

Ingersoll Support Services Inc.

Policy: Support to the Abused Person

Policy # QAM 16

Section: Quality Assurance

Approved by the Board of Directors: Sept. 22 2011

Procedure Revision:

Ministry requirement –

Last Reviewed: November 20 2017

QAM II.8

ISSI will not tolerate any form of abuse of the persons we support. Agency staff members have an obligation to report incidents of abuse and to effectively support the person who has experienced any form of abuse.

Procedure:

1. Ingersoll Support Services will work to ensure the safety and rights of any person accessing support from the agency that experience abuse. Incidents will be reported immediately.
2. People accessing support from Ingersoll Support Services and employees as their advocates have the right to be heard if they believe they, or someone they know has been abused. Employees have a duty to support and defend the rights of people accessing support.
3. The situation as described by the individual alleging abuse will be supported and believed without any fear of repercussion.
4. The person who has been allegedly abused will be advised about the possible outcomes of disclosure, actions available to them and advocacy support available. The basis for this information will be: the support, education and understanding established at the beginning of their support provision by the agency and reviewed with them annually, as per QAM 20-21.
5. Employees should provide a supportive and non-threatening atmosphere during disclosure of abuse.
6. Employees should intervene to ensure the person's health, safety and well-being.
7. First Aid and/or Health Care by a Physician is to be provided immediately with necessary precaution to preserve physical evidence.
8. The person allegedly abused should have no contact with the alleged abuser.

9. The employee should not ask the person questions about the alleged abuse. If the person talks about the abuse the employee should record the exact words only. Do not prompt, persuade or attempt to question the person as noted in Policy QAM 15.
10. If a report is made that is not clear, such as the person saying someone hurt me today; ask an open-ended question, such as “When you say ‘hurt’, what do you mean?” or “Can you tell me more?”
11. Do not ask why, when, where, or who questions. Those are leading questions and will lead to contaminating the report.
12. As soon as the individual provides enough information that indicates the allegation of abuse may be criminal in nature, stop all discussion, support the individual and call the police. Ask the person if they would like to call or should you.
13. Do not discuss allegations with others until the police have arrived and taken your statement and that of the person who was abused. Discussing the allegation with others can result in contaminating the evidence.
14. If you witness abuse, first intervene, stop the abuse, and provide medical intervention if needed. Support the person and immediately report to the police. (as per MCSS sanctioned Document: Quality Assurance Measures Training, Segment 7).