

Section: Service Supports

**Topic: Abuse
- Standards to Prevent Abuse**

Date: January 2013

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STANDARDS TO PREVENT ABUSE

Policy:

- People have the right to live and work in an environment that is free of abuse
- It is everyone's responsibility to report abuse
- Surex will endeavour to:
 - Provide a safe environment
 - Respect the rights of all individuals
 - Prevent all forms of abuse
 - Investigate any case where abuse is suspected, reported or observed
 - Provide support to victims of abuse
 - Maintain confidentiality of information
 - Support an employee who reports abuse
 - Support individuals, families, peers, volunteers who report or are affected by abuse
 - Educate families, employees, volunteers about abuse issues
 - Have an appeal process for individuals and families

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**Topic: Abuse
- Internal Investigation Process**

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INTERNAL INVESTIGATION PROCESS

Policy:

- Surex will investigate all allegations of abuse.
- All investigations will be handled by two management staff.
- All information arising from the investigation will be kept confidential within the limits of the law.
- Investigations must be completed in a timely manner.
- All management staff will be trained in the investigation process.

Procedures:

1. The Program Director or Executive Director will assign two management staff to investigate any allegation of abuse.
2. The two management staff will conduct interviews, review all documents, ensure the individual has a voice in the process, manage communications with everyone involved, contact the police (if needed) and arrange for support for the individual.
3. The two management staff will complete their report in a timely manner and forward the report to the Program Director and Executive Director.
4. The Executive Director and Program Director will review the reports and findings and determine next steps.
5. An employee will be disciplined up to and including termination in instances where the evidence of abuse is sufficient to warrant such action.
6. A student placement or a volunteer's status will be reviewed upon completion of an investigation of abuse if either are the alleged perpetrator and a decision will be rendered with regards to their ongoing involvement.

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APPEALS PROCESS FOR FAMILIES

Policy:

- At the request of the family or guardian Surex will review the process and results in any investigation of abuse involving their family member living or working at Surex.
- Surex will conduct this review in a timely manner.
- Surex will maintain confidentiality in all matters relating to an allegation of abuse and any family/guardian appeal.
- The family or guardian will be given the opportunity to meet with the Senior Management Team, to discuss the family/guardian concerns.
- Surex will provide a written report to the family/guardian after the review.

Procedures:

1. If the family/guardian has any concerns regarding an allegation of abuse involving their family member they should contact the Executive Director for a meeting.
2. The Senior Management Team, will meet with the family/guardian if requested.
3. The Senior Management Team will review all information relating to the allegation. The Senior Management Team may request input from the Preventing Abuse/ Consultation Team (PACT).
4. The results of the review will be provided to the family/guardian in writing.