



Capital Health

MEMORANDUM

To: Contractors whose employees provide services at Capital Health facilities.

From: Legal Services and Materiel Management, Capital District Health Authority

Date: October 16, 2012

Subject: Abuse Prevention and Response Policy

Capital Health has provided this explanatory memo and access to its ***Abuse Prevention and Response Policy*** on its public tendering website for the benefit of contractors working with Capital Health. Please note: Contractors and their employees, who provide services at Capital Health, have reporting obligations under this Policy and the *Protection for Persons in Care Act*, described below.

The ***Abuse Prevention and Response Policy*** was developed in part to address mandatory reporting obligations under the *Protection for Persons in Care Act*, which came into force in October 2007.

The *Act* aims to protect patients from abuse while they are receiving care in health facilities. It imposes mandatory reporting requirements on health facilities and all “service providers” providing services to patients at health facilities, including hospital staff, students, volunteers and contractors.

Under the *Act*, any “service providers” (including contractors and their employees) who have a reasonable basis to believe a patient or resident is, or is likely to be abused, must report the belief and the information on which it is based to the Protection for Persons in Care hotline. The *Act* also requires that CDHA, as a health facility, report all allegations of abuse. The duty to report exists even when the belief is based upon information that is otherwise confidential. The *Act* also establishes a process for the Department of Health and Wellness (“DOHW”) to investigate such reports of abuse

The ***Abuse Prevention and Response Policy*** sets out a process for how and when service providers report suspected or actual incidents of abuse in compliance with both the *Protection for Persons in Care Act*, and Capital Health’s internal reporting and investigation processes. The Policy defines what constitutes “abuse”, how to prevent and spot abuse, the rights of patients/families who have experienced alleged abuse, the rights of persons accused of perpetrating abuse, and the duty of service providers to assist with investigations.

As this Policy outlines legislative obligations applicable to Contractors and their employees providing services at Capital Health facilities, we ask that Contractors share this memo and the attached policy with their employees and members of their organization, as applicable.

Please do not hesitate to contact us with any questions or concerns.

Healthy People, Healthy Communities