

SECTION	SUBJECT	CODE: IND-200-05
200	Abuse	PAGE: 1 of 4 DATE: May 27, 2014

Standard Statement

Community Living Dryden-Sioux Lookout is committed to promoting and safeguarding the physical and emotional well-being of individuals receiving support, and eliminating conditions which may foster abuse. We believe that each of us has a responsibility for protecting the safety, security and dignity of individuals. Community Living Dryden-Sioux Lookout will take every precaution possible to prevent harm to all individuals supported by the agency.

Policy

The Community Living Dryden-Sioux Lookout will not tolerate any form of abuse or neglect.

Abuse is defined as:

Physical abuse is defined as an individual being physically hurt, injured or killed; including but not exclusive to: hitting, shaking, squeezing, burning, biting, pinching, scratching, suffocation, inappropriate handling and inappropriate use of restraint.

Sexual abuse is defined as any unwanted or forced sexual contact, unwanted (inappropriate) touching or unwanted displays of sexual parts, threats or harm or coercion in connection with sexual activity.

Verbal abuse is defined as any communication towards an individual that may be reasonably perceived to be demeaning, seductive, suggestive, exploitive, insulting, derogatory or humiliating including but not limited to: sarcasm, swearing, racial slurs, teasing, and inappropriate tone of voice.

Emotional abuse is defined as any verbal or non-verbal behaviour which demonstrates disrespect and negatively affects the individual's confidence or self-esteem. Such behaviours include but are not limited to: retaliation, intimidation, manipulation, taunting, and insensitivity to the individual's culture, race, religious practices, economic status and education.

Financial exploitation is defined as the denial of access to, and control over, individual's own funds and the misuse of their financial resources.

Neglect is defined as acts of omission, including ignoring nutritional, medical or other physical needs, the withholding of the necessities of life, the failure to provide required medical care or appropriate education services; or any failure to provide necessary care, assistance, guidance or attention to an individual that causes, or so reasonably likely to cause the individual within a short period of time serious physical, mental or emotional harm or substantial damage to or loss of assets.

Neglect can include but is not limited to:

- living in unsanitary conditions
- suffering from an untreated disease or illness
- creating a hazardous situation that will likely cause serious physical harm to the individual or others or cause substantial damage to or loss of assets
- unnecessary medical treatment
- loneliness or isolation
- inappropriate response times to personal needs
- not washing, feeding or toileting an individual

Corporal Punishment refers to striking, shaking, shoving, spanking, or other forms of aggressive physical contact. Also considered as corporal punishment would be the application of noxious and/or painful stimulation including, but not limited to, squirts of water, faradic stimulation (electric shocks applied to the skin), emetics (aversive tasting substances), use of blindfolds and other similarly aversive stimuli.

Procedure for Reporting Abuse

1. Witnessed Acts of Abuse and Criminal Activity

- a) Staff, volunteers and members of the board who witness abusive acts that constitute criminal activity will immediately notify the police to respond and then notify their Director of Service or after hours the Emergency On-Call manager. These criminal acts include physical, sexual, neglect and corporal punishment as defined in the definitions outlined in this policy.
- b) The staff person will make sure all measures have been taken to assure the safety of the person being supported.
- c) The police in the appropriate jurisdiction will be given the names and contact information for the staff person who reported to them, the client and the alleged abuser.
- d) The Director of Service will call the Executive Director or designate immediately after the police are contacted.
- e) Community Living Dryden-Sioux Lookout will not perform an internal investigation prior to the completion of the police investigation and the alleged abuser will not be informed. All parties are to keep the police investigation confidential.
- f) The police will conduct their investigation and the agency will cooperate fully and assist in providing access to staff and clients as needed for interviewing. Staff are asked to act in a professional and cooperative manner. The police will be specifically asked to report back their findings to the Director of Service in a timely manner so the agency can respond appropriately.
- g) Community Living Dryden-Sioux Lookout will discipline staff found guilty of abuse, will ensure the safety and rights of all individuals, and will report all incidents to Ministry of Community and Social Services through serious occurrence reporting.
- h) Community Living Dryden-Sioux Lookout will ensure that appropriate support is provided to an individual who has experienced an incident of abuse including accessing external services if applicable.

- i) Community Living Dryden-Sioux Lookout will obtain consent of the individual who has experienced an incident of abuse prior to involvement of any family member or third party acting on their behalf. After such consent has been obtained, family members or third party acting on behalf of the individual will be notified of the abuse.
- j) Should the police determine the lack of criminal actions there may still be a need for discipline of staff for non-compliance to policies and procedures of Community Living Dryden Sioux Lookout.

2. Un-witnessed or Alleged Acts of Abuse

- a) Staff, volunteers and members of the board who are aware of alleged acts of abuse will immediately notify their Director of Service or after hours the Emergency On-Call manager. These alleged criminal acts include physical, sexual, neglect and corporal punishment as defined in the definitions outlined in this policy.
- b) The staff person will make sure all measures have been taken to assure the safety of the person being supported.
- c) If the appropriate Director of Service has no other previously documented explanation available discounting the possibility of abuse, the staff, volunteer or board member who is aware of the alleged abuse will contact the police immediately.
- d) The police in the appropriate jurisdiction will be given the names and contact information for the staff person who reported to them, the client and the alleged abuser as well as the Director of Service to report back to.
- e) The Director of Service will call the Executive Director or designate immediately after the police are contacted.
- f) Community Living Dryden-Sioux Lookout will not perform an internal investigation prior to the completion of the police investigation and the alleged abuser will not be informed. All parties are to keep the police investigation confidential.
- g) The police will conduct their investigation and the agency will cooperate fully and assist in providing access to staff and clients as needed for interviewing. Staff are asked to act in a professional and cooperative manner. The police will be specifically asked to report back their findings to the Director of Service in a timely manner so the agency can respond appropriately.
- h) Community Living Dryden-Sioux Lookout will discipline staff found guilty of abuse, will ensure the safety and rights of all individuals, and will report all incidents to Ministry of Community and Social Services through serious occurrence reporting.
- i) Community Living Dryden-Sioux Lookout will ensure that appropriate support is provided to an individual who has experienced an incident of abuse including accessing external services if applicable.
- j) Community Living Dryden-Sioux Lookout will obtain consent of the individual who has experienced an incident of abuse prior to involvement of any family member or third party acting on their behalf. After such consent has been obtained, family members or third party acting on behalf of the individual will be notified of the abuse.
- k) Should the police determine the lack of criminal actions there may still be a need for discipline of staff for non-compliance to policies and procedures of Community Living Dryden-Sioux Lookout.

Preventative Measures

The Board of Directors and Leadership Team take their due diligence very seriously for protecting the health and safety of those we support. The following measures and supports are in place to reduce risk by eliminating conditions which may foster abuse:

- Our abuse policy is reviewed yearly and as needed.
- Our staff, volunteers and board of directors receive annual training on abuse as part of the Quality Assurance Measures Training
- Our staff, volunteers and board of directors endorse their knowledge and understanding of the Abuse, Client Health and Safety, Client Rights and Responsibilities, Feedback/Complaint Process policies annually.
- Community Living Dryden Sioux Lookout staff can access the supports of Behaviour Therapists to develop behaviour support plans for clients whose support needs are complex and challenging.
- New clients coming in to service who are known to be challenging to support have protocols in place and staff are oriented to these protocols prior to initiation of service.

Regulations Cited

*Services and Supports to Promote the Social Inclusion of Persons with Developmental disabilities Act Part II
Policies and Procedures on Abuse Prevention and Reporting:*

“8(4) Where a service agency suspects any alleged, suspected or witnessed incidents of abuse of a person with a developmental disability may constitute a criminal offence,

*(a) the service agency shall immediately report to the police the alleged, suspected or witnessed incident of abuse; and
(b) the service agency shall not initiate an internal investigation before the police have completed their investigation.*

8(5) A service agency shall,

(a) complete a review of its policies and procedures to promote zero tolerance of abuse of persons with developmental disabilities at least once a year;

(b) assess whether changes to its policies and procedures may be necessary to prevent occurrences of abuse; and

(c) promptly implement the changes that are determined to be necessary as a result of the review.

Notification of incidents of abuse

9. (1) A service agency shall have policies and procedures on the notification of persons acting on behalf of the person with a developmental disability of an alleged, suspected or witnessed incident of abuse.

(2) The policies and procedures on notification shall require the service agency to obtain the consent of the person with a developmental disability before notifying others, if the person is capable of providing consent.”

References to Other Policies

TITLE	SUBJECT	NUMBER
Feedback/Complaint Process	Feedback/Complaint Process	100-13
Client Health and Safety	Client Health and Safety	200-04
Client Rights and Responsibilities	Client Rights and Responsibilities	200-06

Adoption and Review Guidelines

Date of Adoption by the Board: _____

Date of Most Recent Board

Review: May 27, 2014

Date of Up-Coming Review by Board: _____

Motion Number: _____

Motion Number: 2014-05-27-07