a. Verbal acts include intimidation through yelling or threats, humiliation, ridicule, and habitual blaming.
 - b. Nonverbal acts include ignoring the resident, isolation, silent treatment, and the deliberate treatment of a resident like a child.
3. Physical abuse is non-accidental use of force against an elder that results in physical pain, injury, or impairment.
 - a. Includes physical assaults such as hitting or shoving, inappropriate use of drugs, unwarranted restraints, and confinement.
 - b. Unexplained signs of injury such as bruises, welts, or scars may be noted.
4. Sexual abuse is contact with a resident *with or without* the resident's consent.
 - a. Includes inappropriately touching the resident, physical sex acts, showing pornographic material to a resident, and forcing the resident to undress.
 - b. Signs include bruises around breasts or genitals, unexplained genital infection or bleeding, and bloody underclothing.
5. Neglect is the failure to fulfill the caregiver's obligations.
 - a. More than half of elder abuse cases that are reported nationwide are due to neglect.
 - b. Neglect can be intentional or passive (unintentional).

C. When residents are aggressive:

1. Employee may retaliate without thinking; stop and rethink.
2. If the resident becomes agitated, postpone the care until later.

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3. If the resident has an aggressive reaction:
 - a. Hands off and use the least amount of intervention.
 - b. Stay calm and not aggressive.
 - c. Supervise the resident from a close distance to watch for de-escalation.
 - d. Don't punish or threaten the resident.
 - e. Refrain from reasoning with the resident.
 - f. Speak calmly and positively and gently re-direct once the resident has calmed down.

- D. Abuse of a resident by an employee
 1. Considered serious misconduct and may result in immediate dismissal from duties.
 2. If abuse is suspected or directly witnessed, intervene and stop the perpetrator and help the affected resident be safe.
 3. Report the incident immediately to the staff nurse, nurse manager, or the administrator/designee.
 4. Complete the first section of the QAT form.
 5. The nurse who was notified makes an assessment of the resident.
 - a. If the resident is injured and emergency medical assistance is required:
 - 1) Stay with the resident.
 - 2) Provide basic first aid and emotional support.
 - 3) Direct another employee to dial 911 and summon paramedics.
 - 4) Notify the administrator of the incident and transport to the hospital immediately after the resident has been transported.
 - b. If the resident does not need emergency medical assistance but there is a possible injury:
 - 1) Perform a physical assessment of the resident and provide emotional support.
 - 2) Determine if nursing care is needed.
 - 3) Notify administrator or designee of the incident, the resident's condition, and nursing care that is indicated.
 - 4) Assure that the resident receives care in a timely manner and the incident is reported by the end of the shift.
 - c. The second section of the QAT form is completed and includes the physical assessment, medical care, and nursing care received by the resident.
 - d. Abuse is by anyone, including staff, other residents, volunteers, family, legal guardians, friends, or any other person.
 - e. It is mandated by Alaska law to report abuse within 24 hours to Adult Protective Services at 1-800-478-9996.
 - f. A report is sent to the occupational licensing or certification organizations.

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- c) Fax a copy of the completed QAT form to Adult Protective Services, after the call is made. The fax number is 1-907-269-3648.
- 9. The administrator works in conjunction with Central Office to conduct an internal investigation.
 - a) Further facts and details of the incident are collected.
 - b) Conclusions are drawn at the close of the investigation.
 - c) Appropriate actions, including employee discipline, are taken to ensure that residents are not subjected to abuse.
- G. Resident abuse prevention
 - 1. Employees are screened prior to hire, in accordance with assisted living regulations.
 - 2. Employees read, sign, and acknowledge the policy statements at time of hire and annually:
 - a. Freedom from abuse.
 - b. Conduct of employees toward residents.
 - c. Requirements to report suspected abuse.
 - 3. Signed and dated acknowledgement of policy is placed in the employee's file.
 - 4. Training that is completed at time of hire and annually:
 - a. Residents' rights.
 - b. Resident abuse prevention.
 - c. Reporting requirements.

HISTORY OF REVISIONS

New: 1/1/12

Revised: 2/14/12; 7/20/12

Reviewed: 2/14/12

ATTACHMENTS

APS Report of Harm
Incident Notification Report ALH
SDS Critical Incident Report

REFERENCES

AS 47.24.010, 7AAC 130.215, AS 47.05.010, AS 47.07.030, AS 47.07.045, 7AAC 75.220, 7AAC 10, HCBS SOP, AS 47.32