



FEEDING ASSISTANT TRAINING SESSION #8



Vanderbilt Center for Quality Aging & Qsource

Feeding Assistant Training Session 8

1. Explain the key provisions of the Resident Rights Agreement
 - Define abuse and neglect
 - Discuss how to report abuse or neglect
2. Identify Feeding Assistant's role in maintaining resident rights

Importance of Resident Rights

Safety

Quality of Life

RESPECT

Freedom

Choices

DIGNITY

Resident Rights Agreement

Facilities must:

-Provide residents with a copy of rights upon admission

-Post a copy of the rights in a public area of the facility

- ❑ A safe and clean living environment
- ❑ Privacy
- ❑ Information
- ❑ Exercise their civil rights
- ❑ Participate in or refuse treatment
- ❑ Voice grievances without retaliation
- ❑ Manage personal finances
- ❑ Adequate and appropriate medical and nursing care
- ❑ Be free of physical and chemical restraints
- ❑ Take part in community activities
- ❑ Be treated with courtesy and respect
- ❑ Private visits and unrestricted communications
- ❑ Not to be transferred or discharged from the home
- ❑ Be free from physical, verbal, mental, and emotional abuse

Resident Rights Activity

	B	I	N	G	O
1	Right to privacy & confidentiality	Notice of rights and services	Right to refuse medical treatment	Right to manage personal finances	Right to self-administer medications
2	Right to access clinical record	Right to personal property	Right to a safe, clean environment	Notice of bed hold policy upon transfer	Right to be free from abuse and neglect
3	Rights of married couples	Examination of survey results rights	Right to be treated with respect & dignity	Access and visitation rights	Limitations on charges to personal funds
4	Transfer/ Discharge Rights	Right to be fully informed of health status	Right to participate in activities meeting needs/ interests	Right to voice grievances	Mail communication rights
5	Right to be free from restraints	Telephone communication rights	Right to exercise civil rights	Right to choose an attending physician	Admission policy rights

Key Components of Resident Rights

Residents have the right to:

- Be fully informed
- A safe, clean living environment
- Voice grievances without retaliation
- Not be transferred or discharged from the facility

Key Components of Resident Rights

Residents have the right to:

- Participate in treatment
- Refuse treatment
- Adequate and appropriate medical & nursing care



Key Components of Resident Rights

Residents have the right to:

- Exercise their civil rights
- Manage their personal finances
- Take part in community activities (that meet their interests and needs)



Key Components of Resident Rights

Residents have the right to:

- Privacy
- Private visits and unrestricted communication



Key Components of Resident Rights

Residents have the right to:

- Be treated with courtesy and respect

RESPECT

Key Components of Resident Rights

Residents have the right to:

- **Be free from abuse and neglect**
- Be free from restraints (chemical & physical)

Resident Rights Activity

	B	I	N	G	O
1	Right to privacy & confidentiality	Not to be discriminated against	Right to medical treatment	Right to refuse medical treatment	Right to make decisions
2	Right to be heard	Right to personal property	Right to be free from abuse	Not to be held in isolation	Right to be free from restraint
3	Right to be informed	Expectation of privacy	Right to be treated with respect	Access to information	Limitation on disclosure of information
4	Transfer to another facility	Right to be fully informed of health status	Right to participate in decisions regarding care	Right to be free from physical and chemical restraints	Mail and communication
5	Right to be free from restraints	Right to be free from seclusion	Right to be free from civil commitment	Right to be free from medication	Admission to a facility

Abuse & Neglect

Related F- Tags

F223

F225

F226

F490

F493

- What is abuse and neglect?
 - ▣ Types
- How do you prevent it?
- How do you recognize it?
- How do you report it?

Definition of Abuse

“Willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain, or mental anguish.”

Types of Abuse

- Physical:
 - ▣ Includes hitting, slapping, pinching, kicking or controlling behavior through corporal punishment
- Sexual:
 - ▣ Sexual harassment, coercion, or assault
- Verbal:
 - ▣ Oral, written, or gestured language that includes disparaging or derogatory terms
- Mental:
 - ▣ Includes humiliation, harassment, and threats of punishment or deprivation

Other Types of Abuse

- Misappropriate Resident Property
 - ▣ Misplacement or wrongful use of residents' belongings or money without consent

- Involuntary Seclusion
 - ▣ Separating a resident from others against his/ her will

- Restraints
 - ▣ Physical, mechanical, or chemical
 - ▣ If used- they must be noted in the clinical record

Definition of Neglect

“The failure to provide goods and services necessary to avoid harm; can include failure to answer call lights or leaving residents sitting/ laying in feces or urine.”

Preventing Abuse & Neglect

- Respect & Dignity

- Facility prevention policies
 - ▣ Background checks when hiring staff
 - ▣ Educating staff on abuse and neglect
 - ▣ Photo, video & media policies****

Recognizing of Abuse & Neglect

- Bruises
- Fractures
- Fearfulness of caregivers
- Withdrawn

Reporting Abuse & Neglect

- Any suspected abuse or neglect must be reported

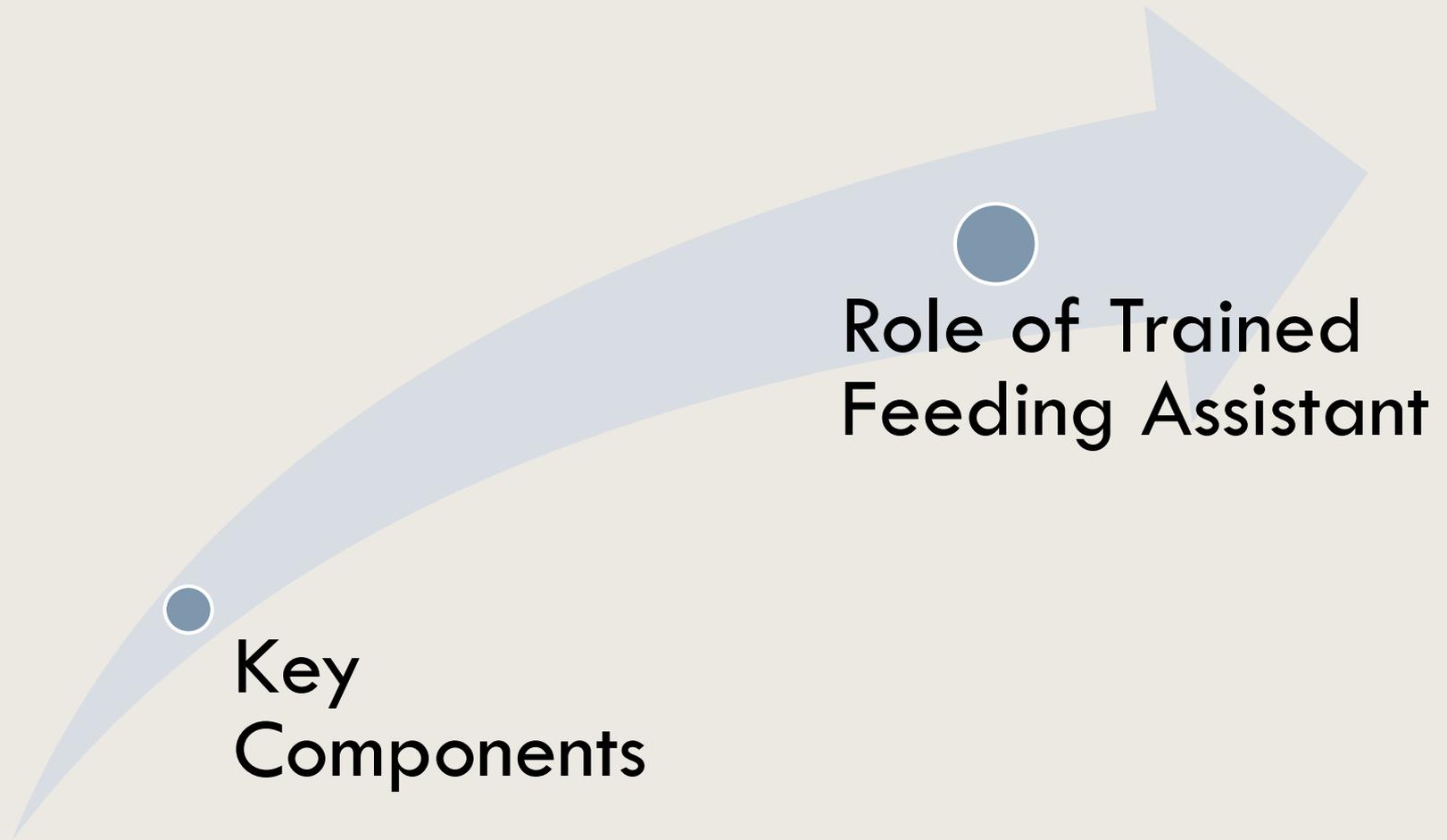
- Who do you report abuse and neglect to? How do you contact that person?
 - ▣ Ombudsman is the state agency for reporting abuse in long term care facilities
 - ▣ TN Hotline # 1-877-236-0013
 - ▣ Every facility is required to post the ombudsmen contact information

Reporting Abuse & Neglect

□ Facility Representative

- Most facilities designate a staff member to abuse/neglect; this is in addition to contacting the ombudsman
- Typically this is the administrator, director of nursing, or social services director

Feeding Assistant Role in Resident Rights



Feeding Assistant Responsibilities

- Report any suspected abuse or neglect
- Protect resident's privacy
- Respect and promote residents' rights
- Promote residents' independence

Feeding Assistant Role in Resident Rights

- Behaviors to promote resident's rights
 - ▣ Use appropriate titles (e.g., Mrs., Mr., etc.)
 - ▣ Explain assistance to be provided
 - ▣ Treat residents equally
 - ▣ Promote resident's right to make choices
 - Respect resident food choices

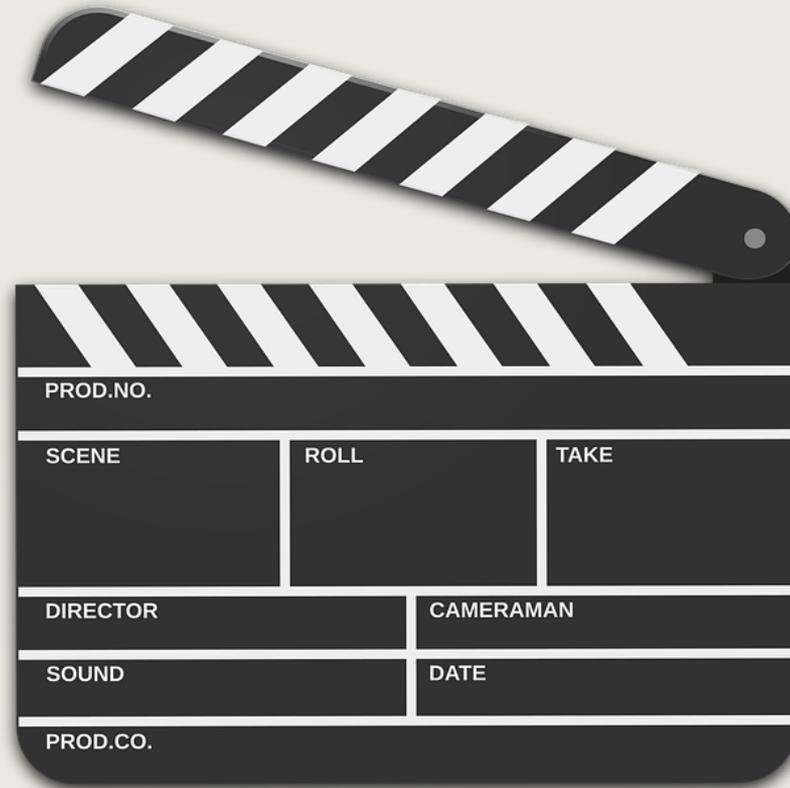
Feeding Assistant Role in Resident Rights

- Behaviors to promote resident's independence
 - ▣ Promote resident's right to make choices
 - ▣ Use affirmative language
 - ▣ Allow the resident to do as much for herself as possible
 - Encourage resident by using physical guidance

Feeding Assistance from Start to Finish

	Did Staff Member...	YES	NO	N/A
	Wash hands or use hand sanitizer before assistance			
<u>Performance Evaluation:</u> * Snack Time * Meal Time * Completed at the end of training series	Greet the resident by name			
	Introduce Self and/or resident to snack			
	Offer resident choice of at least 2 fluids			
	Offer resident choice of at least 2 foods			
	Ensure snack items are within the prescribed diet			
	Ensure resident is sitting upright, to greatest extent			
	Seat themselves beside or across from resident			
	Social interaction with resident			
	Provide verbal instruction or orientation			
	Offer alternatives if resident is eating < 50%			
	Offer resident second serving if eating 100%			
	Provide manageable bites			
	Spend at least 5 minutes or until resident finishes			

Video Clips



Session Summary

- Residents should be treated with respect and dignity, and that principle guides our actions
- Staff must report any suspected abuse or neglect-immediately!
- As a trained feeding assistant, you play an important role in upholding resident rights