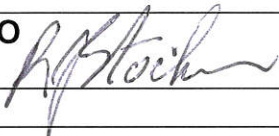




**PERSONAL ATTENDANT CARE INC.**  
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<b>SUBJECT</b>	Abuse
<b>APPROVED BY (Signature)</b>	<b>CHIEF EXECUTIVE OFFICER</b> Rick Stockman, CEO 
<b>APPROVED DATE</b>	September 2009
<b>REVIEWED BY (Title &amp; Signature)</b>	Anne Winacott, Client Service Manager
<b>REVIEW DATE</b>	February 2017

**OPERATIONAL PROCEDURES**

**Preamble**

Personal Attendant Care Inc. provides follow up and support services with regard to allegations of abuse of a client and report abuse to appropriate authorities in a prompt manner, cooperating with legal investigations.

Personal Attendant Care Inc. ensures that employees, volunteers and students interacting with clients have completed a police clearance and are trained annually regarding the topic of client abuse.

**Definitions**

**Abuse:** the misuse of power and/or the betrayal of trust, respect or intimacy between an alleged abuser and an individual, which the alleged abuser knew, or ought to have known, can cause, or be reasonably expected to cause, physical and or emotional harm to the person.

**Physical Abuse:** Willful, direct infliction of physical pain or injury. It is any act or behavior by a person that results in bodily injury, pain or impairment, and the denial of physical and health-related necessities of life.

**Neglect:** Material lack of attention, abandonment and undue confinement of the client. A failure of caregiver or staff obligations, willful or non-willful, to fulfill his or her duties & responsibilities towards the client.

**Emotional / Psychological Abuse:** Removal of decision making power from a client when the individual is able to participate in making decisions. Withholding of affection or social isolation.

**Financial or Material Exploitation:** Any situation involving either the unauthorized, dishonest or exploitive use of clients' funds, property or resources.

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**Sexual Assault:** Sexual assault, molestation, sexual harassment or attempts to at the above. Non-consensual sexual contact with a client.

**Abandonment:** the desertion of a client by an individual who has physical custody of the client or by a person who has assumed responsibility for providing care to the client.

**Self-Neglect:** behaviors of a client that threaten their own health and safety.

**Verbal abuse:** (also called reviling) is a form of abusive behavior involving the use of language. It is a form of profanity that can occur with or without the use of expletives. Whilst oral communication is the most common form of verbal abuse, it includes abusive words in written form.

#### **Indicators of abuse:**

- Injuries disproportionate with history
- Vague or bizarre explanation for injuries
- Delay in seeking medical attention
- Withdrawal or fearful, especially in presence of caregiver
- Socially isolated, poor hygiene
- Inappropriate dress
- Malnutrition
- Frequent trips to the emergency department
- Poor living conditions in relation to assets
- Inability to spend money without agreement of someone else
- Caregiver is financially dependant upon the client
- Caregiver is stressed or has a low tolerance for the client
- Caregiver history of mental health disorder
- Substance abuse or limited cognition and caregiver insist on being present at all times and always speaks for the client.

#### **What to ask:**

- Make the client comfortable and establish trust.
- Interview client separate from suspected abuser.
- Ask non-accusatory and open-ended questions:
  1. Do you feel safe in your home?
  2. Tell me about a typical day...what are your days like?
  3. Do you look after your own money?
  4. Do you get out to see your doctor?
  5. How do you get your shopping done and who makes your meals?

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### **Who does what when abuse is suspected?**

The suspicion that an abusive situation exists usually becomes evident over a period of time. Professional caregivers, family and/or friends and neighbours notice behavior or indicators that lead them to further investigation. It may be a support worker, homemaker or volunteer who first notices the abuse. If so, the suspicion should be reported to the appropriate Supervisor/Manager.

When others, neighbours or friends suspect abuse it should be reported to a trusted individual or agency. In most cases it will be a professional, i.e. Social Worker, Nurse, Doctor or Clergy who proceeds with any kind of investigation.

Regulated Health Care Professionals are required to engage in ethical conduct in accordance with the standards set out by their respective colleges in Ontario.

### **Cautions**

Several cautions have been identified in the development of protocols for intervention.

The following concerns are related to the impact of reporting:

- Reporting abuse of a vulnerable person in the community could expose that person to greater abuse if the alleged abuser discharges the Agency following the accusation of abuse;
- Reporting abuse of a vulnerable person in the community could result in the person being isolated by the alleged abuser;
- Reporting abuse could result in the relocation of a person at risk to an area not of his/her choice.

### **Supporting the Person's Decision**

Support the person's choice of action. No matter what decision is made the person will need support. Support may include physical or personal care provided through agencies, emotional, spiritual, legal or financial.

Every effort must be made to assist the person to access the appropriate expert. In some cases, the person may wish you to do nothing further than to support them, as you have been doing in the past.

### **Emergency Situations**

Always contact 911.

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### Procedure

Personal Attendant Care Inc. has a zero tolerance policy for abuse of clients.

1. All employees of Personal Attendant Care Inc. are to report immediately alleged abusive acts that they have witnessed or have become aware of. Report to a Client Service Supervisor, Human Resource Manager or the Chief Executive Officer.
2. Any employee suspected or accused of abuse will be suspended, pending investigation. A volunteer/student will not be allowed to continue working with organization until the completion of the investigation.
3. Upon receipt of an allegation of abuse the Client Service Supervisor on duty will:
  - Speak to the client, potential for a home visit to ensure comfort of client to confirm or discuss the abuse.
  - Consent to report the abuse must be obtained from the client except in cases of child abuse.
  - If a client declines further reporting or investigation, a Social Worker should be contacted as a resource for the client.
  - Local numbers of resources can be provided to the client including:
    1. Distress Centre,
    2. Crisis Intervention,
    3. The Kids Help Phone
    4. Youth and Family Counseling Services,
    5. Rape Crisis Centre
    6. Police & Shelters
    7. Hospitals and Children's Aid Society,
    8. Adult Protective Services
    9. Community Care Association,
    10. Durham Catholic Family Services,
    11. Pinewood Addiction Services
    12. Central East Community Care Access Centre
4. Law enforcement officers and prosecuting attorneys may investigate and prosecute abuse, particularly in cases involving sexual abuse or assault.
5. An investigating Supervisor/Manager from Personal Attendant Care Inc. must complete a thorough comprehensive assessment to validate information and investigate further. Utilizing Briefing Notes and Client Incident or Complaint Report forms if applicable.

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6. Consultation with client will determine reporting structure and supports implemented. To assess the severity of the situation:
  - Is the client in immediate danger?
    - If yes, contact police;
  - Is the client competent?
    - If no, contact the Power of Attorney.
  - If the client is competent do they agree to reporting and intervention?
    - If no, monitor;
    - If yes, refer to appropriate supports/agencies.
7. All allegations of abuse must be reported to the Chief Executive Officer or designate.
8. Follow up must be documented in the Briefing Notes and placed in the client file and communicated to the Chief Executive Officer.
9. If a Personal Attendant Care Inc. employee is being investigated on allegations of abuse, ensure that the Union representative is present during all interviews, questioning.
10. It is important for the investigating Supervisor/Manager to thoroughly investigate who, what, when, where and why of the incident. The Supervisor/Manager must determine if there are any witnesses to the alleged abuse and make arrangements to interview each witness.
11. Once the Supervisor/Manager believes that he/she has all of the facts, the alleged abuser should be re-interviewed, going through all of the pieces of evidence that have been collected.
12. The Supervisor/Manager has the responsibility to inform the client(s) of his/her legal right to press charges.
13. If the Police become involved, Personal Attendant Care Inc. will cooperate with the investigation.
14. To protect the rights of individuals and the integrity of any Police investigation, strict confidentiality must be adhered to through out the investigation process.

**Attached Forms**

- Briefing Notes 4(o)
- Complaint Report 4(c)
- Client Incident Report 4(p)