


**GUAM MEMORIAL HOSPITAL AUTHORITY
SOCIAL SERVICES DEPARTMENT MANUAL**

APPROVED BY:  Zennia C. Pecina, MSN, RN Professional Support Division Administrator	RESPONSIBILITY: Social Services Nursing	EFFECTIVE DATE: 8/89	POLICY NO. 6431-10	PAGE 1 of 3
TITLE: REFERRAL TO ADULT PROTECTIVE SERVICES				
LAST REVIEWED: 11/2008; 2/2012; 8/2015				
ENDORSED: FP 07/2009; FP 8/2015				

PURPOSE:

To assure that a standard and consistent procedure is followed by all Social Workers and other GMHA staff who are involved in coordinating referrals to the Adult Protective Services (APS) to assure that reporting procedure is adhered to and complete and accurate information is furnished to the Adult Protective Services.

To comply with Guam Public Law 19-54 which mandates Adult Protective Services.

POLICY:

Public Law No. 19-54, Chapter 2952 mandates that “any person who, in the course of his/her employment, occupation or professional practice comes into contact with elderly or disabled adults, has knowledge or reasonable cause to believe that an elderly or disabled adult is suffering from or has died as a result of abuse shall immediately make a verbal report of such information or cause a report to be made to the Adult Protective Services Unit, and shall, within forty-eight hours, make a written report to the Unit.”

DEFINITION:

“Elderly Adult” refers to persons sixty (60) years of age or older.

“Disabled Adult” is any person over the age of eighteen (18) years who:

- a. Has physical or mental impairment which substantially limits one or more major life activities; or
- b. Has a history of or has been classified as having an impairment which substantially limits one or more major life activities.

“Abuse” means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm or pain or mental anguish, or deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental and psychosocial well-being. This presumes that instances of abuse of all residents, even those in a coma, cause physical harm, or pain or mental anguish

“Verbal Abuse” refers to any use of oral, written, or gestured language that includes disparaging and derogatory terms to patients/residents or their families, or within their hearing distances, to describe patient’s, resident’s, regardless of their age, ability to comprehend, or disability.

“Sexual Abuse” includes, but is not limited to, sexual harassment, sexual coercion, or sexual assault.

“Physical Abuse” means illegal or improper use of the patient’s/resident’s money, property or other resources for monetary or personal benefit, profit or gain. It includes but is not limited to theft, misappropriation, concealment, misuse or fraudulent deprivation of money or property belonging to the patient/resident.

“Mental or Emotional Abuse” includes but is not limited to verbal assaults, insults, threats, intimidation, humiliation, harassment, isolation which provokes fear, agitation, confusion or severe depression.

PROCEDURE:

1. Refer to Public Law No. 19-54 to get a complete understanding of the purpose, intent and provisions of Adult Protective Services (APS) Division of Senior Citizens at the Department of Public Health & Social Services.
2. Reporting Procedure:
 - a. Report alleged abuse immediately to APS by calling:

During regular work hours (M-F, 0800-1700)
735-7415/7421

After Regular work hours/weekends/holidays:
Hotline: 647-8833
 - b. If there is no response from APS, call Guam Police Department,
Telephone: 472-8911
 - c. Send written report, using APS Agency form within forty-eight (48) hours after the oral report to:

Department of Public Health & Social Services
Division of Senior Citizen
Adult Protective Services
P.O. Box 2816
Hagatna, Guam 96910

Note: Written report prepared during weekends, holidays, or after regular work hours when Social Workers are not available may be placed at Nurse’s station in the box marked for “Social Services”. A GMHA Social Worker shall pick up referral the following work day for forwarding to APS.
3. GMHA staff should be prepared to assist APS/GPD staff with needed additional information, as appropriate. During weekends, holidays or after regular work hours when Social Workers are not available, the Nursing Supervisor performs this responsibility.
4. Refer to Administrative Policy 6431-8, Patient/Resident Abuse and Neglect, for procedures to protect the patient/resident from all forms of abuse and neglect while in the care of Guam Memorial Hospital Authority.

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5. Social Workers shall document contact made on all APS referrals
6. Social Workers shall advise about advocacy groups to help the family and the court determine patient's need for protective services.
7. A copy of resource list shall be made available on the units or upon request.

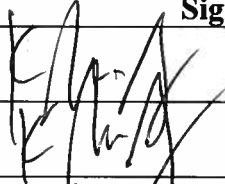
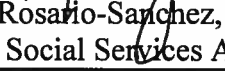
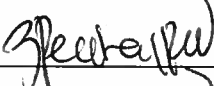
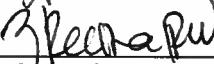

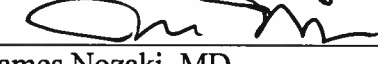
REVIEW AND APPROVAL (CERTIFICATION)

The signatories on this document acknowledge that they have reviewed and approved the following:

- Bylaws
- Rules & Regulations
- Policies & Procedures

Submitted by:
 Department/Committee:
 Title:
 Policy Number (if applicable):

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Medical Social Services Administrator
Referral to Adult Protective Services
6431-10

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	8.06.2015	
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