



Resident Abuse: Investigations and Interventions

Fall
Session
Added

Promoting zero tolerance of abuse and neglect of residents is a top priority for long term care homes, but providers can often face a number of challenges when it comes to understanding and meeting their obligations for investigating and reporting suspected incidents. These include, but are not limited to, definitional issues and concerns related to residents with responsive behaviours stemming from dementia and other cognitive or mental health disorders, and interventions when the abuse is not criminal.

This important session will provide participants with a practical understanding of the definitions of abuse pursuant to the *Long-Term Care Homes Act, 2007* (LTCHA) and its Regulation. Representatives from the Ministry of Health and Long-Term Care (MOHLTC) will review the legislative definitions for each type of abuse identified in the LTCHA and share a decision tree meant to support homes in responding to and reporting abuse and neglect.

Learn the steps to investigate a complaint or incident, how/when to involve the police, the best practices related to conducting parallel investigations, and methods to effectively and accurately communicate with the involved parties.

Using case studies to demonstrate the value in collaborative investigations involving the home, MOHLTC and justice partners, participants will better understand best practices for addressing elder abuse issues.

This full-day interactive workshop will:

- Arm participants with a thorough understanding of the responsibilities and obligations homes have in relation to allegations of resident abuse, pursuant to the LTCHA.
- Discuss privacy issues and concerns around consent and capacity.
- Clarify elder abuse definitions and criminal code offences to better enable an understanding of when to involve the police.
- Discuss informal interventions in situations that don't require a criminal justice response.
- Provide practical investigation techniques such as conducting interviews, taking notes and gathering photo documentation.
- Offer strategies for communication with all involved parties (resident, family members, staff, union) and provide participants with a communication template.
- Provide an opportunity to meet local police partners and elder abuse leads for various communities.

Presenters

Donna Corbett, education coordinator, Performance Improvement and Compliance, MOHLTC

Tammy Rankin, elder abuse advisor, Regional Municipality of Durham

Sgt. John Keating, senior support coordinator, Durham Regional Police Service

Sgt. Robin Sanders, senior assistance team coordinator, Ontario Provincial Police

Mary Diamond, manager, Toronto Service Area Office, Performance Improvement and Compliance, MOHLTC

Speakers will also include representatives from police agencies.

SCARBOROUGH
THURSDAY
SEPTEMBER 6, 2012
8:30AM – 4:30PM

Yee Hong Centre for Geriatric Care -
Scarborough Finch
60 Scottfield Drive, Scarborough

Who Should Attend?

- CEOs/Administrators
- Senior Managers/Department Heads
- Human Resources Staff

MEMBERS **\$225**
NON-MEMBERS **\$245**

Fee includes lunch, breaks and
resource material

Three **easy** ways to register!

1. Print off the registration form (pdf format) and fax completed copy to OANHSS at 905-851-0744.
2. Register online at **www.oanhss.org**.
3. Contact Nina Zivkovic at 905-851-8821 ext.246 or nzivkovic@oanhss.org to request a registration form.



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Registration Form

PLEASE PRINT OFF THIS REGISTRATION FORM AND FAX TO 905-851-0744

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____ Postal Code: _____

Tel: _____ Fax: _____

Email: _____

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8:30 AM – 4:30 PM

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Registration Fee:

\$225 MEMBERS \$245 NON MEMBERS Fee includes lunch, breaks and resource material.

Special Requirements: (please check)

Do you have any special requirements (e.g. accessibility, dietary)? No Yes (please specify) _____

Method of Payment:

Cheque enclosed (payable to OANHSS) Fax (cheque must follow by mail) VISA

Card # _____ Exp. Date _____

Cardholder's Name _____ Signature _____

I have read and accept the Cancellation Policy and the Privacy Statement.

Cancellations:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions. The OANHSS Education Department reserves the right to cancel or reschedule this program. All registered delegates will receive a confirmation letter, receipt and map.

Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants.

If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at nzivkovic@oanhss.org. To access our privacy policy go to www.oanhss.org.

Please send registration form and cheque payable to:

Ontario Association of Non-Profit Homes & Services to Seniors

7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7

Nina Zivkovic, 905-851-8821 ext. 246, nzivkovic@oanhss.org

www.oanhss.org

