Segment 1
List the types of abuse
- Physical
- Verbal
- Mental
- Sexual
- Neglect & Self Neglect
- Self-Abuse
- Involuntary Seclusion
- Misappropriation of Property

What is abuse?
- The willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish
- Withholding goods or services that are necessary to attain or maintain physical, mental and psychosocial well-being

List why elders are abused?
- Frailty makes them vulnerable
- Easy targets for unscrupulous people
- Carer frustration and tiredness

Where does abuse occur? Around the world

Approximately how many case of abuse get reported? Over ½ a million

Why do people not report abuse? Fear of retribution

Where does abuse occur?
- Anywhere
- Home
- Institutional setting

List 3 definitions of abuse
- Willful infliction of injury, unreasonable confinement, intimidation or punishment resulting in physical harm, pain or mental anguish
- Withholding goods or services
- Not providing adequate nutrition or fluid

What does abuse mean?
- A person is harmed because someone intends to cause them harm
- Not a random act
- It is intentional

Who is vulnerable to abuse?
- Someone who is unable to look after themselves
- Someone who relies on others to take care of them and provide needs
- Child
- Elderly

Segment 2
List 4 risk factors among caregivers
- Unable to cope with stress
• Depression
• Lack of support
• Care of elderly is burdensome without rewards
• Substance abuse
• History of family violence, poor relationships

List 10 risk factors of abuse in care settings (any 10 of these or others acceptable to you)
• Caregiver Stress
• Lack of training
• Too many responsibilities
• Unsuit to caregiving
• Poor work conditions
• Isolation
• Staff absences
• Rapid staff turnover
• Low self esteem
• Working too many shifts

What the 3 systems in place to reduce risk?
• Regulations prohibit anyone convicted of crimes of abuse, assault or theft from working in nursing home
• Policies to screen for drug use
• Background checks

List 6 things that increase the risk of abuse? (Any 6 of these or others acceptable to you)
• Intensity of illness or dementia
• Social isolation
• Previous relationships (i.e.: abusive parent or spouse)
• History of domestic violence
• Caregiver pushed beyond capacity
• Inability to communicate
• Cannot complain or tell anyone
• Locked away, kept prisoner
• Severely disabled

What must you do if you know someone in these situations?
Be their advocate

What is the definition of Ageism?
Discrimination, false belief based on age-usually over age of 40

List 3 ageism factors
• Worthless, undervalued
• Not respected
• Not mentally competent

List 3 gender role risk factors
• Change as people get older
• Stressful when roles switched
• Worse for men

List 3 Time pressure risk factors (any 3 of these or others acceptable to you)
• Time poor people
• Bring work home
• Higher expectation to succeed
• No time for family
• Conflicting responsibilities

List 3 Financial risk factors (any 3 of these or others acceptable to you)
  • Contributes to burden
  • Pressured to provide money from trust
  • Pressured to sell land/house
  • Pressured to contribute money

List 3 Societal ideas about family risk factors
  • Expectations to care for parents
  • Parent expects care
  • Risk for abuse increases because unable to meet expectations

List 3 Societal ideas about individual risk factors
  • Cultural “Norms” & the importance independence
  • Elderly may not cope with becoming frail and losing independence
  • Don acknowledge increase frailty

List 5 Social isolation risk factors (Any 5 of these or others acceptable to you)
  • Modern disease
  • Isolated from children, neighbors, friends
  • Busy lifestyles
  • Fences create barriers to communication
  • Partner dies
  • Families working in isolation
  • No support

Who are most commonly abused?
Elderly – especially women or people who live alone
Children

Who is the typical abuser (elderly)? Family members
Most commonly the abusers are adult children

Is one gender more likely to abuse than another? No
35% of abusers are primary carers

Who are more likely to be abused in children? Girls
Who is the most likely abuser? Someone known to the child

List 5 reason why abuse occurs?
  • Imbalance of power
  • Desire for control
  • Victim frightened of speaking up
  • Sense of control
  • Lack knowledge/education

List what the long term effects of abuse are?
  • Reduction in independence
  • Loss of confidence
- Loss of self esteem
- Fear
- Anxiety
- Emotional distress
- Loss of self-determination - powerlessness

What is the process for handling abuse or suspected abuse in residential care?
- Intervene if safe to do so
- Contact police if life is at risk
- Notify manager immediately
- Record on an Accident Incident form
- Record in residents notes
- Contact an organization like Adult Protective Services or Children Services

What must you not be? Passive observer

What are the tips to understand abuse/neglect?
- Don’t assume all cultures view abuse in the same way
- Everyone must comply with law of the country
- Seek advice from specific cultures
-知 when and where to go for help

Segment 3
The role of the CMS regulations/Guidelines is to enforce policies and procedures to protect the elderly in nursing homes.

What do they prohibit?
Mistreatment, neglect, abuse and misappropriation of property

Neglect is the failure to provide goods and services necessary to avoid physical harm, mental anguish or mental illness

What is misappropriation of property?
The deliberate misplacement, exploitation or wrongful temporary or permanent use of a resident’s belongings or money without the resident’s consent

What is misappropriation of property commonly known as? Theft

List 6 CMS guidelines include for training or staff on abuse and neglect? (Any 6 of these)
- Staff training on how to respond to appropriately to resident behaviour
- Staff not permitted to strike a combative resident or retaliate
- Any form of abuse is not allowed and grounds for termination of employment
- May result in legal action taken
- If convicted will lose ability to work as nurse aide or nurse
- Any form of abuse is not allowed and grounds for termination of employment
- May result in legal action taken
- If convicted will lose ability to work as nurse aide or nurse
- Annual in-services on abuse
- Identify residents at risk for abusing others
- Nursing homes that specialize in behaviour

List the 7 demands placed on facilities that training programs must include
1. Screening
2. Training
3. Preventions of abuse
4. Identification of abuse
5. Investigation of abuse
6. Protection of the resident
7. Reporting of abuse

List 4 things a facility must do in abuse prevention screening
- State nurse aide registry or licensing authorities
- Previous and or current employers
- Criminal background history
- Report knowledge of employee who has had any legal actions against them

List 6 things that must be included in abuse prevention training (any 6 of these)
- Train about abuse at orientation and at least annually
- Abuse prohibition practices
- How to deal with difficult residents
- How to report alleged abuse without fear of reprisal
- How to recognize signs of burnout, frustration and stress that may lead to abuse
- Educate on how and to whom they may report concerns
- Procedures to identify, correct and intervene in situations in which abuse, neglect and/or misappropriation of resident property is more likely to occur
- Educate that first action is to protect the resident
- Educate on situations / environment that may increase risk factors

What must the facility do to help in the prevention of abuse?
- Sufficient staffing
- Supervision of staff
- Appropriate care planning and monitoring of residents

What must the facility do when potential cases of abuse are identified?
- Policy and procedures in place to identify events that may be abuse
- Suspicious bruising of residents, occurrences, patterns and trends identified
- All events must be investigated and reported to the proper authorities
- All allegations of abuse must be self-reported by the facility

What must the facility do when cases of abuse are investigated?
- A systematic investigation of all suspected abuse incidents must be undertaken
- Intervention and corrective action taken to determine the direction of the investigation
- Reports provided by the facility to the proper authorities

How can the facility protect residents? Educate staff

What must the facility have in place to protect residents from harm during an investigation?

If a Staff member? Send staff member home during the investigation

If another resident? Make arrangements to keep everyone safe

List 6 obligations of a facility in reporting abuse? (Any 6 of these)
- Report to the appropriate agency
- Take corrective actions based on the results of the investigation
- Analyze the occurrences and implement changes to prevent reoccurrences
• Report to state nurse aide registry or licensing authorities any knowledge of both the alleged violations
• Results of investigations
• If person is convicted
• Ensure all allegations are reported immediately to a facility administrator another agencies according to state law
• Show evidence the alleged violations are thoroughly investigated
• Show evidence of steps to prevent any further potential abuse occurring
• Report results of investigations or designated representative or other officials within 5 working days of incident
• If violations verified provide corrective action taken
• Must include alleged violations and investigations undertaken

What is CMS only interested in? Proven convictions
What are the state limitations? Make a finding if neglect was caused by factors beyond the control of the individual
What can injuries of unknown source he classified at?
  • Injury was not observed by any person or the source of the injury could not be explained by the resident and
  • Injury is suspicious because of the extent, location or number of the injury
What does reporting abuse immediately mean? As soon as possible
What is the time frame it must not exceed? 24 hours
Some States may require a shorter timeframe

Segment 4 Cultural Abuse
What differ according to religious, cultural beliefs and tradition?
  • equality
  • Power and control issues

Why does abuse often go unreported?
What you and your belief system and tradition believe to abuse may not be so in other people cultures

Do inequality, power and control issues occur in all cultures? Yes

What do migrants and immigrants hang on to? Beliefs and values of their homeland
What is common practice? Domestic violence and gender inequality
Who often has ultimate control over woman and children? Male member
Where must you get help from when dealing with specific cultures? Help from people who are familiar with the specific culture
Even if is it’s accepted practice in their country, it does not make it right and it is against the law in the US
What is it that no one permitted to act outside of? The law
What are the 4 things that can contribute to cultural abuse?
  • Poor educational achievement
  • Low income
  • Poor housing
  • Restricted employment
What are the most common types of abuse in migrants?
  • Emotional
  • Financial
What is there usually a background in? Violence
What must you not do? Make assumptions because of a their ethnicity
Segment 5 Physical Abuse
Physical abuse includes

- Hitting
- Slapping
- Pinching
- Kicking
- Corporal Punishment
- Inflicting or threatening to inflict physical pain or injury

Physical abuse is?

- Inappropriate use of drugs, restraints, or confinements
- Depriving basic needs
- Rough handling
- Restricting movement of people
- Withholding pain or medical treatment
- Giving too much sedation medication – chemical restraint

List 6 common signs of physical abuse (Any 6 of these or others that are acceptable to you)

- Unexplained signs of injury such as cuts, bruises, welts, or scars, especially if they appear symmetrically on two sides of the body
- Broken bones, sprains, or dislocations
- Report of drug overdose or apparent failure to take medication regularly (a prescription has more remaining than it should)
- Broken eyeglasses or frames
- Signs of being restrained, such as rope marks on wrists
- Caregiver's refusal to allow you to see the elder alone
- Poor nutrition
- Hyper or hypothermia
- Grip marks
- Bed sores
- Dislocations, fractures, and sprains
- Deprived of fluid and become dehydrated

You must always be an advocate for people in your care/
What is your role? Protect people
If you don’t report physical abuse when you know it is going on you are?
You are as guilty as the person who has delivered the beating or abuse

Segment 6 Sexual Abuse
Sexual abuse is when people are forced into sexual activity that they do not want

Sexual abuse includes (any 6 of these or others acceptable to you)

- Sexual harassment
- Sexual coercion
- Sexual assault
- Physical sex acts
- Showing an elderly person pornographic material
- Forcing the person to watch sex acts
- Forcing the elder to undress

When is it okay for elderly people to take part in any sexual activity?
When they are a willing party
When do you intervene in sexual activity?
When it is being conducted in an inappropriate place

List why sexual abuse is believed to be under reported?

- Are afraid to report it
- Think it is a private matter
- It is embarrassing

List 4 reasons why it is thought that people rape another person?

- Rejection by opposite sex earlier in life
- Gives a feeling of power
- Feel inferior to opposite sex
- Form of revenge
- Compensate for lack of intimacy in their social life
- Control

What is sexual abuse?

- Inappropriate touching
- Lack of privacy can also be termed as abuse
- Conduct of a sexual or indecent nature toward another person that that person does not want

What is sexual harassment?

- Unwanted sexual advances
- Unwanted requests for sexual favors
- Verbal or physical conduct of a sexual nature

List 6 signs that may be the result of sexual abuse (Any 6 of these or others you consider appropriate)

- Shame and fear
- Intense the mental suffering
- Depression or be withdrawn
- Bruising or bleeding in the genital area
- Sexually transmitted infections
- Urinary infections – repeated urinary infections
- Difficulty in walking or sitting
- Pain or itching in the genital area
- Recoiling from being touched
- Fear of bathing or toileting
- Poor hygiene
- Depression, withdrawn

Segment 7

Misappropriation of resident property

Misappropriation of resident property is illegal or unauthorized use of a person’s property, money, pension or other valuables
OR Fraudulently obtaining Power of Attorney to deprive a person of money or other property or to evict them from their home

What is the incidence of misappropriation of resident property? Approx. 50%

Give 6 examples of what misappropriation of resident property includes (any 6 of these or others that are satisfactory to you)

- Misuse an elder’s personal checks, credit cards, or accounts
- Steal cash, income checks, or household goods
- Forge the elder’s signature
- Engage in identity theft
- Depletion of savings
- Coerced or forced to appoint an Enduring Power of Attorney
- Coerced or forced to hand over access to their funds
• With-holding or not providing money for necessities or social activities
• No money left for funeral costs
• Failure to pay rent or bills on behalf of a person
• Sale of property when a person is confused of the reasons
• Disappearance of possessions
• Managing a person’s finances when they are competent to do so themselves
• Signing documents/cheques without permission/consent

List 4 reasons why misappropriation resident property occurs?
• They think it is their right
• Greed
• They have a drug, alcohol or gambling addiction
• Take the power away from a person

List 6 signs of financial exploitation (or others acceptable to you)
• Significant withdrawal from a person account
• Sudden change in persons financial condition
• Items or cash missing from household or room
• Suspicious changes in legal documents
• Additions of names to seniors signature cared
• Unpaid bills or lack of medical care
• Financial activity the senior person couldn’t have done
• Unnecessary services, good or subscriptions

Segment 8 Psychological Abuse
Psychological abuse also includes? Emotional and Mental Abuse

Psychological abuse is?
Inflicting mental pain, anguish or distress on a person through verbal or nonverbal acts

The incidence of psychological Abuse is up to 62%

List 6 examples of psychological abuse (Any 6 of theses)
• Threats
• Shouting
• Put downs
• Insults
• Harassment
• Ridicule
• Limiting social contacts
• Withholding affection
• Talking to the older person as if a child
• Cultural insensitivity
• Denying choices or ignoring them
• Exposure to extremes of noise, light or darkness
• Lack of privacy

List 4 signs of psychological abuse (Any 4 of these)
• Resignation – giving up, hopelessness, or feeling defeated
• Fear
• Shame
• Depression
• Mental confusion
• Anger
Segment 9 Neglect

Neglect is refusal or failure by those responsible to provide food, shelter, healthcare or protection of a vulnerable person.

What are the two types of neglect?
1. Active
2. Passive

Briefly explain the difference between the two types of neglect:
Active is intentionally neglecting someone and Passive is unintentionally neglecting someone.

Give 2 examples of active neglect (Any 2 of these)
Failing to provide:
• Essential medicines they need
• Healthcare and comfort needs
• Food, clothing, shelter or supervision
• Safety

Give 2 examples of passive neglect (Any 2 of these)
Unintentional act of depriving a person through:
• Lack of knowledge or
• Inability to adequately take care of a person or
• Lack of trust of the services available or prescribed or
• Healthcare services not knowing the carer requires education to care appropriately

List 6 physical signs of neglect
Failing to:
• Get medicine or give medicine at the required times
• Keep them clean, dry or comfortable
• Feed them or give them nourishing food or fluid
• Take them to the doctor or a keep doctor’s appointment
• Allow professionals access to provide care
• Be with them and/or leave them alone for long periods

List 6 behavioral signs of neglect
• Malnourishment
• Dehydration
• Loss of weight with no apparent medical cause
• Pale skin with sunken eyes, cheeks
• Poor personal hygiene
• Clothing in poor repair or inappropriate for season
• Hypothermia - cold
• Absence of dentures, glasses or hearing aids when needed
• Have injuries that have not been properly cared for
• Lack of safety precautions & supervision
• Abandoned or left alone for long periods
• Social Isolation not having any social, cultural or intellectual stimulation or physical activity
• Medicines not purchased or administered or taken to the doctor or nurse

Segment 10 Self Neglect

Self-neglect is the inability of a person to understand the consequences of his or her actions or inactions when the inability leads to or may lead to harm.

List 6 signs of self-neglect (Any 6 of these or others acceptable to you)
Segment 11 Self Abuse

Also includes self-harm and self-injury

What is the definition of self-abuse?
Is the intentional and deliberate act of harming your own body

List 5 examples of what is self-abuse
• Substance abuse – drugs, huffing or alcohol
• Cutting
• Burning
• Bruising
• Breaking bones

Segment 12 – Involuntary Seclusion

What is the definition of involuntary seclusion?
Is separation of a resident from other residents or from her/his room or confinement to her/his room (with or without roommates) against the resident’s will, or the will of the resident’s legal representative

When may it be permitted?
• As a short term therapeutic intervention to decrease agitation
• For limited time to develop a plan
• If proven that all other interventions have failed

List the types of involuntary seclusion.
• Restriction of freedom of movement throughout the facility
• Temporary separation of resident from other residents

List the questions you should ask if involuntary seclusion used?
• What are the symptoms?
• Are these symptoms caused by failures?
• Can the cause be removed?
• What alternatives has the facility tried?
• Is this method used for the shortest possible time?
• Has the resident surrogate or representative been involved in this decision?
• How are negative outcomes reduced?

Segment 13 Prevention Elder Abuse

List 6 tips to prevent elder abuse (Any 6 of these or others that are acceptable to you)
• Listen to seniors and caregivers
• Intervene if you suspect abuse or neglect
• Educate people on how to recognize and report elder abuse
• Listen to seniors and caregivers
• Intervene if you suspect abuse or neglect
• Educate people on how to recognize and report elder abuse
• Request help
• Find adult day program
• Stay healthy and get medical care for yourself
• Reduce stress
• Seek help for depression

• Join a support group
• Seek help for drug or alcohol abuse
• Call a help line

How can you help a carer?
• Report early signs of abuse when you recognize them
• Review medications
• Be alert to financial mismanagement
• Call or drop in as often as you can
• Stay and give the carer a break or
• Find a trusted person who could relieve the carer

How to protect yourself?
• Have your financial and legal affairs in order
• Keep in touch with family and friends
• Speak up if you don’t like the care you are receiving
• Support an elder abuse agency that helps with education

What do you do to report elder abuse?
If you are being abused?  Tell someone
If you see someone else being abused tell someone

List why people don’t report abuse?
• Fear of retaliation from the abuser
• Shame
• Blame themselves

Who can you contact to report abuse?
• Call a helpline
• Contact Adult Protective Services (APS)

When reporting abuse what is important?
• Tip 1:  Be as specific as you can
• Tip 2:  Understand the elder has the right to refuse services
• Tip 3:  Keep your eyes and ears open

What can you do to help the elder?
• Take them to visit assisted living or nursing homes
• Offer services on a trial basis
• Keep the elder connected with support services
• Inform other family members if you suspect abuse

What are the most common forms of abuse in the home?

Abuse by a primary caregiver
Self-neglect

What do you do in reporting abuse and neglect in the home?
• Involve other family members or a neutral person
• Intervene early
• Write everything down
• Report it to RN, Manager, Supervisor or Adult Services