Abuse Prevention Policy & Procedure

Please read each page of our abuse prevention policy and procedure. Once you have finished, you will be asked to certify that you have thoroughly reviewed the document.
POLICY

A. Verbal, sexual, physical, and mental abuse, corporal punishment, neglect and involuntary seclusion of the resident, resident exploitation as well as misappropriation of resident property are prohibited.

B. All allegations of abuse involving abuse along with injuries of unknown origin are reported immediately to the charge nurse and/or administrator of the facility along with other officials in accordance with State law through established guidelines.

C. Individuals are not hired when a history of abuse is known.

D. Retribution against residents, staff or visitors who file reports of abuse is prohibited.

E. Each facility must designate an Abuse Prevention Coordinator.

*** Florida facilities only ***

The facility has posted the Abuse Prohibition Policy to give notice to citizens visiting residents and employees that the facility is proactive in minimizing the risk of theft and/or loss of personal property of resident’s which includes provisions related to reporting theft and/or loss of resident’s property to law enforcement. The Abuse Prohibition Policy is reviewed with residents and families as well.

If the facility believes that a crime has been committed the Elder Justice Act guidelines will be followed. (Refer to Elder Justice Policy & Procedure)

PROCEDURE

I. Screening:

A. Interviews and reference checks will be conducted on all employees and volunteers.

B. Applications will require the applicant to honestly report any conviction of a crime.

C. Criminal background checks will be conducted prior to permanent employment. The facility will not knowingly employ an individual who has been convicted by a court of law of abusing, neglecting, mistreating, misappropriation or any crimes against the elderly.
D. A search of the State Aide Registry will be completed prior to permanent employment. Applicants who appear on the State Nurse Aide Abuse Registry will not be offered employment.

E. The board of Nursing will be contacted for licensed nurse applicants to verify applicant is in good standing prior to the offer of employment.

II. Training/Identification/Prevention

Staff receives orientation and on-going training on:

A. Appropriate interventions to deal with aggressive and/or catastrophic reactions of residents

B. How to report their knowledge related to allegations and reasonable suspicion of a crime

C. Notification of their reporting obligations under the Elder Justice Act (EJA) to report a suspicion of a crime to the state survey agency

D. What constitutes a crime

E. What constitutes abuse, neglect and misappropriation of resident property

F. How to recognize signs of burnout, frustration and stress that may lead to abuse

G. Signs & Symptoms of abuse (bruises, injuries of unknown origin, crying, fearful, increased agitation, and withdrawal) to name a few

H. Reporting of abuse and whom to report abuse to

III. Resident and/or Family Education

A. Residents and families are provided information upon admission about how and to whom to report concerns, incidences, and complaints/concerns.

B. Residents and families are provided information upon admission regarding resident trust accounts.

C. To reduce the risk of misappropriation of resident property/funds residents and/or family are encouraged to take valuables and large sums of money home and/or place money in resident trust.

IV. Advocacy Information

The facility will post in a visible area the names, addresses and telephone numbers of reporting agencies to include:
A. Pertinent state client advocacy groups  
B. Licensing and Regulatory agencies  
C. State Ombudsman program  
D. Local Law Enforcement  

V. Protection of the Resident  
A. All allegations of abuse are to be reported immediately to charge nurse. If the charge nurse is the suspected perpetrator the allegation will be reported to another licensed nurse and/or manager in the facility, or via phone to Administrator and/or DON  
B. If the person reporting the abuse believes there is a lack of response from the charge nurse the person will then notify the DON and/or Administrator. If DON/Administrator are not in the facility staff will notify them via phone.  
C. The charge nurse will immediately remove the suspected perpetrator from resident care areas, obtain the staff members witness statement and immediately suspend the employee pending the outcome of the investigation  
D. The charge nurse will immediately notify the Administrator, DON and/or Abuse Coordinator as appropriate.  
E. The Administrator and/or DON will notify state agencies according to their reporting guidelines  

VI. Resident to Resident  
A. If a resident is observed exhibiting any form of abuse towards another resident, staff will intervene immediately.  
B. Residents will have physical assessment completed to determine any potential injuries  
C. Administrator and/or DON will be notified immediately  
D. Residents will be closely supervised  
E. Physician and families will be notified  
F. Social Services/Chaplain will be notified for follow up and continued monitoring  
G. Care Plans will be updated as needed  

VII. Investigation  
All allegations of abuse will be investigated and reported to the appropriate agencies
A. The Administrator/designee will make all reasonable efforts to investigate and address alleged reports, concerns, and grievances.
B. The person(s) observing the incident will immediately report and provide a written statement that includes name of resident, date and time incident occurred, where it occurred, staff involved and a description of what occurred.
C. Investigations are to be kept confidential

VIII. Follow up
A. All allegations are to be reported within the timeframe allotted by state agency
B. Social Service/Chaplain will follow up with resident to monitor resident’s emotional well-being following the incident. Referrals for Psychological/Psychiatric services will be made as needed
C. Family will be notified of outcome of investigation
D. Physician will be notified of outcome of investigation
E. All allegations of abuse are reviewed at QA meetings for any further resolution related to educational opportunities
You have come to the end of this course.

In order to mark the course Complete, you will need to certify that you have carefully reviewed the policy and procedure.

To begin, click the "EXIT" button above.

You will then return to the course units page. Once there, click the "Begin Exam" button.

When you are ready, click the "Exit" button above...