

Resident-to-Resident Mistreatment

In-Service Training Guide

This is a guide for the [Preventing and Responding to Resident-to-Resident Mistreatment in-service training](#). The [PowerPoint, with presenter notes](#), is intended for use by Long-Term Care Ombudsman programs to provide in-service training for staff of nursing facilities and residential care communities on the topic of resident-to-resident mistreatment (RRM).

Learning Objectives

By the end of the training attendees will:

1. Be able to define resident-to-resident mistreatment.
2. Be able to provide practical solutions to prevent incidents of resident-to-resident mistreatment.
3. Understand the importance of individualized, resident-centered care, and
4. Know how to report incidents of RRM.

Training Notes

- The training is approximately 30 minutes long, incorporating time for questions and discussion. Depending on how much time you are given for your presentation and your audience, you may need to skip some of the slides to reduce the length and/or remove slides that are not specific to your audience (e.g., remove slides referring to nursing facility requirements if you are presenting to non-nursing facility staff).
- You will want to practice the presentation to see how long it takes. Some of the slides are designed for staff to respond to, so you may need to limit the responses to just one or two comments, if you have an engaged group.
- There are reminders or tips for trainers (marked as “Trainer Note”) in the presenter notes of the slides.
- Consider asking the facility administration about providing a brief reminder (5 minutes or less) about the facility policies for reporting and investigating resident-to-resident mistreatment (see presenter notes of slide 18).
- Prior to conducting this presentation, you are encouraged to review the following resources to have a better understanding of this topic.

- [NORC Issue Page – Resident-to-Resident Mistreatment](#)
 - [Resident-to-Resident Elder Mistreatment \(RREM\) A Training and Education Guide](#). Available for purchase from Research Division of The Hebrew Home at Riverdale.
 - [A staff intervention targeting resident-to-resident elder mistreatment \(R-REM\) in long-term care increased staff knowledge, recognition, and reporting](#).
 - [Writing “I” Care Plans](#)
 - [Understanding and Dealing with Resident Aggression](#)
- The following are resources you may want to consider making copies of to distribute to the participants:
 - [Brochure for Consumers on Resident Mistreatment](#) and [large font fact sheet](#);
 - Abuse, Neglect, Exploitation, and Misappropriation of Property [fact sheet](#)
 - As the primary audience for this in-service is direct care staff, some of the information provided may not apply directly to their work. For example, direct care staff may not be able to implement consistent assignment, provide additional training, or increase staffing as that is usually a decision made by facility management; however, they can use the recommendations in this presentation to speak with management and advocate for improvements.

Training Preparation Checklist

_____ Invite Administrator, Director of Nursing, or other leadership to speak about the facility’s policies and procedures regarding reporting incidents of resident-to-resident mistreatment.

_____ Review the resources listed above.

_____ Make enough copies of handouts (see suggestions above).

_____ Practice your presentation and either reduce slides or add more time for discussion.

_____ Take a big breath, relax, and think how this training might improve the lives of the residents in the facility!