



Policy Name: <p style="text-align: center;">PROTECTION FOR PERSON IN CARE</p>	Policy Number: <p style="text-align: center;">0930</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">FEBRUARY 11, 2022</p>
Reason for Revision: Click on item below and select item from list. <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">New format being used</p>	Date Revised: <p style="text-align: center;">October 13, 2021</p> Next Date for Review: <p style="text-align: center;">October 13, 2024</p>
Section: <p style="text-align: center;">Section 09 - Administration</p>	Page No: <p style="text-align: center;">Page 1 of 4</p>

Policy

The Salvation Army Agapé Hospice is committed to providing a caring, courteous and respectful atmosphere for residents. Any action on the part of a member of staff which is abusive will not be tolerated or condoned.

POLICY ELEMENTS

1. For purposes of this policy, and in compliance with the Protection For Persons In Care Act (PPCA), abuse means:
 - Causing bodily harm;
 - Causing emotional harm, including but not limited to threatening, intimidating, humiliation, harassing, coercing, or restricting from appropriate social contact;
 - Administering, withholding or prescribing medications for an inappropriate purpose, resulting in serious bodily harm;
 - Subjecting to non-consensual sexual contact, activity or behavior;
 - Misappropriating or improperly or illegally converting money or other valuable possessions; or
 - Failing to provide adequate nutrition, adequate medical attention, or other necessities of life without a valid consent, resulting in serious bodily harm.

2. In the case of self-defense or where it is necessary for the immediate protection of the resident, other residents, staff, other persons involved, or property, staff will request the assistance of Calgary Police Services or Contracted Security Personnel to restrain or control violent or aggressive behavior. In such cases, the method of restraining should be the minimum necessary to control the individual(s) until the immediate crisis is over.

3. Every staff member, resident or visitor who has reasonable and probable grounds to believe and believes that there is or has been abuse against a resident must report such abuse. Individuals may make anonymous reports to the Protection for Persons In Care reporting line according to the procedure below. However, it is preferred and



Policy Name: PROTECTION FOR PERSON IN CARE	Policy Number: 0930
	Date Revised: OCTOBER 13, 2021
	Page No: Page 2 of 4

highly recommended the staff that witness an incident of resident abuse or who are aware of or suspect a resident being abused report the incident, in writing, to his/her immediate supervisor, prior to or in addition to using the PPCA reporting line.

REFERENCES

Protection for Persons in Care Act. Government of Alberta, 2021 Statutes of Alberta, 2009 Chapter P-29.1 Current as of February 1, 2021. Province of Alberta. Web <http://www.qp.alberta.ca/documents/Acts/P29P1.pdf>

Procedure

1. The written report should specify the nature of the abuse (as per the definition at the beginning of this policy); the identification of the resident and the abuser involved, the work area in which the incident occurred, the date and time of the incident(s), and any other pertinent information.
2. To report abuse the person should call the Protection for Persons in Care reporting line (1-888-357-9339) if it is not a crisis, or if a person's life or well-being is in immediate danger or if the abuse is criminal in nature, contact the Calgary Police Service.
3. Allegations of abuse brought forward to the Executive Director by residents or members of their family will be reported to the immediate supervisor. Residents and families are required to report to the Protection for Persons in Care reporting line. Allegations of abuse made to the Protection for Persons in Care reporting line will be referred to the appropriate body for investigation. The appropriate complaints officer will appoint an investigator if necessary to follow up on the complaint.
4. The investigator may enter Agapé Hospice at any reasonable hour and may have access to the records of the hospice for the purpose of the investigation, making copies or taking extracts from the records. The investigator will submit a final report to the Protection for Persons in Care director stating whether the abuse was founded or not founded, and may make recommendations. The Director will make a decision based on the information provided. If the information on which the belief of resident abuse is founded, it is considered confidential and its disclosure is prohibited outside the process outlined in this policy.
5. **Where an allegation of Resident abuse is made, The Salvation Army Agapé Hospice will ensure a full investigation to protect the rights of both the Residents and the staff.**



Policy Name: PROTECTION FOR PERSON IN CARE	Policy Number: 0930
	Date Revised: OCTOBER 13, 2021
	Page No: Page 3 of 4

6. No action will be taken against a complainant unless the complaint is found to be malicious or without reasonable and probable grounds. This includes adverse employment action against employees, adverse service access to volunteers or, in the case of complaint by a resident or family, services to the resident and/or family shall not be altered, interrupted, discontinued, or threatened to be altered, interrupted, or discontinued.
7. A staff member who participates in an activity that is investigated and determined to be abuse or abusive under the above definition shall be subject to disciplinary action up to and including dismissal. The dismissal will be carried out in accordance with the Collective Agreement and related Agapé Hospice policy #1045.
 - a) Where the staff member is governed by the Health Professions Act and is a member of a professional body, the licensing body will be notified of the reasons for the dismissal.
 - b) In some instances, the complaint may be referred to a Law Enforcement Agency for investigation.
8. Each reported instance of resident abuse will be investigated internally in the following manner:
 - a) The supervisor, once informed of the alleged abuse, will notify the Executive Director.
 - b) The Executive Director or designate shall acknowledge, without unnecessary delay, the receipt of such a report in writing.
 - c) If not already done so, a report to the PPCA Office will be made.
 - d) The Executive Director will notify The Salvation Army Public Relations Officer for Calgary and Alberta Health Services regarding the investigation.
 - e) The person making the report will be assured by the Executive Director of appropriate protection against retribution from any interested individual or authority.
 - f) The person identified as the suspected abuser shall be informed by the Executive Director of the allegation and be extended the opportunity to voluntarily describe the circumstances surrounding the reported incident.
 - g) The staff member(s) involved in the incident shall be placed on suspension with pay pending completion of the investigation.
 - h) Having reviewed the witness' report and having obtained the accused's explanation of the incident, the immediate supervisor and the Executive Director or designate will:
 - i. Determine if the allegation is unsubstantiated and no further action is required; the accused would return to work without loss of pay or in the event of a volunteer would return to service.

OR

 - ii. Confirm resident abuse has occurred. In this event, the Executive Director will inform the resident and/or their family/health advocate of the findings of the



Policy Name: PROTECTION FOR PERSON IN CARE	Policy Number: 0930
	Date Revised: OCTOBER 13, 2021
	Page No: Page 4 of 4

investigation. Appropriate disciplinary actions will be put in place, and other agencies will be notified as appropriate.

9. The Executive Director will ensure Alberta Health Services and The Salvation Army Public Relations Officer for Calgary is informed of the findings of the investigation. Any media activity which may result from the incident will be directed to The Salvation Army Public Relations Officer for Calgary. There will be no comment from staff or management of Agapé Hospice.