Every VCH Employee has a Responsibility to Act in Situations of Abuse, Neglect and Self-Neglect

- SUSPECT ABUSE, NEGLECT, AND/OR SELF-NEGLECT?
  - AND
  - SUSPECT COGNITIVE IMPAIRMENT?
    - NO
      - REFER TO SOCIAL WORKER/LTC CASE MANAGER
        - TREAT SUPPORT
          - FOLLOW THE DOMESTIC VIOLENCE PROTOCOL
    - YES
      - ASSESS:
        - IS THE ADULT ABLE TO SEEK SUPPORT AND ASSISTANCE ON THEIR OWN?
          - YES
            - DETERMINE IF THERE IS A LEGAL REPRESENTATIVE OR A POWER OF ATTORNEY OR A COMMITTEE
          - NO
            - ADVISE MOST RESPONSIBLE PHYSICIAN OF SITUATION AND ACTIONS TAKEN

- ABUSE INDICATORS
  - Physical: (assault, sexual assault, physical restraint, physical coercion) bruises, welts, swelling, lacerations, punctures, fractures, restricted movement, repeated falls, internal injuries, burns, venereal disease, genital infections, vaginal/anal bleeding
  - Neglect/Self Neglect: malnourished, emaciated, dehydrated, confused, inappropriate clothing, squalor, under/over medicated, absence of required hearing, visual and mobility aids, skin sores, malodorous, no follow through on medical services, abandonment
  - Psychological: agitation, fearfulness (especially in presence of caregiver), low self-esteem, sleep disturbance, withdrawal, deference to caregiver
  - Financial: unpaid bills, change in living conditions, no money/food/clothes, absence of aids and services, refusal to spend money without agreement of caregiver, sudden appearance of previously uninvolved relatives, abrupt changes in will/accounts, forged signature, sudden debt accrual

- DOCUMENT AT EACH STEP
- CONFIDENTIALITY:
  A person must not disclose or be compelled to disclose the identity of a person who makes a report or offers collateral information.

- POLICE REPORTS:
  VCH is required by law to report to the police suspected crimes committed against adults that are unable to seek support and assistance on their own.

- EMERGENCY IDENTIFICATION:
  It is necessary to act without delay in order to preserve the adult’s life, prevent serious physical or mental harm, or to protect assets from significant damage or loss.