



## **Client Abuse Policy**

Hearthside, Inc. has Zero Tolerance for sexual abuse in the workplace. Sexual Abuse can be defined as inappropriate sexual contact including interaction for gratification of the adult who is the Caregiver or responsible party for a senior or any inappropriate sexual contact of a criminal nature. Sexual abuse includes sexual molestation, sexual assault, sexual exploitation, or sexual injury.

It is your responsibility to report any suspicions of sexual abuse to your Supervisor or General Manager.

It is the responsibility of every staff member to act in the best interest of our clients. Significant physical, mental or emotional changes in the client or any major changes in their environment must be reported to the office immediately for documentation, review, resolution, coaching, etc. If you need to talk privately and cannot do so at the client's home, please call us immediately after your shift ends.

Examples of reasons to call the office to speak to your Supervisor or General Manager about a client include, but are not limited to:

- Injuries to the client
- Threatening changes in the client's condition or environment
- Property damage
- Altercations with a client, client's family member, friend, Caregiver, or staff in an nursing home, group home, or assisted living facility
- Any cases of suspected abuse, neglect, or exploitation of the client
- Any physical, mental, or significant emotional changes in the client
- Concerns regarding the possible emotional or sexual abuse of the client

Home Instead Senior Care is a mandated reporter and will take any report of suspected client abuse or sexual abuse seriously. All reports or concerns will be investigated by the General Manager, Angela Bartlett, who can be reached at 508-393-8338.

Home Instead Senior Care will file appropriate reports with Elder Protective Services, Executive Office of Elder Affairs, and local law enforcement and fully cooperate in any outside investigation.

Elder Protective Services: 1-800-922-2275

It is also a violation of Home Instead Senior Care's company policy, and it is unlawful, to retaliate against an employee for making or filing a complaint of sexual abuse or client abuse or for cooperating in an investigation of a complaint. Any such retaliation will also result in disciplinary action, up to and including termination of employment.

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**Care Bridge Home Care Inc dba Home Instead**

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