

Risk Management



Not “Risky Management”

Ethel, an 87 year old widow suffering from dementia, is living in a very pleasant care facility. One day, when a care aid was preparing her bath, Ethel started to cry and pulled away from her and held her nightgown as tight as possible. The nurse inspected further and discovered bruise marks all over her body. When she called another nurse to investigate the lady in the next bed, also in stages of dementia suddenly said, "He comes in here late at night and attacks us both!" After further investigation, it was discovered that a male care aid during the night shift, had been sexually abusing several of the residents who were suffering from dementia.

What's at Stake?


Agencies, facilities and societies can be found liable for harm that might arise from their action or inaction. It is important to acknowledge that there can be legal consequence.

Not only are seniors at risk, but also your organizations assets and reputation.

"If we conduct a police records check we will be fine."

If you agreed with this, you maybe putting your organization at risk. Police record checks are important and should be mandatory for key positions. However, even when a person passes a criminal record check, you still cannot guarantee that a person is "good". A criminal record report is not a complete source of information for determining a person's character or behaviour. Criminal record reports do not identify criminal activity that was not caught, charged or convicted. Do not be lulled into a false sense of security by a positive criminal record check

"I am 100% sure I know the people working with in our organization."



"In a court of law, you could not use this as a statement of defence. No one can identify an abuser based on sight alone. Studies indicate that 80% of reported abuse cases, were committed by a person in a position of trust.

"I go with my gut feeling"

If you exclude an individual or volunteer for a position on grounds that do not readily appear justifiable or reasonable, you could face legal action. It takes more than gut feelings to make the right hiring decision, especially one that is defensible.

What does an abuser look like?

They look like you or me and they come from all walks of life. They take jobs where vulnerable individuals are easily approached and seek positions of trust such as health care workers.

What should I do to minimize our liability and risk?


It may not be possible to have a risk free environment, but it is possible to manage and reduce your risk. How?

One critical way is by adopting formal [Risk Management Screening and Selection Tools](#) as part of your hiring process. Selecting and hiring the right people to work with your agency, facility or society is a critical aspect of risk management.

Too often agencies, facilities and societies choose people they know or think they know without going through effective screening and evaluation processes.

The 1990 National Survey on Abuse of the Elderly in Canada estimates:

- 4% of seniors residing in private homes reported experiencing abuse and/or neglect
- 1.4% of seniors experienced emotional abuse in the form of chronic verbal aggression, e.g., insults, swearing and threats.



•Chronic verbal aggression ranked as the second most prevalent form of mistreatment following material abuse.

Medox Health Services' Risk Management Division, a member of the Drake International Group of Companies, uses its proprietary risk management screening and selection package in a critical health care area to reduce risk and liability.

What will I receive?

Described by a clinical psychologist as "the best options available for risk management that can be provided by human resource or hiring staff," your Risk Management package will include the following:

An application guide:

An application forms initiate the hiring or selection process but often application forms ask too few questions. The consequences of making bad hiring or selection decisions can be severe.

Our guide will list all the components that should form part of your application form. Included is an application and disclosure statement, created by human rights lawyer of a leading national law firm. This form is used in conjunction

with your application form to grant you the consent to screen any individual you may hire or select who has routine access to vulnerable individuals. It is another risk management benefit.

"the best options available for risk management that can be provided by human resource or hiring staff"

A comprehensive risk management screening questionnaire developed in consultation with a clinical psychologist. The candidates completes this questionnaire before you proceed to the interview stage.



It will also help you understand all the questions you can and cannot ask.

A questionnaire guide:

This guide provides you with all the answers to the questions in the screening questionnaire. It highlights, "red flag" responses to alert you to a potential problem or problems so you can make the right decisions.

An interview guide:

"There is no such thing as a truthful interview."

Much of what is said by a candidate during an interview is pre-rehearsed and intended to hide exactly those things that you must know to make a hiring or selection decision. This guide will map out the "risk management" and other questions to ask during an interview.

Now, for the low investment of \$495, Medox is introducing a risk management screening and selection package for agencies and facilities to help reduce critical risk and liability issues.

A reference check guide:

According to industry experts, 30% of resumes contain misstatements of fact and sometimes the pretence can be serious. This guide will map out the "risk management" and other questions to ask during the interview.

A Documentation Checklist:

It is crucial to keep objective records of why an applicant was or was not hired to avoid blame for discriminatory motives. This handy checklist will detail what records you should keep to prove that you made your decision based on verifiable information.

For more information on our risk management screening and selection package call: Susan Gooding or Barbara Fry at 604-877-0690.