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Manual of Administration**

<b>TOPIC:</b> Administration	<b>SUBJECT:</b> Abuse	<b>Code: AD000</b>
		<b>Date of Issue: 11/94</b>
		<b>Revised: July 2008</b>
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**PURPOSE:**

To clarify what is considered abuse of a person Avenue II supports. To establish the responsibility of employees and the procedures for action to be taken, reporting, and follow-up.

**DEFINITION:**

Depending on the nature of the incident, abuse may be an offense under the Criminal Code or violation under provincial or federal human rights legislation.

Abuse can take many forms. It can include criminal acts such as assault or negligence (not supporting an individual with washing, eating, or to use the washroom); human rights violations (such as sexual harassment); verbal taunting; degrading, humiliating behavior; rough handling; or isolation through silence. Abuse can take place once or it can happen on an on-going basis.

**POLICY STATEMENT:**

Avenue II will not tolerate any kind of abuse to persons being supported by Avenue II staff, other people, volunteers, or students on placement. Staff will adhere to the following procedures regarding abuse. It is the responsibility of all in the agency to report suspected abuse of someone we support. Failing to document and report suspected abuse is subject to discipline under policy HR022, 4.13 and 4.16.

Where there is suspected abuse by another person we support, steps will be taken to ensure that each party is advised of their rights and available options.

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**PROCEDURE:**

**ROLES AND RESPONSIBILITIES:**

**1. STAFF SUSPECTING ABUSE BY SOMEONE OTHER THAN A CAREGIVER:**

- 1.1 If informed of an abusive incident, or if there is evidence that abuse has occurred, stop the abuse, separate the individuals immediately to ensure the health, safety, and well-being of the individual. If needed, call for agency backup or 911 for assistance, depending on the situation.
- 1.3 If the abuse or suspected abuse is sexual:
  - (a) Do not allow the victim to remove or re-arrange clothing,
  - (b) Do not allow the victim to bathe,
  - (c) Do not wash the victim,
  - (d) Discourage the victim from voiding (urinating, bowel movement),
  - (e) Seek medical assistance as soon as possible.
- 1.4 Immediate first aid and medical care is to be assessed for the victim. The victim will be accompanied for medical attention when possible.
- 1.5 Let the victim know that they are safe now and that you are going to call someone to help.
- 1.6 Notify a Manager or On-Call Supervisor immediately.
- 1.7 Document findings on Incident Report.

**2. STAFF SUSPECTING ABUSE BY CAREGIVER OR FAMILY:**

- 2.1 Ensure medical attention is provided if required.
- 2.2 Document factual finding on an incident form based on your observations or

information provided by the individual.

2.3 Notify Manager/On-Call immediately of your concerns.

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### 3. MANAGER/ON-CALL:

- 3.1 Ensure individual and staff are safe and that any medical issues have been dealt with immediately.
- 3.2 Ensure staffing requirements are adequate. If the abuser or suspected abuser is also a person Avenue II supports, separate staff support will be required to assist them through the process.
- 3.3 If Manager - contact the Director of Support Services/General Manager; if On-Call - contact the Back-Up Manager to deal with the issue. The Back-Up Manager will then contact the Director of Support Services/General Manager.
- 3.4 After discussion with the Director, arrange for two management personnel to jointly: (Note: the person managing the team or individual may not be the best candidate for handling the investigation)
  - (a) Meet with the staff reporting the incident as soon as possible. Ensure proper documentation is completed.
  - (b) Meet with the victim and:
    - (i) Explain the process that will be followed,
    - (ii) Gather the statement of the victim,
    - (iii) Determine who will be told and what action can be taken: contacting police to lay charges, getting a lawyer or legal advocate and counseling available to staff and individual.
  - (c) Meet with the suspected abuser and gather information.
- 3.5 If the abuser or suspected abuser is also a person Avenue II supports, separate staff support will be required to assist them through the process.
- 3.6 Contact Parents, Guardians, or Advocate if the victim chooses to share the information. If the person is not comfortable or able to inform Parents, Guardian, or Advocate of the abuse, the Manager may be asked by the

individual to inform them. People who do not wish to inform Parents, Guardian, or Advocate will be advised of the benefits of these people knowing and encouraged to change their mind.

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- 3.7 At the request of the victim contact the police. Depending on the situation, the Manager may also contact the police. The Parents, Guardian, or Advocates have the option of calling the police for an investigation. Ask police to notify the Crown Attorney.
- 3.8 Prepare report on findings for review by the Director of Support Services/General Manager.
- 3.9 Managers may be asked to participate in an investigation team that furthers the investigation, if required. It is preferable that this person not have participated in the initial investigation.
- 3.10 Ensure that staff supporting are equipped to deal with situations surrounding the abuse or alleged abuse (i.e. support strategies to deal with victim). Arrange debriefing or EFAP for staff as required.
- 3.11 Follow up with team as to outcome as much as confidentiality will allow.

**4. DIRECTOR OF SUPPORT SERVICES/GENERAL MANAGER:**

- 4.1 Inform the Executive Director of situation.
- 4.2 Participate in initial investigation as needed; may be the second management person involved in talking to the victim.
- 4.3 Review information from Manager and make recommendations on future action required for the review of the Executive Director.
- 4.4 May be required to participate in an investigation team that further investigates the situation if required. It is preferable that this person not have participated in the initial investigation.
- 4.5 Prepare Ministry reporting if required for the signature of the Executive Director.

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4.6 Ensure follow up where required.

4.7 Ensure debriefing is available for the individual(s).

**5. EXECUTIVE DIRECTOR:**

5.1 Review reports and recommendations.

5.2 Determine as soon as possible if an investigation team is needed to further investigate the situation.

5.3 If required, comprise an investigation team of a Manager, a Director of Support Services, and a member from the community.

5.4 File Serious Occurrence report with Ministry within appropriate time frame.

5.5 Notify the President of the Board of Directors as appropriate.

5.6 Ensure follow up as per Ministry or Board direction as required.

**6. INVESTIGATION TEAM:**

6.1 Review reports and recommendations.

6.2 Interview people involved.

6.3 Gather facts and prepare a written report to the Executive Director.

6.4 Make recommendation to Executive Director based on facts evident.

Where allegations of abuse have been reported and where an employee has been shown to have abused an individual we support, automatic termination of employment will result. During an investigation, an employee will be relieved of duty until the investigation is complete. (HR022, Procedure point 8)