

<i>Original Implementation Date:</i>	3.2018	<i>Date Reviewed/ Revised:</i>	3.2018	<i>Area of Responsibility:</i>	Compliance	<i>Version:</i>	1
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PURPOSE: Sun Health Senior Living wants to establish a uniform policy concerning the identification and prevention of resident abuse. Improper behavior associated with the well-being of residents will not be tolerated. This policy is adopted in accordance with Risk Area (C) Fraud and Abuse of the Sun Health Senior Living Corporate Compliance Plan.

POLICY: As a member of the Sun Health Senior Living team it is vital that all employees understand and respect the rights of our residents at all times. The care and well-being of residents is of utmost importance. Resident abuse of any kind will not be tolerated.

Definition of Abuse

Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish. Abuse also includes the deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being. Instances of abuse of all residents, irrespective of any mental or physical condition, cause physical harm, pain or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse including abuse facilitated or enabled through the use of technology. Willful, as used in this definition of abuse, means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm.

Types of Resident Abuse

The following illustrates types of resident abuse, however this list should not be viewed as all inclusive.

- Physical Abuse: hitting, slapping, pinching, kicking, etc. It also includes controlling behaviors through corporal punishment
- Sexual Abuse: the non-consensual sexual contact of any type with a resident.
- Verbal Abuse: any use of oral, written or gestured language that willfully includes disparaging and derogatory terms to residents and their families or within their hearing distance. Examples: threats of harm, telling the resident that they will be separated from other residents.
- Mental Abuse: humiliation, harassment, threats of punishment or deprivation.
- Neglect: failure to provide goods and services necessary to avoid physical harm, mental anguish, mental illness or deterioration of the resident's physical or mental condition.
- Misappropriation of resident property: patterned or deliberate misplacement, exploitation or wrongful temporary or permanent use of resident's belongings or money without the resident's belongings or money without the resident's consent.
- Involuntary seclusion
- Exploitation. Exploitation means taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion.

Examples of Abuse or Neglect

The following illustrates types of neglect, however this list should not be viewed as all inclusive.

- Ignoring a resident's ability to make decisions
- Failure to provide stimulation
- Not answering call buttons in a timely manner
- Embarrassing the resident
- Making the resident walk too quickly
- Forgetting or leaving the resident on the toilet for long periods of time
- Withholding teeth or hearing aids
- Taking actions that show willful intent to abuse a resident, in any form

Possible behavioral changes in a resident experiencing abuse

- Withdrawal or indifference to previous interests
- Financial concerns

Employee responsibility

If an employee witnesses or suspects abuse the employee should:

- Protect the resident by immediately intervening
- Immediately report the incident to their supervisor

It is the responsibility of Sun Health Senior Living employees to keep residents safe and to immediately report to a supervisor any activity the employee feels qualifies as Resident Abuse.

Discipline

Violation of the Resident Abuse policy will not be tolerated and result in disciplinary action up to and including termination of employment.

RELATED POLICIES: *Sun Health Senior Living Corporate Compliance Plan; Fraud*