

## What is Risk Management?

- It proactively addresses various risks within our organization by taking steps to minimize, identify and prevent them.
- Our organization believes in a non-punitive reporting culture, where staff will not get in trouble for reporting an event or concern. This promotes a Culture of Safety where staff feel comfortable reporting without fear of retaliation.
- Under Risk Management we are keeping up with equipment concerns and providing the safest methods for both our residents and our staff.
- Our organization takes steps to decrease both hazardous wandering and elopements in all areas of care. Residents are assessed upon admission to each care area for their risk level.
- Having an active Good Catch program on our campus has encouraged reporting of potential negative events- with a goal of fixing a problem or system before actual harm comes to the resident, visitor, affiliate, or staff.



“We want to know what concerns are witnessed at all levels so that we can identify and correct the risk.”

All of our events are electronically documented in RL PEER and reviewed by each care area administrator

## Let us Introduce Ourselves!

*Please contact any of the staff below for reporting any type of abuse, neglect, complaint, or concern, Resident Rights, or for questions*

**Arielle Schultz-** Compliance and Risk Manager

**Beth Walls-** Mennonite Home Administrator

**Marsha Blankenship-** Quail Run Administrator

**Mary Scott-** Lydia’s House Administrator

**Sue Currey-** In-Home Services and Independent Living Administrator

Contact us at  
**541-928-7232**  
or on the web at  
[www.mennonitevillage.org](http://www.mennonitevillage.org)

**5353 Columbus St SE  
Albany, OR 97322**



The Mennonite Village's

*Guide to Abuse, Neglect,  
Exploitation, and Risk  
Management*





*We want to create trusting relationships with our residents and families and we do that by listening and following up on complaints, grievances, and concerns.*

## What are Complaints and Grievances?

**Complaint-** a general expression of dissatisfaction and can be about any situation that can be solved at a supervisor or managerial level.

**Grievance-** a more serious problem with someone or something that is not easy to resolve, these are normally dealt with at an administrator level.

A complaint or grievance can be either written or verbal. Every resident has the right to voice their complaint or grievance without fear of retaliation.

All complaints and grievances are taken

# Abuse, Neglect, and Exploitation

*All potential abuse must be reported **immediately** to a supervisor or administrator so that the investigation process can begin. Each care area will have additional information on the topics below and the full list of Resident Rights.*

## Abuse >>>

- The willful infliction of injury, unreasonable confinement, intimidation, or punishment resulting in physical harm, pain or mental anguish. Abuse can be **physical** (use of any physical force that may result in bodily injury, physical pain, or impairment), **verbal** (can be oral, written, or gestured to a resident or visitor about a resident), **mental** (can be verbal or nonverbal and demeaning photographs), or **sexual** (can be verbal and include both physical and non-physical signs)
- **Elder abuse** is physical, sexual, psychological abuse as well as neglect, abandonment, or financial exploitation of an older person by another person or entity.

## Neglect >>>

- The failure to provide goods and services to a resident necessary to avoid physical harm, pain, mental anguish, or emotional distress. This can include failing to provide basic hygiene care, access to assistive devices, or assistance with nourishment.
- The physical evidence of prolonged neglect can include loss of mobility, pressure ulcers, contractures, dehydration and malnutrition.

## Involuntary Seclusion >>>

- Separating a resident from others against their will or confinement to their room against their will.
- This does not include separating residents due to infection control or a physical and/or verbal altercation.

**We work to protect Resident Rights in each care area including, but not limited to, their right to be free from these listed.**

## Exploitation >>>

- Taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion. This is an unauthorized use of the residents funds or property. It can be done by a family member, caregiver, friend, or an outside scam artist.
- This can occur while a resident is at the facility, receiving in-home care services, or if we were notified before the resident moves to the facility.



## Setting Realistic Expectations >>>

**We want the resident and their family to understand:**

- What services we do and do not provide at all levels of care
- Potential outcomes
- We want good communication so that both staff and family have clear understandings of services and care

## Conflict Resolution >>>

**We want to create an environment that keeps residents and staff communicating effectively despite conflict.** First we want to see what the triggers and causes of the behavior are- is it a medical condition, cognitive change, or a change in the resident's pattern? Then we look to techniques and strategies for handling aggression and agitation- watching our tone of voice, our approach, keeping a safe distance, and know when to take a break and come back later. Ultimately we want to prevent the conflict by- maintaining our composure, actively listening, and allowing adequate time to address the situation. Resolution strategies include- speaking softly, remaining neutral, and seek to smooth the situation over without force.