Q: In a recent survey, the surveyors asked for our abuse policy and were looking for a reference to social media and abuse. Can you shed some light on this?

A: Please see S&C 16-33 [click here]. On Page 3, it states “Each nursing home must develop and implement written policies and procedures that prohibit all forms of abuse, including mental abuse. Each nursing home must review and/or revise their written abuse prevention policies and procedures to include and ensure that nursing home staff are prohibited from taking or using photographs or recordings in any manner that would demean or humiliate a resident(s). This would include using any type of equipment (e.g., cameras, smart phones, and other electronic devices) to take, keep, or distribute photographs and recordings on social media.” So yes, surveyors will be checking to see if the facility’s abuse policies contain reference to improper use of social media with respect to residents.