Licensee becomes aware of alleged, suspected or witnessed emotional abuse of a resident.

Licensee to immediately investigate & take action in response to incident (s.24(1)).

Are there reasonable grounds** to suspect that emotional abuse has occurred or may occur?

Do not know

Immediately answer the following questions:

Did a resident make threatening or intimidating gestures, actions, behaviour, or remarks to another resident?

Yes

Did it cause alarm or fear to another resident?

Yes

Did the resident performing the gestures, actions, behaviour or remarks understand and appreciate their consequences?

Yes

Licensee to immediately report suspicion & information to Director (via CIS as per memo**, required to report by after-hours pager outside business hours.) (s.24(1)(2))

Send report including results of investigation & actions taken in response to incident via CIS within 10 days or earlier if requested by Director. (r.10(4))

No

Licensee manages through internal process but need not report.

Did anyone other than a resident make threatening, insulting, intimidating or humiliating gestures, actions, behaviour, or remarks, which may include imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization?

No

Licensee manages through internal process but need not report.

Yes

Licensee manages through internal process but need not report.

LEGEND:

s = LTCHA
r = O, Reg. 79/10
Memo = Aug 4, 2010 memo from Director
Memo** = March 26, 2012 memo from Director
Memo*** = Determining reasonable grounds

It may not be necessary to move through or answer a definitive “yes” or “no” to the questions in order to determine “reasonable grounds”. As soon as reasonable grounds are suspected, the licensee must immediately report suspicion and information (s.24(1)).

May 2012

PAGE ONE OF TWO
Every licensee of a long term care home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence.

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(Information used with permission of Durham Regional Police. Information provided is not “all – encompassing”, and does not constitute legal advice.)