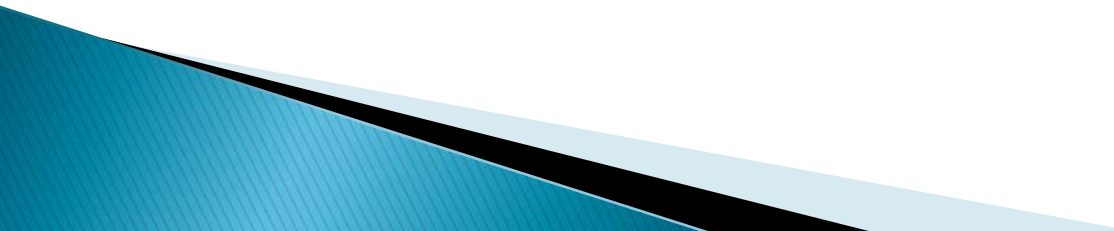


Mistreatment & Abuse Training

Introduction

- It is inherent in the nature and dignity of each individual that he/she be provided certain human rights.
 - The presence of a disability in no way lessens these rights.
 - All employees must recognize and uphold the rights of everyone for whom care and treatment is provided.
 - There exists a continuing obligation to provide services to each individual in the most caring manner possible, and to prevent injury to the people we serve.
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Definition of Abuse*

- ▶ Abuse is any act or omission of an act that willfully deprives an individual of rights or human dignity or which may cause or causes actual physical injury or emotional harm to an individual such as striking or kicking an individual; neglect, alleged rape, rape, sexual molestation, sexual exploitation or sexual harassment of an individual; sexual contact between a staff person and an individual; restraining an individual without following the requirements in the licensing regulations; financial exploitation of an individual; or withholding regularly scheduled meals.

Neglect*

The failure to obtain and/or provide the needed services and supports defined as necessary in the individual's plan or otherwise required by law or regulation.

The failure to carry out individual support plans (ISPs).

This includes the failure to provide needed care such as;

- shelter
- food
- clothing
- attention and supervision, including leaving individuals unattended
- personal hygiene
- medical care
- protection from health and safety hazards
- basic treatment and necessities needed for development of physical, intellectual and emotional capacity and well being.
- acts that are intentional or unintentional regardless of the obvious occurrence of harm.
- financial exploitation

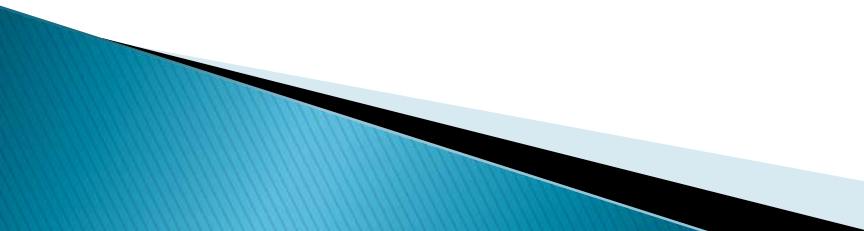
Physical Abuse*

An intentional physical act by an individual, staff or other person which causes or may cause physical injury to an individual, such as;

- striking, scratching, grabbing, pushing, or kicking a person
- restraining a person improperly or without authorization (except in emergencies or as defined in the behavior modification/management policies and programs)
- actions which cause or could cause physical pain to a person
- unauthorized actions which restricts a person's freedom of movement


Psychological Abuse*

Acts which may inflict emotional harm, invoke fear and/or humiliate, intimidate, degrade or demean an individual such as;

- teasing, threatening, or intentionally ignoring a persons needs
 - subtle actions such as speaking to a person in a condescending tone
 - invasion of privacy
 - Removal of personal possessions (except as part of a formal program)
 - removal of food (except as part of a formal program)
 - use of sensory deprivation techniques
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Sexual Abuse*

Any act or attempted act such as;

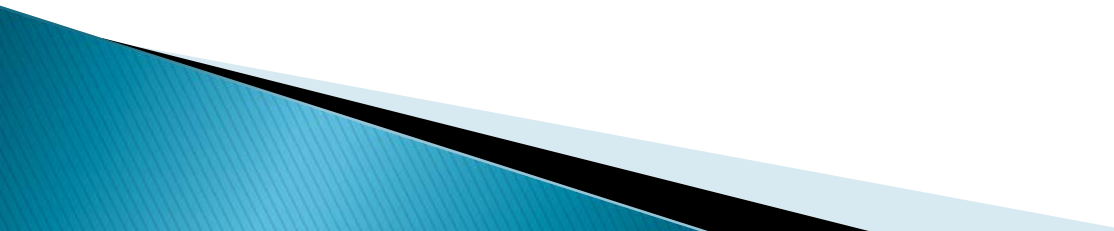
- rape
 - incest
 - sexual molestation
 - sexual exploitation
 - sexual harassment
 - fondling
 - inappropriate or unwanted touching
 - observation or conversation with an individual with the intent to derive sexual stimulation or satisfaction
 - sexual contact between a staff person and an individual
 - sexual exposure of a staff person to an individual
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Verbal Abuse*

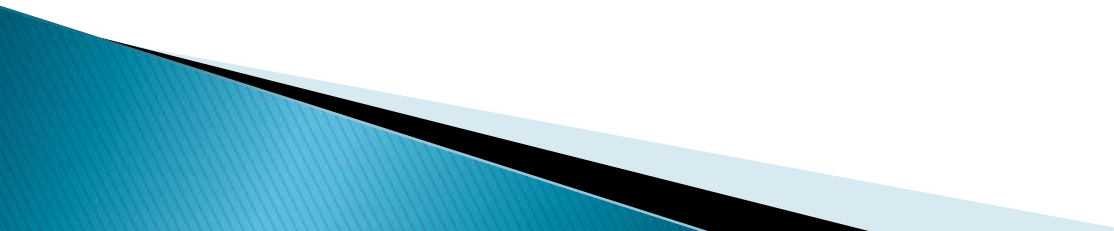
Verbalizations which inflict or may inflict emotional harm, invoke fear and/or humiliate, intimidate, degrade or demean an individual such as;

- the use of oral , written or gestured language which is offensive or profane
- use of any derogatory name
- use of any derogatory term to describe persons with disabilities
- use of threatening or intimidating language or unnecessary loud tone of voice

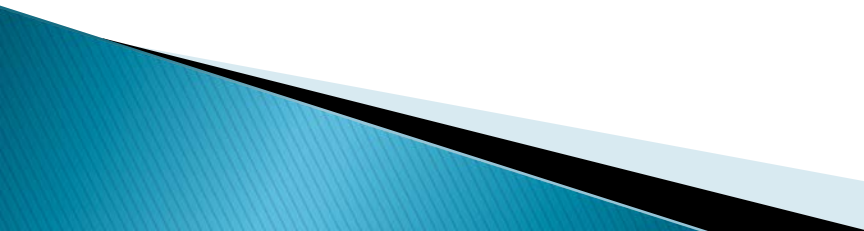
Pennsylvania Regulations and Laws

- ▶ **The Older Adult Protective Services Act (OAPSA, 2/9/03)** protects individuals regardless of age from abuse
 - ▶ **The Child Protective Services Law (Act 179)** protects children who are younger than 18 from abuse
 - ▶ **The Neglect of a Care Dependent Person Act 28/26** criminalizes acts by caretakers who intentionally, knowingly or recklessly cause bodily injury
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Failure to Report Abuse

- ▶ Failure of an employee who witnesses abuse to report the abuse immediately is a serious violation of the employee's responsibility for care, and shall be cause for discipline up to and including discharge.
 - ▶ Failure of a supervisor who receives a report of abuse to report the abuse through the appropriate channels is a serious violation of the supervisor's responsibility to supervise employees and the supervisor's responsibilities for care, and shall be cause for discipline up to and including discharge.
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Intimidation or Retaliation Against Abuse Reporters

- ▶ Intimidation or retaliation against abuse reporters is prohibited
 - ▶ No employee should intimidate or attempt to intimidate an employee from reporting abuse
 - ▶ No employee should retaliate against an employee for reporting abuse
 - ▶ Any employee who intimidates, attempts to intimidate, retaliates or attempts to retaliate against an employee because the employee reports abuse shall be discharged
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Conclusion

- ▶ By understanding and implementing supportive strategies , safety interventions and positive approaches staff can avoid situations that could rise to the level of mistreatment or abuse.
 - ▶ Following established behavior modification/management polices and practices will guide staff in providing a safe environment for all individuals.
 - ▶ Always seek out assistance if you feel that a situation is escalating beyond your control
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