

## MARWOOD NURSING & REHAB

### DEFINITIONS OF ABUSE

**Abuse** is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical or mental harm, pain or anguish. This 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. This presumes that instances of abuse of all residents, irrespective of any mental or physical condition, cause physical harm, or 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.

**Physical abuse** includes hitting, slapping, pinching and kicking. It also includes controlling behavior through corporal punishment.

A resident has been **physically** abused if **ALL** of the following conditions are satisfied:

- a. An individual makes or causes physical contact with the resident in question, either through direct bodily contact or through the use of some object,
- b. The individual in question brings about this physical contact with the resident either intentionally or through carelessness,
- c. The physical contact in question results, or is likely to result, in death, physical injury, or pain to the resident in question, and
- d. The physical contact in question cannot reasonably be justified.

**Mental Abuse** includes, but is not limited to, humiliation, harassment, threats of punishment or deprivation.

**Involuntary seclusion** is the separation of a resident from other residents or confinement to the resident's room (with or without roommates) against the resident's will, or the will of their legal representative. Exceptions include short-term emergency monitored separation while therapeutic interventions are explored and incorporated into a plan of care. Short-term separation is to be the least restrictive approach for a minimum amount of time in reaction to the needs of the situation at hand, and not for staff convenience. Providing a specialized care environment in accordance with the resident's specific needs by locating the resident in an area which has special safeguards, such as the Bridgeport unit or a low stimulation environment, which treats cognitive impairment and other conditions, is not considered involuntary seclusion.

**Sexual Abuse** is the non-consensual sexual contact of any type with a resident.

**Neglect** is the failure to provide goods and services necessary to avoid physical harm, mental anguish or emotional distress. The facility and its employees are neglectful when

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a reasonable person would conclude that the deprivation of the omitted goods and services would cause, among other things, emotional distress, physical harm, or mental illness, or pain.H

**Endangerment** is putting the resident in a situation that may cause harm.

**Misappropriation of resident's property** is the deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident's belongings or money without the resident's consent.

**Exploitation** is the unfair treatment, or use of a resident, or the taking selfish or unfair advantage of a resident for personal gain; through manipulation, intimidation, threats, or coercion.

**Catastrophic Reaction** An abnormal reaction to an otherwise normal situation. Ensure the resident is safe. Call for help-yell, use call light. Never leave a resident having a catastrophic reaction unless help has arrived.

**Mistreatment** means to inappropriately treat or exploit a resident.

**Willful**- the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm.

**Verbal abuse** is the use of oral, written or gestured language that willfully includes disparaging and derogatory terms to residents, or their families, or within their hearing distance, regardless of their age, ability to comprehend, or disability. Examples of verbal abuse include, but are not limited to : threats of harm, saying things to frighten a resident, such as telling a resident that he/she will never see his/her family again.

**Adverse event** is an untoward, undesirable, and usually unanticipated event that causes death or serious injury, or the risk thereof.