

Kitchener Downtown Community Health Centre

Type of Policy: Administration (A)
 Financial (F)
 Board of Directors (B)
 Human Resources (H)
 Information Systems (I)
 Occupational Health and Safety (S)
 Volunteers (V)

Client Services
 General (CG)
 Programs (CP)
 Medical Services (CM)

Policy No.: CG0904

Title: Responding to Issues of Abuse

Policy

The Kitchener Downtown CHC (KDCHC) is committed to supporting clients to live free of violence or abuse. We do this by providing a safe environment, in which information, access to primary health care, practical resources and support are available to all those requesting or requiring help. KDCHC is also committed to participating in activities to change the social structures, norms and practices that contribute to violence against all people.

Procedures

Identification – What is Abuse?

Abuse occurs in a relationship when there is a pattern of behaviour that is used to maintain power or control over another person, often to control their actions. Abuse may take a number of forms including physical, sexual, emotional, verbal, or financial.

The Centre recognizes that not all forms of abuse necessitate the same intervention. Specific forms of abuse will be addressed in separate policies.

Interventions

If a person discloses abuse or fears of abuse, begin by asking if they are in any danger at the moment, in their home or other environments and ask them what kind of support they think they need. This may include providing direct support, a referral to an internal or external provider; a phone call to the police and/or information about supports available in the community and at KDCHC.

Depending on the type of abuse disclosed, staff should refer to specific policies in order to best support that client.

Please refer to appropriate KDCHC policies for additional information and action:
Policy No. CG0101 Family and Children's Services Reporting
Policy No. CG0902 Recognizing and Dealing with the Abuse of Elderly Persons,

This policy will be posted to the KDCHC website.

Approved by: Eric Goldberg, Executive Director

Date: December 21, 2016