

Please review this policy, and if you have any need for further clarification, please do not hesitate to see your Manager/Dept Head. Once you have read and understand this policy please sign off on this document and pass in to your Department Head within two weeks of the starting date of your employment.

I, _____, have read and accept the policy, Resident Abuse Prevention & Response, AD 60-03.

ADMINISTRATIVE MANUAL

Policy & Procedure

Title:	Resident Abuse Prevention & Response	Number:	AD 60-03
Section:	Quality and Risk Management	Date Created:	October 24, 2007
Sponsor:	Director of Care	Last Date Approved:	Jan18/08; Dec24/15; Feb 29/16; April 2018; Dec 2019
Author(s):	CPAC	Next Review Date:	December 2022
Distribution:	All Staff	Approval:	Leadership Team

STANDARD

DHW Long Term Care Facility Program Requirements, FINAL February 2019

8.3 Residents are protected from all forms of abuse and neglect pursuant to the Protection of Persons In Care Act.

WEV Guiding Principles:

Safety is paramount. We keep each other safe so no one gets hurt. We intervene to prevent injury.

Respect, kindness and compassion for all. We treat each other with kindness.

Trust and accountability in and to each other. We share what we are doing and why. We take responsibility for our actions, decisions and impacts. We tell the truth.

Eden Domain of Well-Being: SECURITY means having freedom from doubt, anxiety, or fear; safe, certain, assured; having privacy, dignity, and respect. To enhance security, it is important for the care partner team to be committed to resident, staff and visitor safety and risk management.

RATIONALE

Windsor Elms is committed to respecting, maintaining and advocating for the safety and well-being of all persons within our facility.

POLICY

Windsor Elms will not tolerate any form of abuse/mistreatment, of any persons in care, on our premises.

DEFINITIONS

Abuse does not occur in situations in which a service provider carries out their duties in accordance with professional standards and practices and health facility based policies and procedures.

Abuse

1. The use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding.
2. Mistreatment causing emotional harm, including threatening, intimidating, humiliating, coercing or restricting from appropriate social contact.
3. The administration, withholding or prescribing of medication for inappropriate purposes.
4. Sexual contact, activity or behavior between a service provider and a resident.
5. Non-consensual sexual contact, activity or behavior between residents.

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6. The misappropriation or improper or illegal conversion of money or other valuable possessions.
 7. Failure to provide adequate nutrition, care, medical attention, or necessities of life without valid consent.

Examples of abuse include but are not limited to:

- unnecessary use of physical force
- inappropriate use of restraints
- hitting, pinching, shoving, pushing
- handling roughly
- speaking to the person harshly and or name calling
- ignoring the person or restricting social contact
- sexual advance, sexual touching
- denial of food, water, medication
- theft
- financial ie: intentional with-holding of funds
- Other ie: involving a resident in research or providing treatment or procedures without his or her consent

PROCEDURES

1. All staff, volunteers, family, and visitors of Windsor Elms have a responsibility to ensure that residents are treated with respect and dignity, live free from harm, and do not experience abuse.
2. Any person who suspects or witnesses abuse, must report it to the CEO immediately.
(see *Appendix B Protection of Persons In Care Act*).
4. The CEO is committed to ensuring that all allegations of abuse will be properly and carefully investigated. All interviews and information obtained or recorded shall be dealt with as confidentially as is possible. Investigations and decisions will be made in as timely a manner as possible.

The CEO is responsible for completing an internal investigation following steps as outlined in Appendix A:

1. Preparing for the Investigation
2. Interviews and Information Gathering
3. Analysis and Report
4. Decision and Implementation

For further clarification on how to perform an investigation see Protection for Persons In Care Act Policy Manual, Effective Sept. 30, 2013 found on the NS Department of Health and Wellness website @ novascotia.ca/dhw/ppcact

5. Retaliation against the victim, those who report, or those who are witnesses will not be tolerated and will result in disciplinary action that could result in termination of employment.
6. Allegations of abuse made in bad faith will result in serious consequences that could result in termination of employment and/or legal implications.
7. Any person who has a reasonable basis to believe that a resident is or is likely to be abused, will report the belief, and the information on which it is based, to the Department of Health by calling 1-800-225-7225. Please review APPENDIX B: Protection of Persons in Care Act - Sections 4(1)-(2); 5(1)-(2); 6(1)-(2); and 7 (attached to this policy) for further detail.

REFERENCES

- NSAHO: Developing Abuse Prevention Policies & Procedures to Investigate Complaints, Aug. 2007
- Protection of Persons In Care Act, Oct. 18th/04

APPENDICES

Appendix A: Guidelines for Developing Internal Investigation Procedures for Allegations of Abuse

Appendix B: Protection of Persons in Care Act

Appendix C: Protection for Persons in Care Act Regulations

Interpretation Notice (#2) Protection for Persons In Care Act

Appendix D: Additional Definitions of Abuse

Appendix E: Bill No. 62, An Act to Amend Chapter 33 of the Acts of 2004,
the Protection for Persons in Care Act; as assented to by the administrator of the province
May 10, 2013