

Response of Staff to Abuse, Neglect or Exploitation of Residents Policy



PURPOSE: The Cottages assures that any allegations of abuse, neglect and exploitation are identified, reported, investigated, followed up with, and include interventions to prevent re-occurrence and ensure protection, and documentation.

AUDIENCE: Residents, staff, family, outside services and others.

NOTIFICATION: A copy of the policy will be reviewed and available to all new staff, residents, and families. Resident's Rights poster, with all appropriate information, will be posted in a non-conspicuous place in the home for anyone to reference at any time.

DEFINITIONS:

ABUSE: A non-accidental act of sexual, physical, of mental mistreatment or injury of a resident through the action of inaction of another individual.

NEGLECT: Failure to provide food, clothing, shelter, or medical care necessary to sustain the life and health of a resident.

EXPLOITATION: The misuse of a resident's funds, property, resources, identity or person for profit or advantage. This includes charging a resident for services or supplies not provided or disclosed on admission agreement and staff accepting gifts or money for extra services.

PROCEDURES:

If a staff member, resident, or visitor suspects abuse of a resident by any party, they should report the abuse to the facility administrator immediately. The administrator will first ensure that no further abuse will take place by preventing contact to that resident from the suspected abuser. When appropriate the family member and/or resident contact person will be notified. The staff/alleged perpetrator will not be allowed access to anyone in the facility until the investigation has been closed and it is determined that resident not a danger. All allegations of abuse will be reported to the adult protection, law enforcement as deemed necessary. If signs and/or symptoms of abuse, neglect or exploitation are observed without accompanying allegations, the facility will first do an investigation to see if reasonable cause exists. If reasonable cause exists to believe that a vulnerable adult is being or has been abused, neglected, or exploited it shall be immediately reported to Adult Protective Services. It is the responsibility of the administrator to report immediately to Adult Protective Services when there is reasonable cause to believe that abuse, neglect, or exploitation, misappropriation of a resident's property, or sexual assault has resulted in death, or serious physical injury jeopardizing the life, health, or safety of a vulnerable adult resident. Staff will be educated on policy upon hire. The administrator will be notified of all allegations, unless he/she is the one being investigated.

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If abuse, neglect, or exploitation of a resident is suspected, a full investigation will take place.

1. Staff will be interviewed by the administrator or person appointed by the owners of the facility. The interview will be documented by the person conducting the interviews. Written statements will also be gathered from the person reporting if they are cognitive enough to write a statement. If resident cannot write the statement, the investigator will write the statement down.
2. Resident will be interviewed by the administrator or person appointed by the owners of the facility. The interview will be documented by the person conducting the interviews. Written statements will also be gathered from the person reporting if they are cognitive enough to write a statement.
3. Family will be interviewed by the administrator or person appointed by the owners of the facility in the cases of alleged abuse, neglect, or exploitation. The interview will be documented by the person conducting the interviews. Written statements will also be gathered from the person reporting if they are cognitive enough to write a statement.
4. If the alleged offender is a staff member, the staff will be removed from the schedule until an investigation has been completed and it is determined that they are not a threat to the residents and if they are innocent. Written statements will also be gathered from the person reporting if they are cognitive enough to write a statement.
5. Administrator and/or mandatory reporter will contact their local non-emergency dispatch within 4 hours in the event the alleged abuse includes; sexual assault or results in the death or serious physical injury that jeopardizes the life, health, or safety of the resident. **In the event of any emergency, 911 should be called immediately**
6. Adult protection will also be contacted at 208-898-7060. Documentation of date and time will be kept on file of when it was reported.

If a staff member suspects abuse, neglect, or exploitation of a resident by the facility administrator, the staff should call the home office immediately at 208-475-1805..

1. Staff, residents, and families will be interviewed by a home office staff member appointed by the CEO.
2. The administrator will be removed from the building until the investigation is complete.
3. If we have reasonable cause to believe that a vulnerable adult is being or has been abused, neglected, or exploited, it shall be immediately reported to Adult Protective Services by the appointed staff member.
4. The appointed staff member will contact their local non-emergency dispatch within 4 hours in the event the alleged abuse includes; sexual assault or results in the death or serious physical injury that jeopardizes the life, health, or safety of the resident. **In the event of any emergency, 911 should be called immediately**

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INVESTIGATION AND DOCUMENTATION:

1. All above procedures will be followed
2. Investigation and persons involved:
 - a. When the alleged perpetrator is a staff member, the staff member will be removed from the schedule and will be asked to leave the building immediately pending an investigation.
 - b. When the alleged perpetrator is a resident, staff will be made aware, and residents will be kept apart in order to protect both residents during the investigation. Other residents will be interviewed to ensure the safety of all residents. Checks will be implemented routinely to ensure the victim is safe, and to ensure the safety of other residents while the investigation is open. If possible, residents might be moved to provide greater physical distance between residents. Victim will be given the choice to move and sit as far as possible from perpetrator in the dining room. Adult protection/ ombudsman will be called for extra guidance on how to handle the situation in order to respect both residents' rights.
 - c. When the alleged perpetrator is a visitor, the visitor will have no access to the alleged victim and other potential victims until the investigation is finalized.
 - d. a form will be use that includes the investigation, witness statements, dates and times incident was reported to the appropriate authorities, and the time resident/ POA/ and guardian were informed of the conclusion.
3. Investigations of all allegations will include interviews and findings with conclusions
4. The appointed staff member conducting the investigation will ensure that all interviews are confidential and held in a private setting.
5. Types of conclusions that may be made following an investigation (but not limited to):
 - a. The alleged event was found to have taken place as the alleged claims and disciplinary actions have been enforced and training has been given to all staff
 - b. The alleged complaint was unfounded following a full investigation and training has been given to all staff
6. All documentation will be kept in a confidential and secure file.

By signing below, I acknowledge receipt of the above policy and have read and understand the contents herein.

Administrator Phone Number: _____

Administrator Designee Phone Number: _____

First, Last Name

Signature

Date