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ABUSE AND MOLESTATION POLICIES AND PROCEDURES

As we have discussed during our interview, orientation, and training process, **Senior Helpers Inc.** has a zero-tolerance policy against any mistreatment of our valued clients. They are usually elderly and or suffer from some form of disability and they, and their family, have placed their trust in our agency, and by extension, if our care aides, to assist them as outlined in the Care Plan we discussed with you before your assignment.

We are certain that you, as a professional, will provide the best care and services for our clients; however, we also want you to be fully aware of the agency's policy and procedures regarding any allegations of abuse and or mistreatment. ALL allegations will be taken seriously and fully investigated and, when warranted, reported to law enforcement; **Senior Helpers Inc.** will completely cooperate with any investigation(s) undertaken by law enforcement and or the applicable state agencies mandated to investigate the occurrence(s).

Senior Helpers Inc. is committed to providing safe and respectful situations that support the health and overall well-being of our clients. As the assigned caregiver and an employee of **Senior Helpers Inc.**, you will be expected to comply with the following policy and procedures:

1. Upon first arriving at the assignment, we ask that you carefully examine the environment and identify any circumstances or situations that may pose a danger or hazard to the care recipient and or to yourself. If you can address the matter directly with the client and or their family/guardian and correct it, then do so. Please advise the assigned care/case coordinator at **Senior Helpers Inc.** of the issue and what action(s) were taken; if possible, document it in writing and with photographs. If the situation is not easily fixable, then document it (again with photographs, if possible) and advise the care/case coordinator.
2. Immediately report any incidents/accidents, falling, slipping, or tripping no matter how minor you may think they are. If possible, document any visible signs of injury with photographs. If there is no other responsible family member or guardian in the home, contact the office so they can call the client's emergency contacts. In a true emergency,

requiring immediate medical attention, you are to call 911 immediately and stay with client until first responders (EMTs) arrive.

3. State law defines abuse and neglect of people receiving care as acts that cause actual harm and or that create the risk of harm. The following is a list of the incidents that must be reported and investigated:
 - a. Any conduct by our staff that intentionally or recklessly causes physical injury or serious long-term harm to the client's physical, mental, or emotional condition.
 - b. Any conduct by our staff, verbal and non-verbal, that intentionally or recklessly affects the client's emotional, social, or behavioral conditions.
 - c. Any conduct of a sexual nature whether consented to by the client or not. This includes but is not limited to inappropriate touching, indecent exposure, discussions of a sexual nature, and or sharing pornographic material.
 - d. Any misuse of restraints or isolation that is not specifically allowed pursuant to the Care Plan and limits. The only allowed exceptions are necessary and reasonable restraints in an emergency that are intended to protect the client from suffering harm.
 - e. Any administration of medication to the client whether prescribed or not. We are only responsible for reminding the client of the medication regimen or routine.
 - f. Engaging in the use of any controlled substance or drugs with the client, whether consented to or not. Please note that also includes sharing alcohol with the client.
 - g. Any failure to provide proper supervision as noted in the Care Plan either by direct action or inaction which places the client in a potentially dangerous situation.
4. Under state law our agency, and you as an employee, are mandated to report any incidents or injuries that we suspect may have been caused, intentionally or due to neglect, to any vulnerable person. If you suspect that our client, your assigned client may be a victim please contact the care/case coordinator to discuss the matter in detail and address the situation.

As noted, our primary concern is the clients' safety and comfort; we are there to make their lives easier and allow them to remain in their homes as outlined in the Care Plan. If you believe that the client requires additional assistance or services, please contact the care/case coordinator so that we can address this. We consider you a valued member of the Angel Care Home Companion Services' team and your contributions and suggestions are always welcomed.

AGREEMENT:

If you have any questions regarding these policies and procedures, please contact the assigned care/case coordinator for clarification.

“I have read and understand **Senior Helpers’** abuse and molestation policy and procedures and agree to accept the terms and conditions throughout my employment and assignments with the agency. I understand that my failure to follow this policy could result in disciplinary action including termination of employment.

Signature

Date

Print Name