



Abuse and Neglect Policy Policy & Procedures

Policy No.	Leadership 502
Approval Committee	Management
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Accountable To: President & CEO

Key Policy Issues:

To identify the different types of abuse and state NHI's Zero Tolerance Policy, and Best Practices Guidelines.



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1. ABUSE AND NEGLECT

NHI Nursing & Homemakers Inc. promotes in its standards and practices, the philosophy of care that all residents/clients are treated with dignity, respect and courtesy at all times. NHI views most seriously, any type of abuse or neglect of a resident/client by any staff, volunteer, family, substitute decision-maker, visitor or any other persons who enter the premises at any long-term care facility that contracts to NHI.

2. DEFINITIONS OF ABUSE

NHI Nursing & Homemakers Inc. defines "abuse" (in accordance with subsection 2 (1) of the Long-Term Care Homes Act) and ONTARIO REGULATION 187/22 made under the CONNECTING CARE ACT, 2019 (28) 1. 2. as the following:

2.1 Emotional Abuse

- a) any threatening, insulting, intimidating or humiliating gestures, actions, behavior or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization (treating residents/clients like children) that are performed by anyone other than a resident; or,
- b) any threatening or intimidating gestures, actions, behavior or remarks by a resident that causes alarm or fear to another resident, where the resident performing the gestures, actions, behavior or remarks understands and appreciates their consequences.

2.2 Financial Abuse

Any misappropriation or misuse of a resident's money or property

2.3 Physical Abuse

- a) The use of physical force by anyone other than a resident that causes physical injury or pain,
- b) Administering or withholding a drug for an inappropriate purpose; or,
- c) The use of physical force by a resident that causes physical injury to another resident.

Note: *Physical abuse does not include the use of force that is appropriate to the provision of care or assisting a resident with activities of daily living, unless the force used is excessive in the circumstance.*

2.4 Sexual Abuse

- a) subject to subsection (3), any consensual or non-consensual touching behavior, or remarks of a sexual nature, or sexual exploitation that is directed towards a resident by a licensee or staff member; or,

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- b) Any non-consensual touching behavior, or remarks of a sexual nature, or sexual exploitation directed towards a resident by a person other than a licensee or staff member.

Note: Sexual Abuse does not include:

1. touching behavior, or remarks of a clinical nature that are appropriate to the provision of care, or assisting a resident with activities of daily living; or,
2. consensual touching behavior, or remarks of a sexual nature between a resident and a staff member, that is in the course of a sexual relationship that began before the resident was admitted to the long-term care home, or before the licensee or staff member became a licensee or staff member.

2.5 Verbal Abuse

- a) Any form of verbal communication of a threatening or intimidating nature, or any form of verbal communication of a belittling or degrading nature which diminishes a resident's sense of well-being, dignity, or self-worth, that is made by anyone other than a resident; or,
- b) Any form of verbal communication of a threatening or intimidating nature made by a resident, that leads another resident to fear for his or her safety, where the resident making the communication understands and appreciates its consequences.

2.6 Mental Abuse

The use of verbal insults, manipulation, threats and other strategies used by a licensee or staff member, that cause a resident/client to feel belittled, inadequate, unsafe, traumatized or degraded. Acts of mental abuse controls and overpowers the victim. The intent is destroying the resident's/client's self-esteem, confidence and competence.

2.7 Neglect

The failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of action(s) that jeopardizes the health, safety or well-being of one or more residents/clients.

3. ZERO-TOLERANCE POLICY

NHI Nursing & Homemakers Inc. maintains a Zero Tolerance for any type of abuse of a resident, family, substitute decision-maker, management, staff, volunteer, visitor or any other persons in a long-term care facility.

Having a "zero-tolerance" policy means that NHI Nursing & Homemakers Inc. shall:

- a) Uphold the rights of all residents/clients to be treated with dignity and respect, and to live

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- free from abuse and neglect;
- b) Neither abuse, nor allow the abuse of residents by staff or volunteers, nor condone the abuse of any resident by any other person(s) at the facility;
 - c) Provide information and education regarding resident abuse and neglect, and the prevention of resident abuse and neglect. Education will include Avoidance of the Use of Restraints; Falls and Falls prevention; Patient and Staff Safety, and Effective Communication;
 - d) Require all staff and volunteer to report any and all suspected, alleged, witnessed, or actual incidents of resident abuse immediately;
 - e) Treat allegation of abuse and neglect of a resident as a serious matter;
 - f) Investigate every allegation of abuse and neglect of a resident;
 - g) Take corrective action, including sanctions, or penalties against those who have committed abuse against a resident;
 - h) (Chief Executive Officer and/or Director of Care and/or Director of Employee Relations) refer to the Decision Trees as provided by the Ministry of Health and Long-Term Care when assessing the allegation, in determination for reporting to the Ministry as required by the LTC Homes Act;
 - i) Ensure that the resident's substitute decision-maker, if any, and any other persons specified by the resident,
 - are notified immediately upon the licensee becoming aware of an alleged, suspected, or witnessed incident of abuse, or neglect of the resident, that has resulted in a physical injury, or pain to the resident, or that causes distress to the resident that could potentially be detrimental to the resident's health or well-being; and
 - are notified within 12 hours upon the licensee becoming aware of any other alleged, suspected, or witnessed incident(s) of abuse or neglect of the resident;
 - j) Ensure that the appropriate police force is immediately notified of any alleged, suspected, or witnessed incidents of abuse or neglect of a resident, that the licensee suspects may constitute a criminal offence;
 - k) Ensure that the resident and the resident's substitute decision-maker, if any, are immediately notified of the results of the investigation immediately upon completion of the investigation, as required by law;
 - l) **Please note:** NHI Nursing & Homemakers Inc. is not required to notify a substitute decision maker of any incidents of abuse, and results of investigations of abuse, if the substitute decision maker is the alleged abuser;
 - m) Take action against any person who in any way discourages a person from reporting an incident of abuse, and/or who threatens, retaliates or mistreats a person reporting the

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abuse, even if the abuse is proven to be false; and

- n) Make every effort to eliminate abuse and neglect of a resident through the in-house quality and risk management programs, including an annual evaluation of the effectiveness of our policy to promote zero tolerance of abuse and neglect of residents/clients. Any changes and improvements which are required to prevent further occurrences are implemented immediately.

NHI will comply with the policies and procedures in regards to Abuse and Neglect in any facility.

4. ACKNOWLEDGMENT AND AGREEMENT

I, (_____) Employee Name acknowledge that I have read and understand the Abuse and Neglect Policy of NHI Nursing & Homemakers Inc. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth by this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____