

Société Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Policy Name: Abuse	
Policy Number: ORG-04	Pages: 3
Last Reviewed: November 2023	For Review: November 2025

Purpose:

To ensure appropriate action is taken in situations of elder abuse, child abuse or intimate partner violence.

Policy:

Incidents of client abuse should be reported to police, Office of the Public Guardian and Trustee (OPGT) and/or to service provider agencies, as appropriate. As indicated in the Long-Term Care Homes Act, 2007, and Retirement Homes Act, 2010, reporting is mandatory when elder abuse is suspected or is occurring where an older adult resides in a Long-term Care Home or a Retirement Home. Under the Child, Youth and Family Services Act, 2017, reporting is mandatory when child abuse and neglect is suspected or is occurring.

Procedures

Staff will:

1. Call 911 immediately, if there is concern that the client is at significant risk of harm, or in immediate or life-threatening danger or requires urgent medical care.
2. Bring any situation of client abuse to the attention of their supervisor or manager, and/or Director of Programs and Services.
3. Provide the client's contact information to their supervisor or manager, and/or Director of Programs and Services as soon as possible.
4. Develop an intervention or safety plan with the client and/or care partner(s) to assist with the situation, in conjunction with their supervisor or manager, and/or Director of Programs and Services.
5. Contact the appropriate authorities:
 - a. Call the Registrar of the Retirement Homes Regulatory Authority at 1-855-ASK-RHRA (1-855-275-7472) if the abuse is suspected or occurring in a retirement home.
 - b. Call the Long-Term Care ACTION Line at 1-866-434-0144 (7 days a week, 8:30am-7:00pm) if the abuse is suspected or occurring in a Long-Term Care Home. Incidents must be reported to the Director at the Ministry of Health and Long-Term Care.

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- c. Report the situation to the local police or Seniors Crime Stoppers at 1-800-222-TIPS. Ontario has a province wide Senior Crime Stoppers program to allow anyone to anonymously report incidents of elder abuse. This information will be forwarded to the police without fear of the caller being identified.
 - d. Report the situation to the Office of the Public Guardian and Trustee, Investigation Unit at 1-800-366-0335 if the client is deemed incapable.
 - e. Report the situation to the client's Care Coordinator, if the abuse involves service providers associated with Home and Community Care Support Services (formerly LHIN Home and Community, CCAC).
 - f. Report the situation to the agency's Executive Director if the abuse involves another service provider.
6. Provide the information described above (#5) for inquiries/reports about elder abuse of individuals not associated with the Alzheimer Society. Inform their supervisor or manager, and/or the Director of Programs and Services or representative about the inquiry/report.
 7. Contact the local Children's Aid Society when child abuse or neglect is suspected or is occurring. Inform their supervisor or manager, and/or Director of Programs and Services about the situation and report to the local Children's Aid Society.
 8. Complete an incident report including a written summary of actions taken.

Definitions:

- **Abuse:** any action or inaction by any individual or institution that results in harm or neglect of that person, including:
 - **Physical Abuse:** any act of violence causing injury or physical discomfort (e.g. slapping, pinching, punching or other rough handling, forcible restraint or intentional over/under medication), including sexual assault).
 - **Neglect:** inability to provide basic or personal care needs (e.g. food, water, required medication, shelter, hygiene, clothing, physical aids – hearing aids, eye glasses, dentures, exercise and social interaction, lack of attention, abandonment, undue confinement, inadequate supervision or safety precautions, withholding medication/services/treatment). Neglect can be: active (intentional); passive (unintentional) or self (inability to provide for own needs).
 - **Psychological Abuse:** any action or comment causing emotional anguish, fear, or diminished self-esteem or dignity (e.g. threats to do harm, unwanted institutionalization, harassment, abandonment, imposed isolation, removal of decision-making choices including sexual assault and/or unwanted verbal or physical advances).

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- **Financial Abuse:** theft or exploitation of a person's money, property, or assets (e.g. fraud, forgery, misuse of power of attorney).
- **Institutional Abuse:** any physical, sexual, psychological, financial abuse or neglect occurring within a facility involving active victimization, withholding or denial of individual care needs, and/or failure to carry out reasonable requests.

Scope:

The policy applies to all Society personnel.

Policy Review:

The Senior Leaders in the Society will review this Policy biennially. If there are legislated changes required, these changes will be made as close as possible to the effective date of the legislative change.