

## Abuse, Neglect, Mistreatment and Mandatory Reporting

Effective:  
02/03/2020

**Policy:** Golden Acres assures that each resident has the right to be free from verbal, sexual, physical or mental abuse, neglect, theft and any other form of exploitation. Golden Acres is committed to the giving of each resident the respect and dignity every individual is entitled to.

### Definitions:

- **Abuse** - the willful infliction of injury, intimidation, exploitation or punishment resulting in physical harm, pain or anxiety. Abuse also includes willfully not providing goods or services that are necessary to maintain physical, mental, and psychosocial well-being. This presumes that physical or mental abuse of any resident, regardless of any mental or physical condition, cause physical harm, pain or mental anguish.
  - 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.
- **Mental Abuse** – includes representing residents in a humiliating way.
- **Sexual Abuse** – sexual contact of any type with a resident.
- **Mistreatment** – inappropriate treatment or exploitation of a resident.
- **Misappropriation** – the deliberate use of a resident’s belongings or money without the resident’s consent.
- **The Facility** – Any particular facility owned by Golden Acres.
- **Willful** – an individual who acts deliberately, even if not intending to inflict harm.
- **Exploitation** – Means the unfair treatment or unethical use of a resident or resident’s belongings – or taking unfair advantage of a resident for personal gain – through manipulation, threats or coercion.
- **Neglect** – the failure of a facility or its employees to provide goods and services to a resident that are necessary to avoid physical harm, pain, mental anguish, or emotional distress.

### Recognizing Signs of Abuse (*Ombudsman Definitions and Pointers*)

Physical Abuse: Be aware of signs of assault, cruel discipline, excessive use of physical or chemical restraints, or unnecessary or incorrect medication. This may manifest itself in bruises, flinching when reaching to help, signs of fear, perhaps lethargy or inaction in an otherwise active adult.

Sexual Abuse: Contact or interaction of a sexual nature involving an incapacitated or dependent adult without that adult’s informed consent. This may manifest itself in expressions of fear or hurt, flinching or turning away where such behaviors did not exist before.

Exploitation: Defined as illegal or improper use of an incapacitated or dependent adult or that adult’s resources for another’s profit or advantage. This can occur whether by an employee

# Golden Acres

exploiting a resident, or a family member or other community member who has come into the facility and is suspected of taking advantage of another through, for instance, profiteering on exploitative sales of items to a resident who really does not want to purchase.

Neglect: Threat to an adult's health or welfare by physical or mental injury or impairment, deprivation of essential needs or lack of protection from these.

## Procedure:

When an allegation of abuse, neglect or misappropriation of patient funds is made against an employee, the allegation will be reviewed immediately; the allegation will be reported to APS within 24 hours and conduct an investigation. If the Facility concludes that the allegation has merit, the employee may be terminated for the finding.

### I. Initiation of Abuse Process

- A. A claim of abuse, neglect or exploitation can be received from any source and will be investigated.
- B. Golden Acres will prevent further potential abuse, neglect or exploitation while the investigation is in progress. Depending on the circumstances, this might be in the form of restriction of behavior while at work, so long as no harm was intended and not likely.
- C. The resident will be examined for signs of physical or emotional abuse or neglect and interviewed about the incident, and/or questioned about missing property or other forms of exploitation.

### II. Investigation and Employee Status

- A. Report abuse neglect or exploitation including in a licensed facility to the Department of Health and Human Services, Office of Elder Services, Adult Protective Services at:

**1-800-624-8404**

Police must also be notified if there is reasonable suspicion of a crime having been committed.

- B. For **accusations involving harm**, the affected employee is notified and suspension without pay.

III. If the Facility concludes the allegation was without merit and other circumstances so warrant, the Facility shall conditionally return the employee to duty. The Facility may set conditions for the employee's return to work, as it deems appropriate.

### IV. Staff In-Service and Training:

- A. The Facility shall provide the following training to all staff upon hire and on an annual basis:
  - Mandatory Reporting Laws
  - Resident Rights
  - How to recognize and prevent abuse.

# Golden Acres

## V. Protecting Residents from Further Abuse.

### **If resident-to-resident abuse is witnessed or suspected:**

- Separate the residents in order to ensure their safety

### **If staff-to-resident abuse is witnessed or positively suspected:**

- The involved staff member will be separated from resident and suspended from employment pending the outcome of an investigation.
- If the employee refuses to leave the facility, call police to remove him/her from the facility
- If the report of abuse is substantiated, involved employee will be terminated from their position and report to the licensing agency made for their review.

### **If a visitor or family member abuse is witnessed or suspected:**

- Visitor or family member will be asked to leave the building immediately.
- If the visitor or family member refuses to leave the facility, call police and call the Administrator in either case.
- The facility will determine the time and circumstances under which the visitor or family member might return.

## VI. Mandatory Reporting:

1. In the event any employee suspects a resident has been mistreated in any way, or their property tampered with inappropriately, they shall adhere to the State of Maine's **Mandated Reporting Law** by immediately notifying their Supervisor.
2. The Administrator or House Manager, if directed, will immediately investigate the claim or suspicion. The investigation will be kept as confidential as possible.
3. Injuries of unknown origin and resident-to-resident altercations will be reported to Adult Protective (APS) by the House Management on duty.
4. In addition to the initial report to APS, there may be additional required reporting to agencies such as the Board of Nursing, CNA Registry, the Attorney General's Office, etc., as the circumstances warrant. These reports will be filed by the Administrator.

**I understand this policy:**

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Name

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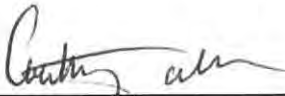
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**I understand this policy:**

  
Name

1-29-20  
Date

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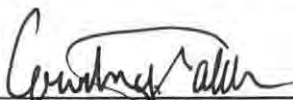
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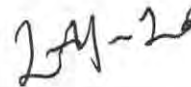
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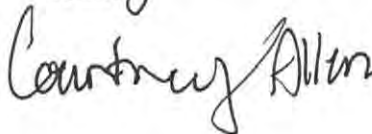
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 Name

  
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**I understand this policy:**

Hermena Beal  
Name

2/4/20  
Date

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 Name

  
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 Date

  
 Next Review Date: 10/1/2021

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**I understand this policy:**

*Jake Bridges - CMA, PSS*  
Name

02-04-20  
Date

*Jake Bridges*  
Next Review Date: 10/1/2021



# Golden Acres

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**I understand this policy:**

Mason Bridges  
Name

1/31/20  
Date

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**I understand this policy:**

*Kimie Conary*  
 \_\_\_\_\_  
 Name

*2/16/21*  
 \_\_\_\_\_  
 Date

*Kimie Conary*  
 Next Review Date: 10/1/2021

# Golden Acres

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**I understand this policy:**

Haylie Crossman  
Name

1.31.2020  
Date

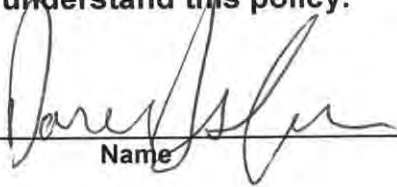
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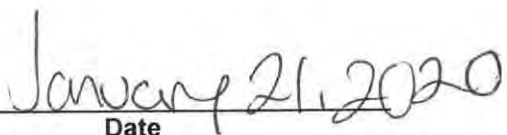
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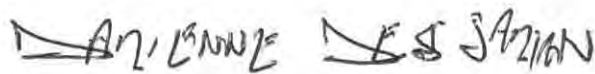
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**I understand this policy:**

Mary Dodge  
Name

2-4-20  
Date

Mary Dodge  
Next Review Date: 10/1/2021

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**I understand this policy:**

Diana Frederick  
Name

2/4/20  
Date

DIANA FREDERICK

# Golden Acres

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**I understand this policy:**

Aaron Gilbert

Name

1/31/20

Date

AARON GILBERT

Next Review Date: 10/1/2021

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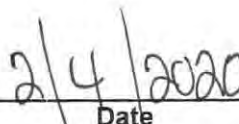
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**I understand this policy:**

Angela Hooper  
Name

1/22/2020  
Date

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Angela Hooper  
Name

02/04/2020  
Date

ANGELA HOOPER  
Next Review Date: 10/1/2021

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- The involved staff member will be separated from resident and suspended from employment pending the outcome of an investigation.
- If the employee refuses to leave the facility, call police to remove him/her from the facility
- If the report of abuse is substantiated, involved employee will be terminated from their position and report to the licensing agency made for their review.

**If a visitor or family member abuse is witnessed or suspected:**

- Visitor or family member will be asked to leave the building immediately.
- If the visitor or family member refuses to leave the facility, call police and call the Administrator in either case.
- The facility will determine the time and circumstances under which the visitor or family member might return.

VI. **Mandatory Reporting:**

1. In the event any employee suspects a resident has been mistreated in any way, or their property tampered with inappropriately, they shall adhere to the State of Maine's **Mandated Reporting Law** by immediately notifying their Supervisor.
2. The Administrator or House Manager, if directed, will immediately investigate the claim or suspicion. The investigation will be kept as confidential as possible.
3. Injuries of unknown origin and resident-to-resident altercations will be reported to Adult Protective (APS) by the House Management on duty.
4. In addition to the initial report to APS, there may be additional required reporting to agencies such as the Board of Nursing, CNA Registry, the Attorney General's Office, etc., as the circumstances warrant. These reports will be filed by the Administrator.

**I understand this policy:**

*Brian Lagasse*

Name

*2-4-20*

Date

*BRIAN LAGASSE*

Next Review Date: 10/1/2021

# Golden Acres

## V. Protecting Residents from Further Abuse.

### If resident-to-resident abuse is witnessed or suspected:

- Separate the residents in order to ensure their safety

### If staff-to-resident abuse is witnessed or positively suspected:

- The involved staff member will be separated from resident and suspended from employment pending the outcome of an investigation.
- If the employee refuses to leave the facility, call police to remove him/her from the facility
- If the report of abuse is substantiated, involved employee will be terminated from their position and report to the licensing agency made for their review.

### If a visitor or family member abuse is witnessed or suspected:

- Visitor or family member will be asked to leave the building immediately.
- If the visitor or family member refuses to leave the facility, call police and call the Administrator in either case.
- The facility will determine the time and circumstances under which the visitor or family member might return.

## VI. Mandatory Reporting:

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I understand this policy:

Crystal Lagasse  
Name

2-4-20  
Date

**CRYSTAL LAGASSE**  
Next Review Date: 10/1/2021

**If a visitor or family member abuse is witnessed or suspected:**

- Visitor or family member will be asked to leave the building immediately.
- If the visitor or family member refuses to leave the facility, call police and call the Administrator in either case.
- The facility will determine the time and circumstances under which the visitor or family member might return.

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**I understand this policy:**

William Butler-Lagasse  
Name

1-14-20  
Date

WILLIAM LABASSE  
Next Review Date: 10/1/2021

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

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- Visitor or family member will be asked to leave the building immediately.
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

2/4/20  
 \_\_\_\_\_  
 Date

  
 Next Review Date: 10/1/2021


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- Visitor or family member will be asked to leave the building immediately.
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

1-14-2020  
 \_\_\_\_\_  
 Date





- The facility will determine the time and circumstances under which the visitor or family member might return.

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**I Understand and Received Training on this Policy:**

*EJM* *mm*

Name

1-2<sup>9</sup>~~8~~-20

Date

*EDDIE MOORE*

Next Review Date: 10/1/2021

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

- Separate the residents in order to ensure their safety

**If staff-to-resident abuse is witnessed or positively suspected:**

- The involved staff member will be separated from resident and suspended from employment pending the outcome of an investigation.
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**I understand this policy:**



**Name**

Eddie Moore

2-4-20

**Date**

V. Protecting Residents from Further Abuse.

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**I understand this policy:**

*Scott Okusko*

Name

*2/4/21*

Date

*SCOTT OKUSKO*

*SCOTT OKUSKO*

**If a visitor or family member abuse is witnessed or suspected:**

- Visitor or family member will be asked to leave the building immediately.
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

1-22-20  
 \_\_\_\_\_  
 Date

KATRINA RICHARTZ  
 Next Review Date: 10/1/2021

# Golden Acres

- The facility will determine the time and circumstances under which the visitor or family member might return.

## VI. Mandatory Reporting:

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**I understand this policy:**

Tyler Riley  
Name

1-17-20  
Date

TYLER RILEY

Next Review Date: 10/1/2021

## Golden Acres

- The facility will determine the time and circumstances under which the visitor or family member might return.

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### I understand this policy:

Kristen Snow  
Name

1-17-2020  
Date

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

- Separate the residents in order to ensure their safety

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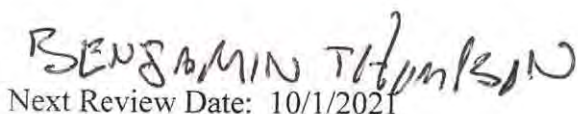
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

  
 \_\_\_\_\_  
 Date

  
 Next Review Date: 10/1/2021

## Golden Acres

- The facility will determine the time and circumstances under which the visitor or family member might return.

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### I understand this policy:

Christina Toti  
Name

1/21/2020  
Date



# Golden Acres

- The facility will determine the time and circumstances under which the visitor or family member might return.

VI. Mandatory Reporting:

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I understand this policy:

Sierra Traxler  
 Name  
 Sierra Traxler

11/31/20  
 Date

## Golden Acres

- The facility will determine the time and circumstances under which the visitor or family member might return.

### VI. Mandatory Reporting:

1. In the event any employee suspects a resident has been mistreated in any way, or their property tampered with inappropriately, they shall adhere to the State of Maine's **Mandated Reporting Law** by immediately notifying their Supervisor.
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**I understand this policy:**

Jacob Young  
Name

1/31/20  
Date

# Golden Acres

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**I understand this policy:**

Kelsey Young  
Name

1-17-20  
Date

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

- Separate the residents in order to ensure their safety

**If staff-to-resident abuse is witnessed or positively suspected:**

- The involved staff member will be separated from resident and suspended from employment pending the outcome of an investigation.
- If the employee refuses to leave the facility, call police to remove him/her from the facility
- If the report of abuse is substantiated, involved employee will be terminated from their position and report to the licensing agency made for their review.

**If a visitor or family member abuse is witnessed or suspected:**

- Visitor or family member will be asked to leave the building immediately.
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**I understand this policy:**

Gabrielle Baths  
Name

2-4-2020  
Date

GABBY BATHS  
Next Review Date: 10/1/2021

V. Protecting Residents from Further Abuse.

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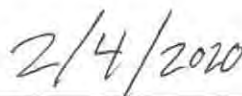
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**I understand this policy:**



Name



Date



V. Protecting Residents from Further Abuse.

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**I understand this policy:**

Mason Bridges  
Name

2/4/20  
Date

Mason Bridges

V. Protecting Residents from Further Abuse.

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- Separate the residents in order to ensure their safety

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**I understand this policy:**

Evelyn Knights  
 Name  
 Evelyn Knights

7-25-20  
 Date

V. Protecting Residents from Further Abuse.

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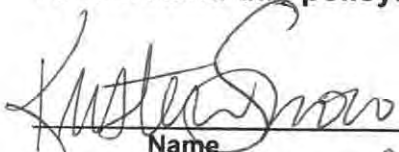
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name  
 Kristen Snow

02/04/2020  
 \_\_\_\_\_  
 Date



V. Protecting Residents from Further Abuse.

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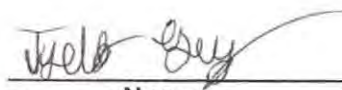
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name  
 Tyler Grey

  
 \_\_\_\_\_  
 Date

  
 Next Review Date: 10/1/2021

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

- Separate the residents in order to ensure their safety

**If staff-to-resident abuse is witnessed or positively suspected:**

- The involved staff member will be separated from resident and suspended from employment pending the outcome of an investigation.
- If the employee refuses to leave the facility, call police to remove him/her from the facility
- If the report of abuse is substantiated, involved employee will be terminated from their position and report to the licensing agency made for their review.

**If a visitor or family member abuse is witnessed or suspected:**

- Visitor or family member will be asked to leave the building immediately.
- If the visitor or family member refuses to leave the facility, call police and call the Administrator in either case.
- The facility will determine the time and circumstances under which the visitor or family member might return.

VI. Mandatory Reporting:

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**I understand this policy:**

Matthew Spearen  
Name

2/4/20  
Date

MATTHEW SPEAREN  
Next Review Date: 10/1/2021

V. Protecting Residents from Further Abuse.

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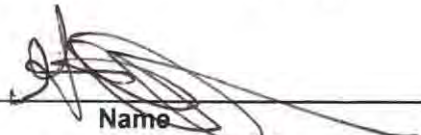
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

2-4-20  
 \_\_\_\_\_  
 Date

Gabe McDonald

V. Protecting Residents from Further Abuse.

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**I understand this policy:**

Kelsey Young  
 Name  
 Kelsey Quinn  
 <YOUNG>

2-4-2020  
 Date

V. Protecting Residents from Further Abuse.

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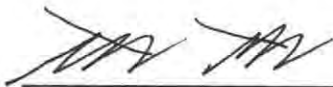
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

2-4-20  
 \_\_\_\_\_  
 Date

Tyler Riley

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

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**I understand this policy:**

*Bobbie A Spearen*  
 \_\_\_\_\_  
 Name  
 Bobbie A Spearen

*2/4/20*  
 \_\_\_\_\_  
 Date

V. Protecting Residents from Further Abuse.

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**I understand this policy:**

Haylie Crossman  
Name

2/4/2020  
Date

HAYLIE CROSSMAN  
Next Review Date: 10/1/2021

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**I understand this policy:**

Kala Young  
Name

2-4-20  
Date

Kala Young



V. Protecting Residents from Further Abuse.

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**I understand this policy:**

*Joey Patterson*  
 \_\_\_\_\_  
 Name

*2/4/20*  
 \_\_\_\_\_  
 Date

*JOEY PATTERSON*

Next Review Date: 10/17/2021

V. Protecting Residents from Further Abuse.

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**I understand this policy:**

Sierra Traxler  
 Name Sierra Traxler

02/04/20  
 Date

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**I understand this policy:**

Jordan Garland  
Name

Jordan Garland

2/4/20  
Date

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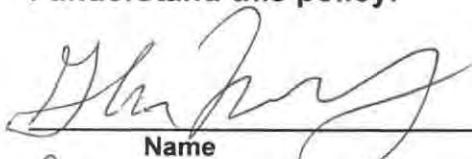
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**I understand this policy:**

  
 \_\_\_\_\_  
 Name  
 Gordon Modery

  
 \_\_\_\_\_  
 Date

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**I understand this policy:**

Jacob Young  
Name

2/4/20  
Date

V. Protecting Residents from Further Abuse.

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**I understand this policy:**

AG Aaron Gilbert  
Name

2-4-20  
Date

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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

2-4-20  
 \_\_\_\_\_  
 Date

Rebecca-Jean Grey

V. Protecting Residents from Further Abuse.

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**I understand this policy:**

  
 \_\_\_\_\_  
 Name

2-4-2020  
 \_\_\_\_\_  
 Date

Katrina Richartz



V. Protecting Residents from Further Abuse.

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**I understand this policy:**

*Christina Toti*

Name

2/4/20

Date

Golden Acres

ABU'S  
Policy

CHRISTY, Odgen

- The facility will determine the time and circumstances under which the visitor or family member might return.

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I understand this policy:

Christy Odgen

Name

3/6/20

Date

*3*  
*Alexis*  
*CHAMBERS*

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

Alexis Chambers

- Separate the residents in order to ensure their safety

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4. In addition to the initial report to APS, there may be additional required reporting to agencies such as the Board of Nursing, CNA Registry, the Attorney General's Office, etc., as the circumstances warrant. These reports will be filed by the Administrator.

**I understand this policy:**

Alexis Chambers  
Name

3/5/20  
Date

KAREN CROWLEY

Karen Crowley

V. Protecting Residents from Further Abuse.

**If resident-to-resident abuse is witnessed or suspected:**

- Separate the residents in order to ensure their safety

**If staff-to-resident abuse is witnessed or positively suspected:**

- The involved staff member will be separated from resident and suspended from employment pending the outcome of an investigation.
- If the employee refuses to leave the facility, call police to remove him/her from the facility
- If the report of abuse is substantiated, involved employee will be terminated from their position and report to the licensing agency made for their review.

**If a visitor or family member abuse is witnessed or suspected:**

- Visitor or family member will be asked to leave the building immediately.
- If the visitor or family member refuses to leave the facility, call police and call the Administrator in either case.
- The facility will determine the time and circumstances under which the visitor or family member might return.

VI. **Mandatory Reporting:**

1. In the event any employee suspects a resident has been mistreated in any way, or their property tampered with inappropriately, they shall adhere to the State of Maine's **Mandated Reporting Law** by immediately notifying their Supervisor.
2. The Administrator or House Manager, if directed, will immediately investigate the claim or suspicion. The investigation will be kept as confidential as possible.
3. Injuries of unknown origin and resident-to-resident altercations will be reported to Adult Protective (APS) by the House Management on duty.
4. In addition to the initial report to APS, there may be additional required reporting to agencies such as the Board of Nursing, CNA Registry, the Attorney General's Office, etc., as the circumstances warrant. These reports will be filed by the Administrator.

**I understand this policy:**

Karen Crowley  
Name

3/4/20  
Date

ACRE ONLY

Bobbie Sue Gray

Bobbie Sue Gray

Golden Acres

- The facility will determine the time and circumstances under which the visitor or family member might return.

Mandatory Reporting

1. In the event any employee suspects a resident has been mistreated in any way, or their property tampered with inappropriately, they shall adhere to the State of Maine's Mandated Reporting Law by immediately notifying their Supervisor.
2. The Administrator or House Manager, if directed, will immediately investigate the claim or suspicion. The investigation will be kept as confidential as possible.
3. Injuries of unknown origin and resident-to-resident altercations will be reported to Adult Protective (APS) by the House Management on duty.
4. In addition to the initial report to APS, there may be additional required reporting to agencies such as the Board of Nursing, CNA Registry, the Attorney General's Office, etc., as the circumstances warrant. These reports will be filed by the Administrator.

Understand this policy

*Bobbie Sue Gray*  
*[Signature]*  
 Name

*3-10-2020*  
 Date

Next Review Date: 10/1/2021

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ELIZABETH STOVER

ASAC ONLY

Golden Acres

The facility will determine the time and circumstances under which the visitor or family member might return.

Mandatory Reporting

In the event any employee suspects a resident has been mistreated in any way, or their property tampered with inappropriately, they shall adhere to the State of Maine's Mandated Reporting Law by immediately notifying their Supervisor.

The Administrator or House Manager, if directed, will immediately investigate the claim or suspicion. The investigation will be kept as confidential as possible.

Injuries of unknown origin and resident-to-resident altercations will be reported to Adult Protective (APS) by the House Management on duty.

In addition to the initial report to APS, there may be additional required reporting to agencies such as the Board of Nursing, CNA Registry, the Attorney General's Office, etc. as the circumstances warrant. These reports will be filed by the Administrator.

I understand this policy.

Elizabeth Stover  
Name

3/10/20  
Date

Next Review Date: 01/2021

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