

700.0.5	ABUSE REPORTING – ADULT Non- Residential	700.0.5
Application: Association Administration Office Community Based Services Equipment Technician Program		References: Policy 130.0 Code of Ethics Policy 705.0.1 Accidents/ Incidents-People We Support

POLICY:

Employees are orientated to established guidelines of reporting and documenting suspicions and incidents of abuse at all sites owned, leased or operated by the NSDRC.

Employees adhere to established guidelines for reporting and documenting suspicions of abuse to the appropriate authorities.

Employees alleged to have abused people we support are not to be left alone with the people we support, until the completion of an investigation.

Employees alleged to have abused people we support will be informed of the allegations and given an opportunity to participate in an investigation.

Employees found to be responsible for abusing a person receiving services will face disciplinary action up to and including dismissal, as well as possible criminal or civil charges.

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to ensure allegations and suspicions of abuse are reported to the appropriate authorities in a timely and effective manner.

DEFINITIONS:

Active neglect: The willful withholding of basic necessities and care.

Adult: Person over the age of 19.

Business days: Established hours of operation 8:30 am to 4:30 pm Monday to Friday.

Financial Abuse: The use of money received by the people we support in a manner that is not consistent with the purpose stated by the people we support.

Funding Ministry: The provincial Ministry responsible for the funding of the services provided.

Incident: Any out-of-the-ordinary occurrence that you are involved in, witness, or discover that may result in or have resulted in injury, property damage, the use of physical force, restraint or abuse, involving employees, visitors or the people we support.

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Internal Incident Report: Documentation used to detail allegations or observed instances of abuse or neglect.

Medication abuse: Over sedation or misuse of medication and prescriptions.

On Call Manager; Manager of a residential Program available for emergencies only on weekends and outside regular business hours.

Passive abuse: The withholding of basic necessities and care.

Physical abuse: The infliction of bodily injury by instances of striking, slapping, pinching, choking, kicking or shoving may also include the inappropriate use of restraints.

Psychological/Emotional: Acts or lack of actions that are likely to produce long term and serious emotional disorder to the people we support.

Sexual abuse: Any form of sexual exploitation or contact with a person receiving services whether consensual or not.

PROCEDURES:

Physical or Sexual Abuse or Assault:

1. Secure and preserve victim's garments. Attempt to secure the area where the assault occurred. Do not let victim bathe until they have been examined by a doctor at Lion's Gate Hospital or the closest hospital.
2. In cases of assault with a weapon - phone police immediately. Attempt to secure the area where the assault occurred. Try not to touch the weapon(s)
3. Report to policing authorities by dialing **9-1-1** and speaking to the operator.
4. When calling the Police have the following relevant information at your disposal, including:
 - a) your name, position, place of employment, address and telephone number
 - b) the name, date of birth and address of the person we support who is involved in the incident(s)
 - c) the name and address of alleged offender and other information that might assist in locating or identifying the offender
 - d) full details of the incident, disclosure or concern which precipitated the report including when and where the abuse or neglect allegedly took place
5. Report to Program Manager via cell, or the Executive Director **604-904-4086**.

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Financial / Emotional / Psychological, Medication, Active or Passive Neglect

6. Report to Program Manager via cell, or the Executive Director **604-904-4086**.
7. Report to funding representative at **604-981-0321**. Weekend number is **604-660-4927**.
8. Complete a Serious or Critical Incident Report and submit to the Program Manager or Executive Director, within 12 hours of verbal report. Please see **Policy 705.0.1 Accidents/Incidents – People We Support** for more information.

How to respond to a disclosure of abuse

- Listen to the person disclosing abuse and respond in a very matter of fact way to avoid conveying your feelings.
- Acknowledge the person’s statements and thank them for sharing
- Reassure the person. Never promise the person disclosing that you will keep the disclosure a secret.
- Write down what the person has said, recording his or her exact words. Record the date and time of the disclosure and incident(s).
- Report the allegations, as outlined above.

Parent or caregiver communications

9. **Do not** disclose any suspicion to the parents or caregivers, unless specifically directed to do so by the Program Manager or Executive Director or the Police.