

Abuse, Neglect, and Exploitation

Lesson 1: Objectives

At the completion of this course, you will be able to:

- ❖ Define abuse, neglect, and exploitation;
- ❖ Identify and assess a victim of abuse and neglect;
- ❖ Recognize signs of abuse, including physical, emotional, sexual, financial, domestic, and elder abuse;
- ❖ Recognize signs of neglect; and
- ❖ Appropriately report abuse and neglect.

Introduction

Every person has the right to receive care in a safe setting. This includes the right to be free from all forms of abuse, neglect, or exploitation whether from staff, visitors, or other persons. Abuse includes physical, emotional, and sexual abuse and is defined as the intentional maltreatment of an individual which may cause physical or psychological injury. Neglect is the absence of services or resources to meet basic needs. This includes withholding or inadequately providing food, hydration, clothing, medical care, and good hygiene. Exploitation occurs when an individual is taken advantage of to benefit another person.

Quiz Question:

Abuse includes:

- a. Physical abuse.
- b. Emotional abuse.
- c. Sexual abuse.
- d. ***All of the above.**

Lesson 2: Identification and Assessment

Victims of abuse or neglect present to your organization in a variety of ways. The person may be unable or unwilling to speak of the abuse, and it may not be obvious to the casual observer. Therefore, staff must identify abuse or neglect, as well as its extent and circumstances, to provide appropriate care. Your organization has developed criteria for staff to use to identify and assess victims of abuse and neglect upon entry to the organization and on an ongoing basis. The individual may also be referred to a community agency for assessment and care. The assessment must be performed in a manner that safeguards evidence and supports future legal actions, if necessary.

Quiz Question:

Victims of abuse are always willing to talk about the abuse.

True or ***False**

Lesson 3: Signs of Abuse and Neglect

The following signs of abuse and neglect do not necessarily signify abuse or neglect but are important to evaluate.

Physical Abuse

Physical abuse involves contact that is intended to cause pain, injury, or other physical suffering or harm and feelings of intimidation. Physical abuse includes, but is not limited to, acts such as hitting, kicking, pushing, slapping, and burning. Signs of physical abuse include injuries that are unexplained, questionable, or inconsistent with medical findings such as:

- ❖ Facial injuries
- ❖ Welts or bite marks
- ❖ Burns in the shape of an object
- ❖ Fractures or cuts in different stages of healing
- ❖ Suspicious patterns of bruising (such as parallel or circular bruises, bruises in the shape of human fingers, or several bruises in different stages of healing)
- ❖ Pain during movement or movement that is restricted

The person may display aggressive and destructive behavior or victimize others. They may also be hurtful to animals and vulnerable individuals and/or take pleasure in being hurt.

Emotional Abuse

Emotional, or psychological, abuse involves verbal or non-verbal conduct that is intended to cause mental or emotional pain. An individual is emotionally abused when he or she is regularly threatened, belittled, harassed, humiliated, ignored, isolated, rejected, blamed, or otherwise emotionally mistreated. Signs of emotional abuse include:

- ❖ Withdrawn, depressed, or agitated behavior
- ❖ Feelings of despair, hopelessness, and vulnerability
- ❖ Poor self-image and self-hatred
- ❖ Crying without reason
- ❖ Overly complaint behavior
- ❖ Sleep and/or eating disorders
- ❖ Suicidal gestures or attempts
- ❖ Loss of interest in activities, including social activities

Sexual Abuse

Sexual abuse involves undesired sexual acts that are forced upon one person by another. This may also include sexual harassment. Signs of sexual abuse include:

- ❖ Trauma to the genital area or complaints of pain around the genitals
- ❖ Presence of venereal disease or infection
- ❖ Bruising, bleeding, swelling, or discharge from the penis, vagina, or anus
- ❖ Difficulty in walking or sitting
- ❖ Torn, stained, or bloody underclothing

The healthcare provider should be aware of any family member, friend, or other person that seems unusually interested in the victim. The victim might display unusual behavior around this person. They may also be seductive toward others, display compulsive sexual or promiscuous behavior, or participate in demeaning or hurtful sexual activities or habits.

Financial Abuse

Financial, or economic, abuse involves the use of a person's money, property, or assets without their approval. Signs of financial abuse include:

- ❖ Complete control of all finances, including money and credit cards, by another person
- ❖ Stealing of money or property
- ❖ Misuse of assets for personal gain

Domestic Abuse

Domestic abuse, sometimes called intimate partner violence, is abuse or aggression that occurs in a close relationship. This type of violence can occur among heterosexual or same-sex couples, does not require sexual intimacy, and refers to both current and former spouses and dating partners. Intimate partner violence includes physical, sexual, and emotional abuse as well as stalking.

Elder Abuse

Elder abuse is an intentional act or failure to act that causes or creates a risk of harm to someone age 60 or older. The abuse often occurs at the hands of a caregiver or a person the elder trusts. Elder abuse may include physical, emotional, sexual, and financial abuse, as well as neglect.

Neglect

Neglect is the absence of services or resources that meets a person's basic needs. Signs of neglect include:

- ❖ Failure to thrive
- ❖ Malnutrition
- ❖ Inappropriate dress for weather

- ❖ Poor hygiene
- ❖ Unattended medical conditions

Quiz Question:

Match the abuse to its description:

Physical abuse = *Contact that is intended to cause pain, injury, or other physical suffering or harm and feelings of intimidation.

Emotional abuse = *Verbal or non-verbal conduct that is intended to cause mental or emotional pain.

Sexual abuse = *Undesired sexual acts forced upon one person by another.

Financial abuse = *The use of a person's money, property, or assets without their approval.

Lesson 4: Reporting Abuse and Neglect

You must immediately report any event or occurrence that may involve or contribute to abuse, neglect, or exploitation so it can be investigated, and appropriate actions taken. External agencies must also be notified. Follow your organization's policies and procedures regarding the reporting of abuse.

Quiz Question:

You must immediately report any event or occurrence that may involve or contribute to abuse, neglect, or exploitation.

***True** or False

Lesson 5: Conclusion

(NOTE: You may wish to display contact information for the appropriate personnel to contact within your organization.)

Your organization is committed to protecting those they serve. And it takes your help! If you have any questions about abuse and neglect, including reporting procedures, contact the appropriate personnel within your organization for guidance and assistance.

Test Questions (10 questions Pre-test or 5 questions Post-test)

Pool 1 (6 or 3 questions)

MULTIPLE CHOICE

1. Abuse includes:
 - a. Physical abuse.
 - b. Emotional abuse.
 - c. Sexual abuse.
 - d. All of the above.

2. An individual is not given water because he/she spills it on the linens. This is an example of:
 - a. Physical abuse.
 - b. Neglect.
 - c. Sexual abuse.
 - d. Emotional abuse.

3. Signs of physical abuse may include:
 - a. Loss of interest in activities.
 - b. Stealing of money.
 - c. Bite marks.
 - d. Crying without reason.

4. Signs of emotional abuse may include:
 - a. Withdrawn, depressed, or agitated behavior.
 - b. Burns in the shape of an object.
 - c. Difficulty in walking or sitting.
 - d. Misuse of assets.

5. Signs of sexual abuse may include:
 - a. Suspicious patterns of bruising.
 - b. Trauma to the genital area.
 - c. Eating disorders.
 - d. Malnutrition.

6. Domestic abuse can include:
 - a. Sexual abuse.
 - b. Physical abuse.
 - c. Emotional abuse.
 - d. All of the above.

7. Signs of neglect include:
 - a. Inappropriate dress for the weather.

- a. Stealing of property.
- b. Feelings of despair and hopelessness.
- c. Bruises, bleeding, or swelling from the penis or vagina.

Pool 2 (4 or 2 questions)

TRUE/FALSE

- 8. Financial abuse involves the use of a person's money, property, or assets without their approval.
- 9. Everyone in a healthcare organization has the responsibility to prevent abuse and neglect from occurring no matter what his or her role.
- 10. Victims of abuse are always willing to talk about the abuse.
- 11. Victims of abuse only enter your healthcare organization through the Emergency Department.
- 12. Signs of abuse are always obvious.
- 13. Physical abuse involves contact that is intended to cause pain, injury, or other physical suffering or harm.
- 14. Emotional abuse involves undesired sexual acts that are forced upon one person by another.
- 15. Sexual abuse involves undesired sexual acts that are forced upon one person by another.
- 16. A victim of sexual abuse may be seductive toward others.
- 17. You must immediately report any event or occurrence that may involve or contribute to abuse, neglect, or exploitation.
- 18. Elder abuse often occurs at the hands of a caregiver or a person the individual trusts.