



Manual Name: Resident Services	Policy and Procedure Number: 5.19.00
Section: 5-Volunteers	Policy: Resident/Client Abuse and Neglect: Training of Volunteers/Students
	Procedure: Prevention and Reporting (LTC/Community Services)

PURPOSE: The Glebe Centre shall not tolerate abuse or neglect of Residents or Clients of any kind and upholds a “zero tolerance” policy. Every alleged, suspected or confirmed incident of abuse or neglect shall be reported to your immediate Supervisor/Director and will be investigated and reported to the Ministry of Long Term Care as per the terms and conditions outlined in this policy which is aligned with the Long Term Care Act, 2007.

POLICY: The Glebe Centre Inc. is committed to a zero tolerance policy of abuse or neglect of Residents and Clients both in long term care and community programs. All Volunteers and Students will be trained on this policy.

REFERENCE: Long Term Care Homes Act, 2007; CARF Accreditation Standards

DEFINITIONS: Definitions of abuse and neglect from the LTC Homes Act refer to Residents. For the purpose of this policy, Clients are deemed Residents as such all definitions refer to Residents and Clients.

ABUSE AND NEGLECT

“Abuse”, in relation to a resident, means physical, sexual, emotional, verbal or financial abuse, as defined in the regulations in each case:

“Emotional abuse” means,

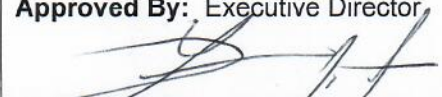
- (a) any threatening, insulting, intimidating or humiliating gestures, actions, behaviour or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident, or
- (b) any threatening or intimidating gestures, actions, behaviour or remarks by a resident that causes alarm or fear to another resident where the resident performing the gestures, actions, behaviour or remarks understands and appreciates their consequences;

“financial abuse” means any misappropriation or misuse of a resident’s money or property;

“physical abuse” means,

- (a) the use of physical force by anyone other than a resident that causes physical injury or pain,
- (b) administering or withholding a drug for an inappropriate purpose, or
- (c) the use of physical force by a resident that causes physical injury to another resident.

Abuse does not include the use of force that is appropriate to the provision of care or assisting a resident with activities of daily living, unless the force used is excessive in the circumstances. O. Reg. 79/10, s. 2 (2).

Created: June 2016 Last Reviewed: Last Revised:	Approved By: Executive Director 	Page 1 of 3
--	---	-------------

Manual Name: Resident Services	Policy and Procedure Number: 5.19.00
Section: 5-Volunteers	Policy: Resident/Client Abuse and Neglect: Training of Volunteers/Students
	Procedure: Prevention and Reporting (LTC/Community Services)

“Sexual abuse” means,

- (a) any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a licensee or staff member, or
- (b) any non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation directed towards a resident by a person other than a licensee or staff member.

For the purposes of the definition of **“sexual abuse”**, sexual abuse does not include,

- (a) touching, behaviour or remarks of a clinical nature that are appropriate to the provision of care or assisting a resident with activities of daily living; or
- (b) consensual touching, behaviour or remarks of a sexual nature between a resident and a licensee or staff member that is in the course of a sexual relationship that began before the resident was admitted to the long-term care home or before the licensee or staff member became a licensee or staff member. O. Reg. 79/10, s. 2 (3).

“Verbal abuse” means,

- (a) any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident’s sense of well-being, dignity or self-worth, that is made by anyone other than a resident, or
- (b) any form of verbal communication of a threatening or intimidating nature made by a resident that leads another resident to fear for his or her safety where the resident making the communication understands and appreciates its consequences. O. Reg. 79/10, s. 2 (1).

“Neglect” — definition


“Neglect” means the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents. O. Reg. 79/10, s. 5.

APPLICABILITY: This policy applies to all Volunteers and Students.

COMMUNICATION/TRAINING: Volunteers and Students will receive a copy of this policy which shall be reviewed and discussed at Volunteer Orientation and as required.

REVIEW OF POLICY: This policy will be reviewed annually by the Director of Resident Services.

ASSOCIATED FORMS: None

Created: June 2016 Last Reviewed: Last Revised:	Approved By: Executive Director 	Page 2 of 3
--	---	-------------

Manual Name: Resident Services	Policy and Procedure Number: 5.19.00
Section: 5-Volunteers	Policy: Resident/Client Abuse and Neglect: Training of Volunteers/Students
	Procedure: Prevention and Reporting (LTC/Community Services)

PROCEDURE: All Volunteers and Students are expected to comply with all aspects of the Abuse and Neglect Policy and are accountable and responsible for reporting any incident of suspected abuse and neglect to their immediate Supervisor/Director (LTC Homes Act, 2007, section 24).

- Intervene if safe to do so or identify needed interventions (e.g. call 911) to ensure Resident/Client safety and well-being.
- Report any witnessed, suspected, or alleged abuse or neglect to your immediate Supervisor/Director who will treat every allegation of abuse as a serious matter and will further comply with the terms and conditions as outlined in RC 08.03.02 which is aligned with the Long Term Care Act. During the investigation, the sources of information will not be revealed to the people being questioned, as required by law.
- Document or write brief factual note (e.g. not allegations or opinion) writing the details of the alleged or witnessed abuse or neglect as soon as possible.
- Cooperate fully with those responsible for the investigation (e.g. home administrative staff, police, MOHLTC Inspector). Note: It is the right of any person who witnesses or suspects alleged abuse or neglect to be accompanied by another person or legal representative during the investigatory meeting.
- Report any retaliation actions experienced related to the reporting of abuse or neglect under this policy (whistle blower protection) (LTC Homes Act, 2007, section 26) to your Supervisor/Director.
- Seek supportive counseling or resources if desired.
- Maintain confidentiality regarding the incident and names of all those involved in the incident including no contact with any form of media.

Training Requirements for All Volunteers/Students:

The training shall include:

- Understanding the definitions of abuse and neglect and the facility's zero tolerance abuse policy.
- The duty to make mandatory reports.
- Training on the power imbalances between Volunteers/Students and Residents/Clients and the potential for abuse and neglect by those in a position of trust, power and responsibility for Resident/Client care.
- Situations that may lead to abuse and neglect and how to avoid such situations.
- Whistle-blowing protection provisions of the Long-Term Homes Act, 2007.
- Retraining will occur should there be a change in the legislation and/or the policy.
- Volunteers/Students who fail to adhere to this policy and procedure may be subject to immediate dismissal.

Created: June 2016	Approved By: Executive Director	Page 3 of 3
Last Reviewed:		
Last Revised:		