

## REPORTING ABUSE or NEGLECT TO MANAGEMENT

### POLICY:

- ABC will not condone resident abuse by anyone, including staff members, physicians, consultants, volunteers, staff of other agencies serving the resident, family members, legal guardians, sponsors, other residents, friends, or other individuals.
- It is the responsibility of our employees, consultants, attending physicians, family members, visitors etc., to promptly report any incident or suspected incident of neglect or resident abuse, including injuries of an unknown source, and theft or misappropriation of resident property to management.

### PRODECURE:

1. Employees, facility consultants and/or attending physicians must report any suspected abuse or incidents of abuse to the Director of Nursing, Social Worker or Executive Director promptly (with in 12 hours of occurrence). In the absence of the listed management personnel, such reports may be made to the Nurse Supervisor on duty who will make the report.
2. The Executive Director and Director of Nursing Services must be *immediately* notified of reported or suspected abuse or incidents of abuse. If such incidents occur or are discovered after hours, the Executive Director and Director of Nursing Services must be called at home and informed of such incident.
3. When an alleged or suspected case of mistreatment, neglect, injuries of an unknown source, or abuse is reported, the facility Executive Director, or his/her designee, will enact the procedures as outlined in the ABC policy entitled **Abuse Investigation**.
4. All personnel, residents, family members, visitors, etc., are encouraged to report incidents of resident abuse or suspected incidents of abuse. Such reports may be made without fear of retaliation from ABC or its staff.
5. When an incident of resident abuse is suspected or determined, such incident must be reported to facility management regardless of the time lapse since the incident occurred. Reporting procedures will be followed as outlined in this policy.
6. Upon receiving information concerning a report of abuse, the Director of Nursing Services will request that a representative of the social services department monitor the resident's emotions concerning the incident as well as the resident's reactions to his or her involvement in the investigation.
7. All phases of the investigation will be kept confidential in accordance with the facility's policies governing the confidentiality of protected health information.

8. Any person who has knowledge or reason to believe that a resident has been a victim of mistreatment, abuse, neglect, or any other criminal offense must report, or cause a report to be made of the mistreatment or offense. Failure to report such an incident may result in legal/criminal action being filed against the individual(s) withholding such information.
  - A person shall not knowingly attempt, with or without threats or promises of benefit, to induce another to fail to report an incident of mistreatment or other offense;
  - Fail to report an incident of mistreatment or other offense;
  - Alter, change without authorization, destroy or render unavailable a report made by another; and/or
  - Screen reports or withhold information to reporting agencies.
9. Inquiries concerning abuse reporting and investigations should be referred to the Executive Director, the Director of Nursing or Social Services.