

Course Description	Staff, including contractors and volunteers in long-term care facilities must recognize and report abuse and neglect.
Brief Description	This course equips staff in long-term care facilities with the skills to recognize and report abuse and neglect.
Learning Objectives	Recall how to recognize signs of abuse and actions to take when you suspect abuse.

Abuse and Neglect Training: Resident Abuse

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Understanding Abuse and Neglect

Protecting Residents: Recognizing and Reporting Resident Abuse

Staff, including contractors and volunteers in long-term care facilities must recognize and report abuse and neglect. The goal of this course is to explain how staff can notice and respond to signs of abuse in long-term care settings.

Types of Abuse

Abuse is when someone harms or hurts another resident. Abuse can happen by accident. It can also be done on purpose to gain something or control someone. There are many types of abuse. Here are the most common types:

Physical, which can be:

- Slapping.
- Punching.
- Restraining someone.

Emotional, which is:

- Abusive or threatening language
- Calling someone names or saying mean things

Sexual, which happens if:

- A sexual activity is performed on a resident without their permission
- An employee has sex with a resident in their care

Neglect, which means:

- Not giving food, water, or medications to a resident
- Ignoring calls from a resident when they need help

Financial, which happens when someone:

- Uses a resident's things without their permission

- Steals from the resident in their care

Risk Factors for Abuse

Abuse can affect a person of any age, gender, or race. Some risk factors include if a resident:

- Does not have family or social support
- Has an income below the federal poverty level
- Depends on others for care
- Has a mental health issue
- Has memory issues
- Has a disability

Reporting Signs of Abuse

Everyone has the right to be safe from abuse. Sadly, anyone can be abused by people they know and by strangers.

You may see or suspect abuse in long-term care settings. It is critical to know when and how to report it! When should you suspect abuse? There are some signs that MIGHT mean a resident is being abused. Keep in mind that seeing these signs does NOT mean there is abuse, though! Here are some things to think about if you suspect abuse:

- Does the resident have new bruising?
- Do they have pain for an unknown reason?
- Do they wish to avoid a bath or shower?
- Has their appetite changed?
- Have their sleep habits changed?
- Is the resident sad, distant, or quiet?
- Do they act out against other people in anger?
- Are they scared of being alone?

What should you do if you see or suspect abuse? You MUST protect the resident from immediate danger and you MUST notify the facility Administrator immediately when you notice or suspect abuse, even if the abuse seems “small.”

Never wait until the end of your workday to report abuse. If the facility Administrator is not available, contact the person in charge in their absence. In some cases, abuse must be reported to the appropriate authorities as defined in the Elder Justice Act. The Elder Justice Act is a federal law that protects people from abuse. This Act creates reporting requirements in addition to the facility’s Medicare reporting requirements. It requires individuals to report crimes. Individuals must report even the suspicion of a crime.

You play a key role in keeping residents safe. You might be the only one who notices that something is wrong, and their safety is your top priority.

Review

True or False: You should wait until the end of your shift to report signs of abuse.

- A. True
- B. False

Key Takeaways

- Abuse can happen to anyone at any time.
- You must know how to recognize and report abuse.
- Report abuse or suspicions of abuse to the facility Administrator immediately.

Course Summary

Now that you have finished viewing the course content, you should have learned the following:

- How to recognize signs of abuse and actions to take when you suspect abuse.

Exam and BrainSparks

Q #	Question	Response
1	What is the FIRST thing you should do if you see or suspect abuse?	Protect the resident and notify the facility Administrator immediately.
	A.	Wait until the end of your shift to report signs of abuse.
	B.	Do nothing. It is not your role to report.
	C.	Talk to the resident's family member about your concerns.