

GLACIER VIEW LODGE

Resident Abuse Policy Summary

What is Glacier View Lodge's stance on resident abuse?

- Glacier View Lodge upholds a zero tolerance policy towards resident abuse and neglect.

What is considered resident abuse?

- Resident abuse is any action/inaction which jeopardizes the health or well-being of a resident. It can include physical abuse, psychological or emotional abuse, financial abuse or exploitation, sexual abuse, medication abuse, violation of civil/human rights, or neglect.

Who has the potential to engage in resident abuse?

- Any employee, visitor or resident.

What is the employer's responsibility?

- To have policies and procedures in place and regularly reviewed.
- To provide staff education about the policy and procedures.
- To report resident abuse to the Community Care Licensing Branch.
- To conduct a thorough investigation, including full disclosure to the parties, and; if necessary, notification to the RCMP.
- In the event an investigation substantiates the abuse complaint; to enforce policy on those who do not comply,

What is the employee's responsibility?

- All residents, program clients and visitors will be treated with care and compassion. Their dignity will be recognized and protected through all aspects of care and service. Any action/inaction which jeopardizes the health or well-being of a resident will be viewed as a breach of the employment contract. It is contrary to the standard of conduct expected by Glacier View Lodge of its staff and is subject to disciplinary action as outlined in the procedure.
- Any employee who has knowledge of an incident of suspected abuse has the responsibility to: report the incident as soon as possible to their Department Manager or Supervisor/Nurse; and assist in completing an Incident Report.
- Key Point: Failure to report may result in disciplinary action.

What is the Supervisor's/Nurse's responsibility?

- To ensure resident is in no immediate danger.
- To immediately call Manager on Call for notification and to get further direction. If unable to reach the manager on call; to call the Executive Director and or Director of Residential Services.
- Timely assessment of the resident for any physical or psychological harm.
- Upon report of resident abuse; if the complaint is against an employee, to remove the employee from the situation, which could include sending home the employee with pay pending investigation.
- If complaint is against a visitor; to ask the visitor to leave. Notification to RCMP may be

necessary.

- To write a complete assessment and document incident: including reporting names, times, witnesses and any pertinent objective information. Date and sign or email to Manager before the end of your shift.

What is the Manager's responsibility?

- To investigate, document, and report to Licensing Office and Executive Director.