



### About these Standards

Everyone has a right to be free from abuse. Abuse can occur in many forms including

- physical and sexual abuse
- neglect
- financial exploitation
- emotional abuse
- the **unregulated use of restrictive procedures**

Individuals who depend on limited supports alone (e.g., paid personal supports) can be more vulnerable to abuse. Therefore, abuse prevention starts when individuals have a healthy and strong social network. It is reinforced when individuals and staff are knowledgeable about abuse.

Service provider responsibilities include

- promoting the development of healthy, strong relationships and social networks
- creating opportunities for individuals to have
  - personal control
  - choice
  - inclusion and full citizenship within their communities
- helping individuals and staff learn about abuse prevention and reporting
- as much as possible, upholding the right of the individuals to be free from all forms of abuse
- ensuring that a competently-developed support plan is in place whenever individuals' rights are
  - denied
  - limited
  - restricted
- ensuring that staff
  - fully understand the standards related to the use of restrictive procedures
  - know how to follow the relevant policy or Act if incidents of abuse are reported

There is recognition that service providers may not be able to protect individuals from every possible risk of abuse if their staff are not present with individuals every moment of the day.

In Alberta, reports of abuse must follow the requirements of the *Abuse Prevention and Response Protocol* or the *Protection for Persons in Care Act (PPCA)* (whichever applies).

**unregulated use of restrictive procedures**

- Any restriction of rights that occurs without a competently-developed intervention strategy in which individuals have fully participated and given their informed consent

See

- Standards 31-33
- Appendices
  - *Abuse Prevention*
  - *Positive and Restrictive Procedures*
  - *Rights of Individuals Accessing Service*
- Appendix *Glossary*:
  - abuse
  - planned restrictive procedure
  - policy
- Alberta Human Services, *Safeguards and Standards*

## **Standard 12: *Individuals are free from abuse***

### **Quality of Life Level 1 Indicators**

1. The individual is free from the various forms of abuse
2. The individual knows
  - a. what abuse is
  - b. how to prevent abuse
  - c. how to report abuse
3. The individual knows someone she can turn to if she were abused or threatened with abuse
4. The individual has received physical, emotional and/or medical support following exposure to an abusive situation
5. The individual is safe and is protected from any situation that could expose her to abuse

## **Standard 24: *Individuals are supported to be free from abuse***

### **Quality of Service Level 1 Indicators**

1. Staff support the individual to be free from the various forms of abuse
2. Staff inform the individual about what it would mean
  - a. to be abused
  - b. how to prevent abuse
  - c. how to report abuse
3. Staff give the individual physical, emotional and/or medical support following exposure to an abusive situation
4. Staff keep the individual safe and protected from
  - a. any situation that could expose her to abuse
  - b. any ongoing risks of abuse
  - c. any allegations of abuse
5. Staff use the information that they have learned in regards to preventing, detecting and reporting abuse