



**BUREAU OF FACILITY LICENSURE AND CERTIFICATION
DIVISION OF NURSING CARE FACILITIES
GUIDELINES FOR INVESTIGATION OF
ABUSE, NEGLECT, AND MISAPPROPRIATION OF PROPERTY**

Information Required From Providers When Reporting

A. Provide Chronology of the Investigation

Order of interviews or statements gathered include: list of persons working who could reasonably have knowledge of the incident, brief employment history of all employees interviewed or who have provided witness statements; include prior allegations or actions which resulted in discipline.

B. Witness/Accused Statements

Statement should be handwritten. If illegible, provide typed copy of exact words on statement and have the individual sign and date. Include both typed and handwritten copies with report.

Instruct the witness to describe the incident in full. Include the exact words if verbal abuse is suspected. Include a graphic description if physical abuse is suspected. Be sure to include a description of the scene, positioning of resident and staff, time, nature of injury, etc.

NOTE: If employees refuse to give a statement and management has reason to believe that the employee should have knowledge of an incident, require the employee to write a statement that he/she has no knowledge of the incident, sign, and date. Include with the report.

C. Descriptors Needed

1. Verbal Abuse

State exact words and describe circumstances surrounding the incident as well as responses from resident.

2. Physical Abuse

Describe nature, location, and size of injury (i.e., pear-shaped bruise on left-upper thigh, 5 cm long; scratch on right-upper cheek extending to ear, etc.). Obtain Polaroid photograph of injuries when possible. Be sure to maintain the dignity of the resident and obtain permission for pictures. Use other objects in photo as well as to show size relationships. Describe how resident manifested injury (i.e., posturing of injured limb, grimacing, moaning, or actual voice of pain).

NOTE: If an object or instrument was used to injure a resident, be sure to impound such object as appropriate and be able to produce for the police or the department's

inspection if requested. Photographs of objects are permissible in cases where the object is too large to move or permanently affixed.

Pictures should NOT be submitted with report, but should be available upon request if taken as part of the investigation.

3. Misappropriation of Property

Include physical description of property or amounts of money. Photographs of personal property obtained upon admission are invaluable as are itemized lists of all personal property. Include a list of staff who would have access, when article was last seen, where it is usually kept, and estimate of approximate value. The report should reflect that the resident or residents' responsible party's permission was not given to use/remove said property.