
SUPPORT POLICIES AND PROCEDURES

CATEGORY: RESTRICTIONS**POLICY # A4.01 – ABUSE/NEGLECT****PAGE:** 1 of 5**APPROVAL DATE:** 10.07.2011**PROCEDURE APPROVAL DATE:** 10.07.2011**AUTHORIZATION:** Executive Director**REFERENCES:****REVISION DATE:****REVISION DATE:**

POLICY:

The Association is committed to providing a safe, nurturing and respectful environment that promotes the rights of persons for whom it works. There is zero tolerance of abuse or neglect of any kind. Any "Witnessed" abuse will be reported to the local authorities in compliance with Ontario Regulation 299/10, it is noted that the person's consent is not required. Abuse happens when a person or group of people use their power (authority, control or influence) to cause or create a significant likelihood of harm to a person. The following are types of abuse: emotional abuse; verbal abuse; financial or material exploitation; neglect; professional malpractice; civic and human rights abuse; sexual abuse; or physical abuse. Any person supported where abuse of that person has been alleged, suspected or witnessed will be supported, in a way that works for the person. Everyone within the Association must be empowered to make complaints without fear of consequences. All incidents of alleged abuse will be reported. Any staff member accused of abuse will be held accountable.

DEFINITION:

"Abuse" means action or behaviour that causes or is likely to cause physical injury or psychological harm or both to a person with a developmental disability, or results or is likely to result in significant loss or destruction of his or her property. ("mauvais traitements") Abuse also includes any and all physical, sexual, emotional, verbal and financial abuse. Types of abuse include:

Physical abuse, which may include:

- i. hitting
- ii. pushing
- iii. kicking
- iv. rough handling
- v. using an object or weapon to hurt someone

Neglect, which may include:

- i. not giving proper food, clothing or hygiene
- ii. not taking care of health and safety needs
- iii. wrong use of medication

Sexual abuse, which may include:

- i. touching someone's sexual body parts or forcing them to do something of a sexual nature they do not want to do
- ii. forcing someone to have sex when they do not want to

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- iii. making someone watch pictures or videos that make them uncomfortable
- iv. making offensive sexual comments and jokes and saying things that hurt someone or make them uncomfortable

Emotional abuse, which may include:

- i. bullying
- ii. creating fear or scaring people
- iii. keeping someone away from their friends and family
- iv. not giving people privacy

Verbal abuse, which may include:

- i. making comments on things like race and gender
- ii. threatening people
- iii. using abusive language or swearing

Financial abuse, which may include:

- i. stealing or taking someone's money by forcing or tricking them
- ii. using someone's money without asking them
- iii. forcing someone to sign documents to give their money to someone else
- iv. making changes to someone's financial documents
- v. asking someone to steal or claim money that does not belong to them

INDICATORS OF ABUSE:**Physical Abuse**

Some of the indicators of physical abuse are: signs of new injuries when old injuries have not yet healed; unexplained and unusual burns, cuts, bites, blisters/bruises, broken bones or bald spots on head in unusual or clustered patterns; unusual imprints on the skin from the instrument used to inflict abuse (such as the round pattern of a stove burner etc.); and injuries inconsistent with the description of cause

Neglect

Some of the indicators of neglect are: poor hygiene; dirty, torn clothes worn every day; insufficient clothing; bug infestation in the person's clothes or body; unattended medical or dental needs; and underweight or overweight (when not associated with the primary disability).

Sexual Abuse

Some of the indicators of sexual abuse are: existence of sexually transmitted diseases or pregnancy; stained, torn and/or bloody underclothes; bruised or swollen genitalia/anal area; sore throat (which may be due to pressure applied to the throat through choking or forced oral sex); pain while walking or sitting (with evasive or illogical explanation); semen around the mouth, genitals or on clothing; unusual or offensive odor; and a significant change in sexual behavior or attitude

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Emotional

Some of the indicators of emotional abuse are: extreme, unusual behavior (aggression, compliance, withdrawal); high level of anxiety/fear of returning to a particular place; attempted suicide; and lack of attachment to parents or other caregiver.

Financial

Some of the indicators of financial abuse are: person has no money, when they have just been paid or received a payment. Documentation is not balanced or there are consistent inaccuracies with no explanation.

PREAMBLE:

People's disabilities can often make them vulnerable. This vulnerability could be countered by the meaningful involvement of family, friends and community friends. The design and delivery of programs and services should minimize the vulnerability of individuals by ensuring that employees who provide support demonstrate competency in terms of appropriate practices using training/teaching programs which are permitted and promoted by the Association. Appropriate use of psychotropic medications, Behavior management, and medical and physical care practices, with an understanding of how such practices could contribute to or result in the abuse of individuals who are vulnerable.

If someone says that they have been abused, staff see abuse happening, staff thinks that abuse might be happening or someone else reports abuse, the Association will report all accusations of abuse to the authorities immediately upon notification.

PROCEDURES:

1. All staff hired by the Association and volunteers shall complete a Criminal reference checks to work with people that are vulnerable.
2. All incidents, allegations or suspicions of abuse toward a person supported, whether by an Association employee or by another person, shall be immediately reported to Police.
3. The immediate manager or manger designate shall be notified of the incident. A written follow-up will be completed using the Association reporting forms.
4. Support will be given to the person reporting abuse to seek medical assistance as required, set up counseling and ensure they are informed of all their rights. Staff will inform and educate on the process of reporting abuse.
5. Supports will be given to a person we support who has been accused of an alleged assault, ensuing information is given around all rights and that education is given around steps taken through the process alleged abuse.
6. The Manager will report the incident to the Executive Director.
7. The staff will obtain consent from the person support to notify any persons acting on behalf of them. i.e.: family or substitute decision maker. The guardian may give consent for medical treatment if required. It is noted that the guardian family member or a person that may inform

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8. the abuser will not be contacted if there is suspicion or notification they may be the abuser. All staff will seek advice from their manager on the immediate actions.
9. All staff will ask for guidance from manager regarding the safety and security of the individual making the allegations of the person by providing supports including but not limited to the following:
 - i. Assist the person to be comfortable in a private confidential setting suitable to the person.
 - ii. **Employees will not ask any direct questions.**
 - iii. Remain calm take all statements seriously
 - iv. Use all communication and language ensuring consideration of the cognitive ability of the person.
 - v. Listen non judgmentally leaving time for the person to process and reflect on what is being alleged using resources, tools and individual communication aides such as pictures either drawn by the person or pointed to by the person.
 - vi. Document all statements
 - vii. Gather information without leading avoid all yes no questions or questions that may suggest an answer. Yes No questions or questions that lead to a specific response will invalidate the allegation.
 - viii. Inform the person you may not be able to keep the information confidential or private.
 - ix. Ask the person if there is anyone else they would like to be a part of this process
 - x. A medical examination with a written report and follow up on all recommendations of the attending physician.
 - xi. If the abuse has just happened encourage the person to go to hospital right away, not to shower/bath, change clothes or comb hair.
10. A serious occurrence will be completed and forwarded to the Ministry of Community and Social Services.
11. The Executive Director shall ensure the person abused has received the appropriate support and follow up.
12. The Manager will ensure the person who has been abused has given consent before any family members or another person acting on that person's behalf about the abuse, is told an thing about the accusation/situation.
13. There will be no internal investigations
14. The Association shall ensure that all people supported by the Association shall receive the support, training and assistance necessary to take action in identification and prevention of abuse and neglect. People shall be taught in the "language" they understand. All board, employees, volunteers and caregivers of the Association shall be oriented to this policy and procedures and have an annual review of said policies.
15. In the event that a staff/employee of the Association is accused of abuse, such employee will be suspended with pay until such time the investigation is completed.
16. In the event that a staff employee is charged with an abuse, such employee will be suspended without pay until such time as a court case is determined and a verdict is found. If said employee is found guilty by law, such employee will be dismissed.
17. All Association employees will be trained on how to document an accusation of abuse.

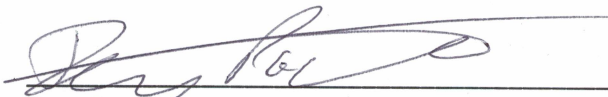
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18. In the event that an Association volunteer is accused of abuse, such volunteer support will be ended. In the event the external investigation determine the volunteer is not to be charged the Association reserves the right to reassign or end the volunteer supports
19. If a person requests support, assistance shall be given. It may be necessary to explain
20. What the person's rights are and what type of assistance as available, and to provide the appropriate help to receive the necessary supports.
21. The Association will review the effectiveness of the abuse policy and procedure to determine the effectiveness and make changes if necessary to ensure abuse to people whom are vulnerable stops.
22. The attached protocol on reporting Abuse shall be adhered to at all times.

EXECUTIVE DIRECTOR ANNUAL SIGN OFF

Tony Pacheco

March 22, 2019

Date

