

PREVENTING RESIDENT ABUSE

POLICY:

- ABC will not condone any form of resident abuse and will continually monitor our facility's policies, procedures, training programs, systems, etc., to assist in preventing resident abuse. Preventing resident abuse, neglect, misappropriation, etc. is a primary concern. It is our goal to achieve and maintain an abuse free environment

PROCEDURE:

1. Our Abuse Prevention and Intervention Program includes, but is not necessarily limited to, the following:
 - a. Conducting conflict resolution training for all staff;
 - b. "Venting" sessions where staff can express frustration with their job or working with difficult residents;
 - c. Rotating staff working with difficult or abusive residents;
 - d. Informing residents and family members upon the resident's admission to the facility how and to whom complaints, grievances, and incidents of abuse should be reported;
 - e. Involving the resident council in monitoring and evaluating the facility's abuse prevention program;
 - f. Regularly scheduled in-service training programs designed to teach staff how to better understand the resident's abusive actions;
 - g. Regularly scheduled in-service training programs dealing with cultural, religious and ethnic differences and how they can lead to conflicts;
 - h. Monitoring staff on all shifts to identify inappropriate behaviors toward residents (e.g., using derogatory language, rough handling of residents, ignoring residents while giving care, directing residents who need toileting assistance to urinate or defecate in their clothing/beds, etc.);
 - i. Assessing, care planning, and monitoring of residents with needs and behaviors that may lead to conflict or neglect;
 - j. Assessing residents with signs and symptoms of behavior problems and developing and implementing care plans that can assist in resolving behavioral issues;
 - k. Conducting background investigations to prevent hiring persons who have been found guilty (by a court of law) of abusing, neglecting, or mistreating individuals, or who have had a finding of such action entered into the nurse aide registry;
 - l. Involving attending physicians and the Medical Director when findings of abuse have been determined;
 - m. Involving psychiatric medical professionals in aiding the staff to manage difficult or aggressive residents;
 - n. Identifying areas within the facility that may make abuse and/or neglect more

- likely to occur (e.g., secluded areas) and monitor these areas on a regularly scheduled basis;
- o. Striving to maintain adequate staffing to ensure that the needs of each resident are met; and
 - p. Encourage all personnel, residents, family members, visitors, etc., to report any signs or suspected incidents of abuse to facility management immediately.
2. Inquiries concerning our abuse prevention/intervention program should be directed to the Executive Director, Social Worker, or the Director of Nursing Services.