



GENERAL MANUAL POLICY

APPROVED BY:



Executive Director

CATEGORY: Supports & Services

TOPIC: Conducting the Investigation

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POLICY

It is the policy of the Association that all occurrences deemed by the Executive Director to be of a serious, extraordinary, or unusual nature shall be investigated.

Circumstances warranting investigation

- Allegations of Abuse;
- Allegations of Harassment;
- Alleged Criminal Conduct;
- Serious Injury or death of a client;
- Any situation where a Client is missing, which is considered serious or which involves the police;
- Any disaster, such as fire, on the premises where a service is provided;
- Or any other situation which the Executive Director determines warrants an investigation.

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PROCEDURE:

PROCESS

1. The investigation Team must act without delay and devote such time as may be necessary to complete the investigation.

1.1 The mandate of the Investigation Team shall be to gather the facts and report to the Executive Director. In addition, the Investigation Team has the mandate to review policy and procedures and make recommendation for change to the Executive Director and Board of Directors.

1.2 Membership of the Investigation Team shall comprise:

- The Executive Director or Director of Supports and Services or Director of Day Services (as deemed appropriate).
- Quality Improvement and Accountability Coordinator
- Human Resources Director
- Supports and Services Coordinator
- Member of the Rights Committee
- External professional expert (if necessary)

Note: If the nature of the investigation involves finances, the Director of Finance and Systems will be an added member of the Investigation Team.

1.3 The operational leadership of the Investigation Team is the responsibility of the Director of Supports and Services or Director of Day Services as deemed appropriate by the Executive Director.

2. The Team shall meet to review the initial complaint/incident, preliminary investigation report and determine a plan of action. All persons interviewed shall be notified that it is a fact-finding process.
3. The team shall ensure the security of the documents during the course of the investigation.
4. The team shall ensure the relevant information is photocopied and returned to its source as soon as possible.
5. Confidentiality of the investigation shall be required of all those involved.
6. The interviewers shall prepare detailed notes to file.

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7. Upon the conclusion of the investigation the team shall prepare a summary of its findings. The Director of Supports and Services or Director of Day Services shall then forward the report to the Executive Director.
8. The Executive Director shall summarize the Investigation Report and action taken to the Board of Directors and to the Ministry.

GUARANTEE FROM REPRISAL

If an individual suspects abuse, and upon reporting same is advised not to submit the report, then that person is legally and morally bound to continue the reporting process up to the Executive Director and/or the Human Rights Committee. Any individual, employee, volunteer or student who follows the dictates of his conscience and reports abuse will not suffer reprisal. Specifically, this individual will not suffer loss of job, decrease in salary, changes in working conditions, loss of volunteer positions, or psychological pressures as a result of such reporting.

Investigation files are confidential and are the property of CLTB.