

## Ingersoll Support Services Inc.

### Policy: Notifications of Incidents of Abuse

**Policy # QAM 19-20**  
Section: Quality Assurance

Approved by the Board of Directors: *Sept. 22 2011*  
Procedure Revision:  
Last Reviewed: November 20 2017

Ministry requirement –  
**QAM II.9**

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*Where alleged, suspected, or witnessed incidents of abuse have occurred the privacy and dignity of the person will be maintained by obtaining their prior consent before notifications of other persons.*

#### **Procedure:**

##### **Notification of others:**

1. Permission is not required to report a crime, though it may be advantageous to involve the person supported in the process.
2. Additional notifications require the informed consent of the person themselves before notifying others, if the person is capable of providing consent.
3. Notification of persons acting on behalf of the person supported regarding an alleged, suspected or witnessed incident of abuse are based on the pre-understanding of the person's consent or capacity and their Support Agreement.

##### **Privacy and Confidentiality:**

4. ISSI understands that it can be extremely difficult to come forward with a complaint of harassment or abuse and that it can be devastating to be wrongly convicted of harassment or abuse. The agency recognizes the interests of both the complainant and the respondent in keeping the matter confidential.
5. Confidentiality is critical in all aspects of abuse reporting. It protects the individual making the report as well as a person alleged to have abused. It is important to not discuss abuse matters with others until the police are informed and have completed their investigation. (Refer to Document: Quality Assurance Measures Training, Segment 7.)
6. Confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances. All records, notes and files will be kept confidential except where disclosure is required by a disciplinary or other remedial process, or as is required by law.

7. Persons supported by the agency have reasonable expectations of privacy. In reference to being a victim of a sexual offense, a provision of the Criminal Code (specifically section 278.1 to 278.91) makes it clear that the agency's records regarding an individual are made with that person's expectation of privacy. These documents cannot be released unless there has been a court procedure that required them to be released or if the person has given permission for them to be so released.

8. Privacy regarding alleged abuse is informed by the Policy QAM 21, Privacy and Confidentiality and by the rights of the person as referenced in Policy QAM 3, Personal Rights.