

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: ABUSE**

**Applies to:** All Personnel, Volunteers, Persons Served, Visitors and Tenants

Original Effective Date: 1993

Effective Date: October 18, 2021

Replaces Procedure Dated: March 26, 2018

If the alleged offender is the executive director, for the purpose of the following procedures, the president of the Board of Directors replaces the executive director.

1. Any employee, volunteer, person with a diverse-ability or tenant who witnesses, discovers, suspects or has mistreatment or abuse reported to them, reports the information immediately to the supervisor, manager or designate.
2. Within a 24 hour period the supervisor, manager or designate will communicate to the person who has reported the mistreatment or abuse to let them know that the concern has been reported to the executive director.
3. If the supervisor does not follow-up the complaint within a 24 hour period, the person contacts the executive director or designate directly.
4. If it is the supervisor or manager who is suspected or witnessed, the person reports the information to the executive director or designate who reports to the appropriate agency immediately. Within a 24 hour period the executive director or designate will communicate to the person who has reported the mistreatment or abuse to let them know that the concern has been reported to the appropriate agency.
5. If the executive director does not follow-up the complaint within a 24 hour period, the person contacts the president of the Board of Directors.
6. When the initial information suggests there may be abuse, the employee or volunteer completes an Incident Report and notifies the executive director or designate within one hour.
7. If the person reporting is a person with a diverse-ability or tenant they write out what happened, date and sign. If they require assistance, someone not connected to the alleged offender provides assistance.
8. The executive director or designate, contacts the \*funding body and/or Community Care Facilities Branch and if instructed to do so, notifies the RCMP within 3 hours. If the RCMP is notified, the suspected abuser is not advised of the nature of the alleged abuse until interviewed by the RCMP. \* If the funder is Community Living BC (CLBC) and the alleged abuse occurred in a CLBC funded resource, report first to the Pathways Abilities Society CLBC Liaison Worker.

9. The executive director or designate checks to see if there is a Representation Agreement in place, asks the reporting agency involved whether the supported individual should be asked if they want a family member, the person identified in their representation agreement, providing they are not the alleged abuser, or advocate contacted who can support the individual through the process. If the individual wants a family member or advocate, Pathways will contact the person of their choice.

10. After reporting, the executive director or designate takes the necessary steps to ensure the individual is safe. If the suspected abuser is:

- An employee; that employee shall be immediately suspended with or without pay, pending the results of an investigation.
- A volunteer; that volunteer will be required to stay away from the facility, pending the results of an investigation.
- A visitor; that visitor may have visiting times restricted to allow full supervision during visits.
- A person with a diverse-ability; that person may be required to stay away from the facility, or will be supervised at all time pending the results of an investigation.
- A tenant or a child of a tenant; direction to be determined by the RCMP or child protection social worker.

11. The executive director or designate and the supervisor or manager, if directed by the funding body and/or Community Care Facilities Branch or the designated government agency gathers all information available and relevant to the report which may include; names of witnesses, reports, pictures and if physical evidence present, doctor's reports, etc.

12. A complete investigation of the incident is done, coordinated by either the funding body and/or the Community Care Facilities Branch and any agencies involved within 5 working days.

13. Their findings are reported to Pathways Abilities Society, the funding body and/or the Director of Community Care Facilities Branch.

14. The executive director or designate implements any recommendations within 5 working days and reports the information to the Board of Directors for informational purposes and possible further action.

15. If there are findings of abuse, the following happens if the abuser is:

- An employee; further action, including disciplinary measures and employment termination, will be taken as deemed appropriate by Pathways Abilities Society and as per the collective agreement and Pathways Abilities Society contractual requirements. Charges may be laid.
- A volunteer; will have their position with the organization discontinued and refused further entry to any of the organization's facilities. Charges may be laid.
- A visitor; will be refused further entry to any of the organization's facilities. Charges may be laid.
- A person with a diverse-ability; that person may be discharged from the service or additional supports secured. Charges may be laid.
- A tenant; may be evicted.

16. If there are no findings of abuse, the following happens if the suspected abuser is:
- An employee; that employee will be reinstated with full back pay and a letter put in their file stating there was no evidence of mistreatment.
  - A volunteer; that person may resume previous position.
  - A visitor; that visitor is allowed to visit freely.
  - A person with a diverse-ability; that person may resume service.
  - A tenant or a child of a tenant; there is no occupancy implications.