





Abuse/Neglect Prevention Strategy

Welcome to our Training Modules

After completing each module there will be an exam that you will take to test your knowledge of what you have learned. To pass the exam you must achieve an 80% score or greater.

Throughout these modules you will notice several things:

- The module name along with the slide number you are current on will show on the left side.
- An arrow at the bottom on the slide indicates that the content of the slide continues unto the next slide. 
- A Continued Arrow on top of the slide indicates that the content of the slide is a continuation of the previous slide. 
- Good Luck.



Abuse/Neglect

Recognizing and defining

A Preventative and Proactive Approach

Reporting and Documenting

Horwood's Policies and Procedures

Recognizing and Defining

- Abuse is defined as the intentional mistreatment of an adult, who is unable to protect him or herself, which may cause serious physical, psychological or emotional harm or substantial damage to his or her belongings. It includes physical, psychological, emotional, and financial abuse, intimidation, humiliation and sexual assault.
- Neglect is the failure to provide care, assistance, guidance or attention to an adult, who is unable to take care of him or herself, which may cause serious physical, psychological or emotional harm or substantial damage to his or her belongings. It includes self-neglect.

Type of abuse	Definition of abuse
Physical abuse	Intentional bodily injury
Sexual abuse	Nonconsensual sexual contact (any unwanted sexual contact).
Emotional abuse	Infliction of mental anguish or pain
Financial abuse / exploitation	Illegal or improper use of funds or other resources
Neglect	Through action or inaction, depriving care necessary to maintain the person's physical or mental health
Self-neglect	Behavior that threatens one's own health or safety
Abandonment	Action or inaction that leaves the vulnerable person without the ability to obtain food, clothing, shelter or care

Reference <https://www.gov.nl.ca/cssd/apa/>

A Preventative and Proactive Approach

- Speak up: If you notice someone being mistreated, speak up and be a voice and advocate for that person. Sometimes we are only given subtle signs, we must always react with a proactive approach oppose to reactive. Remember, someone who shouts at or insults a client is being abusive. Report any suspicious behavior.
- Understand that abuse can happen to anyone, although individuals can be very good at hiding the signs.
- If you suspect there may be abuse/neglect, or a client is at risk of abuse/neglect contact your Regional Manager immediately. Directions of Regional Manager must be followed.
- Keep an eye out for anyone who may be vulnerable to abuse/neglect.



Reporting and Documenting

PREVENTING ABUSE

- It is important to keep a well documented history of any signs or reports of abuse. This will help if action needs to be taken by the proper authorities.
- It does not have to be a major incident; it can be multiple small signs or accusations. Such as; if you notice a family member raising their voice or belittling a client, these must be reported and documented. Multiple signs and accusations can prove there is potential for abuse or in fact abuse occurring.
- Home Support Workers must report any signs or occurrences to their Manager. If after hours, report to the on-call Manager at 709-486-7887. Texting and Emailing is not authorized.
- In addition to reporting, Home Support Workers must also document the incident on the client's flowsheet.

Reporting and Documenting

- “If you think somebody is being abused or neglected, it is your **legal obligation to report** it. Failure to do so is an offence and can lead to a fine of up to \$10,000 and/or one-year imprisonment. If you suspect somebody is being abused or neglected, call toll-free 1-855-376-4957 or contact your local police.”
- Reference: <https://www.gov.nl.ca/cssd/apa/>

**Reporting abuse and
neglect leads to help.**

Your call can be confidential **1-855-376-4957**



Horwood's Policies and Procedures

- The following slides contain:

Policy 2.1: Abuse/Neglect Prevention and Reporting

Policy 2.2: Workplace Violence Prevention Policy and Prevention Plan

Policy 2.3: Client and Family Rights, Privileges, and Responsibilities.

Policy 2.4: Worker's Rights and Privileges



Policy and Procedure 2.1

Abuse/Neglect Prevention and Reporting

POLICY: Horwood's Home Care is committed to providing a safe and healthy work environment for all Horwood's Home Care employees, clients, and visitors and, as such, treats any act of abuse and/or neglect as a very serious matter and will report incidents to the authorities as appropriate, and investigate promptly. Horwood's Home Care takes every reasonable precaution to reduce the risk of abuse and/or neglect.

PROCEDURES:

Preventing Abuse

To prevent abuse and neglect, Horwood's Home Care requires all prospective employees to have a Police Check completed prior to hiring.



Policy and Procedure 2.1

Continued

Horwood's Home Care also provides information to staff at time of hire and annually thereafter on our Abuse Policy, aimed at prevention, reporting and eradication of abuse.

Training and Education

Horwood's Home Care will make every effort to eliminate abuse and neglect through the implementation of in-house continuous quality improvements and risk management programs.

Horwood's Home Care has an Abuse Strategy available on the company website for all staff to access.

Risk Assessment

Horwood's Home Care will conduct a risk assessment of the environment to identify any issues related to potential abuse and/or neglect that may impact the operation and will institute measures to control any identified risks to employee safety. This information will be provided to all relevant stakeholders. If necessary, a client safety plan will be developed and implemented. Risk Assessments are updated quarterly.



Policy and Procedure 2.1

Continued

Horwood's Home Care Shall:

- Investigate all reported acts / incidents of abuse and/or neglect
- take all reasonable measures to eliminate or mitigate risks identified by the incident
- document the incident, its investigation, and corrective action taken
- Review this policy and hazard assessments annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed
- Review the efficiency of actions taken to eliminate or control abuse and/or neglect, and will revise our policy and procedures as required

Reporting Abuse and/or Neglect

Horwood's Home Care recognizes that abuse and neglect can have serious and even lethal consequences. Behaviours such as physical abuse, sexual abuse, emotional and psychological intimidation and neglect can be disruptive and harmful to the victim.



Policy and Procedure 2.1

Continued

Clients/Family

- Any client (or their family) of Horwood's Home Care may come forward and report an act of abuse or neglect that they have experienced or witnessed.
- Horwood's Home Care will ensure that they are protected from any reprisal or negative action resulting from the report.
- Horwood's Home Care will thoroughly investigate all claims/reports of abuse and/or neglect.

Employee

As an employee of Horwood's Home Care, you have the following responsibilities to our workplace:

- We trust that all our employees will help us eliminate the threat of abuse and/or neglect from our workplace.
- All employees are responsible for preventing and reporting acts of abuse and/or neglect.
- If you witness any action related to abuse and/or neglect in the workplace, you must immediately report the incident to a member of Management.



Policy and Procedure 2.1

Continued

Manager's and Management's Role

- Management is responsible for creating and maintaining a safe and healthy workplace free from abuse and/or neglect.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.

When an employee or client has asked their manager to deal with a situation involving abuse and/or neglect, the manager should:

- Support the employee or client without prejudging the situation.
- Work with the employee or client and document the action(s) and have them sign and date an official complaint.

Investigation of Abuse or Neglect

Horwood's Home Care shall take all claims of abuse and/or neglect seriously and will investigate thoroughly. All complaints of abuse / neglect shall be reported to the authorities prior to the internal investigation process.



Policy and Procedure 2.1

Continued

Horwood's Home Care management will follow the investigation process outlined below:

Obtain a Description of the Incident / Claim

- Listen to the victim or witness and ensure that they provide a full account of the incident(s).
- Ensure that you treat the matter seriously, using a professional manner and avoid discounting their difficulties in coming forward and telling the story.
- Obtain a written, signed and dated statement from the claimant.
- Ensure that the client, visitor and/or employee is free from retaliation as a result of their coming forward.
- Inform them that they may wish to file a complaint with the authorities.
- Immediately report to proper authorities such as Case Manager, Adult Protection, or CSSD.

Conduct an Investigation into the Incident / Claim

- Conduct your investigation immediately after learning of the complaint.
- Ensure that the investigation remains confidential, and that all information gathered remains confidential. Information should be shared only where necessary, and with appropriate parties (who must also be informed of the need for confidentiality).



Policy and Procedure 2.1

Continued

- Investigate all claims seriously.
- Document all information appropriately.
- Contact the authorities where appropriate.

Interviewing the Complainant

- Obtain a full account of the incident, and document all details provided.
- Determine any potential pattern involved, or if the incident was a singular occurrence.
- Determine a timeline of events associated with the incident, and what the job duties of each party were at the time of the incident, and what their expected locations were.
- Examine the potential of a charge made under false pretenses, and any motivating factors that may be involved. Work to rule out these potential elements.
- Inform the complainant that a thorough investigation will take place.
- Obtain a written, signed and dated statement from the claimant.
- Ensure that the employee is free from retaliation as a result of their coming forward.



Policy and Procedure 2.1

Continued

Interviewing Witnesses

- Obtain written, dated and signed statements from any witnesses.
- Ensure that the witness is free from retaliation as a result of their coming forward.

Resolve the Complaint

- Where disciplinary action is required, determine the level of discipline based on the severity of the incident, previous action taken in similar circumstances, the employee's previous history, and the frequency.
- Review, revise and re-communicate company policy on abuse and/or neglect.
- Place documentation of the complaint, investigation, rulings, discipline imposed, and any actions taken into confidential files.
- Follow up with the involved parties to provide details of the actions being taken in response to the findings of the investigation.



Policy and Procedure 2.1

Continued

Mandatory Reporting

Any person who has reasonable grounds to suspect that any of the following has occurred or may occur must immediately report that suspicion and the information upon which the suspicion is based to management, Adult Protection, or any other authority that may need to be involved. The following contact information are great sources to report abuse.

1. The Adult Protection Act is a law that tells us what to do if there is an adult who is at risk of abuse/neglect. To speak to a Social Worker during regular work hours please call 1-709-651-6503 and to speak to a Social Worker after regular work hours please call 1-709-235-1546.
2. <https://www.gov.nl.ca/cssd/apa/> is a great reference tool and states you can remain confidential when reporting abuse 1-855-376-4957.

Assisting Victims of Abuse and/or Neglect

Horwood's Home Care will work with victims of abuse and/or neglect to address their concerns and ensure their ongoing safety.



Policy and Procedure 2.1

Continued

Horwood's Home Care will work to ensure that persons identified as posing a threat are barred from entry to Horwood's Home Care premises.

Disciplinary Measures

If it is determined that any employee has been involved in the abuse or neglect of any client under Horwood's Home Care Services, immediate disciplinary action will be taken. Such disciplinary action may involve the reporting of the incident(s) to the authorities, possible legal action, and could result in immediate dismissal without further notice.

This Anti-Abuse Policy must never be used to create fraudulent or malicious complaints. It is important to realize that unfounded/frivolous allegations may cause both the accused person and Horwood's Home Care significant damage. If it is determined that any employee has knowingly made false statements regarding an allegation related to abuse and/or neglect, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.



Policy and Procedure 2.1

Continued

Confidentiality

Horwood's Home Care will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Horwood's Home Care will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by Horwood's Home Care and will be proportional to the seriousness of the behaviour concerned. Horwood's Home Care will also provide appropriate assistance to any employee who is a victim of discrimination or harassment.

Policy and Procedure 2.2

Workplace Violence Prevention Policy and Prevention Plan

POLICY: Horwood's Home and Community Support Services Inc. is committed to building and preserving a safe, productive, and healthy working environment for its employees based on mutual respect. Acts of violence or harassment against or by any employee will not be tolerated. The company will take every reasonable precaution to protect employees by implementing measures to prevent and investigate all occurrences of violence and harassment in the workplace.

In pursuit of this commitment, the company has created a prevention plan and policy to minimize and, where possible, eliminate the risk of incidents of violence and harassment occurring in the workplace. All workplace violence incidents must be reported to the Chief Operating Officer.

This policy is not meant to stop free speech, interfere with everyday interactions, or discourage employees from exercising their rights under the Human Rights Act, 2010, the Criminal Code (Canada) or



Policy and Procedure 2.2

Continued

any other law of the province or of Canada. However, what one person finds inoffensive, others may not. It is important to remember it is the perception of the receiver of the potentially offensive message, be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome, that determines whether something is acceptable or not.

Definitions

Complainant: The person who has made a complaint about another individual who they believe harassed them.

Respondent: The person whom another individual has accused of harassment.

Violence: The attempted or actual exercise of physical force to cause injury to a worker and includes threatening statements or behaviour which gives a worker reason to believe that they are at risk of injury.



Policy and Procedure 2.2

Continued

Workplace harassment: Inappropriate vexatious conduct or comment by a person to a worker that the person knew or ought to have known would cause the worker to be humiliated, offended, or intimidated.

Guidelines

Every employee is entitled to employment free from workplace violence and harassment. Horwood's Home and Community Support Services Inc. will provide a safe and healthy work environment without violence, threats of violence, harassment, intimidation, and disruptive behaviour for all employees. Employees are not to engage in any physical or verbal threats, intimidation, bullying, harassment, or physical violence in the workplace. Weapons are strictly prohibited from all company property; violators are subject to discipline and may be reported directly to the police.

The company firmly believes that by working together with employees, the risk of workplace violence and harassment can be minimized or eliminated completely. Horwood's Home and Community Support Services Inc. will take every reasonable precaution to protect the health and safety of all employees in the workplace. All employees, supervisors, and managers of the company are obligated to comply with the violence and harassment prevention plans.



Policy and Procedure 2.2

Continued

Application of This Policy

This policy applies to all individuals working for Horwood's Home and Community Support Services Inc. including frontline employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, officers, and directors.

All employees are personally responsible for adhering to this policy and must make every effort to prevent and eliminate violence and harassment in the workplace.

For the purposes of this policy, violence or harassment can occur:

- At the workplace.
- At employment-related social functions.
- In the course of work assignments outside the workplace.
- During work-related travel.
- Over the telephone if the conversation is work-related; or
- Elsewhere, if the person is there because of work-related responsibilities or a work-related relationship.



Policy and Procedure 2.2

Continued

Reasonable day-to-day actions by a manager that help manage, guide, or direct workers or the workplace and appropriate employee performance reviews, counselling, or discipline by a manager do not constitute harassment.

Horwood's Home and Community Support Services Inc. will conduct a risk assessment of the work environment to identify any issues related to potential violence or harassment. Measures will be instituted to control any identified risks to employee safety. The risk assessment may include a review of records and reports such as security reports, incident reports, employee surveys, health, and safety inspection reports, first aid records or other related records.

The risk assessment will consider the following:

- Incidents that previously occurred in the workplace.
- Violence and harassment situations experienced in similar workplaces.
- The location and circumstances in which work takes place.
- Characteristics of the workplace including demographics, culture, or the presence of new employees;
- Any issues raised by the Occupational Health & Safety Committee.



Policy and Procedure 2.2

Continued

Any personal information obtained during conducting a risk assessment will be kept confidential, unless necessary to disclose for the purpose of an investigation or if required by law.

Violence Prevention

Horwood's Home and Community Support Services Inc. will inform employees who may be exposed to violence about:

- The nature of the risk and precautions that should be taken; and
- Information related to the likelihood of encountering a person with a history of violence in the workplace.

The company will only disclose information that is deemed reasonably necessary to protect the worker from physical harm. When a significant risk of violence is identified through the risk assessment, the company will establish procedures, policies, and work environment arrangements to eliminate the identified violent risk or, if it is not possible to completely eliminate, minimize the risk of violence to employees.



Policy and Procedure 2.2

Continued

If the company becomes aware that family violence would be likely to expose an employee to a physical injury in the workplace, every reasonable precaution will be implemented to protect the individual.

Reporting Workplace Violence

When there is an occurrence of workplace violence, employees should seek immediate assistance if required. Canada's Criminal Code deals with violent acts or threats and behaviours like stalking. The police should be contacted when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, student, vendor, visitor, client, or customer, then an immediate call to 911 is required.

Employees must report any violence or potentially violent situations as soon as possible to their manager. All reports will be kept confidential and only shared with necessary individuals when required. Horwood's Home and Community Support Services Inc. will respond to, investigate, and attempt to resolve all reports as soon as possible.



Policy and Procedure 2.2

Continued

Harassment Prevention

The harassment prevention plan has been created in consultation with Occupational Health & Safety Committee. The prevention plan includes specific procedures for employees to report incidents of harassment and explains how investigations will be handled by the company. The details of this prevention plan are available for examination by any employee or person at the workplace. Employees must comply with the prevention plan and report any observations or experiences of harassment.

Reporting Workplace Harassment

Employees should report any observations or experiences of harassment, including workplace bullying. An employee who believes they have been subject to harassment should submit a complaint to their manager. The complaint should be made as soon as possible following the incident and must include the following information:



Policy and Procedure 2.2

Continued

- The date and time of the incident.
- The name of any persons involved in the incident.
- The name of any persons who witnessed the incident.
- A thorough description of what occurred.

An employee who believes they have been subject to harassment may also choose to confront the harasser without filing a formal complaint. They can confront the harasser directly or through writing, detailing the unwelcome behaviour and requesting that it stop. If the respondent is the employee's manager, or in a position of power, the complainant is welcome to file a complaint with the COO of Horwood's Home and Community Support Services Inc.

This policy prohibits reprisal against individuals acting in good faith who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent retaliation, reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.



Policy and Procedure 2.2

Continued

All Incidents are sent and reviewed by Client Care Director and Quarterly at CQI Committee Meetings with Leadership.

Investigation Procedures

Horwood's Home and Community Support Services Inc. will complete a thorough investigation upon receiving a complaint. The investigation will begin immediately after receiving the complaint and will be conducted in a timely manner.

The investigation will include:

- Informing the respondent of the complaint.
- Interviewing the complainant and any persons involved in the incident.
- Identifying and interviewing witnesses or any other person who has knowledge of similar incidents relating to the complaint; and
- Obtaining statements from all parties involved.



Policy and Procedure 2.2

Continued

The investigation information will be documented and used to determine whether harassment has occurred. If necessary, the company may employ outside assistance, a partial third party, or request the use of legal counsel to assist with the investigation process. A copy of the complaint, detailing the complainant's allegations, will then be provided to the respondent, who will then be invited to reply in writing to the complainant's allegations. The reply will be made known to the complainant before the case proceeds further. Statements will be taken during the investigation from all parties involved, including any witnesses, and a decision will be made.

The company will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent. The company will be responsible for any expenses or incurred costs relating to the investigation.

Results of Investigation

Upon completion of an investigation, Horwood's Home and Community Support Services Inc. will provide



Policy and Procedure 2.2

Continued

both the complainant and respondent a written summary of the findings of the investigation and any corrective action that has been or will be taken because of the investigation. Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned. This written notification will be provided within 14 days the investigation being completed and will not include the investigation report unless required by law.

Disciplinary Measures

If the company determines that any employee has been involved in a violent behaviour, unacceptable conduct, or harassment towards another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling or a formal warning and could result in immediate dismissal without further notice.

Any disciplinary action will be determined by the company and will be proportional to the seriousness of the behaviour concerned.



Policy and Procedure 2.2

Continued

The Right to Refuse Unsafe Work

The right to refuse unsafe work is a legal right of every worker. Horwood's Home and Community Support Services Inc. is committed to ensuring a safe workplace.

Employees can refuse to work if they have a reasonable belief that the work may place them or another worker in physical or psychological danger.

Special Circumstances

If an employee has a legal court order such as a restraining order, or no-contact order against another individual, the employee is encouraged to notify their manager, and to supply a copy of that order. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at Horwood's Home and Community Support Services Inc. in direct violation of the court order. Such information will be kept confidential.



Policy and Procedure 2.2

Continued

If any visitor to the workplace is seen with or is known to possess a weapon, or makes a verbal threat or assault against an employee or another individual, employee witnesses must immediately contact the police, emergency response services, and their manager.

Fraudulent or Malicious Complaints

This policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded or frivolous allegations of personal harassment or accusations of violence may cause both the accused person and the company significant damage. If the company determines that any employee has knowingly made false statements regarding an allegation, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Confidentiality

Horwood's Home and Community Support Services Inc. will do everything it can to protect the privacy of



Policy and Procedure 2.2

Continued

the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. The company will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Any information obtained relating to workplace violence and harassment investigations, including personal information, are considered confidential and will not be disclosed to anyone unless necessary for the purpose of the investigation, corrective action, or disciplinary measures, or if required by law.

Training

Horwood's Home and Community Support Services Inc. will ensure that all employees, managers, and supervisors receive information, training, and instruction on violence and harassment prevention and the harassment prevention plan, including proper reporting procedure for employees who believe they have been a victim of violence or harassment in the workplace.



Policy and Procedure 2.2

Continued

Review

Horwood's Home and Community Support Services Inc. will review and, where necessary, revise this policy and prevention plan every year, or sooner if there is a change in circumstances that could affect employee health and safety. Any changes will be communicated to employees and a copy of the updated policy made available.

Acknowledgement and Agreement

I, _____, acknowledge that I have read and understand the Workplace Violence and Harassment Policy of Horwood's Home and Community Support Services Inc. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth by this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Policy and Procedure 2.3

Client and Family Rights, Privileges, and Responsibilities

POLICY: Horwood's Home & Community Support Services Inc. endorses Department of Health and Communities Services beliefs that:

All individuals shall be respectful of the individual rights and privileges which include, but are not limited to, the following:

- To be treated in a courteous manner with respect and dignity, including the provision of culturally safe care.
- To have service provided by knowledgeable, trained, committed individuals with the least intrusive manner possible.
- To be informed and participate in decisions regarding themselves and the option to participate in all aspects of their care.
- To have the utmost dignity given during personal care.
- Respectful manner of entering bedroom/bathroom if permitted for care.



Policy and Procedure 2.3

Continued

- To have an advocate.
- To receive appropriate interpretation assistance to enhance communication if required.
- To have access to client records.
- To receive appropriate care and services within the capability/mandate of the home support Program.
- To have the right to refuse designated home support worker or to refuse services.
- To have the right to refuse to take part in clinical trials.
- To receive support in accessing services and community programs.
- To be free from any action that would be deemed to be abusive.
- To be free to voice concerns or file complaints regarding any aspect of their services.
- To have their religious beliefs respected and respect of spiritual space.
- To be provided with personal privacy of possessions and documents.
- To be supported in developing and maintaining a personal social network.
- To have all matters relating to them kept confidential, notwithstanding the limits of confidentiality with respect to express intent to harm self or others.
- To treat others with respect.



Policy and Procedure 2.3

Continued

- To be protected of clients' privacy, confidentiality safety and security.
- To provide accurate information.
- To report any safety risks and to ensure staff safety.
- And to follow rules and regulations set forth by the agency.

Individual _____ Date _____

Manager _____ Date _____

Policy and Procedure 2.4

Worker's Rights and Privileges

POLICY: Horwood's Home & Community Support Services Inc. endorses Department of Health and Community Services beliefs that

All individuals shall be respectful of their Home Support Workers rights and privileges which include, but are not limited to, the following:

- To be treated in a courteous manner, with respect, dignity, and inclusion.
- To be free to perform their duties in a safe environment.
- To be informed of any changes or decisions regarding their client's care.
- To be free from any actions that would be deemed to be abuse in the forms of intimidation, physical, sexual, verbal, mental, emotional, material, or financial abuse.
- To be free to voice concerns or recommend changes in the services provided through home support
- To have their religious beliefs respected.



Policy and Procedure 2.4

Continued

- To have the right to know what hazards are present in the workplace, and to be given the information, training, and supervision you need to protect yourself.
- To have the right to participate in keeping your workplace healthy and safe- you have the right to report unsafe conditions and practices.
- You have the right to refuse work that you believe to be dangerous.

Individual _____ Date _____

Manager _____ Date _____