

REGION OF QUEENS MUNICIPALITY

Operational Policy No. 33 – Hillsview Acres RESIDENT ABUSE

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General Statement of Policy

33.01 It shall be the policy of the Region of Queens Municipality to ensure that the residents of Hillsview Acres are treated at all times with care, dignity and respect. Therefore, any resident abuse as hereinafter defined is deemed to be entirely unacceptable conduct on the part of any employees of Hillsview Acres, as such conduct would represent an inexcusable disregard for the philosophy and objectives of Hillsview Acres.

Definitions

33.02 Resident abuse in any form of improper or abusive treatment of residents. It includes, but is not restrict to, all aspects of physical, sexual, psychological, verbal or financial abuse, mistreatment and neglect. Abusive conduct often involves various combinations of inappropriate behaviour, which cannot be categorized under a single heading, therefore the definitions below are not mutually exclusive.

- a) “Physical Abuse” includes inappropriate physical contact with a resident, which harms or is likely to harm the resident. Inappropriate physical contact includes, but is not limited to, striking, kicking, pinching, shoving or grabbing.
- b) “Sexual Abuse” includes offensive sexual comments, gestures, sexual molestation or physical contact that is inappropriate.
- c) “Psychological / Verbal Abuse” includes inappropriate shouting at residents, inappropriate conduct or conversation with residents, belittling a resident’s cultural or racial background and the use of obscene language or threats directed at residents.
- d) “Neglect” means the failure to provide timely, consistent, safe, adequate and appropriate services of treatment and care to a resident.

- e) "Financial Abuse" means fraud, theft or sale of belongings related to property of a resident.

Disciplinary Action

- 33.03 Employees who know of a case of resident abuse shall report it immediately to the employee's Department Head and / or the Administrator, or in their absence, the Charge Nurse.
- 33.04 Employees who have legitimate reason to suspect that a situation of resident abuse has occurred or is occurring shall immediately report the matter to the employee's Department Head and / or Administrator, or in their absence, the Charge Nurse.
- 33.05 All complaints of real or suspected resident abuse shall be immediately and thoroughly investigated by the employee's Department Head and / or the Administrator.
- 33.06 Employees who are suspected of resident abuse may be suspended pending the completion of the investigation outlined in 33.05 above.
- 33.07 Employees who are determined through the investigation undertaken to have in fact committed resident abuse will be immediately dismissed.
- 33.08 Employees who are found to have had knowledge of, or reason to suspect resident abuse, but who fail to report such matters as required hereunder, may be subject to disciplinary action, including dismissal.

Approved by Council: September 20, 2004