**6.0 Abuse &** **Neglect**

Department: Assisted Living

Approved By: Executive Team

Issue Date: February 26, 2007

Updated: March 9, 2016

**Purpose:**

To ensure the health and safety of the residents supported by Southview Heights.

**Directive:**

The residents of Southview Heights have a right to live and work in an environment that is safe and fee from abuse and neglect. Abuse is defined as an action or behaviour by an employee or volunteer that may result in physical, emotional, or mental harm to a resident including humiliation and exploitation. Any employee or volunteer who, upon investigation, has inflicted abuse or neglected a person in Southview Heights care is subject to disciplinary action that will include dismissal.

**Procedure:**

Any employee or volunteer who has knowledge of an incident of suspected abuse has the responsibility to report such an incident to their supervisor immediately. Failure on the part of any witness to report such an incident will result in serious disciplinary action and may result in termination of employment.

This policy does not negate an employee’s right to move away from a resident who is acting in a way, which may harm the employee provided that the resident is left in a safe situation. The expectation in these instances is that the employee will document incidences of the nature for review by their supervisor, and the incident report will be forwarded to the Assisted Living Manager and the Executive Director.

An allegation of abuse or neglect will result in the suspension of the employee, with pay, during the period of investigation. All reported incidents will be dealt with expeditiously.

Any employee or volunteer who, upon investigation, has inflicted abuse or neglect upon a resident will be dismissed.

**Responding to Allegations of Abuse:**

***Any employee who becomes aware of, or suspects, abuse will:***

1. Take whatever action is necessary to ensure that the resident is safe from abuse of is removed from the abusive situation
2. Immediately report the incident or suspicion to a manager, on call supervisor or police.
3. Provide or arrange for emotional and physical support to the person. Do not contaminate or destroy physical evidence.
4. Seek medical assistance for the person as necessary.
5. Document any disclosures made by the residents. Record the information verbatim. Use objective descriptions of all communications and/or behavior as soon as possible, and not later than twelve (12) hours following the incident.
6. Document the incident by completed an incident report.

***The Supervisor or on-call staff will:***

1. Immediately report any allegations of abuse or neglect to the Assisted Living Manager.

***The Assisted Living Manager/Executive Director will:***

1. Adhere to any investigation by the Office of the Assisted Living Registrar.
2. Report the allegation to VCH Case Manager
3. Ensure the safety and well-being of the resident by determining that the environment is safe and that appropriate medical supports and services have been taken care of;
4. Review incident with employee involved.
5. Review documentation and sign and forward incident reports;
6. Advise/notify next of kin of the allegations and of any action taken;
7. Arrange for and provide support to the employees, program and resident.

**Confidentiality**

Employees will cooperate with the Assisted Living Registrar and Vancouver Coastal Health during any and all investigations about allegations of abuse. Like any private and personal information, the information is to be kept confidential from all parties other than those charged with investigating the incident.