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POLICY:	Management and Prevention of Abuse, Neglect, Mistreatment and Exploitation	REVISED DATE:	June 2012
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POLICY STATEMENT

It is the policy of Community Living Campbellford/Brighton (hereafter referred to as CLC/B or the Organization) that people will be free from abuse and neglect including physical, sexual, verbal or emotional abuse.

CLC/B has a zero tolerance policy for abuse/neglect. All instances of abuse/neglect or suspected abuse/neglect will be treated as serious and thoroughly investigated.

DEFINITION


Abuse of people supported by the Organization refers to any situation that is physical, verbal, emotional or sexual in nature, which demeans, emotionally harms or infringes on personal rights or dignity or places an individual at risk to personal health and safety.

The definition includes but is not limited to:

- The infliction of physical harm;
- Any unwanted or forced sexual contact, solicited or otherwise;
- Threats of harm or coercion in connection with sexual activity;
- **Willful neglect or failure to provide support with required medical treatment, necessities of life or essential support which would be deemed threatening to their health, safety or emotional well being;**
- Infliction of emotional harm;
- Exploitation of any kind.

PROCEDURE

All incidents, allegations, or suspicions of abuse or willful neglect whether by CLC/B Employees or others, shall be reported immediately both verbally and in writing, to the Executive Director, or other senior CLC/B staff who are available. In situations where the abuse or suspected abuse of a child under the age of 16 has occurred, reporting of the abuse to the Children's Aid Society, by the person who first receives the information or suspects the abuse, is mandatory by law. All such reports will be followed up by the Executive Director and/or designate and shall be reported to Police and the Ministry of

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Community and Social Services as prescribed by Ministry procedures (Regulation 299/10) and CLC/B's Emergency Response and Reporting, [Policy ER-3 - Reporting of Serious Occurrence](#).

Any allegation related to such actions will be fully explored by the Executive Director and/or designate to determine whether investigation by police is warranted. Any proven instance of abuse or willful neglect by an Employee will result in immediate discipline up to and including dismissal. In addition, deliberate failure to report knowledge of abuse will result in disciplinary action up to and including dismissal.

Any action taken or not taken by CLC/B with respect to such occurrences shall be subject to review by the victim or family (with consent) through CLC/B's [Rights Policy R-3 – Complaints, Grievances and Appeals](#).


All Employees of CLC/B will read and acknowledge their understanding of the Management and Prevention of Abuse, Neglect, Mistreatment and Exploitation Policy by signing the Acknowledgement of Policies and Procedure Form upon hire and annually thereafter. (See [Acknowledgement of Policies and Procedures Form F-HR-16A](#).)

MANAGEMENT AND PREVENTION OF ABUSE

The following safeguards will be implemented:

Employee Awareness


1. All new Employees, upon hire will receive a copy of this policy and related policies. They will be expected to sign an accompanying form stating that they have read the policy and are aware of their duty to report and give information. This will be one of the conditions of their employment. This policy is reviewed and signed on an annual basis. Any uncertainty in understanding this policy should be clarified with a Supervisor/Director immediately.
2. It is imperative that the roles and responsibilities of Employees are clear in regards to the proper procedures of reporting as well as the detection and sensitization of all types of abuse. To facilitate this all new Employees will participate in an In-house orientation process and will not commence employment until this has taken place.

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3. A formal education process will be put in place for both People Receiving Support and all Employees. Training and education will address many topics including the prevention, early identification and reporting of abuse and negligence. Attendance for Employees will be mandatory.
4. [Positive Behavioural Support Strategies Policy R-4](#), can be referenced by personnel outlining what behavioural support is acceptable to implement when supporting people whom are at risk of hurting themselves or others. The support will always be provided in a positive manner as a means to effect change.
5. When members of a person's support team are consistently and repeatedly being injured in the performance of their duties it becomes the responsibility of the immediate supervisor to initiate a team discussion/meeting to investigate the cause and possible solutions and to create an individual support safety protocol, where merited. CLC/B recognizes its responsibility in protecting personnel against unnecessary risk.
6. Non-violent Crisis Prevention and Intervention will become mandatory for all Employees. Training will take place within 30 days of hire and retraining annually.

THE INDICATORS OF ADULT ABUSE

- I. *Physical Indicators:*
 - a) Clearly demarcated burns.
 - b) Welts/bruises on face, trunk, arms, or back.
 - c) Bruises which are clearly demarcated or in clusters or patterns.
 - d) Old and new bruises occurring together.
 - e) Starvation or emaciation for no apparent medical reason.
 - f) Signs of advanced illness due to refusal of caretaker to seek medical treatment or administer medications.
 - g) Internal injuries, such as a lacerated liver, bruised kidneys or ruptured spleen.
 - h) Injuries inconsistent with the description of cause.

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II. Behavioural Characteristics the Abuser May Present:

- a) Poor impulse control.
- b) Aggressive acts (verbally or physically) toward the person.
- c) May be isolated in terms of meaningful contacts with others.
- d) May show signs of anger, resentment, or hostility.
- e) May place unreasonable demands on the person in terms of their abilities.

III. Behavioural Characteristics the Abuser May Present in Relation to the Actual Injury:

- a) May give the explanation of the injury, which does not explain the injury.
- b) May display anger and hostility toward the person for being injured.
- c) May delay unduly in obtaining treatment for the person.
- d) May go from one clinic/hospital to another.
- e) May show an emotional detachment to the person and the injury.
- f) May resist giving an explanation for the injury or resist further diagnostic medical procedures.
- g) May give “cues” to the abused person in terms of what to say or how to act.


ABUSE CAN BE DEFINED BY USING FOUR WORDS:

THE MISUSE OF POWER

The word power in this context may refer to authority, capacity, control, or influence. Examples of Power entrusted to Employees for the purpose of supporting people:

FORMAL POWER which may include:

- | | |
|----------------|--|
| Physical Needs | Provision of food, clothing, housing, assistance with personal hygiene, medication, medical appointments, etc. |
| Social Needs | Encouraging and supporting friendship development contact with family, participation and inclusion in the community, pursuit of interests. |

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Psychological Needs Opportunities for success in skill development, vacations, cognitive stimulation, planning of goals and dreams, realizing personal goals and achievement.

INFORMAL POWER which may include:

- Persuasive Intellect Able to convince others to comply with our ideas.
- Trust Believe us when we say something is good.
- Personnel Looked upon as powerful.
- Access to Confidential Information Medical, behavioral, social, private and personal.


The goal of CLC/B is to empower the people we support.
 The misuse of our power (abuse) works in direct opposition to this goal.

Physical force or harm abuse is the unwarranted and/or inappropriate use of one or any of the following:

- Psychological stress;
- Sexual exploitation or debasement;
- Emotional harm where the caregiver fails to provide treatment to alleviate the harm;
- Does not provide medical treatment to remedy a medical, emotional or developmental condition that, if not remedied, could seriously harm the person.

FOR AN ACTION TO BE DEEMED “UNWARRANTED”, IT WOULD NOT BE:

1. The least intrusive and restrictive action required in the situation, and/or;
2. Consistent with an established procedure outlined to respond to a given situation.

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FOR AN ACTION TO BE DEEMED “INAPPROPRIATE” IT WOULD BE:

1. An offense under the criminal code, and/or;
2. A lack of action that if taken could have prevented harm to a person, and/or;
3. A treatment approach that does not address the person’s true need, and/or;
4. An action that is prohibited in the professional nature of the relationship, such as;
 - Any sexual activity (regardless of consensual issues);
 - Any breach of confidentiality;
 - Any intentional efforts towards destructive activities.

ABUSE

- PHYSICAL
- SEXUAL
- PSYCHOLOGICAL / EMOTIONAL
- NEGLIGENT ACTS OF OMISSION
- EXPLOITATION

1. EXAMPLES OF PHYSICAL ABUSE:


UNWARRANTED:

- Experimental treatment;
- Overuse of restraint / handling / treatment;
- Inappropriate medical or personal care;
- Inappropriate use or misuse of P.R.N. medication.

INAPPROPRIATE

- Hitting;
- Shaking;
- Burning;
- Kicking.

NOTE: Assault is a criminal offence under the Criminal Code.

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Mobility aids, such as wheelchairs or canes, is an extension of one's body; therefore, pushing someone's wheelchair against their will is the same as pushing someone's body.

2. EXAMPLES OF SEXUAL ABUSE:

UNWARRANTED - UNWANTED OR FORCED

- Touching


INAPPROPRIATE - UNWANTED OR FORCED

- Sexual contact / display or exposing one's self;
- Threats of harm or coercion;
- Any sexual activity with paid Employee or Volunteer;
- Sexual assault is when a person is forced into any sexual activity that he / she does not want to be involved in and /or when he or she is under the age of consent/ or unable to give consent.
- Sexual assault can involve at one extreme, harassment, which defined by the Ontario Human Rights Code as "a course of vexatious comment or conduct that is known or ought to reasonably known to be unwelcome."
- The other extreme is rape. The definition of rape and indecent assault has been replaced by three levels of assault as follows:
 - 1) Sexual Assault;
 - 2) Sexual Assault causing bodily harm;
 - 3) And aggravated sexual assault.
- Sexual assault does not have to involve physical force, but it can involve undue emotional pressures that force a victim to comply with the abuser's wishes.

3. EXAMPLES OF PSYCHOLOGICAL / EMOTIONAL ABUSE:

UNWARRANTED (WHICH CAN INCLUDE):

- Lack of respect;
- Ignoring of expressed needs;
- Ultimatums or threats;
- Withdrawal of services.

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INAPPROPRIATE:

- Verbal attacks / taunting / tormenting;
- Insults and harassment;
- Threats of sexual or physical assault;
- Mimicking speech, physical or psychological limitations.

4. EXAMPLES OF NEGLECT OR ACTS OF OMISSION:

UNWARRANTED:

- Withholding meals as a means to punish;
- Withholding of family contact;
- Lack of supervision.

INAPPROPRIATE:


- Ignoring nutritional, medical, or other physical needs;
- Failure to provide support with personal hygiene;
- Withholding necessities of life;
- Failure to provide medical care or appropriate educational services;
- Failure to provide safety supports required to reduce risk of harm and/or abuse;
- Any act or omission that causes physical or emotional harm to a person receiving support;
- Failure to ensure appropriate, safe, sanitary and well maintained housing.

NOTE: Neglect is an offence under the Criminal Code.

5. EXAMPLES OF EXPLOITATION:

UNWARRANTED (WHICH CAN INCLUDE):

- Taking unfair advantage of someone for one's personal gain;
- Personnel utilizing paid support time for an unreasonable amount of personal benefit;
- The employment of people for the purposes of productive work with very inadequate pay;
- Denial of access to control over the person's own funds;

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- Requiring a person to work in order to have access to their own money.

INAPPROPRIATE:

- Misuse or misappropriation of financial resources;
- Theft.

SECTION A: ABUSE – Children

Preamble

Every child has the right to protection from abuse, and if abused, the right to immediate safety.


Every opportunity must be provided to a child to ensure that he/she has the right to disclose that something has occurred or may occur. This means that any child who wishes to communicate with personnel or a caregiver shall be allowed this opportunity without fear.

Everyone has an obligation and a responsibility to protect children from abuse. The Northumberland Children’s Aid Society (CAS) has the legal responsibility to investigate all allegations of abuse.

The physical harm, sexual abuse, neglect, exploitation, and/or emotional harm of any child is unacceptable and will be reported immediately upon suspicion or knowledge that such exists.

Once a report is made to the Children’s Aid, they are responsible for the subsequent course of the investigation. Where a child discloses alleged abuse, every effort will be made to protect the child from the alleged abuser and to provide a support person (whom the child and/or family trust) to the child throughout the investigation.

CLC/B is committed to supporting personnel and training them in issues related to child abuse, its prevention, detection, investigation, treatment, and in the purpose and implementation of this protocol. All new and current Employees and caregivers of CLC/B will be oriented to CLC/B procedures for identifying and reporting as soon as possible after hiring.

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Reporting Procedures

1) If abuse is suspected or disclosed within CLC/B, the CAS must be contacted immediately. The appropriate Management Team member must also be notified **IMMEDIATELY**. It is the responsibility of this Management Team member to notify the Executive Director of the incident, as soon as possible. In the event that the Supervisor or Director is not available, Employees should contact and notify the Executive Director themselves. The Executive Director will follow up on the issue as per **Ministry of Community & Social Services Serious Occurrence Procedures**.


2) Any statement made by a child to an Employee or caregiver of CLC/B should be recorded in the child's own words, but generally such recording should not occur in the presence of the child. Employees and/or caregivers while offering support will refrain from initiating further interviews with the child after receiving the first disclosure. It is important that the child be reassured that they did the right thing by reporting the issue and that the truth is important.

Knowledge of a suspected case of child abuse is confidential, and is to be restricted to the Employee or caregiver initiating the report, and Management personnel who in the course of their duties would need to know.

3) Where appropriate, and in consultation with the CAS, the parent/guardian will be notified that the concerns will be reported to the CAS. The CAS will involve the police in their investigation as appropriate. The Executive Director may also decide to involve the police should the CAS not do so.

4) CLC/B's Accident/Incident Report contains the type of information that will be needed by CAS personnel. The report must be completed by CLC/B personnel immediately but should not take precedence over contacting the CAS and/or police services. The CAS may also want to interview relevant Employees and/or caregivers in addition to the child.

5) Depending upon the situation, it may still be possible to continue to provide services for the child. However, the provision of service needs to be discussed with the Supervisor and may need to be negotiated with the CAS.

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NOTE: All information other than what was reported to the CAS remains confidential and subject to written consent from the parent/guardian.

- 6) Interviewing as part of the investigative process is the responsibility of the CAS and Police Team. Under no circumstances shall Employees of CLC/B interview the child following the initial disclosure, unless requested by the CAS and/or Police to act as an advocate/interpreter. In such cases, the investigator shall initiate the questions and the Employee shall interpret only what is asked. Provisions must be made to insure this person does not “contaminate” the evidence by coaching or leading the child during the interview process.

SECTION B: Adults (Sixteen and Over)

Preamble


CLC/B will not tolerate abuse of any kind; due to the nature of the people we provide support to and the responsibility for care that the Organization holds. CLC/B must ensure People Receiving Services’ safety and rights, as well as respecting the rights of Employees. Incidents **must be** reported **immediately** and prompt and effective follow up and action will be taken.

The physical harm, sexual abuse, neglect, exploitation and/or emotional abuse of any person are unacceptable and must be reported immediately upon suspicion or knowledge that such exists. All Employees, regardless of their position and without exception, has a legal, moral and professional responsibility to report abuse or suspected abuse as previously defined. **(See Page 1 of this Policy).**

CLC/B is committed to hiring people who have positive and supportive attitudes towards People Receiving Support and Services and will continue to support and train Employees in issues related to abuse, its prevention, detection, investigation, treatment and in the purpose and implementation of this protocol. All Employees and caregivers of CLC/B will receive mandatory orientation to CLC/B’s procedures for identifying and reporting abuse.


Reporting Procedures

Any person encountering an abuse situation must follow these steps:

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If abuse is suspected or disclosed within CLC/B, the Supervisor or Director must be notified **IMMEDIATELY**. (**NOTE** *In the instance of becoming aware of a critical issue or life/death situation of alleged abuse, Employees should contact Police immediately, then a Supervisor/Director*). It is the responsibility of the most senior Employee to notify the Executive Director of the incident as soon as possible. In the event that the Supervisor or Director is not available, Employees should contact and notify the Executive Director themselves. The Executive Director will respond as prescribed by Ministry procedures (Regulation 299/10) and Serious Occurrence guidelines.

- 1) Any statement or allegation made by a person to an Employee or caregiver of CLC/B should be taken seriously. Any direct quotes, etc. should be recorded. Employees should provide a supportive and non-threatening atmosphere during the disclosure. While being supportive, it is important that Employees refrain from questioning or “investigating” the allegations. It is important to remind the person that they did the right thing by reporting this, and that the truth is important.
- 2) The Executive Director and/or designate will review all reported or suspected incidents of abuse and determine whether police should be contacted to conduct a criminal investigation. Situations vary and as such must be dealt with keeping in mind the victim’s best interests as well as the responsibilities we have as Employees and/or caregivers.
- 3) A senior Employee, as appropriate and with consent, will contact parents/guardians/advocates.
- 4) If the alleged abuser is another person receiving CLC/B services, the Organization will ensure that:
 - a) Both the alleged victim and the alleged perpetrator will be kept separate from each other (as much as is within their control);
 - b) Each person has the appropriate support, supervision and access to other professional resources (e.g. legal, medical, psychiatric, other service providers, etc.).
- 5) If the alleged abuser is an Employee and/or caregiver, it may be appropriate to eliminate contact between the alleged abuser and victim. The Executive Director

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or designate will refer the allegations and/or suspicions to the appropriate authorities to conduct a thorough investigation, the results of which will be communicated to the Employee and/or caregiver as soon as possible. Where circumstances warrant disciplinary action, discipline will be imposed.

- 6) Senior management personnel, if appropriate and with consent of the victim, will notify the parents/guardians/advocates of the alleged victim. The timing of the notification will depend upon the situation, and the wishes of the victim.

SERIOUS OCCURRENCES

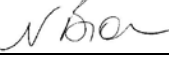
Serious Occurrences, which must be reported to the Ministry within 24 hours, are:

- 1) Any death of a Person Receiving Services.
- 2) Any serious injury to a Person Receiving Services.
- 3) Any injury to a Person Receiving Services caused by the Service Provider.
- 4) Any abuse¹ or mistreatment of a Person Receiving Services.
- 5) Any complaint made by or about a Person Receiving Services that is considered by the Service Provider to be a serious nature.

¹ Abuse includes:

- a) to suffer physical harm
- b) to be sexually molested or sexually exploited
- c) to require but not be provided with medical treatment

- With respect to children, abuse is defined in CFSA, Section 68(1)
- CFSA, Section 68(2) and (3) specify the duty to report to a Children's Aid Society information regarding a child's need of protection and abuse

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IMMEDIATE RESPONSE PROCEDURE

A. Support for the Victim

When there are reasonable grounds to believe abuse has taken place, either through direct observation, a claim made by the victim, or where a person is reported to, or appears to have suffered abuse, the victim shall be immediately protected and provided with appropriate medical and psychological supports.

Where the alleged abuser is an Employee, he/she shall be suspended with pay for the remainder of the shift by the Executive Director or designate.

Where the alleged abuser is a visitor/volunteer, he/she will be directed to leave the premises immediately.


Where the alleged abuser is a Person Receiving Support, care will be taken to ensure the safety of both Employees and those being supported, where appropriate action is determined. Until such time the alleged victim and the alleged perpetrator should be kept separate from one another.

Where the abuser and the alleged victim are both receiving services, care will be taken that each receives the appropriate support and supervision. To ensure safety and security it may become necessary to support a person in another setting, if so CLC/B will assist in every way possible.

A person whom the victim trusts shall be assigned to support them where requested or deemed necessary.

Where sufficient evidence exists to substantiate an allegation of physical or sexual abuse, or where there is any life-threatening unexplained injury, the Police and the victims' family or significant others shall be notified immediately.

Every attempt will be made to support the victim and their family by informing them of all known relevant resources available to them.

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B. Duty to Report


Maintaining confidentiality should never be an impediment to effective and appropriate response to allegations of abuse.

In any case of abuse or suspected abuse, the Employee to whom a Person Receiving Support reports abuse, or any other witnessing or having knowledge of an incident shall verbally report the incident immediately to a member of the Management team. ***(**NOTE** In the instance of becoming aware of a critical issue or life/death situation of alleged abuse Employees should contact police immediately, then a Supervisor/Director).*** Failure to report or give information will be considered a negligent act.

The person who reported the incident will then submit a report of what was reported, or seen, who was present, or any other observations that led him to the conclusion that abuse had taken place. In situations where a Person Receiving Supports and Services, a visitor or volunteer, is reporting to staff an incident of abuse, the Employee ensures that all the information provided is included in the report.

Any statements made by a Person Receiving Services should be recorded in the person’s own words. Employees or caregivers, while offering support should refrain from initiating further interviews with the person after receiving the first disclosure. Care should be taken not to “contaminate” evidence by coaching or leading.

In the event of a possible criminal offence interviewing as part of the investigation process is the responsibility of the police. Under no circumstances shall Employees of CLC/B interview the alleged victim unless requested by the police to act as an interpreter. In such situations, the investigator shall initiate the questions and the Employee shall interpret only what is asked. If a person requires aids to facilitate communication these shall be made available.

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INTERNAL REPORTING OF ABUSE

It is the responsibility of CLC/B and its Employee's members to guard against negligence and abuse. In keeping with this there is a duty to report. All reports of abuse will be taken seriously whether proper procedure is followed or not, failure to do so will be considered a negligent act.


CLC/B wishes to protect People Receiving Support while respecting and honouring its Employees. Any suspicion or allegation must be dealt with immediately appropriately for this reason. Investigative procedures must be adhered to.

If anyone associated with services suspects abuse, and upon reporting same, is advised not to proceed with the report, that person is legally and morally bound to report to the Executive Director and/or the Rights Commission of CLC/B. Any Person Receiving Services, Employee, volunteer or student who follows the dictates of his conscience and reports abuse will not suffer reprisal. Specifically, this person will not suffer loss of job, decrease in salary, changes in working conditions, loss of volunteer position, or psychological pressures as a result of such a reporting.

INTERNAL INVESTIGATION PROCESS:

In instances where it is determined that a criminal offense has NOT taken place and the police will not proceed with an investigation, the internal investigation process will be initiated.

The procedures are designed to assist in establishing the facts surrounding any suspicion or allegation of abuse. All internal investigations will be conducted by a qualified, objective party as designated by the Executive Director. An investigation must be carried out and a record made of its proceedings and recommendations. Where it is established that abuse has taken place it is important that the person(s) responsible be identified and disciplined without delay.

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When a hearing or meeting takes place to establish an appropriate type and level of discipline, there are safeguards provided to protect the rights of the people involved.

CLC/B will strive to complete an investigation within five (5) working days. If this is not possible, a status report will be filed with the Executive Director explaining the reasons for the delay.

If an allegation of abuse is substantiated, appropriate action will be initiated immediately and at the direction of the Executive Director.


INTERVIEW GUIDELINES OF ALLEGED ABUSE

- 1) It is imperative that you be willing to hear and believe the story of the victim, no matter how disturbing.
- 2) Never imply that the victim is to blame for abuse.
- 3) Support the victim in seeking appropriate help.
- 4) Don't minimize the abuse. Be clear all abuse is damaging.
- 5) Don't spend time trying to understand the abuser.
- 6) Never imply that the victim should forgive the abuser.
- 7) Be alert to hints from the person if she/he has been abused and wants to talk about it.
- 8) Ask about other abuse and early abuse.
- 9) Use open ended questions (how, when, where, who, why?)
- 10) Explain the right to representation.
- 11) Explain the confidential nature of the interview.

Write the report immediately after the investigation/interview.

ROLE OF CLC/B DURING INVESTIGATIONS BY EXTERNAL AGENCIES:

- 1) The Children's Aid Societies and the Police are the **ONLY** people authorized to investigate allegations of abuse. **IT IS INAPPROPRIATE FOR CLC/B'S EMPLOYEES TO INVESTIGATE SUCH ALLEGATIONS.**

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- 2) It is the role of CLC/B Employees to ensure that while receiving CLC/B services, all people are made to feel comfortable, safe and secure. Every effort must be made to reassure people supported and their parents/guardians/advocates that they are safe.
- 3) During the investigation, or as a result of the allegations, it may become necessary to alter the supports received by the person. CLC/B will attempt to do whatever is decided is best under the particular circumstances.
- 4) During the investigation, the Employee may be suspended with pay until the investigation is completed and further action, if any, is determined. To address Employees' emotional needs during the course of the investigation, referrals to external support services will be made on behalf of the Employee if requested.
- 5) CLC/B Employees will provide People Receiving Supports and Services and their parents/guardians/advocates (with consent) with information regarding resources available within the community, which may be able to assist in dealing with their situation. CLC/B Employees will assist the person and/or their parents/guardians/advocates to access the services they desire.
- 6) CLC/B Employees can be available to the investigation authorities as a resource for information regarding the person and to assist with communication and understanding as a support for the person.

FALSE ALLEGATIONS

If it is determined that an Employee maliciously and purposefully has made a false allegation with regards to abuse, disciplinary action up to and including dismissal will be considered by the Executive Director.

MEDIA STRATEGY

- 1) The Executive Director of CLC/B shall be the designated media contact.


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- 2) The Director on call will evaluate the need to contact the Ministry of Community & Social Services as per the Enhanced Serious Occurrence Reporting procedures. See [Policy ER-3, Reporting of Serious Occurrences](#).
- 3) No information will be given “off the record”.
- 4) Information to be shared will be jointly agreed to by Children’s Aid Societies, Police, Crown Attorney, Program Supervisor (M.C.S.S.), Person (Adult/Legal Guardian), CLC/B, and Family, if appropriate.
- 5) Should information regarding any of the following come to the attention of the media, the Organization’s role is to protect the privacy of those involved.
- 6) Any complaint concerning operational, physical or safety standards of the service that is considered by the Service Provider to be of a serious nature.
- 7) Any disaster, such as a fire, on the premises where a service is provided.
- 8) Any situation where a person served is missing² and the Service Provider considers the matter to be serious.
- 9) All injuries to persons served which are non-accidental, including self inflicted, or unexplained, and which require treatment by a medical practitioner, including a nurse or dentist.
- 10) All allegations and accusations of abuse or mistreatment of persons served against staff, foster parents, family home provides, volunteers and temporary care providers.

ABUSE – REPORTING AND REVIEWING PROCEDURES


- 1) As per the Abuse Policy, any Employee encountering, having knowledge of, or suspecting a situation of abuse (as defined in the Abuse Policy) must report the

² CDSA, Regulation 550/85, Section 95(2) specifies reporting requirements where a child is absent from a residential service

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situation to the first available management staff immediately. (**NOTE** *In the instance of becoming aware of a critical issue or life/death situation of alleged abuse Employees should contact police immediately, then a Supervisor/Director*). Should the alleged abuser be the Director, the Employee must contact another Director, the Executive Director.

- 2) The Executive Director and/or designate will review all reported or suspected incidents of abuse promptly. Reports of abuse cannot be made “off the record”.
- 3) The Executive Director or designate will determine whether external agencies (Police) should be contacted to conduct a criminal investigation and will direct the process of contacting appropriate agencies as required.
- 4) Where the Executive Director has not deemed it necessary to contact external agencies and an Employee believes they should be, he/she may do so independently of the Executive Director’s decision by reporting it to the Board of Directors via the Executive Committee or the Rights Commission.
- 5) The review by CLC/B will include interviews with the alleged abuser, the supervisor, the person abused, his/her family, and any other person who may provide pertinent information.
- 6) All fact-finding interviews will be conducted off-site and may include the Executive Director or delegate. All information will be kept in the strictest confidence and will be documented.
- 7) During a review, the Employee may be suspended with pay until the review is complete and further action, if any, is determined.
- 8) Where as a result of a review by the Executive Director there is evidence of abuse or misconduct, appropriate corrective measures will be taken, up to and including dismissal.
- 9) With the consent of the victim, senior staff as appropriate and as soon as is practical, will contact Parents/guardians/advocates.
- 10) CLC/B will not simultaneously investigate allegations that are being investigated by external agencies.

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RELATED DOCUMENTATION

- [Policy ER-3](#) Reporting of Serious Occurrences
- [Policy R-3](#) Complaints, Grievances and Appeals
- [Policy R-4](#) Positive Behavioural Support Strategies
- [Policy HR-16](#) Notification of All Policies and Procedures
- [Form F-HR-16A](#) Acknowledgement of All Policies and Procedures