



Policies and Procedures

Health and Safety – Abuse and Neglect

Purpose:

Caledon Community Services recognizes that everyone is entitled to feel safe, and to live and receive services in an environment in which they are protected from assault, neglect, exploitation or any other form of abuse. CCS strictly prohibits its staff, volunteers and students/program placements from abusing and/or neglecting client and peers.

Prevention:

CCS will strive to prevent incidents of abuse and/or neglect by:

- Ensuring all staff, volunteers, student/program placements provide recent and clean Criminal Records Checks – Vulnerable Sector before working alone with clients.
- Developing, implementing and training staff, volunteers, students/program placements in relevant policies regarding workplace conduct, workplace violence, harassment and discrimination, human rights and inclusiveness, abuse and neglect, respect for clients' property, etc.
- Ongoing coaching for staff, volunteers, students/program placements who are involved in direct service delivery roles in techniques to effectively manage, diffuse and/or de-escalate challenging client behaviours
- Ensuring staff who are required to deliver intimate care to clients have a clear understanding of their authorized scope of practice, the rights of clients served, how to provide 'comfort measures' that help to maintain the client's dignity during the delivery of intimate care and CCS policies prohibiting sexual, physical, verbal and/or emotional abuse and/or neglect of clients.
- Ensuring criteria for admitting clients to service and/or care takes into consideration the risk of the client behaving in an inappropriate manner and whether CCS has sufficient resources to put in place measures to minimize the risk of harm towards staff, volunteers and student/program placements when serving clients.

CCS will respond promptly and sensitively to protect staff, volunteers, student/program placements and clients from further harm, and to coordinate appropriate responses in line with their duty of care obligations if abuse or neglect is suspected or does occur.

Policy:

This policy aims to provide direction to CCS staff, volunteers, student/program placements on responding to suspected, alleged or confirmed incidences of abuse and/or neglect.

CCS employees, volunteers, student/program placements found to be in violation of this policy may be subject to disciplinary measures up to and including the termination of employment or termination of their volunteer/student/program placement role with CCS.

Definitions:

Abuse: For the purpose of this policy, abuse is defined as behaviour or actions that are intended to cause harm to a person, including:

- Threatened or actual physical, sexual or verbal assault, harassment, and including physical and medical restraint
- Abusive behaviour management practices
- Taking advantage of legal and financial situations to the detriment of the person
- Accidents or near-accidents caused by unsafe equipment or practices
- The threat of retribution for disclosure of any potential or actual abusive or neglectful practice or situation
- Use of punitive or coercive behaviours to ensure a person's compliance.

Neglect: For the purpose of this policy, neglect is defined as:

- The failure of a person responsible for another person's (eg client, child, person who is older or ill) care to provide the necessities of life.
- The refusal to permit others to provide appropriate care to that person.

Necessities of life: For the purpose of this policy, necessities of life is defined as:

- Adequate food, shelter, clothing, medical or dental care.

Procedures:

Any suspected, alleged or confirmed abuse and/or neglect:

- Must be responded to promptly and sensitively, with the aim being to protect the individual(s) from harm
- Must be reported to the employee, volunteer, student/program placement's Program Manager or the Division Director either verbally or via email
- The Program Manager will complete a written Incident report and submit it to their Director within 24 hours.
- The subject of the abuse/neglect complaint will be temporarily suspended with pay pending the outcome of the investigation
- The Program Manager, Division Director and Human Resources Manager will consult and determine next steps in the process depending on the specific facts and circumstances in the case.

- An investigation will be conducted by CCS within twenty four hours by Program Manager or HR Manager
- CCS will comply with any steps or measures needing to be taken in compliance with the law as required

References: Incident Investigation Form

Date Developed: April 2015

Date Approved: November 2015

Date Reviewed: June 2016