

Responsive Respite Services

Parent Handbook



*Providing both in-home and
facility based respite to children
with complex needs who have
been unable to access other
respite services available*

Kidz Hotel and Responsive Community Support

Responsive Children's Supports Ltd.

Revised December 2013

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Responsive Respite Services Parent Handbook

1) Introduction

Welcome to Responsive Respite Services! Responsive Respite Services is provided through Responsive Childrens Supports Ltd, for children with developmental disabilities who have FSCD funding and have been unable to access other respite services. We offer overnight respite at Kidz Hotel, as well as Community Responsive Respite, which is based in the community or out of family's homes. Your child will be paired with a respite specialist who will support your child. Our goal is to ensure that children have a safe and fun stay while at Kidz Hotel and Responsive Respite. Responsive Respite Services will adhere to Council on Accreditation Standards(See attached Code of Ethics Policy).

This handbook has been compiled to ensure that parents and guardians have all the necessary information for their children's respite stays. Please contact supervisors if there are further questions or if further clarification is needed.

2) Contacting Kidz Hotel

Kidz Hotel/ Responsive Respite Contact Information

- **The Kidz Hotel home number is 403-338-1334.** This is the number used to reach the front-line staff and will be answered by any staff in the house at the time. It is also our fax line. There is no voice mail on this line. Use this number to reach your child's staff during his or her stay, inform us if you are having problems getting to Kidz Hotel on time, and for emergencies when there is no one in the office. If you urgently need to speak to a supervisor, a staff will contact us and ask us to contact you. The front line staff cannot do any bookings or alterations to bookings.
- **The office number is 403-338-1335.** This is the number to reach the supervisors during office hours, or to leave voicemail for the supervisors outside office house. Office hours are variable based on operational needs. This is the number to use when you need to reach a supervisor, request bookings or make changes to bookings, etc. This number has voicemail; please note that we aim to return all voicemails within 24 hours however voicemail is not usually checked on the weekends.

Who is who?

The Kidz Hotel has two supervisors, an Office/ Responsive supervisor, and a Home supervisor. They can both be reached at the office number. They share many duties, and you may speak to either of them regarding urgent information. In general, the Home supervisor does the scheduling for the Kidz Hotel, and Responsive does it for community responsive respite, both out of the Kidz Hotel and out of our client's homes. The office hours of operation fluctuate based on operational needs.

3) Profiles, Annual Authorizations and Updates

Profiles

Each child will have a written profile created for them, which staff will use as a guide to working with your child. This profile is created by supervisors in collaboration with the parents/guardians, and is reviewed by the agency's psychologist. The profiles will consist of: A summary face sheet, an introduction to your child, communication information, medical information, emotional and behavioral support information, safety and emergency procedures, sexuality information, dietary considerations, personal care information, daily routine information and likes and dislikes. This profile will be reviewed and updated annually (or as needed) and signed off on by the parent/guardian.

Annual Authorizations

Parents/guardians will be required to sign off on annual authorizations for their children, and consists of the following:

- **A service agreement document** – this outlines the agency's responsibilities and the guardians responsibilities with regards to providing services to your child
- **Annual Health Care Consent Form** - this grants the staff permission to administer medications and treatments prescribed by physicians to your child; as well as permission to seek out emergency medical treatment in the event of an emergency where the parents cannot be reached
- **Photographic/Audio/Visual Release** – this grants us permission to utilize your child's photograph to verify their identity in our medication administration procedure
- **Authorization for Outings** – this grants us permission to take your child on community based excursions and/or recreational/leisure/educational activities, as well as grants us permission to transport your child.
- **Release of Information** – this grants us the ability to share information with outside individuals involved in your child's life, such as school or their physician

Updates

Prior to each respite stay at Kidz Hotel, supervisors will call the parents and guardians to receive an update on their child. This information is gathered to ensure consistency between the home and respite, and to ensure the most successful stay for your child. Parents and guardians are asked to be prepared to provide the following information during the update:

- Pick up and drop off time for the upcoming stay
- Who is dropping off and picking up the child
- Any updates to contact information
- An emergency contact that is available while the parents/guardians are away
- Medication and health update (ie: new doctors orders)
- Any changes to behaviors or routines for the child, as well as approaches being used
- Any other important information that parents would like staff to be made aware of

For Responsive Respite shifts, updates will occur at the beginning of each shift by the staff working with the child.

4) Bookings

Kidz Hotel

Bookings are done on a first come, first served basis. Weekends fill up very quickly. We understand that it is frustrating when you cannot get your requested dates, and we do make every effort to accommodate everyone's needs but it is not always possible. We can put people on a cancellation list in case spaces open up later on.

Booking for overnights at the Kidz Hotel begins at 7:00am on the 1st of the month prior to the month of the booking. For example, the booking for April begins at 0700 on March 1st. You are not required to call in at 0700 but again, it is a first come- first served basis. The messages on the office voicemail are recorded in the order in which they are received, and time-coded.

There is almost always space available on weekdays due to lower demand. Transportation to and from school is your responsibility to arrange, as Supported Lifestyles does not provide transportation. If you are choosing not to send your child to school during a respite stay, there is an additional charge of \$22.71 per hour for 6 hours to provide a staff for them here. An addendum will need to be added onto your FSCD contract to allow for this extra charge, or families may choose to use responsive respite hours to cover this.

Long term stays of four or more consecutive nights can be booked up to 3 months in advance. This is to allow people additional time when they are planning vacations.

It is your responsibility to keep track of how many days are remaining on your FSCD contract. However, we are glad to help you by calculating how many days you have already used.

Kidz Hotel Booking steps:

- 1. Call the Kidz Hotel Office at 403-338-1335 on the 1st of the month starting at 7:00am***
- 2. Leave a message stating your desired bookings for the following month***
- 3. Indicate your planned pick up and drop off times (if known) or an estimation***
- 4. If the bookings include weekdays, please indicate if your child has school or if it is a PD day or school holiday***
- 5. Please let us know if you are planning to be out of town during your child stay***
- 6. Provide us with a second and third choice of booking dates in case your first date is unavailable***
- 7. If you would like to book in some Responsive Respite shifts at the house, please include this in your message as well***

Responsive Community Support

Responsive Respite shifts are typically booked with an ongoing, fixed schedule, for example a respite specialist may work with a child every Monday from 5pm to 9pm. Please call the Kidz Hotel office and we will work with you to determine what Responsive Schedule works best for your family. All shifts must be a minimum of two hours in duration. Please note that there are no responsive respite shifts scheduled on statutory holidays.

Responsive shifts can be booked at the Kidz Hotel. Often it is easier for us to find staff willing to work with children at the house. Call and request the dates you would like as early as possible, however these shifts are not guaranteed until we find a staff to cover them.

It is your responsibility to keep track of how many hours are remaining on your FSCD contract. However, we are glad to help you by calculating how many days you have already used.

*****Please note that parents and guardians are responsible to pay for any service utilization above and beyond the hours and overnights covered by FSCD contracts at the rate of \$217.94 per 24 hour period or \$ 22.71 per hour (responsive respite)*****

5) Cancellations

We require 24 hours notice for cancellations. If cancellations are made less than 24 hours, your first night will be billed; this is due to the fact that we still have to pay the staff scheduled to work with your child. Please give us as much notice as possible, so that we can offer your spot to another family.

This is also the case for responsive respite. In this case, the entire shift will be billed.

Families will be contacted in the event of natural disasters, severe weather or unforeseen situations to discuss what the family would like.

Pick ups and drop offs

It is extremely important that you are on time when picking up and dropping off your child! If you drop your child off late, it does not mean you can pick them up late on pick up day. We understand that unexpected situations do arise. If you are going to be more than 15 minutes late we require a phone call to allow us to accommodate your child. Please call the house number at 403-338-1334. You may be billed for the additional time your child is staffed.

For Kidz Hotel stays, there will be an Intake package that will be completed for each stay at drop off and parents are required to sign a stay agreement. Please ensure that you allow yourself some time at drop off to complete this paperwork.

Illness

If your child becomes seriously ill during their stay, we will contact you and ask you to come take them home. Over a weekend, there are as many as 30 staff and children who come into contact with your child, and we need to minimize the risk of spreading illness. Generally, we will contact you if your child has unexplained vomiting and/or diarrhea, or if these occur for a prolonged period of time, but we reserve the right to contact you in other situations as well. **If you are going to be away for your child's stay, please make sure that your emergency contact is aware that your child is here, and is prepared to come get them in the event of an emergency.**

For serious injuries or illness we will call 9-1-1- and have EMS assess your child. Transportation via ambulance at parent's expense, may be necessary to ensure your child's health and safety. Parent or emergency contact must be available to meet at the hospital.

6) Medications

We have very strict medication administration policies that must be adhered to. Please understand that while it may seem excessive compared to what you do at home, we have a very large number of clients to keep track of, most of whom receive medications. Our policies are in place to ensure the safety of your child.

Our medication administration involves a three check system, involving: a copy of the orders provided by your doctor or pharmacist, the label on the medication from the pharmacy or provider, and a Medication Administration Record (MAR) sheet completed by us. All three of these documents must match in order for us to administer the medication.

Doctors Orders and Pill Bottles

Doctor's orders must be provided; we strongly prefer typed printouts to handwritten orders, in order to prevent confusion. If you have not provided us with current doctor's orders that fulfill our requirements at the time of your child's drop off, you have several options. You can go get proper doctor's orders or signed pharmacy printout and immediately return with them, you can agree to come and administer your child's medications at the proper times, or you can take your child home. In some cases, your child may be turned away from their stay if we do not have proper documentation.

The Doctors orders must include:

- **The child's name**
- **Each prescription medication the child is prescribed,**
- **State the name of each vitamin or supplement the child is being given (includes multivitamins and supplements such as Melatonin),**
- **The specific time of day that each medication, vitamin, or supplement is being given,**
- **The dose of each medication that is being given,**
- **The route in which each medication is being given (ie. By mouth)**
- **The reason for taking each medication,**
- **If the medication is a PRN, the maximum amount that can be given per day,**
- **If there are any special administration instructions (ie. Pill must be crushed, dissolved in juice, etc.)**
- **The Doctor or pharmacist's printed name and signature.**
- **The contact information of the provider**
- **Be current within one year**

The pill bottle label for each medication must match the Doctor's orders or pharmacy print-out in all of the above regards.

Medications must be sent in their original bottles. Do not put meds in old bottles to send to Kidz Hotel. If you have a large supply at home and do not wish to send your entire stock, reserve a portion at home and send the amount needed here in the original bottle. Bubble packs prepared by a pharmacy are also acceptable.

Please send a small amount of extra medication. Our medication policy states that if medications are dropped or contaminated we cannot administer them. If they are very costly or you are concerned about wastage, we can keep the medications we are unable to administer and send them home for you.

Over the counter products and non prescription medication

Non-prescription medications still require proper documentation. Common types of medication that people forget about include pain killers, sleep aids such as melatonin, medicated creams, multivitamins, dietary supplements such as Ensure, homeopathic medications, laxatives, and Afterbite. This list is not exhaustive. Any items that contain medicinal ingredients must come with a Dr.'s order. If you explain to your doctor the reason for this requirement, they should be happy to accommodate you. The only items we are allowed to administer without Dr.'s orders are sunscreen, bug spray, and mouthwash.

Medication administration

Supervisors will create a medication administration guide which will outline how your child is prescribed to take their medication, as well as any preferences they have, for example, taking meds with chocolate milk. This procedure allows us to reduce any errors in administration and to ensure consistency. This guide will be updated annually or when medications are added or changed, in collaboration with parents/guardians. Parents will also be asked to provide a photograph of their child; this photograph is used for identity verification purposes during our medication administration procedure. Supervisors may ask you for an updated photo from time to time.

7) Personal Belongings

We complete a personal effects record documenting all your child's belongings upon their arrival at the Kidz Hotel for overnight stays. We make every effort to make sure that all of their belongings come home with them. We strongly recommend labeling their belongings, especially if your child is unable to identify their own things. **Valuable items are sent at your own risk. Again, we make every effort to keep these items safe, but due to the nature of the services we provide, objects are prone to being lost, damaged or destroyed. The agency does not replace personal belongings under any circumstances.**

Clothing

When you are sending your child for overnight stays, please make sure you send a sufficient amount of clothing and supplies for their stay. In general, if it is a weekend stay, we ask you to send enough clothing for the entire stay. If it is a three night stay or longer we will wash their clothing. We usually try to send your child's clothing home clean as a courtesy, but it is not always possible. If your child is prone to soiling their clothing, or getting very dirty, please send extra clothes.

If your child is coming for a responsive shift and is prone to soiling their clothing, at least one extra change of clothes must be sent to accommodate this.

Please remember to send weather appropriate gear with your child. Keep in mind that not all of our staff are able to drive, and it is often necessary for us to take transit. We need to ensure that all children are dressed appropriately for all types of weather.

Diapers

If your child is in diapers or pull-ups it is your responsibility to send enough for their entire stay. If your child runs out during their stay we will call you to bring in more, so we strongly recommend that you send extras. We keep baby wipes stocked in the house, so you do not need to send them unless you have a preference of brand.

Bedding and Towels

Bedding and towels are provided here, so you do not need to send these items. However, if you feel that having their own bedding from home would be best for your child, feel free to send it with them.

Hygiene Items

Please ensure that all necessary hygiene items are sent with your child, such as a toothbrush, toothpaste, shampoo, conditioner, body wash, bubble bath and deodorant.

Spending Money

You may choose to send some spending money with your child; this money is usually spent on food items on field trips and outings, as the agency does not provide money for buying food outside the home. We document money sent on a financial record sheet and keep track of what is spent and where, and will provide any receipts for purchases made. Please let us know what your expectations are for spending this money.

Electronics

We strongly encourage families to consider not sending any electronics for their child's stay, as there is a high risk that the items could get broken or damaged. If electronics are sent, please inform supervisors of any limits you would like staff to enforce for these items. As cell phones have been an issue in the past, it is our procedure for the child's cell phone to be handed in during admission. It will be locked up and returned to your child at the end of the stay.

Prohibited Items

For the safety of all the children, do not send your child with any candles, incense, matches or fire-related paraphernalia. Please do not send any toys with your child that could be used or interpreted as weapons or violence-related.

8) Food and drinks

When your child is booked for an overnight stay, all food costs are covered in our Room and Board Fee, which is \$14 per 24 hour period. However, if your child has special foods due to diet or preference, feel free to send them with him or her. We do keep gluten free foods stocked in the house due to a high number of clients requiring a gluten free diet. If you give us advance warning (more than a week) we can try to stock additional foods for your child's stay.

If your child is booked in for a responsive respite shift at the Kidz Hotel,(i.e. for the day only, not overnight), we do not provide food for them besides water. It is your responsibility to send meals, snacks, and beverages to provide for their entire stay, or else send money for the staff to purchase their

food while out in the community. This is also the case for community respite shifts, when a staff comes to your home and takes your child out. If your child does consume food at Kidz Hotel during a responsive shift, a fee of \$4 per snack or meal will be charged to cover the cost of the food consumed.

We have transitioned to a peanut free home, so please do not send peanuts or peanut products with your child. Several of our clients and staff have extremely serious allergies.

9) Field Trips and Outings

We want to ensure that your child has a great time while at Kidz Hotel or Responsive Respite, and we endeavor to take them for outings in the community as much as possible. Outings may include activities such as visits to playgrounds, walks, swimming, museums, bowling, movies, car rides, bus rides and etc., and will take place within City limits. Outings will be dependent on weather conditions, staffing, transportation, child behaviors and other factors. Please talk to supervisors if you have concerns about specific activities or if there are activity restrictions in place for your child.

On occasion, staff may plan special activities just outside of the city limits for your child, such as trips to Calaway Park or the Corn Maze. In these instances, parents/guardians will be given verbal notification of the activity. For trips significantly out of the city (such as Banff or Drumheller), prior approval and written consent will be requested from parents/guardians.

10) Transportation

Please note that at this time, we are unable to provide transportation to and from family's homes as well as to and from school, for Kidz Hotel respite stays. Parents/guardians will have to pre-arrange transportation for their children if they are attending school during their respite stay.

When participating in outings during respite at Kidz Hotel or Responsive, children will be transported by staff in their personal vehicles, or by city transit.

11) Summary of Stay

When parents/guardians pick up their child from a respite stay at Kidz Hotel, they will receive a Summary of Stay document, which will briefly summarize the child's stay, what activities they participated in and their general behavior, health and well-being. If you would like information on specific topics, please do not hesitate to ask the staff.

12) Billing

Kidz Hotel clients will be charged a \$14 per day Room and Board Fee; this fee will be invoiced to parents and guardians on a monthly basis. The payment of these invoices is due upon receipt, and can be paid in cash or cheque at Kidz Hotel or at our Main Office location. Unpaid invoices may result in suspension of services until payment has been made.

Please note that parents/ guardians are responsible to pay for any service utilization above and beyond the hours and overnights covered by FSCD contracts at the rate of \$217.94 per 24 hour period or \$ 22.71 per hour. It is your responsibility to keep track of how many hours and/or overnights are remaining on your FSCD contract. However, we are glad to help you by calculating how many days you have already used.

13) Damage to Kidz Hotel Property

If excessive damage is caused to Kidz Hotel property by your child during their stay, parents and guardians may be responsible for covering the costs of repairs for these items.

14) Client Abuse Prevention and response Policy

All Agency personnel , including employees and volunteers must comply with the requirements of the Child Youth and Family Enhancement Act, Residential Facilities Licensing Regulation , and required standards. See attached Agency policy on the Abuse Prevention and Response protocol .

15) Surveys and Feedback

All parents and guardians will be contacted once per year to complete our annual satisfaction survey; the feedback provided helps us to ensure that we are continually improving our services and meeting our client's needs. It is a requirement of our contract to conduct a satisfaction survey annually.

We welcome feedback and suggestions at any time, please contact a supervisor if you have suggestions or feedback that you would like to share.

**Responsive
Childrens
Supports Ltd.**

Policy Number: 3005	Page: 1 of 2
Effective Date: January 15, 2014	Replaces: November 1, 2011

SECTION:	ADMINISTRATION
TOPIC:	CODE OF ETHICS

The Agency has adopted the Guiding Principles of the Alberta Council of Disability Services (ACDS) as the Agency Code of Ethics. This code is intended as an ethical guideline that employees will use regularly in order to ensure the provision of ethical behaviour in relation to clients, guardians, families, co-workers and the broader community.

In all our activities, the Agency, its employees and volunteers demonstrate respect for the dignity of service recipients, professionals, and the other individuals and organizations with which they interact.

The Agency employees and volunteers care about the well-being of the people they serve, and work with service recipients and their legal representatives to secure and provide services that maintain and improve the recipients well being. The Agency strives for competent administration and delivery of the services. The Agency is committed to the well-being of employees and fosters the physical and emotional health of staff in the workplace. The Agency supports all staff to maintain and increase their professional competence through continued professional development.

The Agency represents the type, limitations and appropriateness of its services to recipients and their legal representatives honestly and accurately.

The Agency advocates with other organizations and society members for the basic and human value of people with disabilities.

Agency personnel are expected to adhere to this Code of Ethics for the purpose of resolving any dilemma or question pertaining to the care of clients or appropriate conduct within the Agency. Any employee who, after having consulted the Code of Ethics, is unsure as to the best course of action is expected to discuss the issue further with an appropriate supervisor. Any employee who breaches the Code of Ethics will be subject to disciplinary action.

Agency personnel who are members of professional organizations are also expected to abide by

the codes of ethics generated within their professions.



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Effective Date: January 15, 2014	Replaces: November 1, 2011

SECTION:	ADMINISTRATION
TOPIC:	CODE OF ETHICS

Agency personnel reporting suspected or actual occurrences of illegal, unethical or inappropriate behavior or practices can do so without repercussion.

1. The employee is asked to promptly report the suspected or actual event to his/her supervisor and to keep the report confidential.
2. If the employee is uncomfortable or otherwise reluctant to report to his/her supervisor, then the Employee is asked to report the event to the next highest or another level of management.
3. The employee can report the event disclosing his/her identity or anonymously.
4. The employee shall receive no retaliation or retribution for a report that was provided in good faith – that was not done primarily with malice to damage another or the organization.
5. An employee who makes a report that is not done in good faith is subject to discipline, including termination, or other legal means to protect the reputation of the Agency and its staff.
6. Anyone who retaliates against the employee (who reported an event in good faith) will be subject to discipline up to and including termination.
7. Supervisors, who receive the report must promptly act to bring the matter to the Human Resources Director who will then investigate and/or resolve the issue. The Executive Director must be notified. Confidentiality on the part of the supervisor must be maintained.
8. The identity of the employee, if known, shall remain confidential to those persons directly involved in applying this policy, unless the issue requires investigation by another applicable body such as law enforcement

Note: **Guiding Principles of the AB Council of Disability Services (ACDS)** is located in Agency procedure manuals.

Resources: COA (ETH-4)
ALBERTA REGULATION 71/2013 Public Interest Disclosure

SECTION: CLIENT SERVICES

TOPIC: CLIENT ABUSE PREVENTION AND RESPONSE

Intent: To protect individuals in service from mistreatment.

To assist individuals in service build skills to help protect them and prevent them from abuse

To provide training and support for the individuals and employees.

The Agency will comply with the requirements of the Child Youth and Family Enhancement Act, Residential Facilities Licensing Regulation , and required standards.

It is the policy of The Agency that no form of abuse directed at individuals in service will be tolerated; be it emotional, physical, sexual, exploitation, negligence, or inappropriate use of restrictive procedures. Staff actions considered to be abusive will result in disciplinary action up to termination of employment. If staff actions are criminal acts, the agency will report these actions to the police (e.g. theft, assault).

Upon commencement of employment or commencement of a practicum, each new employee/practicum student is required to attend the Abuse Prevention and Response workshop training within their first month of employment (up to 3 months if extenuating circumstances). A copy of the policy is given to the employee and reviewed at the workshop. Employees will sign to confirm that the policy was read and reviewed. This signed confirmation will be placed on the employee's personnel file. In addition, Service Area Coordinators/Directors will ensure that another review of the policy is completed with all employees typically within the first month, and that this training is documented on the orientation form.

Every employee who works with the agency has a role in promoting ways they can help prevent abuse towards individuals from occurring. For those who work with individuals this could include:

- Assisting to educate individuals in service in areas such as: knowing their rights, understanding what abuse is and who they can talk to, and safety training in areas of risk for them.
- Assisting individuals to communicate what they want or don't want by: encouraging individuals to make choices instead of making choices for them; encouraging them to express themselves; developing a communication tool(s) for those who are non-verbal.

-Assisting individuals develop relationships and friendships in their communities, and assist them to be part of their community.

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TOPIC: CLIENT ABUSE PREVENTION AND RESPONSE

Any employee who becomes aware or suspects any form of possible abuse has two legal responsibilities (witness it, reported by client or another person, evidence/indicator of wrong doing)

1. Responsibility to Report Abuse It is the responsibility of all employees, practicum students, and contractors to report abuse or suspected abuse to their Supervisor/or On-call contact immediately (within 1 hour). This includes self reporting, and situations witnessed, reported by the client or another person such as a co-worker or neighbor, or any evidence or indicator of wrong doing. You also must report situations where you (the employee) have been told that someone thought you were abusive or inappropriate toward a client (e.g by a co-worker, by a neighbor, etc). Employees will follow *Checklist: When Abuse is Suspected.(procedure)*

When an employee reports an allegation of abuse about another person, the organization will not take any action against the person for reporting, unless it is proven that the report is made maliciously. Disciplinary action, up to and including termination of employment will be taken should an employee fail to report: abuse witnessed, or abuse reported to them by the client or others, suspected abuse, or signs of possible abuse (e.g. bruising, missing money)

All employees who have information about a situation involving abuse or suspected abuse are required to keep the information confidential and confined to the lines of communication within the agency. The organization will strive to keep the identity of the reporter confidential whenever possible.

Supervisors will follow *Checklist: When Abuse is Suspected (See procedure)*

Whenever Client abuse is suspected or alleged, it first must be reported to the Executive Director by the Service Area Director (or Coordinator when there is no Service Area Director) no later than the end of the day. For those situations that qualify as an ‘incident’ under Licensing Regulation 25(1) the CFSA (caseworker/ SSRT) will be notified by the Service Area Director (or Coordinator when there is no Service Area Director) within 24 hours; the Resource Specialist will be notified within 24 hours or the next working day. This notification and consultation will occur prior to an investigation and/or ‘employee review for wrong doing’ conducted by the agency. The individual’s guardian (if FSCD funded) will be contacted by the Service Area Director(or Coordinator when there is no Service Area Director) within one working day of the report being made.

SECTION: CLIENT SERVICES

TOPIC: CLIENT ABUSE PREVENTION AND RESPONSE

2. **Stop The Abuse** It is an employee's responsibility when they witness abuse or suspected abuse to bring the abusive situation to an end by intervening directly or indirectly (whichever maximizes the effectiveness and minimizes risks) to stop the abusive episode. Employees must evaluate the potential risks of intervening alone or getting help. Employees are not expected to place their own life in imminent peril.

Direct intervention could include speaking to the abuser or victim, and/or physically intervening. Indirect intervention may include asking the person to take a break or access emergency assistance.

The Directors of the Agency will immediately assess what is needed to keep the individual(s) safe and free from further possible abuse. Once an allegation has been made, this will include removing (suspending) the alleged abuser from contact with any vulnerable person while an internal review of the incident occurs.

If the situation occurred from a member in the community, other safeguards will be reviewed with the team.

The agency will also assess and provide remedial action (as appropriate) to the individual and others involved in the situation (e.g medical, counseling, etc).

The Agency will carefully complete a review of any allegation made, ensuring that a thorough and fair investigation ensues. The documented outcome will include recommendations as needed (i.e., re-training, specific behavior needed to continue in position, change in position or hours of work, follow up and monitoring, disciplinary action, termination of employment, etc.).

The agency will report to the police any situations where a criminal offense has occurred or is suspected. Written documentation of any investigation will be retained. A final summary report will be sent to the Executive Director and Calgary and Area Child and Family Services Authority (CFSA)The individual's guardian will be given information regarding the outcome of the review, and recommendations and follow-up actions if needed. Support and remedial action (where appropriate) will be offered to those involved (e.g. victim, perpetrator, witness).

The Agency defines Abuse as: (as identified below, but not limited to)

A Verbal and Emotional Abuse:

- ◇ Threaten by words or gestures to use force against a person.

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TOPIC: CLIENT ABUSE PREVENTION AND RESPONSE

- ◇ Using belittling, condescending, humiliating, coercing, criticizing statements.
- ◇ Derogatory teasing, name-calling or swearing.
- ◇ Using a loud inappropriate voice.
- ◇ Using inappropriate authoritarian approaches such as commanding/ordering/intimidating.
- ◇ Demanding that a Client apologize for their previous behavior or other types of harassing activity.
- ◇ Rejection, reminding or holding a grudge over Clients' previous inappropriate behavior.
- ◇ Withholding positive attention
- ◇ Providing a gift contingent on behaving in a certain manner
- ◇ Threatening Clients with consequences or withholding of rights.
- ◇ Not consistently following the Client's approved written approaches.
- ◇ Restricting client from appropriate social contact.
- ◇ Inappropriate interactions with others in front of clients (e.g fight with co-workers, family, friends)

Possible evidence or indicators of verbal and emotional abuse:

- Anxiety, anger, behavioral changes
- Constant apologies
- Nightmare, sleep disturbances

B) Physical Abuse:

- ◇ The inappropriate application of physical force to the Client's body (e.g. pushing, slapping, hitting, pulling, grabbing, kicking, using a weapon or chemical, etc.).
- ◇ When a client physically acts out staff are required to use CPI techniques only. Physical abuse would occur if the approved or emergency physical intervention exceeded what is absolutely necessary to ensure the health and safety of all involved (see Positive Approaches and Restrictive Practices Policy and Crisis Intervention training). Physical intervention is only acceptable as a last resort used only when the client has physically acted out (e.g follow profile) or the client is in danger (e.g running into traffic)

Possible indicators of physical abuse:

- Unexplained or unusual injuries, defensiveness about the injury
- Sudden fear of physical contact
- change in behavior, anxiety

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C) Sexual Abuse:

- ◇ Any interaction of a sexual nature between an Employee/Contractor and a Client is prohibited. This includes, but is not limited to: sexual intercourse, sexual touching, invitation to sexual touching, sexual assault, statements of a sexual nature or initiating a client's unauthorized exposure to sexually explicit material/activity.
- ◇ Any unwanted sexual activity between client /client or client/community member including: sexual touching, nonconsensual sexual intercourse, sexual harassment, and sexual exploitation.
- ◇ Sexual harassment, defined as any unwelcome physical, visual or verbal conduct which causes a person to become uncomfortable. Unwelcome behavior could include jokes, insults, personal comments, and innuendo. It may also take the form of posters, pictures, graffiti or e-mail or other electronic devices. Harassment is considered to be a behavior that insults or intimidates. It is also considered from the perspective that a reasonable person should have known that a behavior could be unwelcome. The unwanted behavior does not need to be intentional in order to be considered harassment. The unwanted behavior may occur at work or away from work.

Possible indicators of sexual abuse:

- pain or injury to genital area
- Difficult time walking or sitting
- Sudden sexual acting out

D) Negligence:

- ◇ Failure to respond in a situation which may harm the Clients and others.
- ◇ Failure to report a situation which may be detrimental to the Client's well being.
- ◇ Failure to obtain, for the Client or to permit the Client, to receive essential medical or other remedial treatment.
- ◇ Failure to provide the Clients with their basic needs (food, clothing, shelter, etc.).
- ◇ Inappropriate abandonment of the Client (e.g., leaving Client alone for periods exceeding Guardian Authorization).

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- ◇ Failure to maintain confidentiality
- ◇ Failure to administer prescribed medications when needed.
- ◇ Failure to provide the supports as identified and outlined in the client profile
- ◇ Failure to request team input and risk assessment for challenging client situations or ethical dilemmas
- ◇ Ignoring clients (e.g doing personal things such as phone calls, watching tv, talking to others and not including the client)
- ◇ Sleeping on an awake overnight shift
- ◇ Leaving a shift or client alone in situations where continuous support is required

Possible indicators of negligence:

- Health concerns that are ignored or go untreated
- Loss of weight without a medical reason
- Reoccurring accidents, injuries, falls
- client acting out for attention

E) Exploitation:

- ◇ Excessive charges for services.
- ◇ Withholding funds required for daily living necessities without authorization.
- ◇ Fraud; e.g. unauthorized cashing of cheques or cash withdrawal.
- ◇ Theft of possessions or funds, or borrowing of personal possessions or funds
- ◇ Requesting client commit illegal act such as carrying stolen or illegal items for someone or providing false information
- ◇ Personally using individuals treaty card or special needs taxi card
- ◇ Using client items for personal use (eg., clothing, washing machine, etc.)

Possible indicator of exploitation:

- missing money, groceries or personal items, long distance charges

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F) Inappropriate use of restrictive procedure:

- ◇ An unapproved approach or procedure that restricts the rights, freedoms, choices or self determination of the client

- ◇ Possible indicator of restrictive procedure
 - Deliberate confining (to restrain or enclose in a place) without legal authority to do so (e.g. Administering medication to a client for an inappropriate purpose).

Reference: Agency Abuse Protocol
Abuse Prevention and Response Protocol
Protection For Persons In Care Act
Employee Disciplinary Process Policy
Child Youth and Family Enhancement Act
Residential Facilities Licensing Regulation
COA Accreditation