

## Ingersoll Support Services Inc.

### Policy: The Promotion of Zero Tolerance of Abuse through Prevention

Policy # QAM 18  
Section: Quality Assurance

Approved by the Board of Directors: Sept. 22 2011  
Procedure Revision:  
Last Reviewed: November 19 2018

Ministry requirement –  
**QAM II.8**

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*ISSI will not tolerate any form of abuse of the persons we support. The agency will act to prevent abuse by providing **training** for staff and volunteer members on prevention, identification and reporting, **orientation** for Board Members, **education and awareness building** for all persons supported by the agency in a manner and language appropriate to the person's individual needs and by annual **policy review and revision**.*

#### Procedure:

##### Orientation and Training

1. Employees and volunteers will be screened through a comprehensive interview, employment reference checks and criminal reference checks with a record of these kept in their personnel file.
2. Employees and volunteers will attend or be provided an orientation to the organization and to their specific position. A record of the Orientation will be included in their personnel file.
3. Orientation will include mandatory training on abuse prevention, identification and reporting for all staff members and volunteers who have direct contact with persons who are receiving services and supports. A record of their training will be included in their personnel file.
4. Staff and Volunteers will have refresher training in the Policies and Procedures of the agency with respect to Abuse. A record of their refresher training will be included in their personnel file and noted in their annual appraisal.

##### Education and Awareness for Persons Supported

5. Mandatory education and awareness-building on abuse prevention and reporting is included as part of support for persons receiving services and supports from the agency. This is done in a language and manner that is appropriate to the capacity of the person when they begin to receive services and supports from the agency and reviewed every year thereafter.

6. The annual Support Plan review process will assess individual needs regarding personal protection and awareness building related to abuse and their identified support needs. These support needs will be addressed formally and informally as part of their support plan.

7. Any additional educational sessions participated in by the person either individually or as a part of a group will be documented and included in the person's service record.

### **Policy Review and Revision**

8. A review of the policies and procedures related to abuse will be completed at least once a year, including formalizing recommendations for changes to policies and procedures necessary to prevent occurrences of abuse. These subsequent changes will be promptly implemented as a result of the review.

9. An annual written report to the Board of Directors will be undertaken, including recommendations and the implementation of changes based on the review of policies and procedures to promote zero tolerance of abuse.