

## GLACIER VIEW LODGE

### POLICY & PROCEDURE

Date Issued: May 1999  
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Dec. 2007, Sept 2010, Aug 2012  
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ISSUED BY: EXECUTIVE DIRECTOR

CATEGORY: SAFETY AND RISK MANAGEMENT

TITLE: **RESIDENT ABUSE**

PURPOSE: To provide guidance for the handling of any resident abuse concerns.

POLICY: 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 act or behaviour which results in physical, psychosocial or financial harm to a resident and is construed as abuse or neglect of the resident is not in the spirit of Glacier View Lodge. Any such act 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.

DEFINITIONS: Definitions of Abuse (adopted from "Principles, Procedures and Protocols for Elder Abuse" by the InterMinistry Committee on Elder Abuse and Continuing Care Division, Ministry of Health and Ministry Responsible for Seniors, 1992)

Elder Abuse is any action/inaction which jeopardizes the health or well-being of an elderly person. It may include:	
Physical Abuse:	Any act(s) of violence or rough treatment causing injury or physical discomfort. May include the use of restraints.
Psychological or Emotional Abuse:	Any act, including confinement, isolation, verbal assault, humiliation, intimidation, infantilization, or any other treatment which may diminish the sense of identity, dignity and self-worth.
Financial Abuse or Exploitation:	The misuse of an elderly person's funds and assets; obtaining property and funds without that person's knowledge and full consent, or in the case of an elderly person who is not competent, not in that person's best interests.
Sexual Abuse:	Any sexual behaviour directed towards an elderly person without that person's full knowledge and consent, i.e. sexual assault, sexual harassment or use of pornography.
Medication Abuse:	Misuse of an elderly person's medications and prescriptions, including withholding medication and overmedicating.

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Violation of Civil/Human Rights:	Denial of an elderly person's fundamental rights (according to legislation, the <i>Charter of Rights and Freedoms</i> , or the <i>U.N. Declaration of Human Rights</i> ) – for example: withholding of information, denial of privacy, denial of visitors, restriction of liberty or mail censorship.
Neglect:	<u>Active Neglect</u> : intentional withholding of basic necessities or care. <u>Passive Neglect</u> : not providing basic necessities and care because of lack of experience, information or ability.

PROCEDURE:

The Executive Director will ensure the following procedure is performed appropriately.

1. Any employee who has knowledge of an incident of suspected abuse has the responsibility to:
  - a. report the incident as soon as possible to their Department Manager or Supervisor; and
  - b. complete an Incident Report.

Key Point: Failure to report may result in disciplinary action.

#### **Investigatory Procedures**

2. Once a report of abuse is received, Licensing must be notified immediately prior to any investigation:

#### Nurse Responsibilities:

- ensure resident is in no immediate danger.
- assess injuries and administer treatment if necessary (take photographs if injuries are visible).
- Complete progress notes in electronic health record being careful to objectively describe incident.
- Write a complete incident description including names, times, witnesses and any pertinent objective information. Date and sign or email to Manager.

#### Manager Responsibilities

- review and print a copy of progress notes.
- compile a complete record of the incident: when, where, who, nature of abuse, witnesses.
- Complete Licensing Report and contact Licensing office immediately with date and time stamp eg fax or email that proves timely reporting.
- advise the Executive Director.

#### Executive Director Responsibilities:

- Meet with reporting employee to prepare a written statement of the employee's remarks, have them sign it to confirm their story and discuss the extent (if any) of communication regarding the incident.
- Ascertain if there were any other incidents of abuse by accused employee that were not reported; if so, where and why?
- Arrange a time for investigation with Licensing Officer and Union rep. Arrange an interview with the accused employee, and have more than one management person present at the interview.

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- Contact the accused employee and advise of the investigation. Suspend pending completion of the investigation if residents are at any risk.
- Contact all witnesses and arrange interview for investigation purposes.
- Report to Care Aide Registry, if applicable.

Complete the Investigation with Licensing Officer and Union Rep:

- speak to additional individuals.
- resolve any apparent contradictions in reports.
- review personnel file of employee.
- initiate disciplinary action as appropriate.
- Comply with VIHA's Community Care Facilities Licensing recommendations.
- Determine a Health and Safety Plan for residents and ongoing monitoring of employee if he/she continues to work.

3. Communication with others will be as per Glacier View Lodge's Disclosure Policy.

PERSONNEL:

Executive Director, Department Managers, All Staff