

Policy:

Abuse and neglect of individuals receiving services is prohibited. All agency staff have the obligation to protect individuals, report alleged abuse and/or neglect, and to cooperate with any investigation of possible abuse and/or neglect. This policy applies to abuse or neglect between individuals receiving services as well.

Procedure:

1. A staff member should make no attempt to diagnose a situation or to imply responsibility. The staff's responsibility is to complete an incident report where there is a possible indicator, as outlined in the Addendum, and submit it immediately to the Supervisor or designate. The staff member must be satisfied that steps are taken to deal with the situation.
2. A staff member must not attempt to counsel.
3. Executive Director or designate responsibility:
 - Contact Licensing, program funding agent and ensure RCMP has been contacted (if criminal activity is suspected). These agencies will commence their own investigations.
 - Conduct internal investigations as soon as possible. The Committee to review these allegations will be determined by the Executive Director and may include: a member of the Board, family members or advocate. A union representative may participate as an observer.
4. All reports and conversations concerning the matter must be documented immediately and accurately. These reports will be used as supporting evidence should the matter go to court.
5. Any instance of abuse on the part of the staff member will be viewed as grounds for dismissal. Staff involved will be suspended until investigations are complete and dismissed if it is proven.
6. The reporting employee will be free from reprisal in reporting the alleged abuse or neglect and will be advised by Executive Director or designate as to resolution of incident once the investigation has been completed.

Addendum:**Definitions:**

Staff must be aware of the definitions of, and signs and symptoms of, abuse and neglect.

Abuse: any act which results in, or could result in, serious physical or psychological injury, including, but not limited to:

1. All instances of corporal punishment
2. Staff permitting undignified displays of the individual
3. All instances of unauthorized use of restraint or seclusion
4. Use of verbal communication such as yelling, laughing at or making fun of the individual
5. Denial of the individual's rights
6. All instances where the individual is degraded or exploited by staff members
7. The use of chemical substances which are not administered according to a doctor's order and recommendation
8. All instances where force is used by staff, except instances listed in C-4 (Use of Physical Interventions)
9. When an approved behaviour program exists, failure to comply with approved guidelines also constitutes abuse
10. All instances listed in The Conflict of Interest Policy involving individuals receiving services from the FSJACL
11. All instances of misconduct with respect to the funds of individuals receiving services from the FSJACL
12. Failure to report and document infractions of abuse or neglect as listed in this policy
13. Assignment of unreasonable exercise or work that may be excessive or harmful to an individual
14. Threats of removal from the care setting to coerce the behavior of an individual
15. Arbitrary or unauthorized denial of visits, telephone contact or correspondence with family members or guardians
16. Coercive behavior by staff regarding religious or personal beliefs

Neglect: any act or omission, which results in, or could result in, serious or non-serious physical or psychological injury/illness, including, but not limited to:

1. Failure to provide and maintain a safe and humane environment
2. Failure to carry out programs and services
3. Failure to change clothing promptly as the need arises
4. Failure to provide and maintain proper food, clothing, hygiene, and/or health care
5. Failure to follow the instructions provided by a supervisor or designate, regarding the proper care of an individual receiving services.
6. Failure to report and document infractions of incidents or abuse and/or neglect

Audit:

The Executive Director will be responsible for ensuring that procedure is followed and that there is a satisfactory resolution.