



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



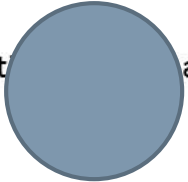
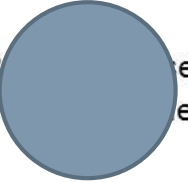


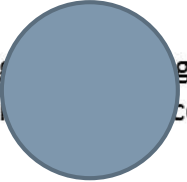


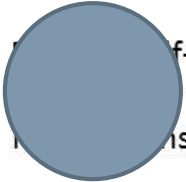

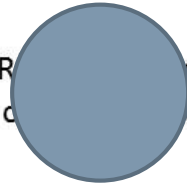

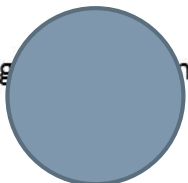

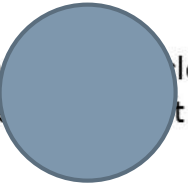


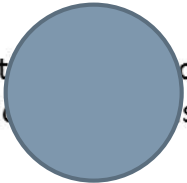

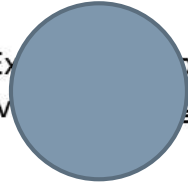



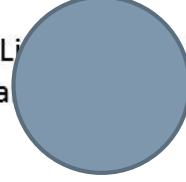


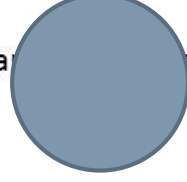

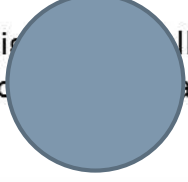






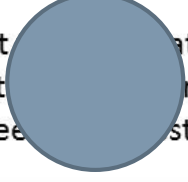







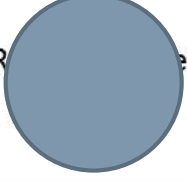


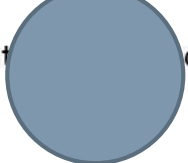


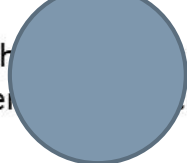



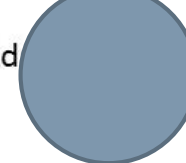


Key Components of Resident Rights

Residents have the right to:

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



Resident Rights Activity

| | B | I | N | G | O |
|---|--|--|--|---|--|
| 1 | Right to privacy & confidentiality | Not  and | Re  me  e  ent | Ri  pe  ge  ces |  f-  s |
| 2 | R  ss  d | Ri  g  nal | Ri  g  lean  t | Not  poli  sfer | Right to be free from abuse and neglect |
| 3 | Rights of married couples | Ex  sur  v  of  ghts | Right to be treated with respect & dignity | Access and visitation rights | Li  cha  n  nal |
| 4 | Tran  sfer  ge | Ri  g  n  fo  r  ally  h  lth | Right  to  act  in  g  n  g  needs  ts | R   e  e | Mail communication rights |
| 5 | Right to be free from restraints | Telephone communication rights | Right  to  ci  vil | Ri  g  an  n  ian | Ad    cy |

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 receive medical attention | Right to refuse medical treatment | Right to make decisions |
| 2 | Right to be heard | Right to be treated as an individual | Right to be free from restraints | Not to be subjected to policies that are not in the resident's best interest | Right to be free from abuse and neglect |
| 3 | Right to be informed | Exercise of rights | Right to be treated with respect and dignity | Access to information | Living in a safe and comfortable environment |
| 4 | Transfer to another facility | Right to be fully informed of health status | Right to participate in decisions regarding care and treatment | Right to be free from physical and chemical restraints | Mail and communication |
| 5 | Right to be free from restraints | Right to be free from coercion | Right to be free from civil and criminal liability | Right to be free from physical and chemical restraints | Admission and discharge |

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

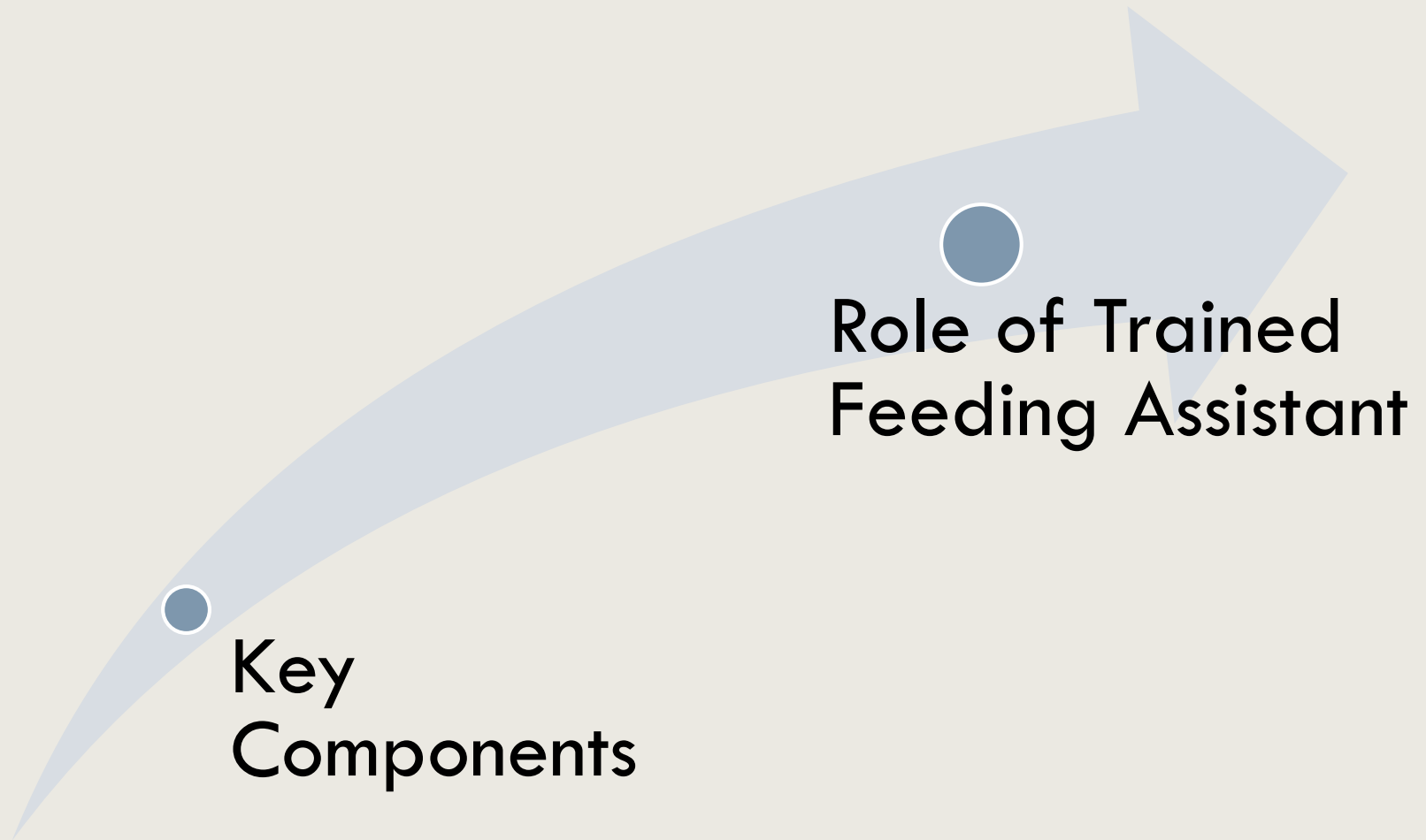
- Who do you report abuse and neglect to? How do you contact that person?
 - ▣ Ombudsman is the state agency for reporting abuse in long term care facilities
 - ▣ TN Hotline # 1-877-236-0013
 - ▣ Every facility is required to post the ombudsmen contact information

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

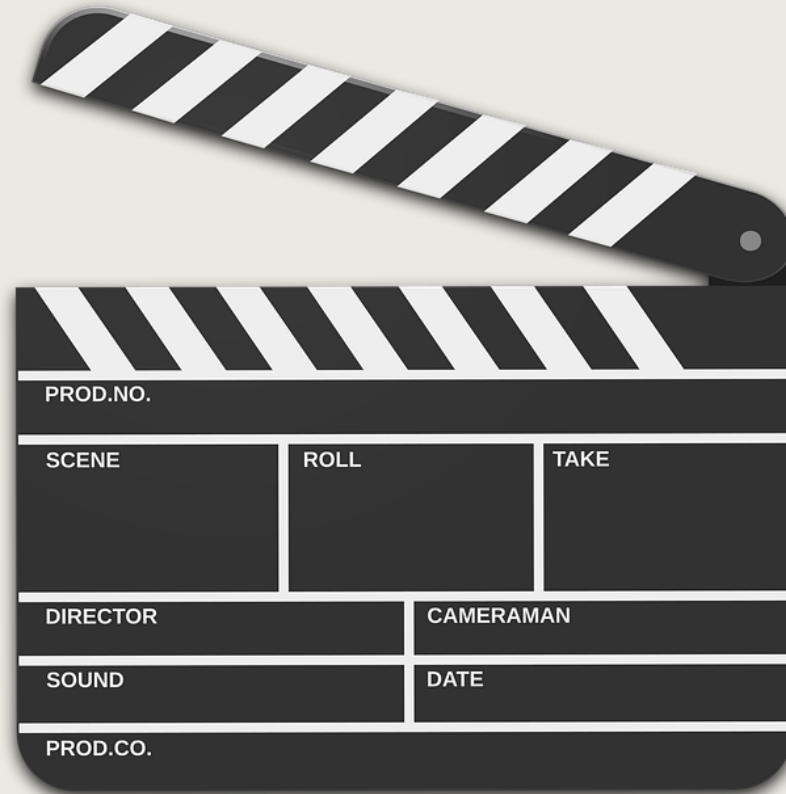
Feeding Assistant Role in Resident Rights

- 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> | Greet the resident by name | | | |
| * Snack Time | Introduce Self and/or resident to snack | | | |
| * Meal Time | Offer resident choice of at least 2 fluids | | | |
| | Offer resident choice of at least 2 foods | | | |
| * Completed at the end of training series | 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

Series Wrap-Up

- Congratulations!

- Next Steps: Evaluation
 - ▣ Performance or Written
 - ▣ Schedule with supervisor

- Submit attendance logs
 - ▣ Email to
centerforqualityaging@vanderbilt.edu
 - ▣ Fax: 615-322-1754

Learning On Demand

- Recording of all sessions will be available via atom Alliance's Learning On Demand (<http://atomalliance.org/webinars/on-demand-webinars/feeding-assistance-webinar-series/>)
- Supplemental Materials (curriculum, slides, links to video clips, etc.) can be found on our project website: www.vanderbiltpfa.org