

## **Abuse, Neglect, and Exploitation**

**All-Star Staffing Services, llc takes abuse, neglect, and misappropriation of Funds very seriously and has a ZERO TOLERANCE policy with regard to Abuse. Each resident who resides in any facility has the right to be free from verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary seclusion.**

**Residents must not be subject to abuse by anyone whether it be facility staff, other residents, consultants or volunteers, staff of other agencies serving the resident, family members or legal guardians, friends or other individuals.**

**Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment that causes physical harm, pain or mental anguish. This includes any act performed intentionally or recklessly that could harm a resident, or deprivation by an individual, including a caretaker, of goods or services, that are necessary to attain or maintain physical, mental, and psychosocial well-being. This means that instances of abuse of all residents, even those in a coma, cause physical harm or pain or mental anguish.**

### **Types of Abuse and Neglect:**

**Verbal Abuse---** Using oral, written, or gestured language that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance, regardless of their age, ability to comprehend, or disability. Examples of verbal abuse include but are not limited to: threats of harm; saying things to frighten a resident, such as telling a resident that he/she will never be able to see his/her family again. This also includes any threat or menacing conduct verbally directed toward a resident that results or might reasonably be expected to result in fear or emotional or mental distress to a resident. Example: Saying things like; "If you don't quit hollering, I will not come help you for the rest of my shift." This would cause a resident to have a reasonable fear of not being cared for.

**Sexual Abuse---** Any sexual act with a resident when the resident does not consent or when the other person knows or should know that the resident is incapable of resisting or declining consent to the sexual act due to mental deficiency or disease or due to fear of retribution or hardship. This includes but is not limited to: sexual harassment, sexual coercion, or sexual assault.

**Physical Abuse---** Includes hitting, slapping, pinching, kicking, physical, or chemical restraints and isolation. Physical abuse includes controlling behavior through corporal punishment. This also includes using unreasonable use of a physical restraint, isolation or medication that harms or is likely to harm a resident that is being used for the convenience of the staff in conflict with a physician's orders or as a substitute for treatment, except where such conduct

or physical restraint is in furtherance of the health and safety of the resident or other residents.

**Involuntary Seclusion---** Includes separation of a resident from the other residents or from his/her room or confinement to his/her room against the resident's will or the will of the resident's legal representative. Emergency or short term monitored separation from other Residents will not be a considered involuntary seclusion and may be permitted if used for a limited period of time as a therapeutic intervention to reduce agitation until professional staff can develop a plan of care to meet the resident's needs.

**Neglect---** Includes the failure or omission by one's self, caretaker, or another person with a duty to provide goods or services which are reasonably necessary to ensure safety and well-being and to avoid physical or mental harm or illness.

**Mental Abuse---** Includes, but is not limited to: humiliation, harassment, threats of punishment or deprivation. Any action that would be expected to result in fear or emotional or mental distress to a resident.

**Exploitation---** Includes the misappropriation of resident property or intentionally taking unfair advantage of an adult's physical or financial resources for another individual's personal or financial advantage by the use of undue influence, coercion, harassment, duress, deception, false representation, or false pretense by a caretaker or another person.

### **IF ABUSE OCCURS**

1. Remove resident from abusive situation and ensure resident's safety.
2. Report immediately by calling the Administrator and DON.
3. Fill out proper documentation.
4. Report to state within 24 hours of the incident.
5. Removal of staff member(s) who allegedly abused the resident.

As an employee of All-Star Staffing Services, llc, I understand the significance of preventing and reporting Abuse, Neglect, and Exploitation. I have read the above policy and understand its contents.

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Employee Signature

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Date