

ABUSE DEFINITION

Abuse is the maltreatment or mishandling of a consumer which would endanger the physical or emotional well being of the consumer through the action or inaction on the part of anyone, including an employee, intern, volunteer, consultant, contractor, visitor family member, friend acquaintance or others, whether or not the consumer is, or appears to be, injured or harmed. The failure to exercise one's duty to intercede on behalf of a consumer also constitutes abuse.

Reporting Allegations of Abuse

Virtual Learning

Note shells

A verbal report of abuse must be made to your supervisor _____.

If you can't reach your supervisor, _____
_____.

If you witness an abusive situation, first _____
_____, and then
_____.

A mandated reporter is required to _____
_____.

The five questions to answer when reporting abuse are:

Abuse Definitions & Incident Classification Summary At a Glance

Protecting our consumers is our #1 responsibility!

Staff Responsibility:

1. Ensure consumer's safety and protection
2. Provide first aid: contact medical personnel (if necessary)
3. Notify your supervisor (or designee) about the situation IMMEDIATELY!

ABUSE DEFINITIONS				
PHYSICAL	SEXUAL	PSYCHOLOGICAL	MISTREATMENT	NEGLECT
<p>May include:</p> <ul style="list-style-type: none"> ➤ Hitting/slapping ➤ Pinching ➤ Kicking ➤ Hurling ➤ Strangling ➤ Shoving ➤ Unauthorized/unnecessary use of personal intervention ➤ More force than is necessary ➤ 	<ul style="list-style-type: none"> ➤ Contact between a consumer and any employee or volunteer of the agency ➤ Non-consensual contact between/among consumers ➤ Causing a consumer to touch anyone else for purpose of arousal or sexual gratification 	<p>Verbal or nonverbal communication which subjects the consumer to:</p> <ul style="list-style-type: none"> ➤ Ridicule/humiliation ➤ Scorn ➤ Contempt ➤ Dehumanization ➤ Demeaning/Sarcastic Language ➤ Yelling or screaming ➤ Humor directed at the consumer ➤ Disparaging or disrespectful conversation about and in the presence of consumers 	<p>The deliberate and willful determination of an agency or staff to follow treatment practices contraindicated by a person's Service Plan which violates a person's human rights, or does not follow accepted treatment practices and standards in the field of Developmental Disability.</p>	<p>Failure to provide appropriate services, treatment, care or a safe environment. Also, failure to provide appropriate services, treatment or care by gross error in judgment, inattention or ignoring.</p> <p>Failure to report suspected abuse IMMEDIATELY.</p> <p>Failure to intervene to protect consumer from injury or harm.</p>
SECLUSION	UNAUTHORIZED / INAPPROPRIATE USE OF RESTRAINT	UNAUTHORIZED/ INAPPROPRIATE USE OF AVERSIVE CONDITIONING	UNAUTHORIZED/ INAPPROPRIATE USE OF TIME OUT	VIOLATION OF A PERSON'S CIVIL RIGHTS
<p>Placing a consumer in a secured room or area from which they cannot leave. NOTE: This does not include TIME OUT as part of a behavior management plan</p>	<p>Use of mechanical restraining devices without the written prior physician authorization; without it being specified in a plan of service, or used for medical purposes without a physician's order.</p>	<p>Use of aversive conditioning without appropriate permission.</p> <p>Any use of punishment.</p>	<p>Use of time out without appropriate permission</p>	<p>Any action/inaction which deprives a person of the ability to exercise their legal rights.</p>

Incident Classification Summary

Incident Type	Non-Reportable	Reportable	Serious Reportable
Injury	First aide provided by staff	Treatment by physician, emergency room or hospital beyond first aid. (Illness is not an incident)	Admission to a hospital as a result of the injury
Missing Person *Classification of incident of this type are dependent upon the consumer's functional status. Always consult a supervisor in these instances	Missing consumer, unauthorized absence for a short duration of time, not meeting criteria for a serious reportable incident. Informal search procedures are to be initiated upon discovering that a consumer is missing. Informal search procedures include: checking place the consumer is known to frequent or may have stopped or their last known location, either by telephone or in person		The unexpected or unauthorized absence of a consumer after formal search procedures have been initiated by the agency. Formal search procedures include notification of law enforcement officials to assist in the search. <ul style="list-style-type: none"> ➤ Formal search procedures must be initiated if a person's whereabouts are unknown for four hours. An incident report is to be initiated at this point. ➤ Reasoned judgment, taking into consideration the person's habits deficits, capabilities, health problems, etc. shall determine when such formal search procedures need to be implemented. ➤ It is mandated that formal search procedures be initiated immediately upon discovery of the absence of a person whose absence constitutes a recognized danger to the possible well-being of that person or others.
Death	N/A	N/A	All loss of life, regardless of cause.
Restraint	Utilization of SCIP-R physical intervention techniques to calm or help the consumer to regain control of their behavior.		<ul style="list-style-type: none"> ➤ The act of limiting or controlling a consumer's behavior through the use of physician ordered devices which prevent the free movement of both arms or both legs or any device which totally immobilizes a consumer ➤ Any device which is ordered for the purpose of controlling behavior in an emergency. ➤ Any medication ordered by a physician which renders a person unable to satisfactorily participate in programming
Incident Type	Non-Reportable	Reportable	Serious Reportable



Medication Error	<ul style="list-style-type: none"> ➤ Medication error not resulting in adverse effects to consumer (i.e. no need for treatment at hospital) ➤ Consumer refusal to take medications 	<p>Consumer evidences marked adverse effects due to:</p> <ul style="list-style-type: none"> ➤ Administration of medications in incorrect dosage, form or route of administration or which has not been prescribed or ordered. ➤ Administration of medication to a wrong consumer ➤ Failure to administer a prescribed medication. 	Admission to a hospital as a result of the medication error.
Possible Criminal Acts	N/A	N/A	Actions of consumer that have potential for criminal charges. Homicide; homicide attempt; rape; public lewdness; robbery in the community.
Sensitive Situation	N/A	<p>Situations of a delicate nature not contained in the above classifications that are considered as potentially sensitive issues for the facility/agency.</p> <p>EXAMPLES:</p> <ul style="list-style-type: none"> ➤ A consumer receives emergency psychiatric treatment ➤ A consumer acts out in the community and one or more people ask who you are and who you work for. 	<p>Those sensitive situations that in the judgment of the program director need to be brought to the attention of OMRDD.</p> <p>EXAMPLES:</p> <ul style="list-style-type: none"> ➤ A consumer is a victim of a crime ➤ The Channel 7 Action News reporter calls to ask about a consumer acting out in the community



Activity: What Type of Abuse is this?

1. Rita has refused to bathe for the last 2 days. Tonight she is scheduled to go to the movies with staff and several of her housemates. John tells her that she can't go out tonight unless she takes a bath. What type of abuse is this?
2. George lives in an IRA and has been found to be sexually consenting. One night he is found in his bedroom engaging in sexual activity with Maureen. Maureen is allowing this activity to take place, but her sexuality assessment shows her to be non-consenting. What type of abuse is this?
3. Jessica requires a gait belt and contact guard when walking. One day she gets up to walk by herself, falls and sprains her wrist. What type of abuse is this?
4. Daniel needs assistance when taking a bath. He is usually able to wash his own hair, but today he's having a difficult time of it. Liz gets frustrated with him and yells, "Stop being so lazy! You wash your own hair every damn night. Don't try to con me into doing it for you!" What type of abuse is this?
5. Sue has a PRN for Valium when her aggression gets out of control. One afternoon she begins to verbally threaten Patty, a staff member at Sue's house. Patty decides to be "proactive", so she gives Sue some Valium to prevent her from becoming aggressive. What type of abuse is this?

6. Tom is being noisy and somewhat disruptive. Anne is bothered by the noise. She takes Tom to a small room that is supposed to be used only when Tom becomes aggressive, and leaves him there. This would be considered unauthorized or inappropriate use of _____.

7. Janet often bites her nails to the point where they bleed. Carrie brings in a bottle of No-Bite and paints it on Janet's nails. This would be considered unauthorized or inappropriate use of _____.

8. Gary is refusing to come to the med room for his meds. Dave grabs Gary's arm, pulls him into the med room, and shoves him into the chair. This is an example of _____ abuse.

9. Nancy wants to attend an anti-war rally and asks staff member Tricia to take her. Tricia refuses because she disagrees with Nancy's views on the war. What type of abuse is this?

10. Robert is being disruptive in the dining room during dinner. To keep his peers from being disturbed, Lisa puts Robert in his bedroom. She leaves the door open so she can hear Robert if he needs help, but she takes his wheelchair out of his room. Robert cannot walk at all and needs his wheelchair to get around. What type of abuse is this?

Characteristics Associated With Positive Caregivers

Trusting

Optimistic

Outgoing, Easygoing, Warmhearted

Mature and Calm

Uninhibited

Tenderminded

Resourceful

Self Assured

Relaxed

Warm, Compassionate, Kind, Sensitive

Sees Other as Capable & Trustworthy

Empathic

Genuine

Self Revealing

Sees Others as Dependable

Sees Others as able to Direct Their Lives

Sees Self as Part of the Masses

Sees Self as Adequate

Sees Self as Likeable, Worthwhile

Concern for Larger Issues

Gets Involved

Characteristics Associated With Negative Caregivers

Low Self Esteem

Inability to Cope Under Stress

Poor Interpersonal Relations

Impulsive

Suspicious

Rigid

Preference for Structure and Rules

Low Empathy

Social Isolation

Unrealistic Expectations of Consumers

Negative Childhood Experiences

Learned Extreme Disciplinary Techniques

Misperceptions of the Effects of Developmental Disabilities on Consumers' Behaviors

Lack of Awareness of Official Standards of Care

Personal Care Giving Values Which Differ from Official Standards of Care

