



## TRUE DAVIDSON MEALS ON WHEELS (EAST YORK) INC.

### CLIENT ABUSE POLICY

**REQUIRED BY:** Ministry of Health

#### **POLICY STATEMENT:**

Every person has the right to live free from abuse. The Universal Declaration of Human Rights asserts that all human beings are born free and equal in dignity and rights. Our goal is to foster an environment free from abuse, where each individual has the right to services and resources which provide safety, security, adequate financial resources and emotional support.

We are committed to the prevention and reporting of any type of client abuse by staff or volunteers. The primary responsibility is to meet client needs, not needs of staff or volunteers. There is zero tolerance for any form of abuse, which is a breach of trust and respect.

Abuse is defined as:

#### Verbal abuse:

- Sarcasm, teasing and taunting
- Retaliation
- Intimidation, threatening gestures/actions, humiliation
- Manipulation
- Insensitivity to a client's cultural, ethnic or spiritual beliefs
- Threats of institutionalization as punishment
- Swearing
- Cultural slurs

#### Physical abuse:

- Hitting, pushing, slapping, pinching, shaking, burning
- Physical coercion and using force
- Handling a client in a rough manner

#### Sexual abuse:

- Sexually or otherwise demeaning conversation
- Seductive, exploitative, derogatory or humiliating behaviour
- Unwanted sexual contact
- Touching perceived by the client or others to be of a sexual nature
- Harm in connection with sexual activity, or engage in sexual intercourse

#### Neglect abuse:

- Lack of clothing, food or fluid
- Confining, isolating or ignoring the client
- Denying care as per our service agreement



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#### Financial abuse:

- Borrowing money or property from time to time from a client or family
- Exploitation of a client's possessions and or financial resources
- Soliciting gifts from the client or family
- Withholding finances through trickery or theft
- Using influence or pressure to obtain the client's money or property

#### **REPORTING:**

1. Staff and volunteers must immediately report any suspected violations to the Executive Director, as legally required.
2. The Executive Director will acknowledge receipt of the complaint to the reporting party within five days.
3. The Executive Director will investigate the suspected violation with the alleged victim, the offending party and the reporting party and other resources as necessary. A written report will be completed within thirty days. The report will include a quality process audit and action plan, which will be distributed to all parties involved.
4. The Executive Director may contact the caregivers, CCAC, other agencies or appropriate authorities as necessary to ensure the safety and security of the client.
5. In the event that client abuse has been verified, the offending party will be disciplined or terminated as appropriate.
6. The Executive Director will report all violations to the Board of Directors, respecting the privacy of all parties.
7. In the event that the Executive Director is the subject of the violation, the situation should be reported directly to the President, who will complete the investigation, following the above guidelines.

#### **IMPLEMENTATION:**

The client is informed of the policy as part of the assessment process during a home visit, or mailed in an information package.



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Volunteers and staff are made aware of the policy during his/her initial interview for service or employment. The policy is reviewed with staff annually during his/her performance review.

The Board of Directors will review the policy at least every five years.

**ADOPTED:** August 22, 2005, updated November 25, 2008