

POLICY			
MANUAL:	CARE	INDEX:	CARE19-P20
SECTION:	Incident Management	EFFECTIVE DATE:	April 1, 2025
DESCRIPTION:	Zero Tolerance of Abuse and Neglect Program	REVIEWED DATE:	March 25, 2025
APPROVED BY:	Director, Education and Resident Services	MODIFIED DATE:	May 26, 2025

POLICY

Extendicare is committed to providing a safe and supportive environment in which all residents are treated with dignity and respect. Extendicare adheres to a Zero Tolerance of Abuse policy in which it is the responsibility of all employees to protect the rights of all residents entrusted to their care. The Zero Tolerance of Abuse Program is Extendicare's strategy for the prevention of abuse and neglect.

STANDARD

- Extendicare has a zero tolerance for abuse and neglect. No forms of abuse or neglect by any person will be tolerated, whether through deliberate acts or negligence.
- All staff will comply with regulatory requirements and/or provincial, regional, local health and/or other authority written directives for reporting and submitting of alleged, potential, suspected or witnessed abuse or neglect to the relevant authorities within the required timeframes.
- Anyone who becomes aware of, or suspects abuse, or neglect of a resident must immediately report that information to the Executive Director/ designate/reporting manager/supervisor.
- The Executive Director, Director of Care/ Wellness or Charge Nurse on duty must report all cases of suspected and/or confirmed abuse as per regional authority requirements.
- All reports of abuse will be investigated thoroughly and promptly by the Executive Director/Director of Care/ Wellness/ Designate, following the *Investigation of Abuse and Neglect Procedure*.
- Upon notification of alleged abuse or neglect, immediate protective actions will be taken to ensure the safety of the resident(s) involved, interventions to assist and support residents who have been abused or neglected or allegedly abused or neglected will be followed as per the *Interventions and Support for Recipients of Alleged Abuse or Neglect Procedure*.
- Upon notification of alleged abuse or Neglect, interventions to deal with persons who have allegedly abused or neglected a resident will be immediately followed as per the *Immediate Response and Mandatory Reporting Procedure*.

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- o If there is any allegation towards a staff member, they will be placed on administrative leave with pay until an investigation is complete. Any individual found to have committed abuse will face immediate disciplinary action with consultation from Human Resources, which may include re-education, coaching, suspension, termination of employment, and/or reporting to the appropriate regulatory body/authorities.
- o Extendicare's policy to promote zero tolerance of abuse and neglect will be clearly posted and communicated to all staff, residents, and residents' substitute decision makers.
- o All persons interacting with residents will receive regular training on identifying, preventing, and responding to abuse, including mandatory orientation, annual retraining and policy review on the Zero Tolerance of Abuse program.
- o The Executive Director will track abuse reports as per policy *Resident Safety Incident Program* using the Critical Incident Tracking Log to identify trends and ensure corrective action is taken.
- o The individual reporting the abuse or neglect will not be punished or retaliated against for reporting, as per Whistleblower protection.
- o This policy will be evaluated annually to determine its effectiveness and assess what changes and improvements are required to prevent further occurrences of abuse and neglect of residents. The annual evaluation will consider the analysis of incidents. Any changes and improvements arising from the evaluation of this policy will be promptly implemented.
- o Once the evaluation is complete, a written record will be promptly prepared indicating that an annual evaluation was performed, the date on which it was done, the names of the persons who participated in the evaluation and the date that the changes and improvements were implemented.

PROCEDURE

1. Immediate Response and Mandatory Reporting of Abuse or Neglect
2. Investigation of Abuse or Neglect
3. Interventions and Support for Recipients of Alleged Abuse or Neglect

TOOLS

1. Definitions of Abuse or Neglect
2. Incidents that May Constitute a Criminal Offence
3. Potential Consequences of Confirmed Abuse or Neglect

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REFERENCES

Fixing Long Term Care Act. (2021). <https://www.ontario.ca/laws/statute/21f39>
Retirement Homes Act, (2010). <https://www.ontario.ca/laws/statute/10r11>
Accommodation Standards – Continuing Care Home (2024)
<https://open.alberta.ca/publications/accommodation-standards-continuing-care-home>
Personal Care Home Standards (2016).
<https://web2.gov.mb.ca/laws/regs/index.php?act=h35>

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