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| RESIDENT ABUSE OF STAFF | | | | NO. 430 | |
| POLICY:  Winning Wheels, Inc., takes resident abuse of staff seriously. The goal of Winning Wheels is to ensure safety of both residents and staff and to have an environment that is free of abuse.  PROCEURE:  In the event a resident is physically or verbally abusive to staff members during the process of provision of care, as defined as verbal abuse: the use of vulgarity or profanity, derogatory name calling or comment; physical abuse: striking, ramming with wheelchair, biting and/or behavior which causes physical harm to staff, staff may proceed as follows:   * Verbally inform resident that their actions are inappropriate and abusive, and warn them that should the behavior not cease, care will be delayed until this occurs, as continuation of the behavior will constitute a refusal of care. * If the abusive behavior persists beyond the first verbal warning, staff may prematurely terminate the procedure at hand (after ensuring the resident's safety), and leave the area. * If the nature of the procedure terminated indicates a need for further staff attempts, such will be made at regular, reasonable intervals. If patient behavior persists, follow physician notification policy for resident refusal of care. * Staff must take into consideration the resident's diagnosis, and follow any other behavior modification plan and/or protocols (e.g. care plan) that exist. * Incidents must be documented in the resident's medical records and reported to Social Services so they may determine if further action is necessary.   PROCEDURE OF STAFF ACCOMODATION:   * Staff may come to charge nurse or supervisor indicating a resident is being abusive and ask if they can change shifts or wings for a period of time. * If resident is consistently abusing staff, the charge nurse/supervisor shall go to resident’s social worker and explain situation. * Social worker shall have an intervention with resident. * If resident continues to be abusive, progressive measures may be implemented up to, and including, discharge. Discharge is a last resort option.   VISITOR ABUSE OF STAFF:  When a visitor engages in abuse of staff, staff must notify the charge nurse/supervisor. Staff shall remove themselves from the situation and continue to care for residents. Whether the visitor calms down or not, they may be escorted off of the premises and charges may be filed depending on severity of abuse, at the discretion of the Administrator and/or Director of Nursing. Depending on visitor’s relation to residents, visitors may be asked to come back another day or banned from premises. | | | | | |
| Approved: | Effective Date: | Revision Date:  3/17 | Change No.: | | Page:    1 of 1 |